



Ostomy Tasmania Incorporated

NEWSLETTER No. 192

DECEMBER 2014

(Supplement to Ostomy Australia Volume 23 No.3)

NEXT MEETING

DATE & TIME: SATURDAY 21th MARCH, 2.00 pm (** Please note new time)

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

(Management committee members are requested to meet at 1pm.)

All members and friends are invited to general meetings.

There will be company representatives present, so come along and check out the new appliances. Afternoon tea will be provided.

MANAGEMENT COMMITTEE AND STAFF

OFFICE BEARERS

PRESIDENT	Mr Terry Gill, Fern Tree (03) 6239 1124
VICE PRESIDENT	Mr Peter Clarke
SECRETARY/TREASURER	Mrs Sue Hoyle, Kettering (03) 6267 4837
MINUTE SECRETARY	Mrs Maree Mills

COMMITTEE

Mrs M. Ferguson, Mr P. Lopez, Mrs P. Quinn, Mr C. Spiegel, Ms R. Thompson,
Mrs S. Hicks RN, Mrs H. Hortle RN

LIFE MEMBERS

Mrs E. Coombe, Mr E. Morling

ADMINISTRATION OFFICER

Mrs Maree Mills

ADMINISTRATIVE & BUSINESS SUPPORT

Mrs Melissa Ferguson, Mrs Karen Hooker, Mr Philip Emery

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

OUR STOMAL THERAPY NURSES

SOUTHERN REGION

Madi Bradshaw	Gen Surgical Unit, Royal Hobart Hospital
Angela Castle	Calvary Hospital, Lenah Valley (ph. 6278 5229)
Jane Cubit	Calvary Hospital, Lenah Valley (ph 6278 5229)
Annette Goulding	Gen Surgical Unit, Royal Hobart Hospital
Sonia Hicks *	Stomal Therapy Dept (Ward 2B), RHH; (ph 6222 8283)
Pamela Heathcote	Ward 5A, Royal Hobart Hospital
Margot Hickman	Gastrostomy CNC, Royal Hobart Hospital
Heather Hortle	Gen Surgical Unit, Royal Hobart Hospital
Heather Noga *	Hobart Colorectal Clinic, Lenah Valley; (mob 0417 366 769)
Vanessa Rhodes*	(on extended leave)

NORTHERN REGION

Teena Carydakis *	Stomal Therapy Dept, LGH; (ph 6348 7832)
Deborah Franklin	Calvary Health Care, Launceston
Jennifer Heyward	Calvary Health Care, St Vincents Campus, Launceston
Carolynne Partridge	Ward 5A, Launceston General Hospital
Kristy Willis	Ward 5A, Launceston General Hospital

NORTH WEST REGION

Michelle Emin *	N.W. Regional Hospital, Burnie; (ph 6430 6599)
Andrea Hicks *	Mersey Community Hospital; (ph 6426 5620)

(* STNs occupying official Stomal therapy positions are shown in **bold**. Teena and Carolynne are job sharing at the LGH).

PLEASE CHECK YOUR PARCEL

Please make sure you **PROMPTLY OPEN** and **CHECK THE CONTENTS** of your parcel as soon as you receive it. Our volunteers make every effort to get your order right, but occasionally mistakes are made. If you have received 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.

RAFFLE WINNERS

Congratulations to the winners of our last raffle drawn at the September meeting: The \$100 gift card was won by C. Clark and the \$50 gift card by B. Johns. Thank you for all your support. Tickets still 50 cents each or 3 for \$1.00.

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 membership 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 two weeks for return delivery**, especially when ordering a two-month supply.
- **POSTAGE, PACKAGE AND HANDLING - \$10.00 per parcel**. You can pay bulk postage up to 12 months in advance if you wish.
- 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, 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 your full name as a reference.
- You can phone the office and pay by credit card (**\$2 transaction fee applies**).

COLLECTIONS

- **OPENING HOURS:**
Mondays (excluding Public Holidays) **9.00 a.m. - 12 noon and 1.00 pm - 3.00 pm**
Tuesdays 9.00 am - 1.00 pm.
- **WHERE:**
St Johns Park, New Town: the former Amenities Building, which is the second building on your left as you drive in to the St Johns Park complex 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.
A transaction fee of \$2.00 applies to card payments to help offset our costs.

