



Ostomy Tasmania Incorporated

NEWSLETTER No. 193

APRIL 2015

(Supplement to Ostomy Australia Volume 24 No.1)

NEXT MEETING (AGM)

DATE & TIME: SATURDAY 19th SEPTEMBER, 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 |
| Tessie Bonde | Calvary Hospital, Lenah Valley (ph. 6278 5229) |
| Jane Woolley | 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* | Stomal Therapy Dept (Ward 2B), RHH; (ph 6222 8283) |

NORTHERN REGION

| | |
|--------------------------|---|
| Teena Carydakis * | Stomal Therapy Dept, LGH; (ph 6348 7832) |
| Sue Delanty * | 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. Vanessa Rhodes returns from parental leave mid March and will job share with Sonia Hicks).

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.

SHARE YOUR STORY?

If you have an interesting story to share about your experience as an ostomate we encourage you to submit a small article for our newsletter. Simply bring your article (and photo?) into our office or send to admin@ostomytas.com.au.

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 (*fee increasing effective 1/7/15).** 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. If you call during busy times (Monday & Tuesday) and your call isn't answered please call back **** the answering machine is off when the office is staffed.**

Online Order Forms submitted via <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 towels (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."

2015/2016 MEMBERSHIP FEES ARE DUE ON 1 JULY 2015

To: Ostomy Tasmania
P.O. Box 280
MOONAH Tasmania 7009.

Enclosed please find cheque/money order/cash for the amount of
(circle amount)

\$60.00 **\$50.00 concession** **Associate member** **\$10.00**
or charge my credit card (\$2 transaction fee applies)

Credit Card _____/_____/_____/_____ Expiry Date ____/____

Name on card _____ Signature _____

being my subscription to Ostomy Tasmania Inc for the financial year 2015/2016.

Full name of member _____

Address _____

_____ Phone _____

Concession Card No. _____ Expiry _____

Medicare No. **(MANDATORY)** _____ Expiry _____

POSTAGE AND HANDLING CHARGES TO RISE

Australia Post has advised us that our parcel contract charges will increase by an average 10% from 1 June 2015 (but unbelievably up to 70% for some areas!) Unfortunately this means we will have to increase our parcel rate because the \$10 we currently charge will no longer cover our costs. The new amount will be decided at our General Meeting on 21 March, however this newsletter will be sent for printing prior to that date. We expect that we can absorb the increased charges for a short time but we anticipate that our p&h rate will have to increase from 1 July 2015. Members will be advised of the new rate in the August newsletter and in parcel flyers from the beginning of April.

WAYS TO SAVE MONEY

Did you know that provided you have had your stoma for 6 months or more, you can order two months' worth of supplies at a time? Medicare has strict guidelines on the amount of product that may be supplied across a 12 month period, however within these constraints you can order up to 2 month's supplies in one delivery. You will need to allow at least 2 weeks for your order to arrive to allow us time to purchase the additional stock.

You can also pay your postage and handling in a bulk amount (2 months or more) which can reduce the amount of credit card/money order/cheque fees that you pay.

OSTOMATES NORTH-NORTHWEST SUPPORT GROUP

By Adrian Kok, Convenor

Ostomates North and North West had a combined Christmas luncheon on the 5th December 2014. 42 people attended and enjoyed a lovely lunch at the Riverside Golf Club. It was wonderful to see so many people who had travelled from the North West coast, some as far as Smithton. Company reps from Coloplast, Dansac, Convatec, Omnigon and Salts also attended, with each company kindly donating lucky door prizes which were greatly appreciated by all.

Students from St. Patricks College musical department wind section entertained us with some wonderful music. A small gift was presented to the students and their teacher by northern support group member, Geoff Cresswell. Ostomates co-ordinator Adrian Kok thanked all who came, especially the company representatives for their support.

It was decided that next year's Christmas function would be held in Ulverstone, with the Northern Support Group members travelling to the North West coast.

