

OSTOMY

SPRING 2019

NSW LTD





Looking for more information around living with an ostomy?

Information at your fingertips.

If you have an ostomy or care for someone who does, visit the Hollister online learning centre.

Here you will find a wealth of ostomy related information and hints and tips on living your best life. Everything is covered, from using ostomy devices and skin health, to the transition from hospital to home and real life stories of other people living with an ostomy.

www.Hollister.com.au/ostomylearningcentre



Understanding an Ostomy



Maintaining Skin Health



Living With an Ostomy



Using Ostomy Products

For further information, please contact our Customer Engagement team:

1800 880 851

www.hollister.com.au

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TO CONTRIBUTE ARTICLES/FEEDBACK

Email to the editor (Manager) at info@ostomynsw.org.au

DEADLINES

Summer edition 4th November 2019
Autumn Edition 5th February 2020

ONL PHONE: 02 9542 1300

ONL FAX: 02 9542 1400

WEBSITE: www.ostomynsw.org.au

ORDERS: We are unable to accept phone orders

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

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

POSTAGE RATES

Standard NSW \$13; Interstate \$16

Express NSW \$20; Interstate \$30

Holiday/double orders NSW \$18; Interstate \$24

Holiday/double Express NSW \$25; Interstate \$35.

OSTOMY NSW LTD STN CLINIC – Janet Forsyth

Please phone 02 9542 1300 for appointment Second

Tuesday of each month. Unit 6, 18 Monro Ave Kirrawee

BOARD OF DIRECTORS

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02 4333 4727

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Hello From The Clinic

Stoma Care Tips - The Basics

THINGS TO KNOW ABOUT YOUR STOMA

Your stoma is the lining of your intestine. It will be pink or red, moist and a little shiny. Stomas are most often round or oval and protrude a little above the skin but some are flat. You may see a little mucus and the stoma may bleed a little when you clean it.

After surgery your stoma will be swollen but it will reduce in size over the next several weeks. The skin around the stoma should look like it did before surgery.

The skin around your stoma should be dry. To care for skin wash with warm water and dry well before attaching pouch.

Avoid skin care products that contain alcohol as these can make your skin too dry.

Do not use products on the skin around the stoma that contains oil.

Doing this will make it difficult to attach the pouch to the skin.

Use fewer special care skin products to make skin problems less likely. Sometimes the adhesive, skin barriers, adhesive removers, tapes or the pouch may damage the skin. This can happen when you first have your stoma but can also happen after some months or even years. Seek advice from your Stomatherapist if you have concerns, any skin changes should be treated right away when the problem is still small.

Never stick anything in your stoma unless you have been instructed to do so by your Doctor or Stomatherapist.

WHEN TO SEEK ADVICE:

If you have any questions or concerns about your skin or stoma - some of these may include:

Stoma:

- Your stoma is swollen more than 1cm larger than normal and your pouch is not fitting as well as before.
- Your stoma is pulling in below skin level.
- Your stoma is bleeding more than normal
- Your stoma is leaking under the pouch
- Your stoma has turned purple, black or white.
- You have a bad smelling discharge from your pouch.
- You have diarrhoea.
- You have signs of dehydration e.g. dry mouth, urinating less often and feeling weak or lightheaded.
- You have less waste than usual in pouch

Skin:

- Is red or raw, bleeds, hurts, burns, has a rash or itches.
- Swollen or pushes out.
- Has white, grey, brown or dark red bumps on it, has sores.
- Has bumps around hair follicles that appear to be filled with pus.



Good wishes and good health to all, see you at the clinic, phone 95421300 to make an appointment.

**Janet Forsyth RN MACN JP
CNC Stomaltherapy**

Resource: MedlinePlus-Health information

**IF YOU ARE
EXPERIENCING
PAIN OR HAVE A
FEVER YOU NEED
TO SEEK MEDICAL
ASSISTANCE**

REGIONAL INFORMATION MEETINGS 2019

BANKSTOWN AREA

Dates: 6th November, 4th December

Time: 10:00-12:00 – Morning Tea

Address: Revesby Workers Club
2B Brett St, Revesby NSW 2212
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 welcome

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 —
Tuesday 15 October, Tuesday 19 November

Time: 10:00-12:00 – Morning Tea

Address: Club Kirrawee
101 Oak Road North, Kirrawee NSW

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: Wednesday 6 November (Nowra)

