



OSTOMY  
**tasmania**

INCORPORATED

August 2024

*(Supplement to Ostomy Australia Volume 34 No 2)*

**NEWSLETTER No. 221**

## **OSTOMY TASMANIA NEW LOGO & WEBSITE**

As you can see on the masthead of this publication Ostomy Tasmania now has a new fresh logo design to replace the old one which was looking a bit dated and badly in need of a rejuvenation.

After many design versions were considered by the management team and volunteers this one was eventually settled on as the most favoured option. Note: the one displayed here is only the black and white version. The colour version will be on the website, and eventually will replace the existing logo on all Ostomy Tasmania correspondence, so keep your eyes peeled over coming months.

Also, by the time this newsletter reaches the printers we will be close to having a new website design for the domain [ostomytas.com.au](http://ostomytas.com.au). This is being created by Techbug from Queensland, who have also designed and host websites for Queensland Stoma Association, NSW Stoma Association, Australian Council of Stoma Associations (ACSA), and Australian Association of Stomal Therapy Nurses (AASTN), amongst others.

The new website will be sporting a more modern look, and hopefully be more user friendly to our members. It will eventually include a "members portal" where members will be able to register online to access. Once registered, members will be able to view their own ordering history (including product codes & quantities), place Stoma Appliance Scheme product orders, and make payments (using PayPal), all in one seamless process.

Three of the larger associations have already upgraded to include the portal on their respective websites (eg. Queensland Stoma, Ostomy Assn. of Melbourne and NSW Stoma), and the feedback we are hearing is that, once the user is familiar with the process, it is a much-improved experience for members, as well as reducing administration work for associations. If you visit their websites, you can view instructional videos which show how to use the portal. Watch this space for more news about the portal over coming months!

## **AGM & MANAGEMENT COMMITTEE MEETING**

**DATE & TIME: SATURDAY 21 SEPTEMBER 2024, 2.00 pm**

**PLACE:** Ostomy Tasmania Distribution Office, St Johns Park, New Town

All members and friends are invited to attend the Management Committee meeting as observers.

Company reps may be present, so you're welcome to come along and check out their new appliances.

# INFORMATION FOR MEMBERS

You **MUST** be a financial member before any appliances can be issued to you.

If you are unable to pay your annual Stoma Appliance Scheme Access Fee which is due on 1 July each year, please contact the Secretary for a Time Payment request.

## POSTAL ORDERS

**ALL ORDERS** should be addressed to **P.O. Box 280, Moonah, 7009.**

- Please state your order clearly, quoting the brand name, **code no.**, size and **number of appliances** you require. Remember to **include your name and address.**
- Please DON'T ask for "*my usual order.*" Although we have a record of your usual appliances, we don't always know what your usual accessory items are. The best way to ensure you get what you want is to *quote the brand and code no.*
- Make sure to **allow at least THREE weeks for return delivery**, especially when ordering a two-month supply (including holiday orders).
- **POSTAGE, PACKAGE AND HANDLING - \$15.00 per parcel** (extra for parcels over 6kg)
- Please include this payment with your order. Remember to **cross all cheques and money orders** and make them payable to **Ostomy Tasmania. Write your name and address on the back of money orders.**
- We have the facility to run a postage account for you if you would like to pay a bulk amount of postage money (up to 12 months), thus saving costs of multiple cheques, money orders etc. In this case, you can submit your order by phone, fax, email or online ordering.
- You can make an internet transfer to our bank account (BSB 807 009, Account No. 5109 4661, Name of account: Ostomy Tasmania Inc.)  
**Make sure you include the member's full name as a reference.**
- **Email:** [admin@ostomytas.com.au](mailto:admin@ostomytas.com.au)
- **Online:** at [www.ostomytas.com.au](http://www.ostomytas.com.au) NB: Credit card payment via "Payment" page
- **Fax:** 03 6228 0744
- **Mail:** P.O. Box 280, MOONAH, Tasmania 7009

## COLLECTIONS

- **CURRENT OPENING HOURS:** **Mondays** (excluding Public Holidays) **9.00 a.m. – 12 noon** and **1.00 pm - 3.00 pm. Tuesdays to Fridays 9.00 am – 1.00 pm.**
- **WHERE:** St Johns Park, New Town: Amenities Building, which is the second building on your left as you turn in to the St Johns Park complex (Woodhouse Road) from Creek Road. Look for the "Ostomy Tasmania" signs on the building. A few parking spaces are available outside the building (look for the signs).
- Bring a box end (with code number) along so we can see what you require.
- **Credit card** and EFTPOS facilities are available at the Distribution Centre.

