



Ostomy Tasmania Incorporated

NEWSLETTER No. 194

August 2015

(Supplement to Ostomy Australia Volume 24 No.2)

NEXT MEETING (AGM)

DATE & TIME: SATURDAY 19th SEPTEMBER, 1.00 pm (**Please note new time)

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

There will now just be one meeting which will be a combined Management Committee/General meeting. All members and friends are invited to attend. There will be company representatives present, so come along and check out the new appliances. Afternoon tea will be provided.

MANAGEMENT COMMITTEE & 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, 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 6777 6832)
Sue Delanty *	Stomal Therapy Dept, LGH; (ph 6777 6832)
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 Sue are job sharing at the LGH. Vanessa and Sonia are job sharing at the RHH).

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 NEWS

Congratulations to the winners of our last raffle, drawn at the March meeting:
The \$100 Gift Card was won by D. Semmens. The \$50 Gift Card was won by B. Storey
Thanks to all for your support. **Tickets still 50c 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 - \$12.50 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. 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

ARE YOUR SUBS OVERDUE?

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

All Australian ostomates are required to pay a uniform National Access Fee (plus an association membership fee if applicable) to be eligible for free appliances from the Stoma Appliance Scheme. This National Access 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 available from the office. For the 2015/2016 period, our combined fee is **\$60 per year for ordinary members** and **\$50 per year for concession card holders**.

Your fee **MUST** be paid the first time you order appliances after 1 July, 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.

POSTAGE AND HANDLING HAS INCREASED

Due to a rise in our Australia Post contract rates, postage and handling has increased from 1 July 2015. The new rate is \$12.50 per parcel, which can be paid with credit card (\$2 fee), cheque, cash, money order or direct credit. Please note that parcels sent interstate are charged at a higher rate.

AGM AND ELECTION OF OFFICERS

On Saturday 19 September we will hold our Annual General Meeting (see *Notices* on website). All positions are open for election, but we require Management Committee nominees to be suitably qualified and prefer that anyone interested in joining the committee is also able to attend the rooms on a regular, voluntary basis. Nominations should be lodged with the Secretary one week prior to the AGM. Please see our website or ring the office for a Nomination Form.

DISPOSE OF USED APPLIANCES RESPONSIBLY

ACSA has received complaints that used ostomy appliances and supplies have been discovered in council sewerage works. Appliances and associated products disrupt and can damage the sewerage treatment plant and process. We remind all members that appliances and supplies are not suitable for disposal via the sewer and should be appropriately disposed of by other means such as those used for disposable nappies.

OSTOMATES NORTH SUPPORT GROUP

By Adrian Kok, Convenor

On Monday 1 June, 27 members including 4 new members, attended the Launceston support group. Two great demonstrations on products were given by Tania from Coloplast and Anita from Salts. The group had a very enjoyable meeting with lots of chatter and a lovely morning tea which was provided by Coloplast and greatly appreciated by the members.

The next meeting will be held on 7 September at 10am to 11.30am, at the Cancer Council Building, Howick Street, Launceston.

NORTHWEST OSTOMATES SUPPORT GROUP

On Monday 15 June, the North West Ostomates support group met at the Senior Citizens Club rooms in Ulverstone, with 25 members attending. Some members travelled from as far as Smithton. Ginny from Omnigon and Thea from Dansac conducted two great demonstrations on products as well as answering questions from the members. Stomal Therapy Nurse Andrea from Latrobe Hospital, also attended and provided some very useful and important information for the members. There was much discussion on questions which was followed by a very enjoyable morning tea. This was provided by the ladies of the Senior Citizens Club and was very much appreciated by the members.

The next Meeting for the NW Ostomates support group will be held on Monday 14 September 2015 at the Senior Citizens Club, King Edward Street, Ulverstone, commencing at 10am to 11.30am.

WHEN WILL MY PARCEL ARRIVE?

We get a lot of calls from members asking this question and lots of them also add that they're wearing their last pouch, or last wafer!

Due to the ever-increasing varieties of new products and sizes on the Stoma Appliance Scheme, we only hold stock of the products for which we have several users. If you are the **only** user of a particular product size, we will only get that product in once you have placed your order. If you routinely wait between 1 week and 2 weeks for your order to arrive, this probably means that you are the only user of that product. Ask our office staff if this is the case and then you can plan accordingly.