Time: 2pm

Address: Nowra Community Health Centre
5 - 7 Lawrence Avenue Nowra

About: The STN is Brenda Christiansen.
Ph. 02 44246300
[e. brenda.christiansen@health.nsw.gov.au](mailto:e.brenda.christiansen@health.nsw.gov.au)

REGIONAL INFORMATION MEETINGS 2019

NEPEAN EDUCATION STOMA SUPPORT GROUP

Dates: Friday 29 November

Time: 2-3:30pm – Afternoon Tea

Address: 63 Derby Street, Penrith (University of Sydney Medical School)

Access: The building is opposite Nepean Hospital's Emergency Department. Enter via the side path to the Clinical School's Outpatient waiting room. Please wait until 2:00pm when you will be directed to the meeting room.

Parking: Either on the street or in the multi-storey car park on Somerset Street, Kingswood (free for pensioners for the first 3 hours)

About: Family and friends are most welcome
Any enquiries please contact Naomi Houston on 4734 1245

GOULBURN COMMUNITY STOMA SERVICE

Dates: First Wednesday of each month

Time: 9am to 3pm

Address: Goulburn Base Hospital

130 Goldsmith Street, Goulburn, NSW 2580

Enter via the emergency dept and ask at reception for the stoma clinic

About: The STN is Kelly Taylor RN STN m. 0402 250 475

e. kelly@communitystomaservice.com

Kelly will provide individual consultations by appointment

SOUTH WEST SYDNEY STOMA SUPPORT GROUP

Dates: Thursday 17th October, Thursday 12th December

Time: 1pm to 3pm

Address: Camden Hospital, Heritage Auditorium

61 Menangle Road, Camden

Contact: Erin or Lu on (02) 8738 4308

LIVERPOOL AREA SUPPORT GROUP - NEW!!

Dates: Thursday 28 November

Time: 1pm to 3pm

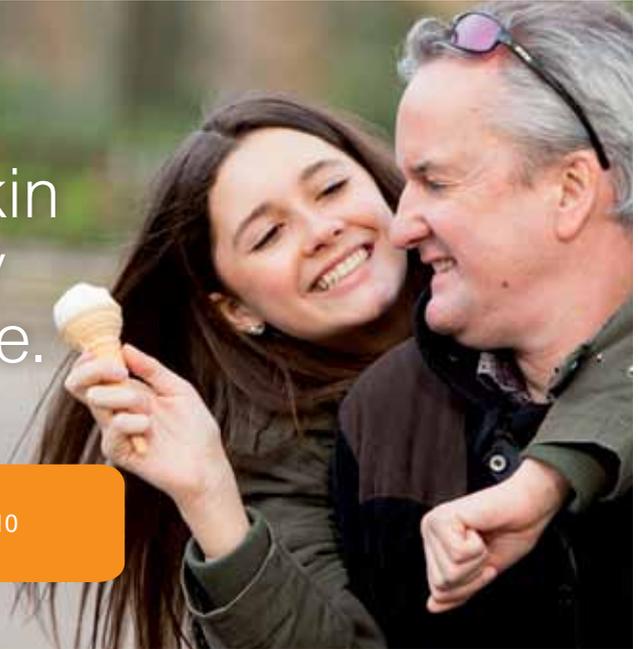
Address: Cabra Vale Diggers Club, 1 Bartley Street Canley Vale 2166

Contact: Erin or Lu on (02) 8738 4308



Healthy skin for healthy confidence.

Simon, colostomy since 2010



Dansac Accessories – Helping to support skin health

Sometimes the skin around your stoma needs a little extra help or protection. Dansac offers a variety of accessories designed to help make everyday life comfortable and deliver the confidence and reassurance you deserve.



Dansac TRE seal

Formulated to provide a secure, flexible seal to protect the skin from stoma fluid, while maintaining the pH balance of naturally healthy skin.



Dansac X-tra Strips

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DANSAC ACCESSORIES

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Dedicated to Stoma Care

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SPRING DRESSING TIP

Does your bag stick up over the top of your jeans or pants? When you lift up your arms does your top rise up and expose your bag and belly?

There are a couple of ways you can dress to minimise this – by wearing longer tops, wearing a singlet or tank top under your t-shirt that you tuck into your jeans or you can wear a belly band.

