


OSTOMY

AUTUMN 2022

NSW LTD





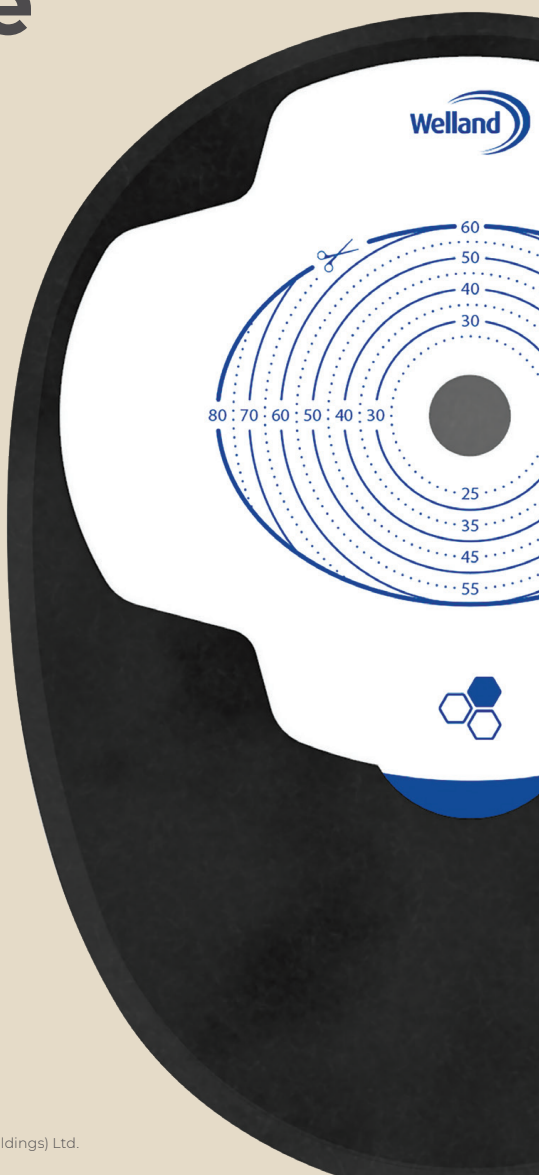
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of BLACK or SAND
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TO CONTRIBUTE ARTICLES/FEEDBACK

Email to the editor (Manager) at info@ostomynsw.org.au by:
 Winter Edition 16th May 2022
 Spring Edition 15th August 2022

ONL PHONE: 02 9542 1300

ONL FAX: 02 9542 1400

WEBSITE: www.ostomynsw.org.au

ORDERS: *We are unable to accept phone orders*

Online: http://www.ostomynsw.org.au/order_form18.php

Email orders to: orders@ostomynsw.org.au

Fax orders to: 02 9542 1400

Post orders to: PO Box 3068, Kirrawee NSW 2232

PICKING UP ORDERS: *Counter hours of operation*

At the time of publishing due to COVID-19, no Pick-ups are permitted. Check our website for any updates and changes.

Express Counter – CLOSED

Warehouse Counter - CLOSED

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

POSTAGE RATES

- Standard NSW \$15; Interstate \$20
- 2-month orders NSW \$30; Interstate \$40
- Express \$22

OSTOMY NSW LTD STN CLINIC – Lee Gavegan

Please phone 02 9542 1300 for appointment.

Lee is available every Tuesday from 9am to 3pm.

All consultations are by telephone - Lee will call you.

BOARD OF DIRECTORS

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Vice

President: *Stephen Grange*

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Supervisor: *Manny*

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Aye Aye, Belinda, Bev,

Carole-Anne, Cheryl, Colleen,

Frank, Luke, Matt, Rhys.

PLUS OUR DEDICATED VOLUNTEERS

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Skin Care Advice

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.

**Janet Forsyth RN MACN JP
CNC Stomaltherapy**

Footnote: We are pleased to announce the appointment of Lee Gavegan STN CNC as a Consultant Stomal Therapy Nurse at Ostomy NSW, commencing in March 2022. Our next edition will feature more details about her role at Ostomy NSW and accessibility of her services to all of our members. Please call our office on (02) 9542 1300 to contact Lee, who is available each Tuesday for remote access consultations.



Stoma
Skin
Soul

Helping you
feel comfortable
in your own skin

Nils, Crohn's Rebel

When it comes to your skin, there's no such thing as too much protection

Dansac TRE seals are designed to:

- Provide a secure and flexible seal to help protect the skin from stoma output and to be easy to remove
- Help absorb excess moisture without losing internal or external strength to help maintain skin's natural balance
- Help maintain the pH balance of naturally healthy skin

For more information about Dansac TRE seal and to order a free sample
please call Customer Care on **1800 880 851** or visit **www.dansac.com.au**

For useful educational resources visit **www.dansac.com.au/livingwithastoma**



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CERTAIN SUPPLY....NEW SERVICES, NEW COSTS

By now you have had the opportunity to read the reports of various ostomate surveys from 2019 to 2021 and the Department of Health.(DoH) request for expression of interest 'REOI'. You may have reviewed the Board report for 2021 and financial accounts from ONL's web site. In particular the affect of the fire insurance claim payment receipts in disrupting our financial position with a surplus result. The underlying gross margin position remains at a deficit You will notice that each year ONL's costs increase 3% to 3.5% pa.

A DoH reason provided to Associations for the 2020 need to review, was to gain new ideas on the Stoma Appliance Scheme 'SAS'. They believe that ostomates had many unmet needs. We won't use the term 'complaints' for services ostomates wanted yet not provided. The survey reports provide you with the detail. See <https://www.ostomynsw.org.au/resources18.php#publications>

The implication from ONLs own 2019 Survey was to implement or solve our member's needs. A key need was to increase delivery speed and remove delay due to distance for remote ostomates impacted by slow letter mail. Another aspect was the cost to ostomate. In past days I hand completed an order form and posted it with a cheque. That method cost me \$3 monthly for 10 months, or \$30 annually.

ONL invested in 2020 the provision of on-line services available 24/7. Now I pay with my credit card. ONL pays the card fee, which we minimise by asking for a minimum \$45 payment at a time. My saving \$30pa., which extracted across 5,600 members, is a saving to members of \$168,000pa

Implementing on-line ordering and on-line payments costs money. At ONL we are confident that the focus on spending

money to bring solutions was voted as valuable by ostomates. ONL is investing more in email communications so 'good or bad' news can be received by members instantly, a large cost saving compared to mailed out information.

Elsewhere in the magazine you will notice a new member opinion survey. Surveys bring members' thoughts and opinions to us, and provide a focus on how to wisely invest our limited funds.

