

OSTOMY

SUMMER 2017

NSW LTD



Christmas Closure - The office will close at 2pm on Thursday 21st December 2017 and reopen at 9am on Tuesday 2nd of January 2018.



Maintaining the Right Environment

Makes all the Difference



The CeraPlus™ Skin Barrier with Remois Technology*

At Hollister, we realise the importance of healthy peristomal skin. Our newest skin barrier is infused with ceramide, the skin's naturally occurring protection against dryness. The CeraPlus skin barrier is designed to help protect the skin's own moisture barrier, and is available on Moderma Flex one-piece and New Image two-piece pouching systems. This means you can enjoy the same pouch and skin barrier features from Hollister that you've come to rely on—and more!

The CeraPlus skin barrier from Hollister—because peristomal skin deserves better.

Customer Engagement 1800 219 179
www.hollister.com.au

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Now available in One Piece



*Remois is a technology of Alcare Co., Ltd.



Ostomy Care
Healthy skin. Positive outcomes.

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DEADLINES

Summer Edition	November 1
Autumn Edition	February 1
Winter Edition	May 1
Spring Edition	August 1

PHONE: 02 9542 1300**ORDERS****WE ARE UNABLE TO ACCEPT PHONE ORDERS**

Please email orders to: orders@ostomynsw.org.au

Please fax orders to: 02 9542 1400

Please post orders to: PO Box 3068,

Kirrawee NSW 2232

PICKING UP ORDERS:**COUNTER HOURS OF OPERATION**

We are open four days a week

Monday to Thursday

9:00 am to 2:00 pm

(Please place orders 48-72hrs before desired pick-up)

Express Counter - Unit 6, 555 Princes Hwy, Kirrawee

Warehouse Counter - Unit 6, 18 Monro Ave, Kirrawee

PAYMENTS

Payments can be paid by bank transfer (EFT) to:

Account Name: ONL

BSB: 112879 (St George Bank)

Account Number: 45 664 3389

Reference: Your Member Number and Surname

SUMMER 2017

President: Tom Flood
Telephone: 02 4333 4727

Vice President:
Stephen Grange

Treasurer:

Director: Ian Denney

Director: Greg Doyle

Director: Perry Johnstone

Director: Jason Rumble

Director: Michael Rochford

Manager: Stephen Lardner

YOUR ONL TEAM:
Operation Supervisor:
Colleen

Warehouse Supervisor:
Steve

The Team:
Cheryl, Angie, Kim, Bev,
Natalie, Aye Aye, Frank,
Carol-Anne, Matt, Greg,
Rhys and Luke

**PLUS OUR
DEDICATED
VOLUNTEERS****DISCLAIMER**

Advertisements in this Newsletter are published as submitted by advertisers. The publisher has not checked the veracity of the advertisements and accepts no responsibility for their content. The publisher specifically disclaims all responsibility and liability for any material contained in this Newsletter and in particular any material that may breach any confidentiality or privacy or may be regarded as defamatory. Such liability will be assumed by the relevant author of the material. The reader is strongly advised to first obtain appropriate medical advice from an STN or GP before trialling any products advertised in this publication. No advertisement published in this Newsletter shall be taken to constitute an endorsement of products contained in that advertisement, either by the Editor, this association, or any government department connected with the Stoma Appliance Scheme.

REGIONAL INFORMATION MEETINGS 2018

THESE ARE THE TENTATIVE AREAS FOR NEXT YEAR.
MORE DETAILS TO FOLLOW IN THE NEXT EDITION

FORSTER - MARCH

NOWRA - JUNE

FORBES - SEPTEMBER

SHOALHAVEN SUPPORT GROUP

IN 2018 THE MEETINGS ARE CHANGING FROM MONDAY'S TO WEDNESDAY'S.
THE DATES ARE WEDNESDAY 7TH FEBRUARY, WEDNESDAY 2ND MAY,
WEDNESDAY 1ST AUGUST AND WEDNESDAY 7TH NOVEMBER. THE STOMAL
THERAPISTS ARE TRACEY NEWCOMBE AND BRENDA CHRISTIANSEN.