A belly band is a tube of stretchy material that you can wear around your waist over the top of your pants and under your top. It is similar to a hernia support band but not as tight. It provides a bit of extra cover over your belly that stays in place as you move. You will see a bit of it sticking out from under your t-shirt but it just gives you a casual layered look, as you can see in the photo.

Where do you get them?

There are various bands for sale on the internet that are



designed by or for ostomates. Try searching the internet for ostomy clothing or ostomy underwear. Alternatively, and perhaps more easily, you can buy a maternity belly band! These are usually available from shops that sell maternity clothing. I bought my black one from Target for \$12. They usually have two sizes - I bought the small one. I wear it a lot in Spring when it's warm enough for t-shirts and other loose tops.

This could be a helpful solution for women or men. If you don't want to shop in the maternity section you can always buy one on-line.



COFFS HARBOUR EDUCATION DAY REPORT

The United Ostomy Associations of NSW held our second education day recently in Coffs Harbour. The day was well supported with just under 100 people attending, including STNs, suppliers, members and support guests. The associations were represented by Andrea Cross, a newly appointed director of NSW Stoma, and Stephen Lardner, Manager at ONL. After time spent with members mixing with suppliers and sharing a cup of tea together, the day commenced with Stephen presenting information on the associations and an update on the Stoma Appliance Scheme.

There continues to be an increase in products available, and whilst it

would be great to share all 3,800 items, the message is to consult with your stomal therapist when deciding appliance and accessory usage.

Our second presenter was Anne Marie Lyons, an STN working at Concord Hospital and NSW Stoma. Anne Marie presented on body fluids, showing that the average human contains around 9 litres of water (contained in organs and cells) and we need to replenish around 2 litres of water each day. And what was her advice on how to do this? Keep a glass of water nearby during the day and sip away. Water is contained in all the liquids we drink (tea and coffee, beer, etc - all in moderation) and the food we eat. Having an



understanding of the surgery that has been performed and the type of stoma formed helps inform how your fluid intake should be monitored. Ileostomy and ileal conduit produce more liquid outputs requiring a higher intake of fluids. With a colostomy the body has had more opportunity to absorb fluid.

The third presentation from Heather Hill AM, retired STN and a volunteer at ONL, discussed the surgery resulting in an ileal conduit. There are around 10% of ostomates whose surgery results in this type of stoma. The floor was opened for discussion and questions. We were very pleased with the questions and comments received from many members. Topics

discussed ranged from what foods to eat (a lot of discussion around beetroot), accessible toilet facilities and improvements in lifestyle post surgery. Some members who use a wheelchair were asked about their experiences. They all preferred their stoma as an aid to their lives, compared to requiring assistance to remove their body waste.

Keep this date free in Sydney, **Friday 8th November 2019**, for an Education Day meeting at Blacktown Workers Club. Commencing at 10am, with STNs, guest presenters, Q&A session and all the key suppliers on hand. This will be followed by our AGM – a move from the CBD to the Western Suburbs.

ONL MEMBER SURVEY 2019

The ONL Board of Directors and office team thanks those members who took the time to participate in the Member Survey that we distributed in May this year. We sent out 6500 surveys and close to 20% of these were returned.

The completed surveys give us a great picture of how well the service is meeting your needs, and where we could make small changes to make your life easier. Below is a summary of the main findings of the survey.

- Some 93% of respondents said they were very satisfied with the service from ONL.
- We received a good spread of new and experienced members. Over 40% of surveys were completed by people who have been members for more than 10 years.
- Our delivery service is working very well. About 76% of respondents receive their order within 7 days of sending it through and nearly 70% would accept their current timeframe or even a little longer as reasonable.
- Our trading hours for phone and shopfront are generally considered satisfactory (93% satisfaction for phone and 89% for shopfront) and the satisfaction with the service itself was also rated highly (87% satisfaction for phone and 94% for shopfront).

- Responses indicated that many members highly value computer-based services and communications while a significant number rely on paper-based methods of order forms and communication. The survey confirmed for us that multiple means of ordering and communication need to be provided.
- The majority of respondents were aware of ONL's services and over half ranked as "very important" the two magazines, the ONL Stoma Nurse and online services.