In the 2021 AGM briefing and elsewhere you will read that the national system 'SAMS' will be augmented during 2022 with a new member self-serve portal developed by Queensland Stoma Association 'QSA'. There is a cost reimbursement to QSA, a cost being shared by most Australian Associations.

From July 2021, the national wage case handed down a 2.5% increase in award wages. ONL people are important. We are pleased for them. Though the cost to the Association is about \$15,000pa. Including the % increase in compulsory superannuation paid by employers which increased from 9.5% to 10% at the same time.

DoH regulations specify that educators, distributors of PBS SAS ostomy products (stoma appliance scheme) must be members of Australian Council of Stoma Associations 'ACSA' as the national body. ACSA is funded by a \$ levy on Associations, known as a capitation fee. The 2021-2022 new ACSA fee for ONL is \$42,656, an increase from \$19,660 in 2020. A similar cost is planned for 2022-23. It is expected the member's membership / SAS access fees will need to rise for 2022-23.

From February 2019 Covid precaution have added costs. ONL has taken a supportive caring role with competent staff and volunteers. Understanding SAS entitlements is a deep skill taking time

to acquire. Member surveys report ostomates value this deep knowledge. Recent Omicron outbreak and debate over who pays for RATs is another cost ONL is having to suffer ensuring your supply to the best of our ability.

ONL actively encourage the more financially well off ostomates to donate (tax deductible) to support all ONL members. Be that donations for nursing services, STN clinic, journal, education meetings and help for financially disadvantaged members.

The 2021 REOI process did introduce the potential result that current charity organisations directed by ostomates could be replaced by for-profit entities. SAS regulations prohibits a product supply price mark up more than 2.75%. Recently with RATs items the Federal Government advised a retailer mark up of 120% was ok. We do wonder from where 'for profit organisation' would raise their mark-up profit margins; probably from ostomates. Associations are effective in managing and supplying some 3,850 items on the SAS scheme claiming on ostomate's PBS Medicare entitlement.

ONL people focus on the education and distribution role of charity ostomy Associations. We believe at least two viable associations should operate in larger population States, where Association Boards are ostomates, voted for by ostomates and is essential for ostomate wellbeing. An 'ostmocracy'.

It is essential ostomates who can afford donations DO donate to ostomy services to support the viability of ONL. The Federal Government refuses to offer any increase in its contribution, nor funds for RATs. Recent Omicron outbreak and debate over who pays for RATs is another cost ONL incurred until State Government kindly delivered RATs on 7th March 2022.

Stephen Grange, Vice President.

Glossary of terms and explanation of roles:

ACSA - The Australian Council of Stoma Associations; represents, at a national level, all stoma associations across Australia. ACSA has primary responsibility for the distribution of stoma-related products listed on the SAS Schedule, by its member stoma associations. ACSA is responsible for periodically monitoring compliance by stoma associations with the Operational Guidelines, and for responding to requests from the Department and Services Australia as communicated from time to time. ACSA also liaises with the Department and suppliers, and coordinates support services for people with a stoma throughout Australia.

DOH / Department - Federal Department of Health; is responsible for the program. The Department oversees and supports the Stoma Product Assessment Panel (SPAP), monitors program access and compliance and approves (new) stoma associations. The Department works closely with Services Australia and liaises with ACSA on program issues.

ONL - Ostomy NSW Limited (us); Stoma associations are not-for-profit organisations which distribute stoma-related products through the SAS. Stoma Associations must be members of ACSA and must follow requests made by the Department or Services Australia through ACSA. Stoma associations order SAS products for eligible ostomates, provide information and support their members. Stoma associations are responsible for ensuring all orders and claims meet schedule and payment integrity requirements under the SAS.

PBS - Pharmaceutical Benefit Scheme; stoma appliances and other accessories approved for distribution to members with monthly and annual allowances. These are listed on the Stoma Appliance Scheme Schedule available at: <https://www.health.gov.au/resources/apps-and-tools/stoma-appliance-scheme/schedule>.

SAS - Stoma Appliance Scheme; explained in the Stoma Appliance Scheme Operational Guidelines, available at <https://www.health.gov.au/resources/publications/stoma-appliance-scheme-operational-guidelines>.

Create a secure seal

to help prevent leakage

with an Adapt CeraRing™



Adapt CeraRings are infused with ceramides to help protect the skin

| Code | Product Description |
|-------|--|
| | Adapt CeraRing Flat Rings |
| 8805 | Standard thickness – 4.5mm |
| 8815 | Slim thickness – 2.3mm |
| | Adapt CeraRing – Round Convex Rings |
| 89520 | 20 mm – can be stretched to 25 mm |
| 89530 | 30 mm – can be stretched to 35 mm |
| 89540 | 40 mm – can be stretched to 45 mm |
| | Adapt CeraRing – Oval Convex Rings |
| 89601 | 22 x 38 mm |
| 89602 | 30 x 48 mm |
| 89603 | 38 x 56 mm |



Choosing the right Adapt CeraRing will depend on your stoma size and the surrounding skin.

Monthly Issue:

3 Boxes

(10 per box)

Call Customer Care to determine which size is best for you and order a sample.

1800 880 851

www.hollister.com.au

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OSTOMY NSW A 6 STAR ASSOCIATION

OSTOMY ASSOCIATIONS RUN BY,
AND FOR, THE BENEFIT OF MEMBERS

At ONL, we believe that ostomates should have input into the design, management and direction of the services they receive. We refer to this as an 'ostmocracy'. ONL believes each State should have a choice of two viable Associations.

We are committed to improving access and services for members and feedback from our members plays an important role in achieving this.

Between May 2019 and May 2021 there have been 3 ostomate service surveys:

1. May 2019: ONL Own member survey
1,110 respondents
2. August 2019: Department of Health (DoH), open national questionnaire
2,297 respondents
3. October 2020: Australian Council of Stoma Associations (ACSA): National Ostomate survey 8,169 respondents of which 1149 were ONL members.

Following May 2019 results ONL set about implementing the services requested by its members. After the DoH questionnaire, in October 2020 the Department published a Request Expression of Interest (REOI) identifying ostomate needs and wants. And seeking service providers' offers.



A task force from most Associations reviewed SAS, REOI, then submitted a response to the DoH terms and conditions for item distribution and ostomate education.

The outcome of DoH Request for Expression of Interest (October 2020) was announced in September 2021 by ACSA; 'that SAS at this time is not up for tender. (e.g., will not change).' Dr A Nash; then ACSA President commented in "Ostomy Australia", August 2021 'there is (was) a real

danger of the scheme being privatised leading to reduction in ostomate services or increase in ostomate costs, loss of good will between members and their Associations.