In addition, to assist our supply companies who send our stock free of freight charges, we only order once a week, on Tuesdays. We now have to place our orders with the companies by 12 noon on Tuesdays to make sure it reaches us before the end of the week (and so we have it to send to you the following week). Therefore, to give us enough time to compile our orders, we really need to know what you want by **close of business Monday**, otherwise you need to make sure you have enough equipment to last for 2 – 3 weeks.

Also, you should **open** your parcel and check the contents as soon as it arrives. Very often, the parcel is just put away unopened until actually needed, and then we have members ringing up to say that the parcel they received last month (or the month before!) has a wrong product in it. All stock is checked twice against the order before it is packed, but our volunteers are only human, and errors still sometimes occur. If we don't find out before the end of the month in which you receive your order that there's been an error, we can't fix it.

So to sum up:

- **please order responsibly, in good time**
- **make sure to check your order when it arrives**
- **place your order with us by Monday to make sure you get it at the latest, by Wednesday or Thursday of the following week (depending on Australia Post's delivery schedule)**
- **if your parcel hasn't arrived by the second Thursday after we should have received your order, please ring the office in case the order or the parcel has gone astray**
- **all our parcels are sent out with Australia Post on Tuesdays, and should be delivered throughout Tasmania on Wednesday or Thursday.**

COLLECTING YOUR SUPPLIES IN PERSON

If you are a new member, have recently changed appliances, or have had past problems with obtaining your complete order when collecting from our St John Park office, it is advisable to ring a week ahead to ensure that we have your product on our shelves.

When we have a lot of users for a particular product we keep regular stocking levels, however **please do not assume that we will have your product in stock** (if in doubt ask when you phone or collect your next supply to determine if we maintain a regular supply of your particular appliances). As a general rule if we only have a few users of a particular product, we order to requirement only. Also we may have order fluctuations from month to month which disrupt our stocking levels and can impact availability.

We realise that many members travel some distance to collect their supplies – we don't want you to have a wasted journey and while we strive to assist as best we can, if you want to be absolutely certain that your supplies will be waiting for you before you next arrive at our door, **please** ring between one and two weeks in advance to place your order.

MANAGING YOUR COLOSTOMY

Courtesy colostomyassociation.org.uk

Choosing the right pouch? Your stoma care nurse will help you to decide what best suits your needs immediately after your operation. As you progress at home you will soon discover that there are very many different types of stoma bags available, such as one-piece, two-piece, bags with flushable liners, stoma caps etc. You may want to change to an alternative and your stoma care nurse will explain what is available and where samples can be obtained. Your Ostomy Association can provide a list of companies who give a free sampling service, but you should consult your stoma care nurse for advice before changing to a new product. There is a wide range of accessories available to help make life as comfortable as possible. This includes underwear, support belts, deodorisers, cleanser wipes, skin protective wipes, lotions and creams, adhesive removers, stoma paste, rings, etc.

An initial supply of pouches will be given to you before you leave the hospital. Once you become a member of your local association you can email, post, order online or phone your order through, to either collect or have your supplies delivered direct to your door. Remember: always allow sufficient time to send/receive your order and never leave yourself short of supplies.

EARLY DAYS AT HOME

When you first come home from hospital you may feel emotional and need to gain confidence before mixing with others. Your stoma may behave erratically or make noises. This is perfectly normal in the early days, due to the fact that the bowel takes time to settle down after surgery. Also your abdomen may be tender to touch, which can make changing your bag difficult. All of this will improve with time.

It is a good idea to begin to establish a routine. As you get used to your stoma you may find that at certain times of the day it is more active than others and you will be able to choose the best time to change your appliance.

In the first few months a stoma tends to shrink so use the stoma guide which you will find in your box of supplies to check the size and make sure that the hole in the flange isn't too large.

Bathing and showering: The appliance can be left in place or taken off while in the bath or shower. Water cannot get into the bag or the stoma. However, if leaving the appliance in place it is a good idea to cover the outside of the filter with one of the sticky patches which come with your supplies. This will prevent the filter getting wet and becoming less effective.

If bathing or showering without an appliance, choose a time when the stoma is less active i.e. before rather than after a meal. Bath preparations with oil in them are best avoided as they can leave oily residue on the skin and prevent the adhesive from sticking properly. Make sure your skin is completely dry before fitting the appliance.