ONL's Manager, Stephen Lardner, presented the findings of the survey to the Board of Directors. The Board was appreciative of the high participation rate and was delighted about the very high levels of satisfaction amongst participants.

The Board noted that where there were some responses that pointed to possible changes or improvements to services, a number of these were already being addressed by the ONL team. For example, see the article in this newsletter about the re-vamped website which now includes the ability to send your order through on-line.

As we continue to analyse the results, we will communicate how we can respond to your suggestions.

What you said:

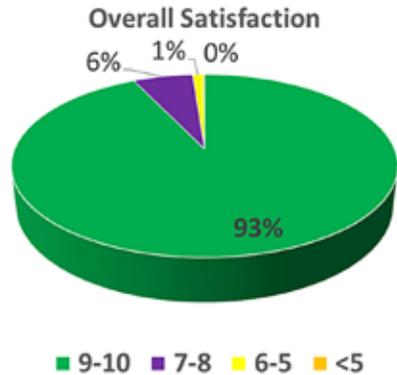
We received many encouraging and appreciative comments with the surveys, as illustrated by this small sample:

"I have been always satisfied with the help and guidance I have received from ONL. Not once have I been uptight or angry, I only have special praise for the staff that have helped me all the years I have been with them, always dream and believe you are doing the best you can."

"For the many years we have used the service we have had great service and prompt response to a serious product problem while travelling interstate. Congratulations to all for providing such a great and friendly service. The receipt of the magazine in the supplies is appreciated."

"The association has grown a lot since I joined and obviously you need to update. However the basic service of ordering and distributing supplies is excellent and of great value to us all. Online ordering would be great for me but having an office where new members can go is also important."

"I have been using your services for over 25 years and have nothing but praise and the greatest admiration for the work you all do. You have never let me down! Thank you!!"



Members ranked their satisfaction on a scale of 1-10, with 10 being very satisfied.

"I live in a nursing home so a nurse with stoma training would at times be very helpful. Unfortunately, there is not one here so I do find being able to phone when I am having the odd problem a great help. Luckily, I haven't had too many problems and been able to sort them out with a phone call."

"I find ONL are more than helpful. Very polite. Also steered me in the right direction. I was very worried to have a stoma put in but I would recommend this to anyone and wished I would have it done 7 years ago. Well done to all of you."

All members who participated in the survey and provided their member number were entered into a lucky draw to win one of five \$50 Coles-Myer gift cards. The lucky winners were: Alan of Urunga; Darryl of Singleton; James of Salamander Bay; Lynette of Mudgee; and Nicole of Hanging Rock.

Living with a stoma doesn't have to mean accepting sore skin

Shelley, stoma since 2015

The best skin is healthy skin

NovaLife TRE ostomy skin barriers

Takes skin protection to another level. Three to be exact.

- Stays in place, yet is easy to remove
- Designed to absorb stoma output and perspiration
- Maintaining normal skin pH helps protect it from damaging stoma output

If you are concerned about your skin or want to find out how you can help minimise skin complications, why not ask your Stomal Therapy Nurse about NovaLife TRE ostomy skin barriers.

If you would like to try TRE, please call Customer Engagement on **1800 880 851** or visit **www.dansac.com.au**

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NEW



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Dedicated to Stoma Care

STOMAL THERAPY SERVICES

(NSW & ACT) DIRECTORY as at SEPTEMBER 2019

Any errors or omissions please email Heather Hill at heathermaryhyde@yahoo.com
OR phone: 0422204497(M)

SYDNEY METRO AREA

BANKSTOWN-LIDCOMBE, FAIRFIELD & BRAESIDE HOSPITALS

Fiona Le STN
Tracey McMorrow (cover for Fiona Le)
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
Kerri Houghton 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)
(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**
Dianne Hooper CNC. (on Long Service Leave)
Mobile: **0419 224 662**
Dianne.hooper@health.nsw.gov.au
Lu Wang CNS 2.
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Erin Wagner STN

MACQUARIE UNIVERSITY HOSPITAL

Colette Craft CNC STN
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Kenneth Salazar CNS STN
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(02) 9812 3484

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Johanna Ward STN.
johannaward24@gmail.com m. 0401 532 108
Julie Choi STN
Phone: **(02) 9900 7381**
Email: Julie.choi@svha.org.au