ILLAWARRA OSTOMY INFORMATION GROUP 2018

MEET 10:00 TO 12:00 ON THE FOLLOWING WEDNESDAYS IN THE EDUCATION
ROOM AT FIGTREE PRIVATE HOSPITAL. WEDNESDAY 7TH FEBRUARY, 4TH
APRIL, 13TH JUNE, 15TH AUGUST, 17TH OCTOBER AND 12TH DECEMBER
(CHRISTMAS LUNCHEON. VENUE TO BE ADVISED)

FOR FURTHER INFORMATION CONTACT: HELEN RICHARDS CNC STN
WOLLONGONG PRIVATE HOSPITAL ON 42861109 OR JULIA KITTSCHA CNC STN
WOLLONGONG HOSPITAL ON 0414421021 OR 42551594.

LIVERPOOL, CAMPBELLTOWN AND CAMDEN SUPPORT GROUP

DATES FOR 2018:- THURSDAY 22ND FEBRUARY, 19TH APRIL, 21ST JUNE,
30TH AUGUST, 18TH OCTOBER AND 13TH DECEMBER. TIME 1PM TO 3PM -
HERITAGE AUDITORIUM, CAMDEN HOSPITAL, 61 MENANGLE RD CAMDEN.
CONTACT DIANNE OR LU ON 87384308

ROYAL NORTH SHORE HOSPITAL

THE STOMAL THERAPISTS ARE KATHRYN BOLTON CAN AND JEAN EDGE.

MEMBERSHIP FEES

COMPULSORY FOR ALL MEMBERS AND SET BY DEPT. OF HEALTH)
THESE WILL REMAIN AT 2017 LEVELS: FULL \$60, CONCESSION \$50.
THESE MUST BE PAID FOR ONL TO SUPPLY YOUR APPLIANCES BY 1ST JULY
2018 OR YOUR ORDER WILL BE HELD UNTIL PAYMENT IS RECEIVED. THIS IS
COMPULSORY AND THE SAME FEE FOR ALL ASSOCIATIONS. POSTAGE PRICE
INCREASES FROM 1ST JANUARY 2018

POSTAGE PRICE INCREASES FROM 2018

NEW POSTAGE FEES WILL APPLY FROM THE 1ST OF FEBRUARY 2018. THESE
WILL BE COMMUNICATED ON OUR WEBSITE BEFORE THE END OF DECEMBER.
STANDARD NSW POSTAGE WILL REMAIN AT \$12 AND INTERSTATE WILL REMAIN
AT \$15. OTHER RATES WILL INCREASE.

NEW

Change your life with SecuPlast® Aloe Rings

DESIGNED TO HELP STOP LEAKS AND SORE SKIN

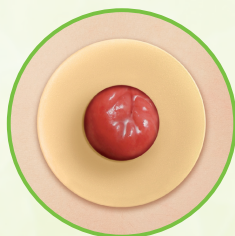
Introducing the latest advance in skin protection

SecuPlast® Aloe Rings are infused with Aloe Vera, are only 1.8mm thick,
moderately stretchable and adhere without warming.



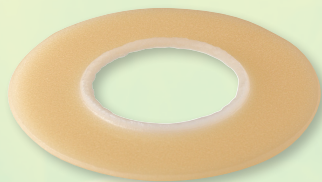
Infused with Aloe Vera

to help soothe, moisturise and protect
sensitive peristomal skin



Strong gel formation

providing further skin protection and
easy removal with no residue



Absorbs and swells,

hugging the stoma



Can be stretched to fit
moderately oval stomas

FOR FREE SAMPLES call TOLL FREE 1300 784 737 (NZ 0800 100 146)
or visit www.ainscorp.com.au