WHAT ARE WE DOING AT ONL?

In DoH & ACSA results, ONL is compared to the aggregate service quality of 19 Associations.

Some Associations do not offer some questioned services, eg on line. Hence those respondents answer 'n/a'. Full reports from authors are available on ONL website under 'publications' - surveys.

Ostomy NSW a '6' Star Association when compared to the The Department of Heath criteria for an Ostomate Association of choice.



WHAT OSTOMATE'S HAVE TOLD US

ASSOCIATION OPENING HOURS

95% POSTIVE

ORDERING TIME FRAMES

89% WITHIN
14 DAYS



ONLINE ORDERING SYSTEM

65% IMPORTANT. ONLY
17% PREFER POSTAL
LETTER.

LINKS TO SUPPLIERS AND BETTER PRODUCT INFORMATION

40% VERY IMPORTANT

OFFERING A CHOICE FOR OSTOMATES TO COLLECT ORDERS:

25% IMPORTANT. OSTOMATES
SHOULD CONSULT A STN
ANNUALLY TO REFRESH THEIR
PRODUCT USE.

ONLINE STN ACCESS

25% IMPORTANT





OTHER NATIONAL INSIGHTS

- Ostomates in regional and remote locations felt they did not receive the support they needed
- Extent ostomates order for themselves
- Lack of ostomate ability to understand and interpret full SAS entitlement (quantities and product types). Department has now added SAS item listing to their website. Ostomates report they are very happy with the range of PBS products.
- Ostomate fee, costs a concern. Associations have requested higher fee from DoH which has been rejected. Regulation prohibit a 'mark up' on SAS into store PBS Medicare item price.

OSTOMY NSW A 6 STAR ASSOCIATION*

*(self rated)

ONL is one of the highest rated ostomy Associations in Australia. Ostomates responded in 2 surveys that their Association is 'very or 'responsive.' Majority have no concerns.

We acknowledge out of the estimated 3,200 monthly dispatches, we have an approximate error rate of 1% pa.

ONLs' continues investment in communications enhancements such as; broadcast emails, SMS and Facebook ensures every member has important information instantly. We compliment this with hardcopies in parcels dispatched and quarterly journals. Online order now receive list of items ordered.

How Ostomy NSW ranks when compared to The Department of Health criteria for an Ostomate Association of choice. @ December 2021

(reference: <https://www.health.gov.au/initiatives-and-programs/stoma-appliance-scheme/stoma-appliance-scheme-for-ostomates>)

| Criteria | ONL |
|---|---|
| Annual Fee | ONL has competitive fees, as well as flexible payment plans for members |
| Additional services offered and associated costs | ONL charges SAS access membership, membership fee, postage, handling fees. No others (@Nov 21) |
| Location | ONL within Covid safe plan, ONL hopes to soon to start "click to boot" handling. |
| Postage fees | ONL competitive with other Associations |
| Opening hours | ONL open business days for questions, claiming, dispatch, [8:00am to 4:30pm phones Mon to Thu, dispatch Mon to Fri]. |
| Ordering process | Some have closing 'early' dates each month for orders, some keep stock on site and post as soon as they receive your order, some order from the supplier when they receive an order, and some have on line ordering. ONL typically close off 2-3 business days before end of month on the last business day of the month. ONL has inventory. Online orders, email, payments available 24/7. Written orders by fax and letters and phone call payments. Enabling remote ostomates the same speed of service as city. |

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to help prevent leakage

with an Adapt CeraRing™



Adapt CeraRings are infused with ceramides to help protect the skin

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MEMBER PARTICIPATION SURVEY 2022

Ostomy NSW has over 6000 members, with members joining and leaving every month. We currently employ 15 part-time staff and have 36 volunteers who support the business. This is primarily the supply of ostomy appliances, and also includes a network of activities such as education sessions, communications, STN clinic, Scholarships and responding to over 300 enquiries (phone and email) per week. The Board of Directors believe we have been responsive to your needs expressed through our past two surveys.

We are interested in understanding what may motivate you to become more involved, through volunteering, donations and advocacy of members.

You can fill in this form online by visiting

<https://www.surveymonkey.com/r/J2KZLGP> or complete this copy, email a scanned copy to **president@ostomynsw.org.au** or return it to **Ostomy NSW Limited Member Survey, PO Box 3068, Kirrawee, NSW, 2232.**

Q1. ONL recently released 2 years of ostomate SAS reviews surveys. Are there particular aspects important to you that ONL should focus more upon? Select your 3 top answers:

- ☐ STN Nurse clinic
- ☐ Online ordering
- ☐ Online payments
- ☐ Automatic payment deductions
- ☐ Fees for service
- ☐ Pick Up facility or Click To Boot
- ☐ Other, please specify

Q2. ONL raises funds through donation campaigns. If you were to donate, how would you like the money to be used?

- ☐ STN nurse and Clinic
- ☐ Publications (magazine, website, social media)
- ☐ Improved online services
- ☐ Support for financially less fortunate members (member fees are compulsory)
- ☐ Small remuneration for volunteers (eg. end of year "thank you")
- ☐ General revenue to support all our services
- ☐ Other services, please specify

MEMBER PARTICIPATION SURVEY 2022

Q3. Stoma Associations are run for and by ostomates. What things stop you from being involved?

- ☐ Work full time
 - ☐ Work part time
 - ☐ Involved with other charities
 - ☐ Family commitments
 - ☐ Too far to get to Kirrawee
 - ☐ I may lack the necessary skills
 - ☐ My age or physical ability
 - ☐ Not interested
 - ☐ Other, please specify
-

Q4. AGMs is an important time to push for the services you want. We wish for more members to attend or participate. Why don't you attend?

- ☐ Day / Date in November when it is held
 - ☐ Time it is held
 - ☐ Nothing needs changing, business as usual
 - ☐ I read everything and do not need to ask questions
 - ☐ I do not feel I could contribute
 - ☐ Financial information is sufficient for my needs
 - ☐ Not interested in any AGMs
 - ☐ Other, please specify
-

MEMBER PARTICIPATION SURVEY 2022

Q5. ONL has explained that revenue is not sufficient to cover the services ostomate surveys tell us ostomates need. We are grateful to receive \$70,000 in donations in the past twelve months, donated by almost 1000 members. How do you suggest we ask those who can afford donations to make tax deductible donations?

- ☐ Specific fundraising campaigns
 - ☐ Honour board of donors and publish names
 - ☐ Raffles / prizes
 - ☐ Free postage for disadvantaged members,
 - ☐ Other, please specify
-

Q6. Please supply your membership number

Membership number _____

Supply contact details if you wish to be more involved.