## INFORMATION FOR MEMBERS ...continued

The phone number for the Distribution Office is 03 6228 0799. Calls may go to the answering machine. If so, you can leave your **NAME, PHONE NUMBER** and the **REASON** for your call. We will return your call as soon as possible. Preferred ordering method is via online ordering.

Submit **Online Order Forms** via <http://www.ostomytas.com.au/online-order-form>  
Postage must be paid before parcels can be despatched.

### CERTIFICATES

**APPLICATION FOR ADDITIONAL STOMA SUPPLIES certificates** (from your Stomal Therapy Nurse or your Doctor) are required for all issues in excess of the maximum monthly allowances.

- Certificates **must** be on Australian Government form PB050, "Application for Additional Stoma Supplies" and be signed by you **and** the STN or Doctor.
- Certificates **must** be for a valid medical reason
- They **must** state the **total** number of appliances required
- **You** will need to contact your STN or GP to renew your certificate every 6 months if the extra product is still required; our office staff can't do it for you.
- A once-off Cleanser Wipe Authorisation form signed by your STN or GP is required before we can issue any cleanser wipe products.

### PLEASE NOTIFY THE OFFICE

- If you have changed your address;
- If you are the relation of a member who has died;
- If you've had a reversal of your ostomy.
- **Don't expect that your Stomal Therapy Nurse will let us know.**

### PRICE LIST FOR TAPES, SPRAYS & WIPES etc

The following items are available for purchase:

Product	Cost	Product	Cost
Micropore 1" (without dispenser)	\$1.50 roll	Micropore 1" (with dispenser)	\$3.00 roll
Micropore 2" (without dispenser)	\$2.50 roll	Micropore 2" (with dispenser)	\$4.50 roll
Hostoma No Smells or Hosgon Room Spray (120 ml)	<b>\$7.00</b> each	Hypafix tape 10cm x 10m	\$28.00 roll
DuPont Low Lint All-Purpose towels (35cm x 30cm) box/100	<b>\$17.50</b> box	60cc/ml Catheter Tip Syringe	\$2.00 each
<b>NB: price increase marked in bold</b>		Hostoma No Smells Room Spray (1 Litre)	<b>\$27.50</b> each

NB: Amounts in bold indicate recent price increase

## ANNUAL FEES DUE 1ST JULY 2024

All Australian ostomates are required to pay the Stoma Appliance Scheme Access Fee to be eligible for free appliances from the Scheme. This fee is mandatory, and it is not possible for us to waive it, nor to supply appliances to unfinancial members. Members who cannot pay the full fee at once can apply to pay by instalments by completing a Time Payment Request form available from the office. For the 2024/2025 period, the fee will remain at:

- \$70 per year for full members
- \$60 per year for concession card holders.

**Reminder: Please make sure money orders and cheques are made payable to "Ostomy Tasmania Inc." Direct Credit payments must include member's name as reference.**

Your fee **MUST** be paid the first time you order appliances after 1 July 2024, or an agreement to pay the fee by instalments must be entered into. Concessional categories include full and part Centrelink pension and Healthcare card holders.

**Please address all correspondence to:** The Secretary  
**Mail:** P.O. Box 280, Moonah TAS 7009  
**Phone:** (03) 6228 0799  
**Fax:** (03) 6228 0744  
**Email:** [admin@ostomytas.com.au](mailto:admin@ostomytas.com.au)  
**Please cross all cheques and money orders and make payable to:** Ostomy Tasmania

## PLEASE CHECK YOUR PARCEL

Please make sure you **PROMPTLY OPEN** and **CHECK THE CONTENTS** of your parcel as soon as you receive it. We make every effort to get your order right, but occasionally mistakes are made. If you receive the wrong appliances, we need to know as soon as possible and **definitely within the same month you received the parcel**, otherwise we are unable to make any exchange.