INFORMATION FOR MEMBERS ...continued

The phone number for the Distribution Office is 6228 0799. If you get the answering machine, please leave your **NAME, PHONE NUMBER** and the **REASON** for your call. Do remember that the Office isn't staffed on Wednesdays and Fridays or weekends, so it is unlikely that you'll get an answer to your call on any of these days.

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

MEDICAL CERTIFICATES

MEDICAL 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 PB050.1402, "Application for Additional Stoma Supplies"
- certificates **must** be for a valid medical reason
- they **must** state the 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.

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

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
Hosgon Room Spray (120 ml)	\$6.00 each	Hypafix tape 10cm x 10m	\$28.00 roll*
Hostoma No Smells Room Spray (120 ml)	\$6.00 each	60cc/ml Catheter Tip Syringe	\$2.00 each
DuPont Low Lint All-Purpose towe (35cm x 30cm) 100 per box	\$14.00 box	Hostoma No Smells Room Spray (1 Litre)	\$20.00 each

NOTICES

Reminder: Please make sure money orders and cheques are payable to "Ostomy Tasmania Inc."

MEMBERSHIP FEES HAVE INCREASED FROM 1 JULY 2014

Due to the ever increasing costs of providing this product distribution service to our members (eg. rent increase, extra staff requirements, communication cost increases), the decision was made at our last General Meeting in Hobart to increase the membership fee for the 2014/2015 period **to \$60 per year for ordinary members and \$50 per year for concession card holders**. Please note: You **MUST** pay your membership fee in order to receive appliances after 1 July 2014. The fee still represents excellent value for money, as it works out to only \$5 per month (approx. \$4 for concession) for you to receive free appliances through the Stoma Appliance Scheme. On average, members each receive approx. \$2,000 worth of appliances free each year after payment of the membership fee and postage charges (if applicable).

PAYMENT FOR POSTAGE

Do you know that you can pay your postage up to 12 months in advance? Although postage costs have increased recently we have still been able to maintain your cost per order to \$10.

Many people choose to pay postage each time they order which can mean paying excessive fees if you pay by credit card transactions or money orders. Why not consider paying a larger amount (ie. 3-6 mths or more) to save what can work out to be a considerable amount in fees over the year.

Also if you are a concession card holder you may be eligible for a reduced rate on domestic postage stamps. You will need to apply at your local post office for a MyPost Concession account and purchase the correct "concession" 60 cent stamp. If you use an ordinary 60 cent stamp on your letters to us we will be charged by the post office for insufficient postage.

SHARE YOUR STORY?

Disappointingly we have not received any member's stories as yet... so, if you have a story to share about your experience as an ostomate we encourage you to submit a small article for our quarterly newsletter. Simply bring your article (and photo?) into our office or send to admin@ostomytas.com.au. It might be something about your work place, recreational, home activity / task or recent holiday experience that you feel would be of benefit to other members. Sometimes the smallest observations can help educate others who have, or will have at some stage in the future, encountered a similar experience. We look forward to hearing your "ostomate" story.

AGM: PRESIDENTS REPORT 2013/2014

Presented by Terry Gill AFSM, JP, President Ostomy Tas, at our AGM on 20/09/14

Statistics [1/7/13 to 30/06/14]:

Members:	2013/14	2012/13
Ordinary members	313	336
Concession members	979	990
DVA members	55	63
Total:	1,388	1,424
Dual stoma members:	41	35
Number of accessing members (including Dual Stomas & visitors):	1,578	1,553
Number of claims processed:	29,557	28,482

Distribution Centre Staff:

Paid employees:

Full-time	0
Part-time	4
Volunteer pool:	10

Distribution Centre Operations:

Mondays: 9.00 – 12.00	1.00 – 3.00	Orders over the counter to members & picking and packaging of mail out orders.
Tuesdays: 9.00 – 1.00		Orders over the counter to members & picking and packaging of mail out orders.
	1.00 – 3.00	Dispatch of mail orders and administrative tasks.
Thursdays: morning		Receipt and shelving of incoming appliance stock and administrative tasks.

The Past Year:

The last 12 months have been pretty much “business as usual” and our efforts have been put into providing the best service we can to our members.

Distribution Centre: We have secured a renewal of our lease of the building we occupy, from the Department of Health and Human Services, but only for 2 years. While there is no suggestion that we will be unable to renew the lease in 2 years’ time, the short tenure makes it difficult to do any long term planning. This problem would disappear if we, as an association, owned our own premises. Looking for suitable premises to purchase is being actively examined.