Name _____

Email _____

Phone/mobile _____

Encouragements to respond:

1. Most constructive reply- a July 2022 membership/access fee rebated.
2. 5 x Lucky dip from replies - 3 months p&h fee (\$45)

Survey closes 31st May 2022. Thank you for your participation
Online Form: <https://www.surveymonkey.com/r/J2KZLGP>

Financial Report

Statement of Profit or Loss – past three years

| <u>Ostomy NSW Limited</u> | | | |
|----------------------------------|--------------------|--------------------|--------------------|
| <u>Accounts</u> | 2019 | 2020 | 2021 |
| Income from Operations | | | |
| Sales | | | \$61,151 |
| Membership Fees | \$292,743 | \$378,547 | \$387,503 |
| Medicare PBS Payments | \$12,885,047 | \$13,028,317 | \$12,322,989 |
| Medicare Commission Paid | \$354,545 | \$358,298 | \$338,891 |
| Total Membership Income | \$14,015,345 | \$14,293,588 | \$13,563,764 |
| Total Non Membership Income | \$97,866 | \$64,865 | \$104,541 |
| Total Income | \$14,115,271 | \$14,358,452 | \$13,668,305 |
| Total Cost Of Sales | \$12,856,909 | \$13,028,952 | \$12,451,406 |
| Gross Profit | \$1,204,081 | \$1,329,500 | \$1,216,898 |
| Total Operational Expenses | \$487,353 | \$509,121 | \$563,508 |
| Total Administrative Expenses | \$76,555 | \$93,452 | \$62,815 |
| Total Employment Expenses | \$733,891 | \$758,551 | \$718,270 |
| Total Expenses | \$1,297,800 | \$1,361,123 | \$1,344,593 |
| Operating Profit | -\$39,438 | -\$31,624 | -\$127,695 |
| Total Other Income | \$12,912 | \$77,615 | \$333,071 |
| Total Other Expenses | | -\$46,641 | -\$120,000 |
| Net Profit / (Loss) | -\$26,526 | -\$649 | \$325,403 |

Going straight to the bottom line, last year we contributed a surplus of \$325,403. Whilst this is an excellent result, it is under-written by an insurance payment and government COVID support. Without these we would be at break-even or in deficit. Our income from operations declined in 2021, which is indicated by the Medicare PBS payments and Commission paid (orange highlight). Realistically, the income needs to be around \$1.3 to \$1.4 million to break even given our expense line is consistently at this level.

Financial Report

Statement of Financial Position

| Assets | 2021 | 2020 | | | |
|----------------------------------|--------------------|--------------------|---|--|--|
| <u>Current Assets</u> | | | | | |
| Cash and Equivalents | \$2,179,006 | \$1,926,581 | <i>Insurance and Cash Flow Boost.</i> | | |
| Trade and Other Receivables | \$546,487 | \$587,954 | | | |
| Inventories | \$182,807 | \$87,974 | <i>Increased accessories for COVID.</i> | | |
| Other Assets | \$40,012 | \$23,167 | | | |
| Total Current Assets | \$2,948,312 | \$2,625,676 | | | |
| Other Assets | \$450 | \$450 | | | |
| Property, Plant and Equipment | \$1,235,361 | \$1,217,407 | <i>Building at cost.</i> | | |
| Total Non Current Assets | \$1,235,811 | \$1,217,857 | | | |
| Total Assets | \$4,184,123 | \$3,843,533 | | | |
| | | | | | |
| Liabilities | | | | | |
| <u>Current Liabilities</u> | | | | | |
| Trade and Other Payables | \$1,410,012 | \$1,369,109 | <i>Change to Medicare claims.</i> | | |
| Other Liabilities | \$27,040 | \$31,733 | | | |
| Provisions | \$117,769 | \$137,503 | | | |
| Total Current Liabilities | \$1,503,174 | \$1,538,345 | | | |
| Non-Current Liabilities | | | | | |
| Other Liabilities | \$0 | \$0 | | | |
| Provisions | \$53,141 | \$54,430 | | | |
| Total Liabilities | \$1,607,962 | \$1,592,775 | | | |
| | | | | | |
| Equity | | | | | |
| Retained Earnings | \$2,576,161 | \$2,250,758 | <i>Increased with 2021 surplus.</i> | | |
| Reserves | \$0 | \$0 | | | |
| Total Equity | \$2,576,161 | \$2,250,758 | | | |

The Financial Position of our association remains strong, with three key points:

1. Net Working Capital, which is the difference between current assets and current liabilities, is positive \$1.4 million. We have the ability to meet our short term debt.
2. Non-Current Liabilities are low, so there is very little future debt that needs to be serviced. We do not have any loans, only some lease agreements for office equipment.
3. Retained Earnings have increased by \$325,400 which keeps us in a healthy position to ride out the strata building insurance issues.

Demystifying our Financials

How do we generate income?

Whilst 100% of the direct costs associated with Stoma Appliances and Accessories is covered by the Federal Government, the day to day running costs to administer and distribute products to Members is the responsibility of Stoma Associations



Department of Health Medicare/PBS

- DoH provide a flat contribution of 2.75% of the cost of product supplied to Members*¹



SAS Access Fee

- Annual fee determined by the Department of Health

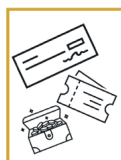
\$60 or \$50 for concession card holders



Membership Fee

- Annual ONL Membership Fee

currently \$10



Generous Donations & Fund Raising Activity

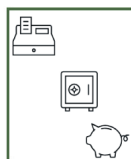
- ACSA Membership levy
- Accounting & Bookkeeping



Postage & Handling

- Postage and handling fee

Primarily a pass-through expense



Other

- Advertising revenue (quarterly journal)
- Cash sales
- Bank interest

Demystifying our Financials

ONL is committed to transparency over how we spend Members funds | for every \$100 we spend...

\$51



Our Awesome Team* ¹

- Salaries & Wages
- Superannuation
- Leave loading

\$23



Postage

- Australia Post
- Boxes & packaging

\$12



Maintaining our Premises

- Rent
- Water & Electricity
- Council Rates
- Strata Levy
- Security
- Insurance

\$6



Office & Administration

- Office Expenses
- Communication
- Computers & Software

\$5



Ensuring Good Governance

- ACSA Membership levy
- Accounting & Bookkeeping
- Audit
- Legal Fees
- Bank Charges

\$2



Supporting STN Development

- Annual Nurse scholarship
now in its 8th year...