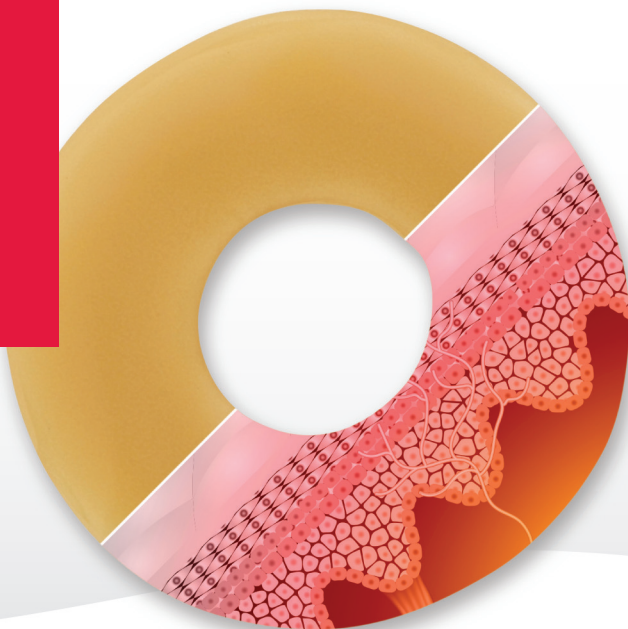
Recognising Salts research
into healthy stoma skin



DERMATOLOGICALLY
ACCREDITED

SALTS
HEALTHCARE
www.salts.co.uk

Infused with
the science
of skin health



Adapt CeraRing barrier ring

Sealed with the confidence of ceramide

Infused with ceramide—a natural component of the skin—Adapt CeraRing is designed to support healthy skin around your stoma, while minimising the risk of leakage. Ceramides help protect the skin's natural moisture barrier and help prevent water loss that may lead to damage and dryness.

Experience the confidence of ceramide—
try Adapt CeraRing today.

To find out more contact Customer Engagement on:
Australia: **1800 880 851** www.hollister.com.au



Hollister Ostomy. **Details Matter.**

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CAR PARKING AT KIRRAWEE

The area around our building at Monro Avenue is becoming more congested. Commencing in January we will have one dedicated member parking spot outside the shop. If you intend to do more than a quick pick up, please use

this space. It will be clearly marked for use by Ostomy NSW pick-ups ONLY. If there are no Ostomy NSW parking spaces available, you must find parking on the street. All spaces within 18 Monro Avenue are allocated to tenants.



QUICK PICK UP

We can continue to utilise the immediate space outside the shop for less than 5 minutes. If you stay here longer you may be asked to move or donate a gold coin to our cause!



NO STANDING ZONE

The driveway area is a "No Standing" zone, as it is required for access to our neighbours. Please do not park across the chain as 24-hour access is required. The car park area behind the chain is not owned by ONL and movement inside has been restricted by the owner.

Merry Christmas to all of our members



THANK YOU VOLUNTEERS

On a typical day we process 150+ orders that are received by mail, fax, email and hand delivered. The process of checking on stock levels, ordering in what we require, receiving stock and picking orders is completed with well-honed skills from our staff. Whilst we employ 14 salaried staff, we also rely on 28 very dedicated volunteers to make all of this happen. Our volunteers are all individuals, they bring certain skills to our business and we enjoy having them work with us. What does a typical volunteer do at Ostomy NSW? The answer is there is nothing typical! Some of our volunteers pick orders, some process orders, we have expert packers, often you will speak with them on the phone and sometimes

they complete the most mundane tasks (like folding 30,000 raffle tickets for our annual draw). Seven of our volunteers serve as Directors on the Board, which adds the responsibility of creating strategies and objectives, checking the financial health and viability of our association and being held accountable externally for governance. The board places a lot of faith in the day to day running of the business in the hands a few.

Our volunteers are very much a part of the fabric that makes up Ostomy NSW Limited. We rely on them each day and each week to contribute their time. We get lots of great work achieved from our volunteers, we share lots of stories and

FROM THE KIRRAWEE OFFICE



occasionally we have a laugh (more often than not). They also feel part of our team, contributing many of their own hours to help all of our 6000+ members to get what you need – on time and in full.

Sadly one of our volunteers passed away this year and his shoes are hard to fill. Rex contributed nearly ten years as a volunteer. He featured in our journal just over eighteen months ago, in the cover story “Read about Rex A Dedicated

Volunteer”. We are always looking for volunteers to fill our ranks and assist our members. Once a year we thank them formally at our annual Christmas party for staff and volunteers. Every day they work we are grateful for their contribution. I’d like to end by paying my sincere gratitude on behalf of our staff and members to all of our volunteers for what you contribute to us.