## HOBART ALL CANCERS SUPPORT GROUP

**Hobart All Cancers Support Group** offers support and information for men and women in Southern Tasmania who have been impacted by Colorectal Cancer, as well as other cancers. Support group meetings are scheduled on the fourth Tuesday of every month – 2pm to 4pm at 15 Princes St Sandy Bay. People are asked to call 61691900 to register their interest.

## **SUPPORT GROUP REPORTS** by Adrian Kok

Altogether statewide from the Christmas raffles we managed to raise \$255, which I have already sent to the Cancer Council of Tasmania. Thank you all once again.

### **Ostomates Northern Support Group**

On 3<sup>rd</sup> June 22 members attended the support group in Launceston along with Stomal Therapy Nurse Teena Carydakis. Unfortunately Bruce Anthony from Dansac had his flight delayed due to severe fog, but did manage to get there later, which we appreciated. Teena commenced the meeting by asking everyone to share something positive about themselves (ie. things they enjoy doing). Morning tea was provided with some members kindly bringing along food. Dansac also supplied morning tea - many thanks to them and the members for the food. After morning tea Bruce gave a very informative presentation with questions from members. A member then asked if anybody had trouble going through the airports. It was then mentioned about the new Sunflower Lanyard which is intended to signify a hidden disability; this certainly makes life easier for travellers. These lanyards can be obtained free of charge in Tassie from Hobart and Launceston airports.

At the next Launceston meeting our guest speaker will be a Podiatrist/Nutritionist; this meeting will be on 2<sup>nd</sup> Sept at Legacy House from 10 am -12 noon. Entrance to Legacy House will be from the back door only (via Vincent St).

**Next 2024 meeting date: Monday 2<sup>nd</sup> September**

### **Ostomates South Support Group**

11 members attended the Hobart support group June meeting with Ainscorp Director Andrew Ainsworth, and District Stomal Therapy Nurse Tess Bonde also present. To start the meeting Andrew gave a very interesting talk about a couple of new products. They both were of great interest but one in particular, a skin care product called HYALO4 (Hyaluronic acid sodium salt +silver sulfadiazine), he said is great for wound healing (this product is available for purchase on the Ainscorp website). Of course there were several questions asked, which Andrew was pleased to answer. Andrew then mentioned the new Ainscorp support belt which is made of a breathable fabric.

Tess spoke on the lack of facilities in public toilets regarding disposable pouches. This topic was brought up by an attending member who had experienced some difficulties. Tess then mentioned the Sunflower Lanyard which is now available from Hobart and Launceston airports. Morning tea was served and immediately after Adrian asked the new members how they coped when first told they were to have a pouch, and how they were coping now? It was good to hear how others were managing. The next meeting will be held at the District Nurses Centre, 5<sup>th</sup> Sept, 10 am-12 noon, 2 Birdwood Ave, Moonah. All welcome at no charge.

**Next 2024 meeting date: Thursday 5<sup>th</sup> September**

### **Ostomates North - West Support Group**

14 Members attended the June support group in Ulverstone. Kerrie Dunn from Omnigon and Stomal Therapy Nurse Michelle Emin also attended. Kerrie began her wonderful presentation speaking about several products which would be of benefit to those who are having leakage problems. Kerrie passed around several products whilst talking on each. Members then mentioned about their usage of the products.

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Michelle & Kerrie answered several questions from members. Morning tea was served, with a few members bringing some delights. Many thanks. After the break Kerrie continued with her presentation citing the importance of wearing support garments to hopefully prevent a hernia. Adrian then asked the members how often they visited their Stomal Therapy Nurse. Some do once in a while, and that's fine, but some never. Some people seem to think they are a bother, but even if you have a small issue it's best to phone your STN to have a chat.

The next meeting at Ulverstone will be on the 11th Sept from 10 am -12 noon at Apex House, 2 Gollan St. Two guest speakers will be attending, so come along. There is no cost.

**Next 2024 meeting date: Wednesday 11<sup>th</sup> September**

**For further information** re: 2024 meeting dates please **contact convener Adrian Kok** – Ph: **0498 196 059** or email: [Adriankok@outlook.com.au](mailto:Adriankok@outlook.com.au). NB: info will also be posted on the “Notices” page on our website [www.ostomytas.com.au](http://www.ostomytas.com.au) as it becomes current.