Northern Support Group: A couple of years ago, interest in the Northern support group started to decline and a local decision was taken to cease the group’s quarterly meetings. Notwithstanding, I would like to thank the group’s convener for some years, Anthony Widdowson, for the work that he and his predecessors did in arranging meetings, product supplier visits and so on, for the benefit of Northern members. Thank you Anthony.

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During this year, another Northern member, Adrian Kok, volunteered to have a go at not only getting the Northern support group going again, but also seeing if there was enough interest in having a similar group in the North West. We await Adrian's feedback at the A.G.M with interest.

Stomal Therapy Nurse Support: We continue to provide financial support to Tasmanian Stomal Therapy Nurses attending conferences and to maintain their professional development.

IT Support: During the year we welcomed an additional member to our part time staff, Philip Emery. Philip's primary role is to look after the information technology systems that run our product ordering from our suppliers, internal stock control and product distribution to our members and so on.

Our website goes from strength to strength, having been redeveloped during the year. It now contains the facility to order your supplies from us "on-line". Jump in a have a look at us at www.ostomytas.com.au

Credit Card Facilities: It is pleasing to see more and more of our members are continuing to take advantage of the credit card/EFTPOS facility to pay subscriptions and to keep their postage balances in credit, together with using e-mail to lodge their appliance monthly orders.

The Future:

As I have mentioned previously, we continue to find it difficult to attract new volunteers of suitable ability and fitness, to staff our distribution centre.

As the demand for our services grows, the time will come when we will need to consider the employment of more paid staff to take on some of the product distribution and executive functions that are now performed on a voluntary basis. This would mean a significant shift in our Association's culture, away from being largely voluntary in nature, to become more commercially based, with the need to have more paid staff.

One way of keeping our operational costs down, is to join our volunteer team that picks, packs and despatches your orders. If you would like to join our team, please call in on any Monday or Tuesday morning and have a chat to our Secretary Sue Hoyle, to find out more about what's involved.

Appreciation:

May I express, on your behalf, thanks to our staff, both part time and volunteer, for the work that they cheerfully do to keep the Association's services running smoothly for you, the members.

I would also like to thank those members who have volunteered to take on executive positions or to serve as Committee members.

Finally I would like especially to recognise the pivotal role that continues to be played by our voluntary Secretary/Treasurer, Sue Hoyle OAM.



President Terry Gill addresses the gathering at the Annual General Meeting for Ostomy Tasmania Inc. held on Saturday 20th October.



Pictured are Ginny Johnson from Omnigon (left) and Heather Reith from Dansac with a selection of their company's products on display on the day.



Tania Stevenson (Coloplast) is ready to talk with members during the AGM.



Wendy Wintersgill (Hollister) is on hand to explain her company's products.

OSTOMATES NORTH-WEST SUPPORT GROUP

By Adrian Kok, Convenor

The first support group for Ostomates North-West was held on the 15th Sep 2014 at the Ulverstone Senior Citizen's Club. Adrian Kok, the group facilitator, welcomed all new and old members together with the Mersey General Hospital Stomal Nurse, Andrea Hicks. I was overwhelmed and pleasantly surprised when 31 members came along to the first NW support group meeting. Due to unforeseen circumstances there were no product representatives from any of the companies. However there were some product samples which were handed out to the members. Morning tea was supplied by courtesy of Linda Langdren from Convatec, which was greatly appreciated. The members took part in discussions on several issues, also sharing many ideas and personal stories. Andrea, the Stomal Nurse, was excellent in answering many questions and explaining things in a very professional and yet relaxed manner. I would like to especially thank Andrea for her time and her valued assistance at the meeting. The Northern Support Group's Christmas function was discussed, and the members were delighted to be invited to this year's function to be held in Launceston. There was an overwhelming support by the members to combine the North & the North West support groups Christmas functions, by having the first one in Launceston and next year the function will be held in Ulverstone. The future of the NW support group looks very positive and I thank all those who attending. I also thank my wife Leah, for being my co-facilitator. All ostomate members and their spouse/partners are invited to a combined Christmas Lunch.