\$1^{*,}



Giving Back

- Volunteer thank you lunch
*contributing an average of
172 hours a week!
or
\$260,000
of savings annually*

STOMAL THERAPY SERVICES - (NSW &

*Any errors or omissions please email Heather Hill at
heathermaryhyde@yahoo.com OR phone: 0422 204 497(M)*

SYDNEY METRO AREA

BANKSTOWN-LIDCOMBE, FAIRFIELD & BRAESIDE HOSPITALS

Fiona Le STN

Phone: **(02) 9722 8000** (pager) 28380

Direct number **(02) 9722 7196**

BLACKTOWN & MOUNT DRUITT HOSPITALS

Lesley Jack CNC STN.

Phone: **(02) 9881 8000**

Pager 7610 Mon to Fri.

CAMPBELLTOWN PRIVATE HOSPITAL

Lisa Howarth STN

42 Parkside Crescent, Campbelltown.

Phone: **(02) 4621 9111**

CONCORD HOSPITAL

Ian Whiteley NP.

Anne Marie Lyons CNS.

Roger Riccardi CNS.

Phone: **(02) 9767 6761**

HORNSBY HOSPITAL

Michelle Noon CNC Stomal Therapy

and Wounds. Phone: **(02) 9477 9184**

HURSTVILLE PRIVATE HOSPITAL

Linda Zhang STN (Mon-Wed)

Trish Doherty CNS (Wed-Fri) (on maternity leave)

(02) 9579 7865

KAREENA PRIVATE HOSPITAL

Kelly Taylor RN STN. Mondays and Fridays only.

86 Kareena Road, Caringbah NSW 2229.

Phone: **(02) 9717 0000**

LIVERPOOL, CAMPBELLTOWN AND CAMDEN HOSPITALS

Phone: **(02) 8738 3408**

Mobile: **0419 224 662**

Dianne.hooper@health.nsw.gov.au

Lu Wang CNS 2.

Lu.wang@health.nsw.gov.au

Erin Wagner

Erin.wagner@health.nsw.gov.au

Mobile: **0417 026 109**

Erin Wagner STN

Erin.wagner@health.nsw.gov.au

MACQUARIE UNIVERSITY HOSPITAL

Colette Craft CNC STN

Colette.craft@muh.org.au

Phone: **(02) 9812 3484**

Kenneth Salazar CNS STN

Kenneth.salazar@muh.org.au

(02) 9812 3484

MATER HOSPITAL

Johanna Ward STN.

johannaward24@gmail.com

Mobile: **0401 532 108**

Julie Choi STN

Phone: **(02) 9900 7381**

Email: Julie.choi@svha.org.au

NEPEAN PRIVATE HOSPITAL

Nothabo Ndowni STN

Phone: **(02) 4732 7333**

Phone the Banksia Ward and leave a message.

NEPEAN PUBLIC HOSPITAL

Naomi Houston CNS STN.

Phone: **(02) 4734 1245**

Email: Naomi.Houston@health.nsw.gov.au

IF URGENT: phone **(02) 4734 2000** and

request a page.

HAWKESBURY HOSPITAL

Sauna Smith STN.

Phone: **(02) 4560 5555**

NORTH SHORE PRIVATE

Johanna Ward STN.

Phone: **(02) 8425 3540**

NORWEST PRIVATE HOSPITAL

Sharon Mallary STN

Phone: **(02) 8882 8882**

Sharon.Mallary@healthscope.com.au

Kieran Zaballa STN

Kieran.zaballa@healthscope.com.au

Phone: **(02) 8882 8882** for an appointment.

PRINCE OF WALES

Julie Abraham CNC (pager 44220)

Lisa Graaf CNC (pager 44403)

Jo Di Blasio CNC Mon & Tues (cover K. Wykes)

Katherine Wykes

Office direct: **(02) 9382 3869**

SYDNEY CHILDREN'S HOSPITALS

Alison Kennedy STN (pager 44253)
Sydney Children's (02) 9382 1627
* For ALL pages ring: (02) 9382 2222

PRINCE OF WALES PRIVATE HOSPITAL

Mandy Richardson CNC.
Phone: (02) 9650 4470 for an appointment.
Sharon Mallary Stomal Therapy / Wound Management CNS. (Maternity leave to Feb 2019)
Phone: (02) 9650 4470 for an appointment.
Sharon.Mallary@healthscope.com.au

ROYAL NORTH SHORE HOSPITAL

Betty Boles CNC (Mon-Tue)
betty.boles@health.nsw.gov.au
Kathryn Bolton CNC (Wed-Fri)
Phone: (02) 9463 2824 (Pager 41244)
Fax: (02) 9463 2082.
Email: Kathryn.Bolton@health.nsw.gov.au

ROYAL WOMEN'S HOSPITAL

Jenny Duggan STN
0417944297

ROYAL PRINCE ALFRED HOSPITAL

Colleen Mendes CNC/STN
colleen.mendes@health.nsw.gov.au
Betty Boles CNS (Wed-Fri)
betty.boles@health.nsw.gov.au
Phone: (02) 9515 7280 (02) 9515 6111 (page)

RYDE HOSPITAL

Tanya O'Hara Would/Stomal Therapy CNS.
(on Long Service Leave)
Lisa Naylor (cover for Tanya O'Hara)
Mon and Thurs. Phone: (02) 9858 7987

ST GEORGE PRIVATE HOSPITAL, KOGARAH

Kerrin Hammon CNS.
Frances Day STN
Phone: (02) 9598 5342 (direct)

ST GEORGE PUBLIC HOSPITAL

Daniela Levido CNC
Anne Mamo CNS
Deborah Dutchak CNS
Melanie Perez
Phone: (02) 9113 3519 or
Pager: (02) 9113 1111 page 224
Email: Daniela.Levido@health.nsw.gov.au

ST VINCENT'S PRIVATE HOSPITAL

Office: (02) 8382 7010

ST VINCENT'S PUBLIC HOSPITAL

Mark Murtagh CNC.
Phone: (02) 8382 2671
Phone: (02) 8382 1111 (pager 6158)

STRATHFIELD PRIVATE HOSPITAL

Maureen O'Shannessy CNC.
Phone: (02) 9745 7444

SUTHERLAND HOSPITAL

Joan Walsh CNC.
Mon to Thurs, 8am – 4pm
Phone: (02) 9540 7111 (pager 473)

SYDNEY ADVENTIST HOSPITAL

Glenda Flew CNS
Sandra Cryer CNC STN (Relieves when necessary)
Kerrie Whitson CNC STN 0419 285 113
Phone: (02) 9487 9111
Email: StomalTherapy@sah.org.au

WESTMEAD CHILDREN'S HOSPITAL

Charmaine (Chary) Richards
CNC Stomal Therapy/Wound Management.
Phone: (02) 9845 2148 or
Email: Charmaine.Richards@health.nsw.gov.au

WESTMEAD HOSPITAL

Fiona (Lee) Gavegan CNC.
Phone: 0409 962 111 or
Fiona.Gavegan@health.nsw.gov.au
Karen Shedden CNC.
Phone: 0427 127 795 or
Karen.Shedden@health.nsw.gov.au
Phone: (02) 8890 5555
(page 22888 or 27904).
Call the answering service on (02) 8890 7969
if unable to contact via pager.