Ostomates North Support Group meetings are held on the 1st Monday in March, June and September.

Ostomates North West Support Group meetings are held on the 2nd Monday in March, June and September.

The Christmas lunch takes the place of the December meeting.

Anyone wishing to attend any meetings, please RSVP Adrian Kok on 6326 4664.

SEMI COLONS BOWEL CANCER SUPPORT GROUP

The Semi Colons Bowel Cancer Support Group provides support and information for men and women impacted by Bowel / Colorectal Cancer with or without ostomies.

The group holds meetings in Hobart on the third Thursday of every month at 3.00pm. For further information please contact Cynthia on 6212 5715.

ADDITIONAL SUPPLIES

The Australian Stoma Appliance Scheme is one of the most generous ostomy supply schemes in the world. We enjoy the benefits of having the latest products supplied at minimal cost to us as individuals. This has been achieved because our Scheme relies heavily on volunteers to limit our cost of operations. Our personnel try hard where possible, to minimise the impact of living life with a stoma.

The Department of Health, via the SAS, sets monthly/annual limits for products, however if you need additional supplies you can see your Stomal Therapy Nurse (STN) or GP to authorise an additional supply form if applicable. If you are continually running short it may be that the appliance you are using is not suited to your stoma. If this continues we recommend that you make an appointment to see your STN.

NEW DATING SERVICE FOR OSTOMATES

Of interest to some members is a new dating service designed specifically for ostomates. The following information was provided to us by the creator (however we cannot guarantee the accuracy of the information and OTI takes no responsibility)....

“I decided (with the help of friends and a well established software company) to create a specific dating website for people who suffer from Crohns, IBD, Colitis and similar conditions so that people with the same conditions can meet, make friends and become closer – maybe leading to love or marriage – it’s called “Bag-a-Date” - <http://www.bagadate.today> is the sign up page which we are actively promoting in order to gain interest and build an email database of interested users - then the site/service goes live at the end of February.

This is no “Fake Dating Site” - it is very real with all real people in our situation or similar that simply want to find a friend, someone to talk to or maybe even date – This is by no means a standard dating site trying to make money from people with fake profiles inside once the member joins.

Membership is free initially, however if the user wishes to engage there will be a subscription fee.”

BASE PLATES NOT STICKING?

Some of you may have experienced problems with base plates not sticking. Please be aware that baby or similar wipes have ingredients that may interfere with the adhesion on the base plate, so it is best to avoid use of these products. In addition they may contain other additives which may cause skin irritation.

The Stoma Appliance Scheme allows members to order from a range of cleansing wipes each month. These products are designed especially for ostomates to use for cleaning around the stoma and do not contain alcohol. Alternatively, warm water on a lint free cloth (ie. Chux or plain cotton make up pad) works well and will not irritate your skin.

OUR DEDICATED VOLUNTEERS!

Pictured is a typical Tuesday parcel postage at the Ostomy Tasmania office at New Town. A team of dedicated volunteers give up their time on Mondays and Tuesdays to fill orders, box and label parcels of all shapes and sizes ready to be collected by Australia Post on Tuesday afternoons. Sometimes the number of parcels can exceed 200 per week! Yes, mistakes do occasionally get made, however considering the workload the volunteers take on board they achieve a remarkable job ensuring Ostomy Tasmania clients receive their correct orders in a timely fashion.

Another task our volunteers perform is to receive stock from suppliers on Thursday mornings, which needs to be checked off and stacked on our shelves ready for distribution the following week.

If you would like to volunteer your services to assist our capable and energetic team of volunteers please feel free to contact Ostomy Tasmania Inc. Manager Sue Hoyle at the Office on 6228 0799. She will be more than happy to answer any questions you may have. Obviously the more volunteers we have the lesser the workload all round.



Pictured: Mel (left) and Sue busy at the counter in front of the weekly parcel collection - ready for delivery by Australia Post on Tuesday afternoons.