



Ileostomy Association of South Australia (IASA)

Office Hours: 10am- 2pm Monday to Friday

Postal Address: PO Box 79, Torrensville SA 5031

Distribution Centre Address: 73 Roebuck Street, Mile End SA 5031

Phone: (08) 8234 2678

Email: info@ileosa.org.au

Web: ileosa.org.au

Notice of Annual General Meeting

The Annual General Meeting (AGM) of the Ileostomy Association of South Australia Inc. (IASA) will be held at the Association Office on Sunday the 3rd November 2019 at 2pm. Followed by a lovely Afternoon Tea. Guest speakers will be representatives from Product Suppliers.

Have you thought about being a committee member? It is not an onerous job – It is vital to have active, enthusiastic members as leaders to keep IASA functioning well in this fast-developing world. Talk to the staff about how you could help. Come to the AGM and be involved!

Distribution Centre Opening times for Xmas/New Year 2019/2020

The Office will be open Monday – Friday from 10am-2pm as normal up to and including the 18th December

Volunteers will be available to staff the Distribution Centre on the following TUESDAYS:

December

Tuesday 3rd December + Night (7pm-8pm)

Tuesday 10th December

Tuesday 17th December + Night (7pm-8pm)

January

Tuesday 7th January

Tuesday 14th January

Tuesday 21st January + Night (7pm-8pm)

Tuesday 28th January

The Office is closed from the 19th December up to and including the 6th January

Mail Order Processing for Xmas/New Year 2019/2020

For members sending in mail orders for December please ensure that your orders reach us no later than **Monday 2nd December (this allows for 2 week turnaround time for your orders to be processed and sent out)**

The last day for packing mail orders will be Monday 16th December.

If you are going away or require your January order before the 7th January, please submit a double order in December.

General Opening times throughout the Year

The Office is staffed on each business day of the week and is open for **collection of orders on Tuesdays between 10am and 2pm**. Collection of orders at other times during the week are **by prearrangement with the staff between 10am and 2pm on Thursday and between 12pm and 2pm on Mondays, Wednesdays and Fridays**.

Product Ordering Administration

All stoma appliance items that are supplied by the Association to members as part of the Stoma Appliance Scheme (SAS) result from a specific order submitted by email, fax or Australia Post mail. If members come into the Association office to collect supplies and have not previously provided a written order, then an order form **must be completed** before products can be issued. This is required so that we have documentary evidence from each member requesting supplies. There are a growing number of members coming into the Association without having completed an order form and then becoming agitated when asked to complete one.

When submitting mail orders, please allow up to 2 weeks for delivery from the date **received** by the Association. If sending an order by the postal service keep in mind that it could take 5 days to reach us depending on where you live, given the nature of the postal services these days.

Two weeks needs to be allowed for mail orders because product orders on suppliers can suffer delays such as importing from overseas or domestic courier delays. Most supplier orders however, are delivered within 1 to 3 days of ordering.

Please note that postal order fees are \$15 for 1 month supply, \$20 for 2 months' supply or \$30 if you wish your order to be placed in separate parcels.

Please see New Ordering Processes item later in this newsletter.

Presidents Report

Here we are, with Christmas heading our way fast.

Our AGM will be held on Sunday November 3rd at the Association premises in Roebuck St. All members are invited and it would be nice to see a few young people on the day, as we are entering the computer world in which they are so knowledgeable. Their input down the track is very important to our going forward.

THANK YOU to all the members who “put their hand up” and volunteered to help at our distribution centre this year. It is greatly appreciated by our committee and staff and our over worked existing volunteers.

We are very close to completion of our renovations in readiness for our new Operational Systems that include online ordering through our website. Most of you have become familiar with our new pick-up system rather well, and more information will be given, on how to deal with and cope with updated ordering system when coming in to pick up your supplies.

Wishing everyone a happy, safe and Merry Christmas and a healthy 2020



Val Macey
President

New Order Processing Procedures

The Association has a new website that includes an online ordering facility. The general website is active now and the online ordering will be accessible to all members before the end of 2019 once our staff are fully conversant with the new processes that will result from ordering supplies through the website. Website address is ileosa.org.au.

The main highlights of ordering through the website are:

- Items can be selected and ordered from home
- Will require logging into the order portal
- Ordering Stoma Appliance scheme products only available to members
- Last order can be reordered for new month
- Orders can be marked for collection or posting
- If a cost is associated with the order (e.g. postage fee) then this can be paid instantly by Bpay or Credit / Debit card prior to order acceptance.
- **Members who do not wish to order online can continue to order as they have always done.**
- All Stoma Appliance Scheme items ordered will be screened to ensure that the order amounts and item type strictly adhere to Scheme supply rules (e.g. monthly limits, quantity variations etc.). It will not be possible to vary from the supply rules.

Adelaide and Southern Area Support Groups

Our Southern Group is held at Elizabeth House, 112 Elizabeth Road, Christie Downs. Last meeting this year is October 2nd at 2pm with a lunch on December 4th.

The Mile End Group's last meeting was on September 17th. There will be a luncheon on November 20th.

The Fleurieu support group luncheon will be on December 2nd. Tentative meeting dates for 2020 are 2 March, 1 June and 28 September.

For further information on Adelaide and southern area Support Groups please contact Val Macey on 8381 1646

SA Country Support Groups

A new Support Group has recently been created by caring people in Port Augusta and surrounding districts and our good wishes are with them for the future of caring for each other's needs.

The Port Augusta Ostomy Support Group meets on the 4th Tuesday of the month at St Augustine's Church Hall, Church St., Port Augusta. Contact Anne Wensley on 86422942 or Mob 0429422942 OR email purpleshirt4@yahoo.com.au

The Port Pirie Ostomy Support Group contact is STN Jenni Edwards via email Jenni.Edwards@sa.gov.au

In 2020 there will also be a Port Lincoln Support Group starting up. Further details will be available soon.

Stomal Therapy Nurse (STN) Consultations

The Stoma Clinic is held every Tuesday between 10am and 2.30pm at a subsidised cost of \$20 for a 45-minute consultation. If you have a stoma problem or just need a stoma or product review ring 0455 735 411 for an appointment. The Clinic is staffed on a roster system by experienced Stomal Therapy Nurses Elizabeth English, Ann Bew, Fiona Bolton, and Kelly Vickers. There is often a second STN in attendance as a volunteer on Tuesdays who can also assist with counter enquiries. IF YOU ARE UNABLE TO ATTEND YOUR APPOINTMENT please ring the above dedicated clinic number to cancel or reschedule so someone else can fill that time. You can also email stomanurse@ileosa.org.au with any stoma queries.

Fund raiser

STNS would like to thank all who contributed to the fund-raising morning tea, held on Tuesday 9th July in memory of STN Merle Boeree. Funds go to maintain and continue development of stoma nursing education in Kenya – a project initiated by Australian Stomal Therapy Nurses. It also provides aid to poor Kenyan ostomates and supports Kenyan projects associated with stoma care. Congratulations to the winners of the raffles. Walter and Jan were the lucky winners – each taking home a lovely raffle basket. This is a yearly event, so hope to see you next year.