ILLWARRA AND SOUTH COAST

BATEMANS BAY & MORUYA HOSPITALS

Trena O'Shea CNS STN (Clinical Co-ordinator)
Phone: (02) 4474 2666
Servicing Monaro, South Coast & Southern
Tablelands.
trena.Oshea@health.nsw.gov.au

WOLLONGONG HOSPITAL

Julia Kittscha CNC
Phone: (02) 4222 5303 or 0414 421 021
Julia.Kittscha@health.nsw.gov.au

STOMAL THERAPY SERVICES - (NSW &

WOLLONGONG PRIVATE HOSPITAL WARD 4 SOUTH

Helen Richards CNC. Mondays only.
Phone: **(02) 4286 1000** Fax: 4286 1312

BEGA COMMUNITY HEALTH CENTRE

Julie Metcalf CNS STN.
8:30am – 4pm Mon-Thurs.

Phone: **(02) 6491 9800**

Please leave your name & phone number on the answering machine for a return call.

Email: julie.metcalf@health.nsw.gov.au

P O Box 173, Bega NSW 2550

NOWRA COMMUNITY HEALTH CENTRE

5 – 7 Lawrence Ave, Nowra 2541. Stomal Therapy Clinic. Mondays by appointment.

Phone: **(02) 4424 6300**

Or Fax: (02) 4424 6347

Brenda Christiansen STN (Mon- Friday, Clinic).

RAMSAY PRIVATE NOWRA

Liz McLeod

Phone: **(02) 4421 5855**

CENTRAL COAST

CCLHD-STOMALTHERAPY@health.nsw.gov.au

Is the new email for the Central Coast LHD, north of Sydney it includes Gosford, Wyong, Woy Woy, Terrigal and Toukley etc.

Deb Day, Mary Cuzner and I will access the email if you want to refer clients residing in the area.

GOSFORD DISTRICT HOSPITAL

Debbie Day CNC.

Sharon Gibbins

Mary Cuzner

Annika Leyshon, Emma Cutugno (relief)

Phone: **(02) 4320 3323** 8am to 4pm Mon-Fri.

GOSFORD PRIVATE HOSPITAL (SURGICAL WARD)

Karen McNamara, STN

Dee Coulton (Reliever) **4324 7111**

NEWCASTLE REGION

CALVARY MATER HOSPITAL

Tess Richards CNC.

Jane Fifield STN

Lara Riley STN

Phone: **(02) 4014 4815**

stomaltherapy@calvarymater.org.au

KellieRussell

Kellie-anne.russell@calvarymater.org.au

JOHN HUNTER HOSPITAL

Jenny O'Donnell CNC.

Karen Cole STN

Mitchell Eddington

Phone: **(02) 4921 3000**

HNELHD_JHHStomal@hnehealth.nsw.gov.au

HUNTER VALLEY PRIVATE HOSPITAL

Alison Lincoln STN.

Phone **(02) 4944 3777**

Alison.lincoln@healthecare.com.au

LAKE MACQUARIE PRIVATE HOSPITAL VACANT

Phone: **(02) 4947 5362** Mon to Thurs.

LINGARD PRIVATE HOSPITAL

Alison Lincoln STN.

Phone **(02) 4969 6799** for an appointment.

Alison.lincoln@healthecare.com.au

MAITLAND PUBLIC HOSPITAL

Fabia Fiveash CNS STN

Fabia.fiveash@hnehealth.nsw.gov.au

Mimi Wilson STN.

Remedis.wilson@hnehealth.nsw.gov.au

Please Phone: **(02) 4939 2000**

Available Mon to Fri.

MAITLAND PRIVATE HOSPITAL VACANT

Phone: **(02) 4931 2304**

NEWCASTLE PRIVATE HOSPITAL

Jill Fairhall STN CNC.

Phone: **(02) 4941 8741**

WALLSEND COMMUNITY HEALTH VACANT

Nash Street, Wallsend.

Phone: **(02) 4924 6100**

NORTH COAST

COFFS HARBOUR COMMUNITY NURSING HEALTH CAMPUS

Mandy Hawkins CNC, STN/Continence.

Phone: **(02) 6656 7804**

Serving the towns of Coffs Harbour, Dorrigo, Bellingen, Macksville and Woolgoolga.

GRAFTON BASE HOSPITAL

Robyn Paterson STN.

Phone: **(02) 6640 2222**

Robyn.Paterson@health.nsw.gov.au

GRAFTON COMMUNITY HEALTH

Anne Onions STN. Mon, Tues & Fri.
Phone: **(02) 6641 8200**
Anne.onions@health.nsw.gov.au

LISMORE BASE HOSPITAL

Margaret McKee STN CNC.
Belinda Sams CNS for in-hospital.
Phone: **(02) 6620 2850**
Ed Cooke STN for all out-of-hospital ostomy patients.
Phone: **(02) 6621 3252**.
Outpatient service also available on Tues & Fri.

LISMORE COMMUNITY HEALTH

Jane Kulas STN CNS (Stoma, Wound & Continence).
29 Molesworth Street, Lismore.
Phone: **(02) 6620 2967** or Fax: (02) 6620 2963

MACLEAN DISTRICT HOSPITAL AND COMMUNITY HEALTH

Please contact Grafton or Lismore

MANNING HOSPITAL (TAREE)

Karla MacTaggart STN.
Naomi Case STN
Phone: **(02) 6592 9469**
Available: Tues, Wed and Thurs. Serving towns & communities between Wingham, Forster, Tuncurry, Taree, Harrington, Gloucester and Bulahdelah.

PORT MACQUARIE BASE HOSPITAL

Jeanie McCarroll STN. Mon & Wed
Mobile: **0427795765** Phone: **(02) 5524 2439**
or **(02) 5524 2000** pager 1140.
Office in Surgical Ward 2C.
Jeanie.McCarroll@health.nsw.gov.au

PORT MACQUARIE AND KEMPSEY COMMUNITY HEALTH CENTRES

Maria Emerton-Bell STN CNC.
Phone: **(02) 6561 2790**
Casey Luke STN RN Phone: **(02) 6588 2731**
Serving towns and communities between Laurieton, Port Macquarie, Kempsey, Wauchope, South West Rocks and Stuarts Point.