Stephen Lardner, Manager

eParcel update

In August we trialled eParcel for a selection of parcels being sent to our members. This was completed to test the process while we gathered email addresses and mobile phone numbers from you. There were a few issues we wanted fixed before going live with all of our deliveries. Some of these are still issues and we may have to work around them to create better visibility of your dispatched orders. We have now completed the updating of member details and plan to go live with eParcel early in 2018. If you have provided us with your email address eParcel will send you an email when your parcel has been picked up, and the usual delivery time is then 2 or 3 days depending where you are in the country.

new

Introducing

eakin® dot



Experience the benefits of a new 2-piece system

Eakin® dot delivers a new **skinsmart™** hydrocolloid with three unique qualities:



instant
tack



extended
wear time



superior security
& comfort



Available in flat base plates
with closed and drainable pouches

Try it now, call for **FREE** samples
1800 819 274

eakin® 

www.omnigon.com.au



omnigon
Your healthcare partner

REPORT ON THE AGM HELD SATURDAY 18TH NOVEMBER 2017

The Annual General Meeting of Ostomy NSW Limited was again held at Club York in Sydney on the third Saturday in November. The meeting was well attended by sixty-one members, guests and directors, and ten suppliers. This was another opportunity for members to meet and greet each other and mingle with the directors and suppliers in an informal and organised setting. Club York provided excellent facilities for our meeting and most agreed the luncheon was excellent.

At the AGM there were two resolutions presented for voting. The election of Jason Rumble to the board was approved unanimously and the approval of the remuneration report within the financial statements was approved by a majority of votes. There were 63 proxy

votes received ahead of the meeting, all nominating the chair to vote on their behalf. The president's and manager's report included a discussion on the refurbishment of the Kirrawee facility to improve the working conditions and flow of orders and products through the building. An explanation was given regarding the ransomware attack that occurred in late November 2016 and how the business responded. The members present applauded the effort of all the staff and volunteers who provided over and above service during a very difficult time for our organisation. Without doubt our team focus on member service as our number one priority, and this was shown in spades during the November and December period last year.





Our major raffle was drawn and the winners announced: 1st Place from Cumbalum; 2nd place from Werrington County and 3rd place from Birmingham Gardens.

Our organisation reported another loss for the period ending 30th June 2017, some of which can be attributed to the ransomware attack and the cost to restore business as usual. The directors acknowledged the ongoing gross profit deficits being recorded for a number of years and our response for the future health of ONL. It was explained that ONL is the largest of 22 ostomy associations in Australia, servicing 15% of Australia's ostomates. We rely on paid staff to perform most of our duties (14 are currently employed full and part time), whilst being

assisted by a small and very dedicated team of volunteers (23 during the year and 19 at the time of the AGM). The directors support the need to control costs and find additional methods to grow revenue from sales and fundraising. The Balance Sheet shows a strong position with cash at bank and current assets exceeding liabilities (an indication of good liquidity) and members equity of \$2.157 million. One of our members spoke on behalf of members to thank our board, staff and volunteers for the wonderful service performed throughout the year.



Luke Escombe, guest speaker at the AGM.

We finished our meet and greet, luncheon and AGM with our guest speaker, Luke Escombe. Luke's article appeared in our last journal and he is an ostomate and ambassador for Crohn's and Colitis Australia. Luke's experiences had our audience laughing continuously, both in recognition of the issues he has faced, and remembering similar occasions that have affected our members. If you have an opportunity to hear Luke speak, it is well worth the effort to laugh with his anecdotes.

Our next AGM will be held on Saturday 17th November 2018.