When: Thursday 4th December 2014, 12 – 12.30pm

Where: Riverside Golf Club – Riverside Launceston

Cost: \$30 per person

RSVP: Adrian Kok on 63264664 by 27th November 2014

OSTOMATES NORTH SUPPORT GROUP

The Ostomates North Support Group was held on Monday 8th September with 30 members in attendance. Two very interesting presentations were delivered by Anita Lynch from Salts and Tania Stevenson from Coloplast. Many thanks to Salts for providing a delicious morning tea for our members; very much appreciated and enjoyed by all. Also thank you to Beverley Stevenson for assisting me with the group. Although there were no guest speakers for this meeting, it gave the group a chance to discuss several issues of concern. There was also a lot of discussion about the Christmas function for the group, which will be held on Thursday 4th December commencing at 12 – 12.30pm at the Riverside Golf Club at \$30 per head. One of the members suggested that an invitation be extended to the new North West Coast group for a combined Christmas function. If you and your spouse/partner would like to attend this Christmas Lunch would you please RSVP by 27th November by contacting Adrian Kok, on 6326 4664.

ARE YOU WELL HYDRATED?

Courtesy Colostomy Association of SA. Inc. Newsletter

Do you make the mistake of waiting until you feel thirsty before drinking water? Thirst isn't a signal from your body indicating that your body water level is depleting. It is a warning that you are dehydrated and you need to drink up soon. By the time you feel thirsty your body would already have lost 1% of its water. Drink water at regular intervals so you don't get dehydrated. Please remember that ostomates, particularly ileostomates, require more fluids. To check whether you drink sufficient fluids, google the Daily Water Intake Calculator (www.medindia.net). A rehydration hint – any of the following foods will assist ostomates with rehydration: avocados, broccoli, yoghurt, tofu, apricots.

THE NATIONAL PUBLIC TOILET MAP

A Project of the National Continence Program (NCP)

www.toiletmap.gov.au

Copyright: Commonwealth of Australia 2001-2013

The National Public Toilet Map shows the location of more than 16,000 public and private public toilet facilities across Australia.

Details of toilet facilities can also be found along major travel routes and for shorter journeys as well. Useful information is provided about each toilet, such as location, opening hours, baby change room availability, accessibility for people with disabilities and details of other nearby toilets.

What does the Toilet Map do? The Toilet Map improves independence and quality of life for the estimated 3.8 million Australians who are affected by incontinence by providing:

- The location of the nearest public toilet
- Details of opening hours, accessibility, parking and other features
- The capacity to plan toilet breaks for short or long journeys
- The ability to save toilet information and trip plans

You can access anytime using a mobile phone. Go to m.toiletmap.gov.au on your phone to be automatically directed to the mobile site.

It is also convenient for people with young families and those holidaying or travelling to new locations.

How do I use the Toilet Map? Browse the map in a particular State/Territory. Search for toilets by postcode, town or suburb, near a specific address or location such as a sports ground. Plan a trip with the Trip Planner – enter your starting address and destination to get a turn by turn description for the quickest route and the toilets along the way.

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Unfortunately, it is not possible to release hard copies of the Toilet Map information to the general public. The main reason is that the toilet information is updated on a regular basis and so a hard copy of toilet information would quickly become out of date. However, feel free to print out toilet information from your browser to take with you on your travels.

NIGHT LEAKAGES

Courtesy Colostomy Association of SA. Inc. Newsletter

Stoma appliances may leak occasionally. There are a number of products which can assist with this problem however Ostomy Tasmania Inc. cannot recommend individual companies or their products.

Please note persistent leakage problems require advice from a stoma care nurse who will be able to identify the cause and suggest a different appliance or perhaps accessories e.g. barrier seals, paste, frames etc. to solve the problem.

A list of available STNs is located on page 3.

CAN YOU HELP OUT YOUR GP?

Whilst your GP will likely have a solid general understanding of the presenting issues they will not necessarily have the extensive knowledge base specific to ostomates that a Stomal Therapy Nurse has. Therefore, it has been suggested to us that it may be in members' own interests to pass on their *Ostomy Australian Journal* once they have finished with it, to their local GP – this may help to keep them informed.

CHRISTMAS CLOSING TIMES:

We will close for the Christmas break at 1.00pm on **Tuesday 16th December.**

We will re-open at 9.00 am on **Monday 5 January 2015.**

Requests for December supplies and double issues for December/January MUST be with us by Monday 8th December otherwise we cannot promise you will receive your stock before Christmas, particularly if your product is one that we have to order in especially for you.



**Wishing everyone a Merry Christmas
and a Happy New Year!**