NEPEAN PRIVATE HOSPITAL

Nothabo Ndoweni 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 (Maternity leave to Feb 2019)
Phone: **(02) 8882 8882**
Sharon.Mallary@healthscope.com.au
Kieran Zaballa STN
Kieran.zaballa@healthscope.com.au
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PRINCE OF WALES

Carol Stott CNC (pager 44220)
Lisa Graaf CNC (pager 44403)
Jo Di Blasio CNC Mon & Tues (cover K. Wykes)
Katherine Wykes (Maternity leave to Feb 2019)
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)

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Sharon.Mallary@healthscope.com.au

ROYAL NORTH SHORE HOSPITAL

Betty Brown CNC (Mon-Tue)

betty.brown1@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 Brown CNS (Wed-Fri)

betty.brown1@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

Jackie Johnston CNC. Phone: (02) 8382 7111

(pager 0413) or 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 Whitsome 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

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

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

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stomalthrapy@calvarymater.org.au

JOHN HUNTER HOSPITAL

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Karen Cole STN

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LAKE MACQUARIE PRIVATE HOSPITAL

vacant

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LINGARD PRIVATE HOSPITAL

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

Alison.lincoln@healthcare.com.au

MAITLAND PUBLIC HOSPITAL

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Mimi Wilson STN.

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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

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Naomi Case STN

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PORT MACQUARIE BASE HOSPITAL

Jeanie McCarrroll 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**

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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

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Phone: **(02) 6767 7700** & page 29604 for assistance or an appointment.

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Lavinia (Alvin) Hill

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vacant

Phone: **(02) 6969 5555 Ext 695**

GRIFFITH COMMUNITY HEALTH

Raye Martin STN

Phone: (02) 6966 9903

raye.martin@gsahs.health.nsw.gov.au

ORANGE HEALTH SERVICES

Joe Webster STN.

Phone: **(02) 6369 7455**

Joseph.Webster@health.nsw.gov.au

ORANGE AND REGIONAL NURSING SERVICE.

Phone: **(02) 6362 6184**

WAGGA WAGGA RURAL REFFERAL HOSPITAL

Karrinda Kenny CNC STN

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Karrinda.kenny@health.nsw.gov.au

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Contact Community Nurses

Phone: (02) 6382 8444

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ACT COMMUNITY HEALTH CARE

Clare Love CNC.
Lilian Veikennen STN.
Phone: **(02) 6205 2147**

BELCONNEN HEALTH

Cheryl Jannaray CNC.
Phone: **(02) 6205 1201**

CALVARY HOSPITAL (CANBERRA)

Cheryl McMillan STN
Marree Pegrem STN.
Phone: **(02) 6201 6045**

CANBERRA HOSPITAL

Kellie Burke CNC.
Phone: **(02) 6244 2222** then page Stomal
Therapist

COOMA HEALTH SERVICE

Kirsti Dixon STN
Phone: **(02) 6455 3222**
kirsti.dixon@health.nsw.gov.au

COOTAMUNDRA HOSPITAL

Raylene Godvier
Phone: **(02) 6942 1861** or **0419 123 508**

QUEANBEYAN COMMUNITY HEALTH CENTRE

Jo Morgan STN
Phone: **6150 7144** or **6150 7670**
Visits patients in Queanbeyan & Yarralumla areas.

ALBURY/WODONGA

ALBURY WODONGA HEALTH SERVICE

Rosaline Watson STN.
Both Albury (NSW) & Wodonga (VIC) Hospitals.
Located Albury Hospital, Borella Rd, Albury. 2640
Phone: (02) 6058 4444
(hospital switch) Pager 416.
Rosaline.Watson@awh.org.au

ALBURY WODONGA PRIVATE HOSPITAL (AWPH/ASG)

1125 Pemberton St., Albury 2640
Gerardine O'Brien STN.
Phone: **(02) 6022 4350** or **(02) 6021 7111**
gerardine@alburysurgical.com.au

NSW STOMA LTD. CLINIC

Anne Marie Lyons STN
Phone: **1300 OSTOMY**
or **(02) 9565 4315**
info@nswstoma.com.au

The NSW Stoma Clinic (members free) is open from 11am to 1pm at half-hour intervals on the second and fourth Thursday of each month in the private room at our office in Unit 5, 7-29 Bridge Rd Stanmore.

Our lift has wheelchair access.
Members with an ostomy problem may phone to organise a free consultation.