The perfect travel companion



98%

441 respondents 97.96% agree that "Dansac wipes provide a level of cleanliness and confidence that toilet paper does not provide when using public restrooms."¹

Graham, colostomy since 2008

Dansac Skin Lotion Wipes

- Provides gentle cleansing of peristomal skin in the absence of water
- Solves the challenge when using public restrooms without wash basins in the toilet cubicle
- Individually wrapped to fit discreetly into your pocket or purse
- Available in two pack sizes including a convenient travel pack of 10
- Take better care of your skin with Dansac Skin Lotion Wipes

Pack Size	Code	Max Issue	SAS Code
Box - 50pcs	71000 - 0000	2 boxes per month	3568T
Travel Pack - 10pcs	71000 - 0010	5 packs per month	9981H*

Get your sample of Dansac Skin Lotion Wipes today by calling:

1800 220 972

www.dansac.com.au



1. Nichols, T, Hannestad, V. and Purnell, P. Supporting stoma hygiene: a cross-sectional survey on the use of Dansac skin lotion tissue (wipes) - Australia. Supplement to the WCET Journal, 2014 April-June Volume 34, Number 2. * R2 restriction, no authority for an increase in the yearly allocation can be granted.

REQUESTS FROM THE OFFICE

ORDERING

All orders need to be in writing.

All orders need to have supplier codes and quantities.

Please fill in the form clearly so staff can supply you with the correct appliances.

Please fill in your name and membership number.

PAYMENTS

If paying by cheque please make sure you have filled it correctly and sign your name.

If paying by credit card please make sure you have all 16 digits plus expiry date and CVC.

If paying by EFT please make sure you put your name or membership number in the reference.

DELIVERIES

Please allow 7 – 10 working days for the delivery of your parcel

All deliveries are with Australia Post

When contacting Australia Post regarding your parcel please be aware that our parcels have no tracking numbers.

COUNTER PICK UPS

Express counter pickups must be submitted in writing in advance.

Monro Ave pickups can be done within shop hours but pre submitted orders will get preference.

Please call the office before coming to collect to check that your order is completed.

EMAIL ORDERS

Please make sure you have your membership number, name and address are on the order.

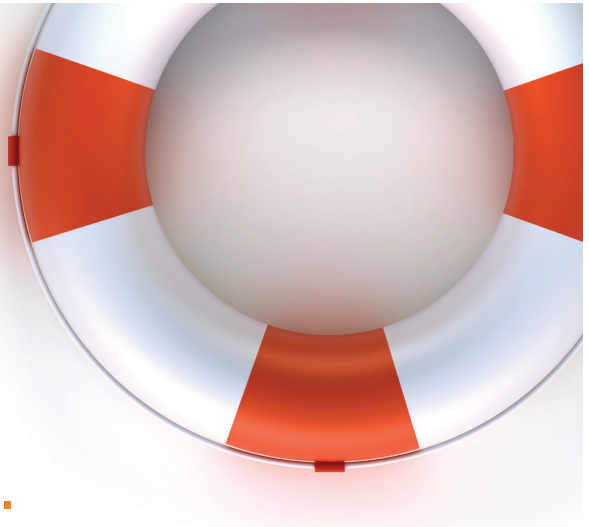
All codes and qtys should be written on separate lines so as to make it easier to input.

EACH DELIVERY CONTAINS A PACKING SLIP WITH ALL THE INFORMATION REGARDING ANY MONIES HELD IN CREDIT OR DEBIT.

COUNTER HOURS ARE STRICTLY 9AM TO 2PM Monday to Thursday. IF YOU ARRIVE OUTSIDE THESE HOURS YOU WILL NOT BE SERVED

ONL HAVE OVER 6,500 MEMBERS AND WE WOULD APPRECIATE THAT EACH MEMBER KEEP A RECORD OF THEIR FINANCIAL STATUS AND THEIR CURRENT ADDITIONAL CERTIFICATE EXPIRY DATES

NEW



Preserving Confidence.

One strip at a time.

New! Dansac X-tra Strips

If you're looking for extra protection around the edge of your ostomy skin barrier, Dansac X-tra strips are a skin-friendly new option.

- Designed to easily fit uneven body shapes and contour
- Provide enhanced comfort and security—while helping prolong wear time
- More than just leak prevention, Dansac X-tra strips deliver the added confidence and reassurance you deserve



Three X-tra Strips conveniently surround your wafer for extra security.