All members, including their spouses/carers and any new people are more than welcome to attend meetings at no cost.

## CHRISTMAS CLOSURE DATES

**Christmas Closure 2024/25:** Our last opening day before Christmas will be Friday 20th December 2024. We will then be closed for the Christmas/New Year period, reopening on Thursday 2nd January 2025. Orders must be in by Monday 9th December if delivery is required prior to Xmas. A \$50 opening fee applies over the closure period if we need to open up especially for you.

## DONATIONS WELCOME

Donations assist us to maintain our service to ostomates. Many of our workers are volunteers, thus helping to keep our costs to a minimum for members, however our expenses continue to rise over time. Inflationary pressures, increasing compliance requirements, and cybersecurity expenses are some of the factors adding to the challenges of maintaining a not for profit charity in the 21<sup>st</sup> century – especially in the face of decreasing government subsidies. Therefore, any financial assistance – by way of donations – is gratefully received, even if it's only a few dollars. To make a donation visit our “payments” page at [ostomytas.com.au](http://ostomytas.com.au) (to make a secure credit card transaction or direct deposit), or you can always do it the old-fashioned way with a cheque or cash payment. Remember donations to Ostomy Tas over \$2 are tax deductible. Thank you for your support!

## IF YOU RECEIVE A FAULTY PRODUCT

From time to time some of our members have reported receiving faulty products. Examples might be an appliance that has a small leak in the pouch, or wafers that are not adhering properly. When a member encounters any kind of manufacturing fault the best course of action is to contact the company directly (look on the outside of the box the item comes in to determine who the supplier is). You will need to tell them the lot number of the product/s that are faulty (this number is found on the end of the box). If the fault is a genuine manufacturing issue, then the supplier will likely replace them at no cost to you.

# NATIONAL STOMAL THERAPY AWARENESS WEEK



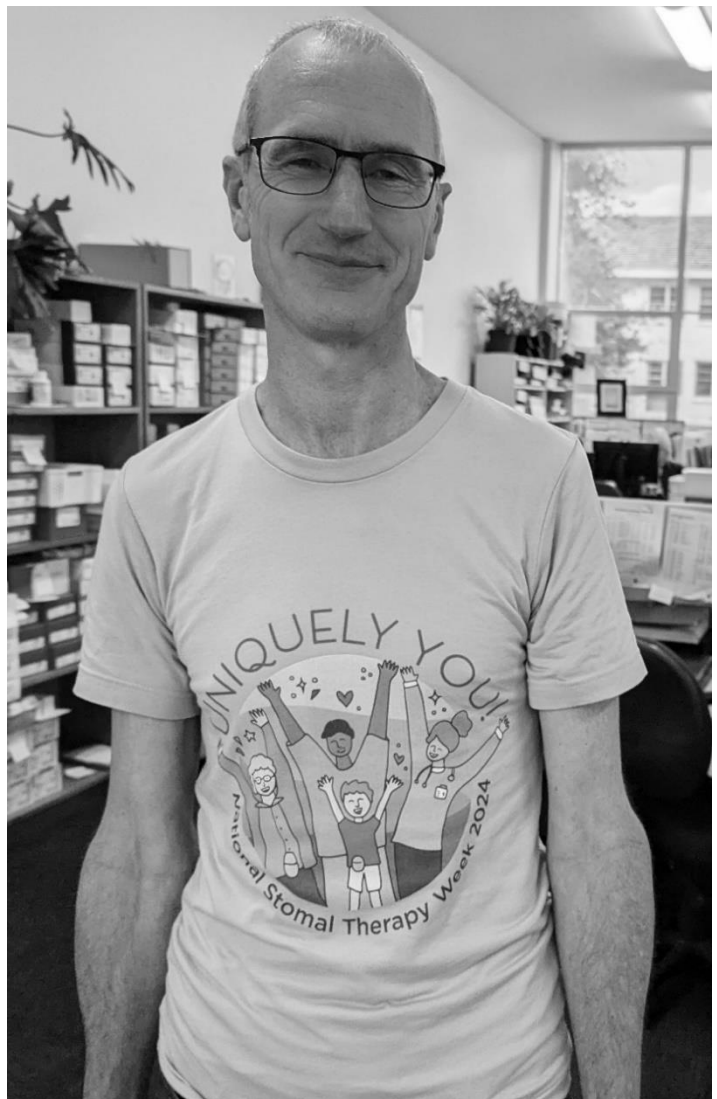
The following was courtesy of The Australian Association of Stomal Therapy Nurses (AASTN), proudly promoting National Stomal Therapy Week which was held from 24 - 30 June 2024. This year the focus was on celebrating the diversity of ostomates and those that support them. These supporters include families, carers, Ostomy Associations, industry, educators, stomal therapy nurses and other members of the health care team.

