



OSTOMY
tasmania

INCORPORATED

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NEWSLETTER No. 222

ONLINE ORDERING PORTAL

Ostomy Tasmania will soon be offering the option for members to register their name for the online ordering portal. This allows members the advantage of being able to view their own ordering history and place orders directly onto the computer Stoma Appliance Management software (after review). However, to register it is a requirement for members to have a valid email address on our database. If you are interested in using the portal in future, we request that you supply us with your current email address either with, or prior to, your next order so that we can prepare the way for a hassle-free registration process when you are ready to proceed.

MEMBERSHIP FEES TO INCREASE 25/26

Due to increasing costs and overheads associated with running a Not for Profit organisation (and an essential service to Tasmanians in need), and also because increased government assistance has not been forthcoming despite numerous attempts to plead our cause with the Health Department and Services Australia over the years, unfortunately we are now in a position (like other ostomy associations around Australia) where we need to increase members' annual subscription fees to help cover our expenses. Consequently, fees for the 25/26 financial year will need to increase for Full Members to \$85, Concession Members \$75, and Associate Members \$25.

It is with considerable regret that we are having to take this step, fully aware that for some managing tight finances in a climate of increasing 'cost of living' pressures, is not easy. It is with this in mind that we have managed to keep member fees the same for the last 5 years. Unfortunately, we are facing the same costs and inflationary pressures as everyone else (in an increasingly demanding regulatory and IT environment). We thank you for your understanding.

MANAGEMENT COMMITTEE MEETING

DATE & TIME: SATURDAY 16 MARCH 2025, 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
- **Online:** at 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. Our 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, "Application for Additional Stoma Supplies - Clinical" 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)	\$7.00 each	Hypafix tape 10cm x 10m	\$28.00 roll
DuPont Low Lint All-Purpose towels (35cm x 30cm) box/100	\$17.50 box	60cc/ml Catheter Tip Syringe	\$2.00 each
		Hostoma No Smells Room Spray (1 Litre)	\$27.50 each

ANNUAL FEES WERE 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.

NB: fees to increase 2025/26 financial year (Full \$85, Concession \$75)

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
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 CANCER SUPPORT GROUPS

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.

Hobart Bowel Cancer Support Group meets every second Thursday of each month, 2pm to 4pm at the Southern Support Centre – 15 Princes St, Sandy Bay.

SUPPORT GROUP REPORTS by Adrian Kok

Ostomates Northern Support Group

Launceston support group had 16 members attend with 10 apologies. Guest speaker was Catherine Nicol who is a Podiatrist / Nutritionist and spoke to the group about the importance of wearing good footwear. Catherine mentioned that several people walk awkwardly thus probably needing to have orthotics in their footwear. Members also asked several questions in relation to their feet. Catherine then spoke briefly on Nutrition and answered more questions. Morning tea was had and was paid for by Omnigon. Kerrie Dunn, the company rep, gave a very informative presentation on several topics, with members asking several questions. The next meeting will be the **Christmas function** at the **Newstead Hotel** on the **25th November** from **12 - 3pm** - for those members not going to the combined Christmas dinner. Anyone wishing to attend the Launceston dinner please RSVP Adrian a week before the function on 0498196059. New and present members are more than welcome.

2025 Dates/times: Wednesday **5th March**, **4th June**, **3rd Sept**. 10 am to 12 noon; Legacy House, 59 York St. Launceston.

Ostomates South Support Group

8 Members attended in Hobart with 4 apologies. Helen & Mike Dowd coordinated the meeting in Adrian's absence. Helen introduced Stomal nurse Tess Bonde, and Amanda Marshall from Convatec. Amanda gave a presentation about a new programme that Convatec has introduced - "me+recovery" - a 3 stage programme - For Surgery - For Recovery - For Life. This program was developed by a person with a Stoma who is an Exercise Physiologist. This was very interesting and generated a lot of questions. Helen then gave a little of her story re becoming an ostomate and spoke about the lack of information available on the internet re: diet for ostomates. This led to a talk by Tess on diets and that dietary requirements differ for people who have stomas for different reasons e.g. Colostomates and Ileostomates, etc. The **Christmas function** will be on **November 28th** at **Cooley's Hotel** from **12 - 3pm**. Please RSVP Adrian Kok on 0498196059 a week before dinner.