For more information on how we can help you, or if you are interested in a sample of this product, please Freecall: 1800 220 972

REGIONAL EDUCATION DAY IN DUBBO

The final regional Education Day this year was held in Dubbo. The first members that we met on the day had travelled from Tamworth to be part of the day and to take an opportunity to visit Dubbo zoo. It just goes to show how far our members will travel for information and education. We had a group of 40 members and guests attend who were keen to hear more about living with a stoma and receive tips and advice. We were once again well supported by 11 supplier representatives.

We commenced with our discussion on the application of the Stoma Appliance

Scheme and how both NSW Stoma and Ostomy NSW administer this on behalf of the Department of Health. It usually only takes one brave member to break the ice, so when a question was raised regarding travel, several other questions were asked and comments made. It was very pleasing when one member asked if any of our staff or volunteers was present? When we said no, she commented that our teams do a fabulous job of getting appliances to our members and that our teams are wonderful. We are appreciative receiving this positive feedback in support of what we do.



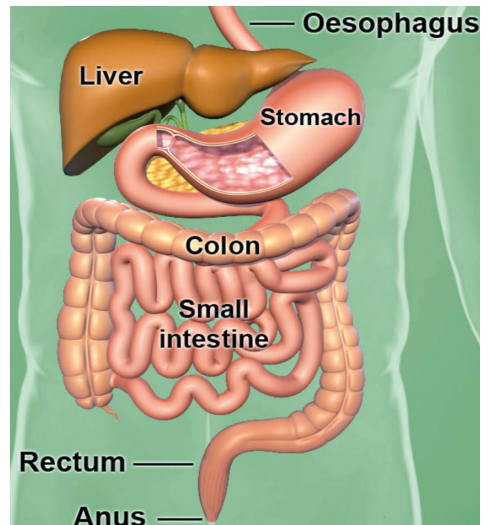
Jill Archer, Heather Hill and Anne Marie Lyons.

Our expert panel of stomal therapists consisted of Heather Hill (retired STN and ONL volunteer), Anne Marie Lyons (Concord and NSW Stoma) and Jill Archer (Dubbo base). Louise Linke (Bathurst) and Joe Webster (Orange) sent their apologies and were able to help publicise the event, which attracted a good number of their local patients. We also had apologies from Lee Gavegan (Westmead) and Janet Forsyth (private practice and ONL) who regularly support our events.

Anne Marie Lyons presented a paper on the gastrointestinal process. She explained there is 9 metres of tract from mouth to anus and it takes food somewhere between 20 and 26 hours to pass through from mouth and out of our body. There are several factors affecting gastrointestinal performance, including cancer, hereditary illness, disease, obstructions, trauma and congenital abnormalities. Each of these can contribute to the need for a stoma to be formed. But what is a stoma? It is formed when a portion of the large or small intestine is brought to the surface of the body to allow waste to pass. The type of stoma depends on the surgery performed and they can be temporary or permanent. A stoma may be round, oval, flush, pouting, small or large. This highlights the importance of understanding the type of stoma you have and how best to live with your personal circumstances. Communication with health professionals at any time from diagnosis, pre-operation, post-surgery and living long term will assist coping with the change. An overarching theme is how active we can remain with a stoma; often it is the beginning of a better life, not an end.

Anne-Marie continued with a second

paper on parastomal hernia, which was described in our last journal (Spring 2017). We concluded with our usual Q&A session, by which time our members were very comfortable asking personal questions and interacting with each other. Heather led the panel discussion with Jill and Anne Marie offering their expert advice to the group. The Dubbo-based members expressed their desire to form a support group, which is something ONL both encourages and can assist to form. We hope the day was informative for everyone who attended. We continue to receive positive feedback and we are encouraged to keep the Education Days going in 2018. Keep an eye out for our dates on the ONL website, and those members within a 100km radius of where we meet will receive an invitation in the mail.



Gastro-intestinal Tract



Members met in Dubbo for an Education Day.