PORT MACQUARIE PRIVATE HOSPITAL

Phone: **(02) 6582 9660**

ST VINCENT'S HOSPITAL (LISMORE)

Debbie Flick STN.
Phone: **(02) 6627 9448** or **(02) 6627 9449**

TWEED COMMUNITY HEALTH CENTRE

Lisa Clare Stomal/Continence Advisor.
Phone: **(07) 5506 7828** or **(07) 5506 7540**
Lisa.Clare@health.nsw.gov.au
Covering Tweed Heads Hospital & Communities from the Tween NSW/QLD border to Bangalow.

NEW ENGLAND

TAMWORTH BASE HOSPITAL

Robin Skillman CNC
Phone: **(02) 6767 7733** (office direct) or
Phone: **(02) 6767 7700** & page 29604 for assistance or an appointment.
Serving towns and communities between Tenterfield, Boggabilla, Mungindi, Moree, Wee Waa, Quirindi, Armidale, Walcha, Uralla, Guyra, Bundarra, Tingha, Glen Innes, Emmaville, Ashford, Warialda, Inverell, Bingara, Barraba, Boggabri, Manilla, Gunnedah, Tamworth, Werris Creek, Nundle.

NARRABRI COMMUNITY HEALTH

Lavinia (Alvin) Hill
(02) 67992800

WESTERN NSW

BATHURST HEALTH SERVICE

Louise Linke NP.
Phone: **(02) 6330 5676** | Fax: **(02) 6330 5742**
louise.linke@health.nsw.gov.au
Howick Street Bathurst
Serving Bathurst, Orange, Parkes, Forbes, Cowra, Lithgow, Condobolin and surrounds.

BROKEN HILL BASE HOSPITAL

Shirley Victory (Resource person only)
Phone: **(08) 8080 1642**

DUBBO BASE HOSPITAL

Thulisile Moyo STN
thulisile.moyo@health.nsw.gov.au
Hannah Mines
hannah.mines@health.nsw.gov.au
Phone: **(02) 6809 6926**
Phone: **(02) 6841 5555** or **0427 150 649**
Serving Dubbo, Cobar, Coonamble, Narromine, Nyngan, Trangie, Warren, Wellington, Baradine, Gulargambone, Coolah, Gilgandra, Coonabarabran, Dunedoo, Gulgong, Mudgee, Bourke, Brewarrina, Collarenebri, Goodooga, Lightning Ridge & Walgett.

MANAGER'S REPORT FOR 2021

We all experienced new and different conditions throughout 2021 and some of these impacted on our business. During the year, especially during the Covid-19 lockdown period, we had staff working from home, less people in the office and warehouse, and this impacted some of our busy periods. As a team operating for your benefit, we were very pleased how we managed throughout the lockdown and more lately with the Omicron variant. It would be difficult to count the lost hours or days, except to say there were very few days in 2021 when we had our usual full team of staff and volunteers.

What we achieved during the year

There were many highlights and things to contend with throughout the year which included:

- 80% of orders received are dispatched in 2 or 3 days; generally one more day than usual.
- 90%+ orders are dispatched in 3 or 4 days; generally one more day than usual.
- Some COVID-19 disruption to orders in from our suppliers – difficulty with transport in Australia and incoming vessels from overseas.
- Australia Post were overwhelmed with deliveries prior to Christmas, creating added delays.
- Generally, excellent service from suppliers; 24-48 hour delivery.
- Updated our online ordering for Medicare number to comply with Services Australia rules and eWay payment gateway for added transaction security.
- Maintained our staff at 15 (13 part-time and 2 casual) with less paid hours than 2020.
- Kept our same trading hours, although we turned our phones to voicemail during the lockdown.
- Minimised member impacts from lockdown disruption to our staff and volunteers.
- Increased email and mobile phone database, making it easier, cheaper, and quicker to contact you quickly with up-to-date information.
- Maintained our work practices at Yalgar Road temporary premise.
- All staff and volunteers are fully vaccinated for COVID-19; many are triple vaccinated. Spent money on sanitizer, facemasks, RATs, Covid signage and added time to clean all surfaces daily.
- After staying away for Covid safety, now volunteers are returning. They are valued people who do worthwhile work. Unpaid they do save each member about \$30 pa.
- On Facebook, updated members and other Australian ostomates with up to date information on a weekly basis.

Insurance Update on our building at 555 Princes Highway Kirrawee

ONL contents business insurance have been providing us with our temporary premises and assistance up to the end of our policy period, which was 31st October 2021. ONL is now bearing the additional costs associated with the temporary premises due to being unable to go back to our fire-affected building. We have extended our lease through until November 2022.

The Strata Plan building insurer denied the claim and this is in the hands of a strata legal team – this is a strata issue impacting all owners and not just ONL. Demolition work was completed in December 2020 to make the site safe and the Strata took an unsecured loan to complete these works. ONL has to pay additional strata levy fees of \$22,500 annually to service our share of the strata loan. The site remains unoccupied by our owners.

Staff and Volunteers

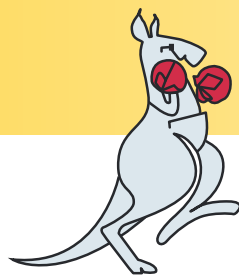
We have been very fortunate to maintain our team throughout 2021, with the addition of some casual staff and new volunteers to get us through. Some of our volunteers were exceptional working extra days to keep the wheels turning. We have not (at the time of writing in February 2022) had an outbreak of Covid at work. In 2021, many of our team were in isolation due to family members or enforced restrictions. It has been great to welcome everyone back and now we can even see our faces! Our supervisors Colleen and Steve both chose to retire in 2021 – Colleen at the end of June and Steve at the end of December. We have replaced both with very competent staff, with Kim Supervising our member service team and Manny our warehouse team. Both Colleen and Steve have come back and work a couple of days each week.

Directors of Ostomy NSW

Our Board members are extremely dedicated to our business and offer the team and me the highest level of support and assistance. They provide their time without receiving any compensation, except our annual Christmas lunch to thank volunteers and staff, which unfortunately has not happened yet due to Covid. The skills set among our team ensures very strong discussions on how we can maintain and improve our service – with industries as diverse as insurance, construction, pharmacy, local government, banking, nursing and chemical engineering. Our Board members throughout 2021 were Tom Flood OAM now Emeritus President who is less active now, Stephen Grange (Vice President), Ian Denney (resigned at the end of June), Greg Doyle, Adam Keam (also on the ACSA Executive as Treasurer), Perry Johnstone, Helen Richards (resigned at the end of November) and Michael Rochford. I would strongly encourage members with diverse backgrounds and business experience to consider joining our Board. You can nominate any time without an election (the directors can second people onto the Board) and you would face your first member election at this year's AGM. A personal thanks to the directors for working harmoniously with all of us at Kirrawee and their tireless support of you as our members. Tom Flood OAM was elected Emeritus President at our 2021 AGM.