OSTOMY NSW LIMITED CLINIC

Janet Forsyth STN
Phone: **(02) 9542 1300**

A free Clinic is held on the second Tuesday of each month commencing at 10:00am. Please ring ONL to make an appointment.

The rear entrance is Unit 6/18 Monro Avenue Kirrawee (between Oak and Bath Roads). This entrance has no steps so is suitable for people with disabilities.

TIPS

From Urostomate Bob Cooper

Since getting my urostomy (stoma on the urinary system) in 2017 I have been sailing on the ocean every Sunday, been swimming and surfing, moving wheelbarrows half-full of soil and more. The bag has not slowed me down much at all.

I have had only two disasters which occurred when I have been sitting for a long time and was wearing slightly tighter clothing (in one case board shorts and a wet t-shirt). When I leant forward to get up the bag seal popped. My friends now accept that I may go to the toilet a little more often, but with the bag held in my underpants I have not been limited in my activities.

Here are my ideas to help with a urostomy:



I purchase baby nappy bags for used bags to go in the garbage. (220 bags are very cheap.)



I purchase make-up wipes to wipe around my stoma after showering and bag replacement. They are cheap, correct size and very absorbent.



When replacing my bag I have used an old toilet roll to put over the stoma and shave around it. You are guaranteed not to come in contact with the stoma.



I have found the need to use a small pair of scissors to remove long hairs which have grown adjacent to the stoma. There is only one or two per bag change, but I feel by removing them the sealing of the bag is not compromised.



When washing out the night bag I use a small red funnel which fits neatly into the hose

connector. The funnel is then used as a measure to give the vinegar addition to the bag. I flush through the bag for several seconds, then close the tap and add vinegar. (The funnel was in a pack of three from Coles.)



At night I have found that by clipping the tube to the sheets at the edge of the bed I have more freedom

of movement. The tube is held at the bed-top level and lies on the bed, not hanging down. As a result I can roll over onto my side, without the tube dragging. I have used a large bulldog clip, but have found a plastic paintbrush holder clip from a hardware store which has been good as well.



I don't change my bag every day, but generally two or sometimes three

days of use. I feel that the extra day has possibly given less stress to the skin around my stoma.



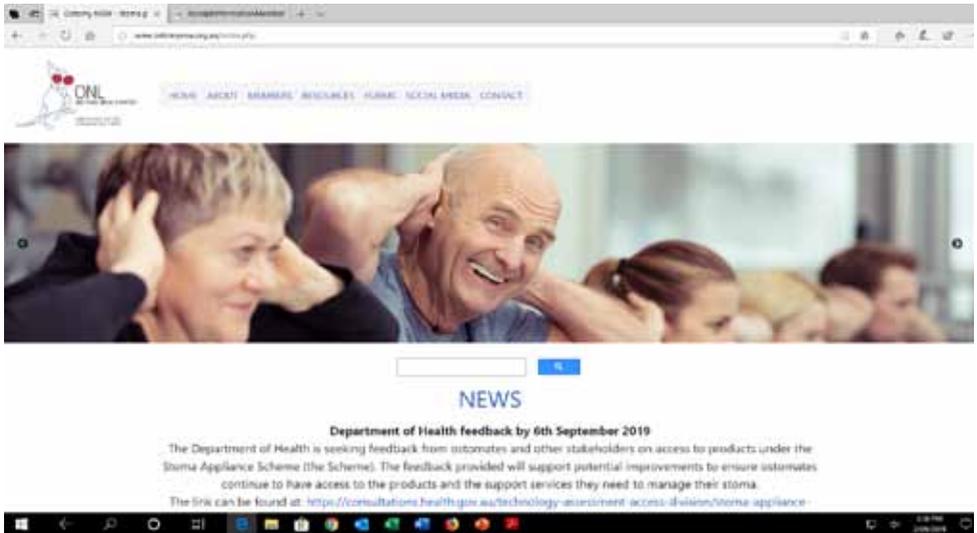
A plastic cereal container, being rectangular, is compact for travel instead of the bucket beside my bed.

CALLING FOR MEMBERS' INPUT

In our recent member satisfaction survey many members said that they placed very high value on getting the ONL quarterly journal. Members appreciate the helpful tips and information that it contains. We welcome contributions from members to make the journal interesting and relevant to members.

