From the President
The last few months have proved to be rather stressful for our team at OAM. This is due mainly to the problem of company back orders. A company back order occurs when the supplier company cannot fill the order that we place, due to the goods being unavailable.

It is our view that there are two main reasons for the back order situation. The first is that most of the back order problems involve companies which have outsourced their warehousing. The second reason is that the particular appliance is being phased out by the company and therefore the company is not importing it in sufficient quantities. We have set up procedures to deal with the problem and we are working with the suppliers and ACSA to resolve the issues. After consulting with the suppliers we are convinced that they are also doing everything they can to eliminate backorders.

There is an article in the August edition of Ostomy Australia on the Tender process that is currently underway for one-piece appliances. Be assured that as soon as a result of the tender is known we will be in touch with you to explain the significance and how it might affect you. Your committee has been most gratified with the level of generosity from those who have supported our appeal again at the time of renewing their membership. These donations allow us to provide the best possible support for our membership.

The membership fee, set by the Commonwealth Government, allows us to dispense product to you. If membership is not paid we are not allowed to supply products under the SAS. In my view, the membership fee is an extremely small price to pay for the benefits that we receive.

Finally, I want to remind you that the Annual General Meeting will be held on Saturday 10th September 10am at our distribution centre in Burwood.

Ian Samuel OAM
0416 044881

December/January Supplies
Please consider ordering your December and January supplies together in December – you’ll save time and avoid the availability problems that sometimes occur in the holidays.

Farewell Fiona
Our receptionist Fiona had her last official day at the OAM office on July 29 but you might still see her around while she is helping with some part-time processing work. We would like to thank her for her time at OAM and wish her all the best for the future.

New Website & Online Order Form
We have launched our brand new website and a much-improved online order form. Visit www.oam.org.au today! This new site was made possible by the team at www.ggg.com.au and we would like to thank them for their time, experience and generosity.

Thank You!
We would also like to thank Malcolm Farfor from Keith Farfor and Associates Pty Ltd for helping us improve workplace safety at the distribution centre. Malcolm’s professionalism, thoroughness and generosity are much appreciated.

Picking Up Orders in the First Week of the Month
Unless there is an urgent need please avoid requesting your supplies in the first week of the month. The distribution centre simply doesn’t have the resources to dispense over 250 orders every day so we must prioritise those members whose needs are most pressing. Please, if you don’t need supplies immediately, let us attend to those members that do.
Important Dates
Annual General Meeting – Saturday Sep 10th at the distribution centre, 10am.

Member Day – Saturday Oct 15th at the distribution centre, 10am to 1pm. Trade displays, nibbles, meet OAM staff and chat with other ostomates.

The distribution centre will be closed on the following dates:
Friday 30th September - AFL public holiday
Tuesday 1st November – Melbourne Cup Day

Support Group
Our support group meets regularly every second month. Everybody is welcome to come and bring along family members or friends.
If you would like to come along or learn more please email crocita@gmail.com or phone the OAM Support Group Coordinator Ron Butler on 0403 163 327

Trade Displays
We will have supplier display days on some Wednesdays each month from 10am to 2pm.
The listed supplier will bring their products to the distribution centre for display and members can chat to the company representatives.
Wed 17th August: Ainscorp
Wed 14th September: Dansac
Wed 19th October: Convatec
Wed 16th November: Omnigon

From our STN
I had the pleasure of meeting some of you at the OAM Member open day held at OAM rooms in Burwood on Saturday 14th May 2016. It was a terrific day. Refreshments and lovely conversation were enjoyed by all.
The day gave those who attended a chance to meet with staff who organize your supplies and gain some idea of the processes involved. For those that were curious, they were given a chance to see what goes on behind the service counter and view the whole premises – where supplies are brought in, sorted, processed and sent out.
The company reps had set up tables with products for members to view and touch.
April is the time when the stoma product companies release many of their new products onto the Australian market, once approved by the government. Many members enjoyed talking to the reps and asking about new innovations and requesting samples that might suit them to try. You will find many of the new products advertised in the latest edition of the Ostomy Australia magazine. It is always wise to seek a Stomal Therapy review – this can be a good chance to discuss new products you are interested in, have a look at samples, and gain advice as to their appropriateness for your use.

While skimming through the April Ostomy Australia magazine, there was an interesting article regarding a ‘Stomal Reversal Fact Sheet’, reprinted with thanks to Bowel Cancer Australia. This information will be very useful for those that have a temporary stoma (eg: closure of loop ileostomy after an Ultra Low anterior resection for cancer of rectum or after colectomy for colitis with formation of Jpouch, or closure of colostomy after a Hartmann’s procedure).

Some members have expressed their initial concerns regarding the change of ordering system and product availability implemented at OAM from January this year – the greatest fear being running out of stock. Changes in the stock management system have led to OAM ordering product from companies in response to orders received, with the aim to ensure efficient processing and handling. Pouches, bases and support garments are no longer held in stock at OAM, however accessories (removers, barriers, overnight bags etc) remain available. Members are encouraged to order their supplies when at least 2 weeks supply is still on hand at home. If your situation is desperate, we do keep some sample stock (a handful of basic cut to fit closed and drainable pouches) available to help you out until your order is available.

As members have become familiar with the new system, concerns have been allayed and the system is working smoothly.

During the winter months, we can forget to drink and some people who experience fluid loss can be susceptible to dehydration. Remember to keep up your fluids – if cold water isn’t appealing, consider soup, a hot cuppa, or even a mug of hot water to warm you up and keep you hydrated.

Stay warm,
Andrea STN 😊