Many thanks to all of our members, family, friends and associates for your support throughout 2021. We receive many compliments to keep us going. It is always a pleasure to serve and assist our members in any way we can.

Stephen Lardner, General Manager.



2022 REGIONAL

*Note: at the time of printing, many support groups have paused due to COVID-19.
Please contact the organiser before planning a trip to the meeting venue.*

BANKSTOWN AREA

- Dates:** 1st Wednesday every 2nd month commencing Wednesday 2nd February 2022; then 6th April 2022, 1st June 2022, 3rd August 2022, 5th October 2022, 7th December 2022
- Time:** 10:00am to 12:00pm – morning tea
- Address:** Revesby Workers Club, 2B Brett Street, Revesby, Ph 02 9772 2100
- Access:** Close to public transport and lots of free parking
- About:** A stoma support group hosted by Bankstown Hospital STNs for you and your family. Everyone is welcome but must be double vaccinated.
- RSVP:** Please RSVP for catering purposes to your Bankstown Hospital STN or Clare Jacobs on 0400 921 901 or aucldo@coloplast.com for further information.

ST GEORGE AREA

- Dates:** 3rd Tuesday of every month March 15th, April 19th, May 17th, June 21st
- Time:** 11:00am - 1:00pm – morning tea
- Address:** Ramsgate RSL Club, Ramsgate Road and Chuter Avenue, Sans Souci NSW 2219
- Access:** Close to public transport and free parking
- About:** Everyone welcome – please RSVP for catering purposes to your STN or Clare Jacobs on 0400 921 901.

SHOALHAVEN SUPPORT GROUP

- Dates:** 23rd February 2022, Nowra School of Arts Annex
25th May 2022, Nowra School of Arts Annex
27th July 2022, Ulladulla Community Health Centre
26th October 2022, Nowra School of Arts Annex
14th December 2022, Ulladulla Community Health Centre
- Time:** 2:00pm
- Address:** Nowra School of Arts Annex: adjacent to School of Arts, 12 Berry Street, Nowra.
Car parking surrounds the building.
Ulladulla Community Health Centre: Corner of South Street and Princes Hwy, Ulladulla. Street parking.
- About:** The contact is Brenda Christiansen STN CNC. Ph. 02 44246300
e.brenda.christiansen@health.nsw.gov.au

NEPEAN EDUCATION STOMA SUPPORT GROUP

South West Sydney and Liverpool stoma support group 2022

- Dates:** 3rd Thursday every second month 17th February, 21st April, 16th of June, Thursday 30th September and Thursday 16th December
- Time:** 1:30pm to 3:30pm
- Address:** Campbelltown Catholic Club 20/22 Camden Rd, Campbelltown NSW 2560
- Contact:** Erin or Lu on (02) 8738 4308, or Bernadette 0412 222 566

INFORMATION MEETINGS

DUBBO STOMA SUPPORT GROUP

Dates: Last Friday of the month, starting March 2022
Time: 2pm to 3:00pm Everyone is welcome!!
Address: Dubbo Health Service Ian Locke, building Room 8 or join virtually via Pexip or phone.
Register: By phoning 0408 769 873 or email: Thulisile.Moyo@health.nsw.gov.au
Contact: Thulisile Moyo

ILLAWARRA OSTOMY INFORMATION GROUP

Dates: 16th Feb, 13th April, 15th June, 10th August, 12th Oct,
14th Dec (Xmas luncheon. Venue to be advised)
Time: 10:00am to 12:00pm
Address: Education Room, Figtree Private Hospital, 1 Suttor Place, Figtree
Contact: For Further Information contact:
Helen Richards CNC STN Wollongong Private Hospital phone: 42861109
richardsh@ramsayhealth.com.au
Julia Kittscha CNC STN Wollongong Hospital mob: 0414421021 office: 42551594
julia.kittscha@health.nsw.gov.au

BOWRAL STOMA SUPPORT GROUP

Dates: 1st March, 7th June, 6th September and 6th December
– Due to current COVID restrictions only fully vaccinated people may attend. Proof will be required upon entry.
Time: 1pm to 3:00pm Everyone is welcome!! Please RSVP 1 week prior.
Address: Bowral Bowling Club, 40 Shepherd Street, Bowral
Contact: Lu Wang & Erin Wagner Stomal Therapists, Liverpool Hospital—(02) 87384308
Or Clare Jacobs 0400 921 901 / aucldo@coloplast.com.

CANBERRA ACT SUPPORT GROUP

Dates: 2nd Tuesday every month – commencing from Tuesday 8th February 2022;
then 8th March 2022, 12th April 2022, 10th May 2022, 14th June 2022, 12th July 2022
Time: 10:00am to 12:00pm
Address: Act & Districts Stoma Association {the old stoma association room}
2nd Floor, City Health Building, 1 Moore St, (Cnr Moore & Alinga St), Canberra
Contact: Your Stomal Therapy Nurse, or Clare Jacobs on 0400 921 901, or Geoff Rhodes
{actual ostomate happy to chat with you} on 0416 206 871 or email Clare on
aucldo@coloplast.com for further Information. Everyone is welcome but must be double
vaccinated to attend. RSVP for this meeting is required by
ACT Health so we can comply with COVID numbers and restrictions.

BEAT BLADDER CANCER

Dates: Last Tuesday of every month
Time: 7:00pm to 8:30pm
Address: Macquarie University Hospital,
3 Technology Place, Macquarie University
Contact: Adam Lynch, President BEAT Bladder Cancer 0421 626 016

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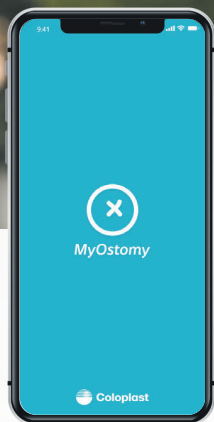


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dansac 
AUTUMN 2022

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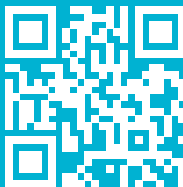
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Brava®

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Whether you're exercising or being active this summer, it is essential to ensure your baseplate is comfortable and secure to minimise the risk of leakage and to protect your skin.

The Brava® Summer Set is a 3-step care routine to give you the confidence in knowing your baseplate is comfortable and secure when moving around, and allows for an easy, sting-free removal.

The set includes Brava® Protective Seal, Brava® Elastic Tape and Brava® Adhesive Remover Wipes.

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