Do you have something to say? Would you like to share your stoma story? Do you have a trick for managing your stoma that you could share with members? Have you overcome a stoma problem? Do you have unique experience to share such as travelling, working, sports activities or pregnancy as an ostomate? Do you have a funny stoma story?

You can contribute under your name or anonymously if you wish. We can work with you to put your story together. Please contact the editor at info@ostomynsw.org.au to submit or discuss your contribution.



RE-VAMPED ONL WEBSITE GOES LIVE

In our recent Member Satisfaction Survey many members rated improved on-line options as “very important”. On-line ordering was particularly important according to 43% of participants. This was great confirmation for the ONL team as we have been working on a refresh of the website for several months and as of July this work has gone live.

As before, our website address is <http://www.ostomynsw.org.au>

but it now has a new look and a new layout.

While it looks a lot better and information is now easier to find, we are particularly happy with

the new on-line ordering functionality. You can now complete your order on your computer or smart phone and click submit. The order will quickly transmit to ONL for usual processing.

You can get to the on-line order function in two ways. First, on the home screen you can scroll down to find the PBS symbol which is a link to the order form.



Second, you can click on the FORMS tab at the top of the page and you will see at the top of the list of forms Online Blank Order Form – RECOMMENDED.

You may notice that this form does not include an area to provide your credit card details. This is to protect your security until later when we develop a secure payment process.

If you want to use your credit card you can use the Blank Order Form and send it in by e-mail as before. We will continue to make some changes and improvements to the website in future. Meanwhile we recommend that you explore it and note what information is there for your reference. Your feedback on the website is welcome.

You can even provide it via the new on-line contact form under the CONTACT tab.

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Adapt CeraRing Flat Rings				
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8815	CeraRing Flat Rings - 20 mm inner diameter, 48 mm outer diameter (slim)	10	30	80140X
Adapt CeraRing – Round Convex Rings				
89520	20 mm – can be stretched to 25 mm	10	30	80139W
89530	30 mm – can be stretched to 35 mm	10	30	80139W
89540	40 mm – can be stretched to 45 mm	10	30	80139W
Adapt CeraRing – Oval Convex Rings				
89601	22 x 38 mm	10	30	80139W
89602	30 x 48 mm	10	30	80139W
89603	38 x 56 mm	10	30	80139W

To find out more contact

Customer Engagement on:

1800 880 851 www.hollister.com.au

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Ostomy Care
Healthy skin. Positive outcomes.

FREQUENTLY ASKED QUESTIONS

When will my order be ready?

Day 1 – order is processed into our system. We check all of your details and whether stock is available. If there are any issues that will delay your order by more than one week, we will contact you. Some examples are fees owing, postage owing, product unavailable from supplier or appliances are deleted.

Day 2 – if all items are available, your order will be picked and dispatched. At the start of the month we have more orders, so Day 2 may drift into day 3 or 4. If we need to order any of your appliances from our suppliers, this will take up to 48 hours.

Day 3 or 4 – appliances are received from our supplier. Your order is picked and dispatched. If you are collecting from Kirrawee you will receive an SMS to let you know your order is ready (if you have provided your mobile number).

Day 5 or 6 – Australia Post will deliver your order. If you provide us with your email address, Australia Post will notify you of the expected delivery day and also when your parcel has been delivered. Most posted orders arrive within 2-10 days of dispatch.

Can I nominate a specific day for delivery of my order?

It's not possible to specify a delivery

date as your parcel's arrival day depends on Australia Post. However, if you provide your e-mail address to us to be entered into Australia Post's delivery tracking system then you will get an e-mail advising you of the likely delivery day and confirming that it has been delivered. You can also change the delivery address with Australia Post after the parcel has been dispatched through your e-mail address. You can even nominate to have your parcel sent to a free parcel locker near you – you have 48 hours to pick it up from there. If you set up an account in the Australia Post system and download the app you can have easy control over your deliveries.

Can I place my order over the phone?

We do not accept phone orders for two main reasons. Firstly, your order is like a pharmacy script and must be in writing for us to supply. We claim the full cost of your order from Medicare and it is a requirement for us to retain member orders for two years. Secondly, verbal orders can sometimes be mis-heard or mis-interpreted. To ensure accuracy of your order, we require it to be written, which protects you from receiving the wrong items. There are 3800 items on the Stoma Appliance Scheme, and many codes are very similar.