2025 Date/times: Thursday **6th March**, **5th June**, **4th Sept**. 10 am to 12 noon; District Nurses Centre, 2 Birdwood Ave Moonah.

Ostomates North - West Support Group

11 members were in attendance with 12 apologies. Thea Loiterton (Coloplast) was also present, along with Stomal nurse Michelle Emin and trainee Stomal nurse Jamie. Thea mentioned about the important meeting being held in Canberra on Thursday re: Stoma Compliance Funding, and other issues. Thea then, along with the assistance of the nurses, had several true or false questions to ask the members. There were many comical replies from the local jokesters. Adrian then mentioned about the combined **Christmas lunch** at **Furners Hotel** on the **4th December** from **12-3pm** with the Launceston group. Please RSVP Adrian on 0498196059 a week before the function.

2025 Date/times: Wednesday **12th March**, **11th June**, **10th Sept**. 10 am to 12 noon; Apex House, 2 Gollan St, Ulverstone.

For further information re: 2025 meeting dates please **contact convener Adrian Kok** –

Ph: **0498 196 059** or email: Adriankok@outlook.com.au. NB: info will also be posted on the "Notices" page on our website 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.

OSTOMY TASMANIA PRESIDENTS REPORT

As a regular Monday weekly volunteer, I would like to personally acknowledge and thank all our Monday to Friday volunteers for the wonderful work they do, in both collating and dispatching orders for post or pickup. This seemingly mundane function is absolutely critical to our ongoing viability, without which we would most certainly be in financial deficit.

Also most importantly, our Secretary and Treasurer are both volunteers and I would like to place on record that their dedication and commitment to our cause is outstanding and without which, we simply could not operate.

As a tenant of the State Government and in particular The Department of Health and Human Services, we remain unclear as to our long term tenancy here at St. John's Park. However, all will be revealed during 2025. As I have previously stated, the Government spent some \$700,000 to make this premise "fit for purpose", so we do remain very positive.

Ross de Little (21/09/24)

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.