Change your life with SecuPlast® Hydro Aloe Vera

ENJOY EXTRA SECURITY THIS SUMMER

The warmer weather can make us all more active. SecuPlast® Hydro security strips, with skin-friendly Aloe extracts, provide a reliable, effective way to secure your pouch and help prevent leaks.

**So you can feel comfortable and confident,
whatever you're doing this summer.**



Positioning SecuPlast® Hydro strips around your skin barrier will assist with adhesion during activity.



**FOR FREE SAMPLES call TOLL FREE 1300 784 737 (NZ 0800 100 146)
or visit www.ainscorp.com.au**



Recognising Salts research
into healthy stoma skin



DERMATOLOGICALLY
ACCREDITED

SALTS
HEALTHCARE
www.salts.co.uk



30 cupcakes frosted

6 gifts wrapped

0 irritation around her stoma

Life is complicated enough.

You don't need the extra burden of peristomal skin irritation getting in the way of the things that matter most. That's why Hollister Ostomy Care has taken it on. With the strength of science and clinical evidence behind us, we are focused on developing products with the right fit and formulations to help support healthy peristomal skin.

**For more information, contact Customer Engagement
now on 1800 219 179 or visit hollister.com.au**

Hello From The Clinic

Skin Care

Stomas essentially involve the maintenance of a permanently open breach of the skin therefore the site requires expert skin care. The crucial skill in managing the skin comes mainly at the point of cleansing and changing as it is at this point that skin integrity is at risk. The skin around your stoma, also called peristomal skin should look and feel like the skin on the rest of your abdomen. As with most situations an ounce of prevention is worth a pound of cure when it comes to peristomal skin care. You may have concerns that your skin will become irritated due to urine or faeces, or from having a pouching system on the skin all the time.

Finding the product that gives you the best fit for your stoma and abdomen is most important to prevent any potential leakages that may irritate the skin. Your Stomaltherapy Nurse will advise and assist you with the best choice and teach you to use ostomy products correctly to decrease the chance of skin irritation. A big proportion of people with a stoma are likely to experience some type of skin problem at some time and often are unable to identify if in fact they have a problem. Sometimes your skin may look pinker, redder or darker immediately after removing your pouch but this should fade away in a few minutes. If the redness persists or becomes itchy it may be an allergic reaction to your stoma pouch or other products you may be using. A visit to

your Stomaltherapist is required to determine the cause. Be gentle removing your pouch from the skin to avoid skin tears; carefully press the skin away from the adhesive with one hand whilst gently pulling the adhesive away from the skin with the other

hand. Removing the pouch from top to bottom usually works best and helps prevent any spills on the skin. Basic rules of skin care are Keep it simple! and that means the fewer products used on the

skin the better. Wash the skin with warm water and a soft cloth and dry well before applying new pouch. It is ok to shower without your pouch on and for many people this is the preferred option. Baby wipes can leave a residue build up on the skin that can impair the adhesive quality of your pouch and are best avoided. Remover wipes or skin barrier films should only be used sparingly and only if they are really needed. Most people do not require daily use of these products.

My good wishes to all for a happy and healthy Christmas. See you at the clinic in 2018! Phone 95421300 for an appointment.

**Janet Forsyth RN MACN JP
CNC Stomaltherapy**



FREE

Your guide to parastomal
hernia prevention, support
& management



Lorraine Andrews
BSc(H), ACPH, BSL, Post Grad Cert. Stomal Therapy

How do you support your hernia?

Only Omnigon offers support briefs & belts
tailored to suit your lifestyle

FREE GUIDE

containing practical tips and advice to help you reduce the risk of developing
a hernia and managing a hernia with use of a support garment.

To get your copy, call **1800 819 274**

Members are
entitled to:



Support pants

or



belts

per calendar year

www.omnigon.com.au



With
provitamin
B5



The wipe that cleans and cares

Brava® Skin Cleanser wipes are specially designed for use with ostomy appliances

- Convenient way to clean and keep skin healthy
- Contains provitamin B5, to help manage redness and soothe irritated skin
- Use them at home or on the go

To order free samples or find out more, go to coloplast.com.au/cleanser or call Coloplast today on 1800 653 317



Brava®