Can I order two months' worth at a time?

Generally you must order one month at a time. The Stoma Appliance Scheme is based around monthly ordering and claiming. You can submit a double order once a year to cover you for holiday absences. You just need to submit one order form but with double quantities and a clear note in the special instruction section of the form that this is a holiday order.

All orders must be collected in the month they were ordered. Failure to do so may result in that order being cancelled. Talk to us if you are planning a holiday longer than that.

How can I know what different products are available?

We have a large display of the newest stoma appliances and supplies in the customer counter area of the ONL office, accessed from Monro Avenue Kirrawee. As well as the products available free of charge under the SAS there are some extra items you can buy from us. The Cash Sales Items Price List is under the Forms tab of our website at <http://www.ostomynsw.org.au> Our Annual General Meetings and regional information sessions are usually attended by supplier representatives with a display of their



products. Supplier web sites and customer advice lines are another great way of getting information on products and even ordering samples to try. However, we strongly recommend that you see a Stomal Therapy Nurse if you are thinking about trying different products because you have issues such as skin irritation, leakage or a developing hernia. They are experts in managing stomas and understanding how the products should be used.

Can I have a list of all the products available under the scheme?

There are 3800 items available on the Stoma Appliance Scheme (SAS). A print out of the list is 218 pages and it is not very user-friendly! The list is available online from the Department of Health website with the latest schedule (currently July 2019 at the time of going to print): <https://www.health.gov.au/internet/main/publishing.nsf/Content/health-stoma-schedule-index.htm>.

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TWO EVENTS ON ONE DAY

**Stomal Therapy
Education Day 2019**

*An opportunity for ostomates
to support and care about each other*

WHEN: Friday 8th November 2019

WHERE: Blacktown Workers Club
55 Campbell Street,
Blacktown NSW

TIME: 10am until approx 3.30pm

followed by

**Ostomy NSW Limited
AGM**

WHEN:
Friday 8th November 2019

WHERE:
Blacktown Workers Club
55 Campbell Street,
Blacktown NSW

TIME: 4pm until 6pm

COST: \$25 for drinks and canapes

PLANNING FOR THE
CHRISTMAS HOLIDAY PERIOD

Are you planning to go away over the summer months? It's a popular time for members and staff to take a break which is why we close across the Christmas and New Year period. That means things can get very busy in December, when we dispatch the highest volume of products over the shortest period. Australia Post is also much busier in December and they use contractors who may not be as familiar with your delivery point.

We need to be well prepared to make sure we can get your supplies to you in good time and that preparation starts now. This includes advising our suppliers early of our office closure plans, making sure we will have enough staff on deck by offering additional work hours to paid staff and volunteers, replenishing stock levels prior to December and placing December orders in our system in late-November.

**How you can help us**

- 1. Don't let your supplies get low – place an order each month.**
- 2. Place your December orders with us from late-November – understanding that we can only dispatch orders after 1st December and we will have hundreds of orders. Placing your order ahead of time helps us to have stock on hand. We can still only pick and pack around 200-250 orders per day.**
- 3. Consider placing your holiday two-month order in November, and then replenish again in January. We will re-open on the first working day of January 2020 (Thursday 2nd January).**
- 4. Utilise Australia Post's eParcel service to receive tracking information about your parcel after it has been picked up from ONL. Do this by sending us your e-mail address (or that of a family member who manages your ordering).**

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wide
sizes

"I was determined to play cricket again. The seal gave me confidence."

Kevin, ileostomy since 2015



Brava®

Kevin uses **Brava Protective Seal Wide** to enhance appliance fit and protect against leakage.

What's right for you?

There can be many reasons for leakage. Kevin had difficulty in getting his baseplate to fit securely, particularly when playing cricket. He uses Brava Protective Seal to seal the gap between his stoma and baseplate.

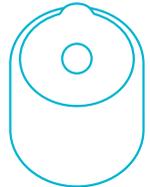
The seal is easy to shape for a snug fit around the stoma and helps to absorb any extra moisture. It is also easy to remove and leaves minimal residue.

Brava Protective Seal Wide is one of the range of Brava supporting products. With our online Trouble Shooter tool, you can see if there's a Brava product that is right for you too.

coloplast.com.au/troubleshooter



+



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