AASTN teamed up with the amazing Australian graphic designer MJ Pureza ([www.mjpix.com](http://www.mjpix.com)), who created an image that brilliantly conveys the positive energy associated with NSTW (see left – the colour version is naturally much brighter!).

Even though Stomal Therapy Week has now passed for this year it is still possible for you to share the 'Uniquely You!' message. A range of materials showcasing the message are available for downloading from the AASTN website, including a screensaver, posters and email footers (one with the NSTW dates and one without, so you can use it throughout the year). They have also arranged for you to be able to purchase Uniquely You! merchandise from Red Bubble. These mugs, T-shirts, badges, tote bags, note pads and stickers feature the Uniquely You! graphic and can still be used to promote stomal therapy awareness. Look for the link to Redbubble on the AASTN website to make a purchase: Red Bubble AASTN Merch

If you celebrated National Stomal Therapy Week and have a photo to share you might want to forward to 'send us your selfies' via [info@stomaltherapy.au](mailto:info@stomaltherapy.au).

Pictured right: Office worker Philip was seen sporting the Uniquely You! T-shirt during the week-long celebration. NB: The real life colour version is better!



## OUR STOMAL THERAPY NURSES

### SOUTHERN REGION

**Tess Bonde\***

**Madi Bradshaw\***

Annette Goulding

**Sonia Hicks\***

Janet Robins

Megan Twaits

Patrick Meaney

**The District Nurses** (ph 6208 0500)

**Stomal Therapy Dept, RHH** (Ward K9W)

Royal Hobart Hospital (Ward K9W)

**Stomal Therapy Dept, RHH;** (ph 6166 8283)

Stomal Therapy Dept, RHH; (ph 6166 8283)

Stomal Therapy Dept, RHH (Ward K9W)

Stomal Therapy Dept, RHH (ph 6166 8283)

### NORTHERN REGION

**Teena Carydakis\***

Carolynne Partridge

Kristy Willis

Renee Matthews

**Elizabeth Cute \***

Leanne Bedwell

Deborah Franklin

**Stomal Therapy Dept, LGH;** (ph 6777 6832)

Specialist Clinic, Launceston General Hospital

Launceston General Hospital

Ward 5A, Launceston General Hospital

**Calvary Campus, St Vincents** (ph 6332 4835)

Calvary Campus, St Vincents

Regis Aged Care, (ph 0438 445 338)

### NORTH WEST REGION

**Michelle Emin \***

**N.W. Regional Hospital, Burnie;** (ph 6493 6274)

(\* STNs occupying official Stomal Therapy positions are shown in **bold**. Vanessa Rhodes (RHH) is currently on extended leave

## MANAGEMENT COMMITTEE & STAFF

### OFFICE BEARERS

PRESIDENT

Mr Ross De Little (mob: 0419 524 605)

VICE PRESIDENT

Mr Jim Oakley

SECRETARY

Mrs Sue Hoyle (mob: 0417 122 153)

TREASURER

Mr Chris Laughher

MINUTE SECRETARY

Ms Rebecca Thompson

### COMMITTEE

Mrs B. Clarke, Mr P. Emery, Mrs M. Ferguson, Ms E. Jarvis, Ms J. Skipper, Mr W. Stuart,  
Mrs T. Bonde RN, Mrs S. Hicks RN

### ADMINISTRATIVE & BUSINESS SUPPORT

Mrs Melissa Ferguson, Mrs Karen Hooker, Mr Philip Emery