AUST POST PARCEL DELIVERY OPTION

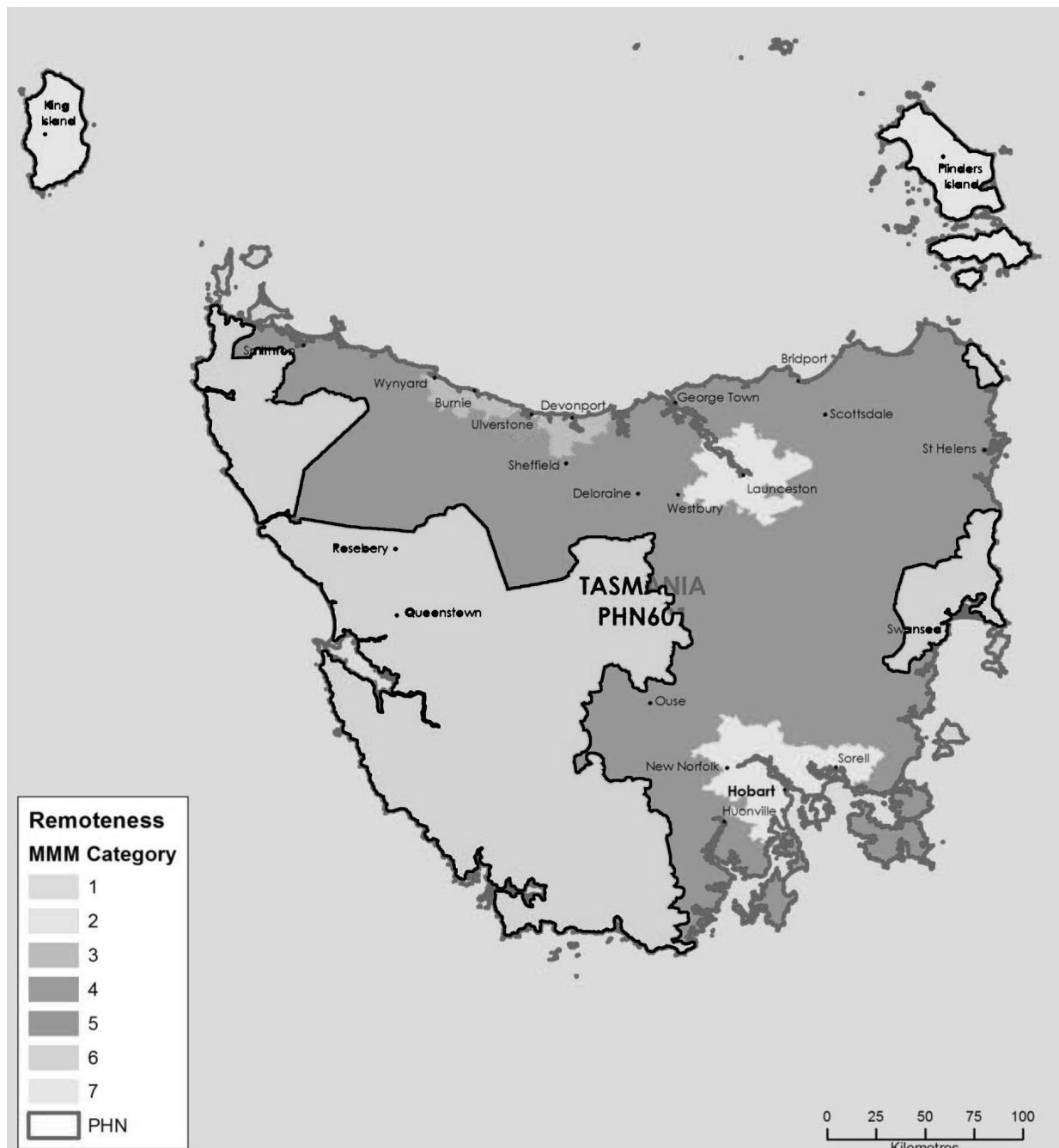
Australia Post now offer the option for customers who have a MyPost account to set up an ongoing preference to have your parcel delivery left in a safe place on your premises. Previously Ostomy Tas members needed to advise us if they wanted parcels left somewhere at their premises, and we would give an 'authority to leave' at the time of dispatch, however now it is also possible for members to do this directly themselves via MyPost.

CYBER SECURITY – BEWARE FAKE EMAILS

Recently we had a cyber security incident involving a "bot" accessing our primary email address admin@ostomytas.com.au and sending out a bogus message to some of our contacts in a phishing scam. Our IT technicians were quick to close the breach and, on their recommendations, we will implement stronger security measures going forward, however it does serve as a reminder to our clients and other contacts to be extra careful before clicking on message links. Even with the best cyber security in the world there are no guarantees – so if the message looks at all suspicious (i.e. not expected, or seems unusual), best to either give our office a call to check first, or just delete and play it safe.

MEMBER REMOTE ACCESS ENTITLEMENT

The Department of Health is allowing residents who live in designated remote areas the option to order up to 6 months supply at one time. If you live in one of these areas you may be eligible (see area outlined in bold on map). Please remember however if you do order more than 2 months supplies, and then need to change your product (e.g. because it is no longer suitable) we cannot do anything to alter your order for the period you have been supplied for. In this instance you will have to wait until your next eligible period comes along (and you will be stuck with product you no longer want). The following link will take you to the towns and their respective code classifications - code 6 & 7 are the ones which are eligible for remote access. <https://www.health.gov.au/resources/publications/modified-monash-model-mmm-suburb-and-locality-classification-home-care-subsidy>. Please call our office if you would like to take up this option.



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)

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