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## INSIDE

### CONTENTS

Heather Hill's visit to Taree	Page 5
UOA NSW Meeting Moree	Page 7
The day a computer saved my life	Page 9
Stomal Therapy & Support Groups	Pages 11
Noticeboard	Page 20
Request from the office	Page 23
Part of a day in the life of a New Ostomate!	Page 24
Bowel Cancer Support Group	Page 28
Hello from the Clinic	Page 29

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

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### TAREE VISIT

What a delight it was to be able to present Heather Hill AM as the guest speaker for our October meeting of Manning Great Lakes Ostomates Support Group. The local Ostomates group meets every second month and on each occasion a guest speaker is invited to present. Heather responded to our request with great enthusiasm and we were very excited at the prospect of having her.

The gathering was well attended by close to 20 of our regular members and Heather spoke to a captivated audience. Heather's vast experience as a stomal therapist was evident as she shared some colourful highlights of her long and successful career.

Attendees expressed enthusiasm and interest in the many stories shared by Heather and were especially interested in her tales of overseas travel to places less fortunate than ours, hearing stories of ostomates who have limited or no access to specialised stoma products and in how they have had to learn to manage.

Heather's passion and energy were contagious and those present commented on how wonderful it was to hear her speak. One member described the session as being the most informative session he has attended in the 30 months of having his stoma. He also commented that the handy little hints Heather shared were most helpful and that her experience and willingness to share was greatly appreciated.

Heather's down to earth and practical approach to ostomy management was very well received, as was her advice to 'rule nothing out' when it comes to diet – but rather take the 'try a little and see what happens' approach, which a number of individuals were surprised to hear. She encouraged the group to be flexible and to give things a go.

Heather's passion and commitment to assisting the ostomate clearly remains unwavering despite her so-called retirement. It was wonderful to hear that Heather was also able to enjoy some of the delights that the Manning has to offer, taking in a river front walk and stopping into the regional art gallery to view the latest exhibition during her stay, before making the return journey to Sydney by train. We are very grateful to Heather for making the journey up the coast to Taree and hope that she enjoyed her stay as much as we enjoyed having her.



## UOA MOREE MEETING

# UNITED OSTOMY ASSOCIATIONS OF NSW MOREE MEETING REPORT

An enthusiastic group of ostomates met in Moree for our final UOA NSW meeting of the 2016 year. Many had travelled quite some distance to take advantage of the information day, to hear from suppliers and participate in the sessions.

The first session was an opportunity to mix with company representatives. Our appliance suppliers set up displays to present their product range in order to facilitate discussions and engage with our members. The second session opened with Tom Flood, President of Ostomy NSW Limited (ONL), welcoming guests, presenters and members to the meeting. Stephen Lardner, ONL's Manager, spoke about how the associations are structured and deliver appliances and information to our members. We concluded the second session with representatives giving a brief overview of new and different products available for ostomates.

After lunch, the more formal medical discussions took place, with presentations from Heather Hill, a retired Stomal Therapist who volunteers with ONL, and Janet Forsyth, an STN who is in private practice. Anne-Marie Lyons who is an STN working with NSW Stoma and a regular attendee at our UOA meetings apologised for not being able to attend. Robin Skillman is the nearest support STN, based in Tamworth, and she was able to encourage many people to come along. Unfortunately she was unable to attend due to unexpected work commitments. Heather presented a discussion paper on the differences between types of stoma and the uniqueness of each ostomate. By explaining the gastrointestinal tract, she was able to identify types of stoma, different output, and the importance of knowing about your stoma.

This led onto a discussion about body image and relationships which are important areas to talk about. The topic of which foods to consume created some lively talk and indicated how each person is unique. Janet Forsyth continued the ses-



sion describing the Ileal Conduit procedure, which included her model of the gastrointestinal system and how an Ileal Conduit procedure is performed. Our members enjoyed these presentations, and then participated in the Q&A session.

The United Ostomy Associations of NSW are grateful for the support of everyone involved in the Moree meeting. The professional experience of Heather Hill and Janet Forsyth is invaluable in helping our members to better understand their stoma and find ways to improve their lives whilst living with a stoma. Our appliance suppliers also make the experience very worthwhile for our members. The support from Moree Services Club was very much appreciated. They made the venue meet our needs for both the presentation area and discussion space and their staff provided excellent service for our group. Lastly we wish to thank the members who took the time to join us for our meeting. They involved themselves in our sessions, contributed to our discussions and raised many great questions for our experts to respond to in our Q&A wrap up.





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## THE DAY A COMPUTER SAVED MY LIFE

This would be a great headline and story, if only it was true. Unfortunately the opposite occurred for your team at ONL on the weekend of 26th and 27th November 2016. The server that runs our desktop computers and our mainframe system (Tomas) was infected by a malicious virus and our system was shutdown. When our team arrived on Monday morning we found the system was not working. It took all day to find the issue with our server, and when it was discovered a virus had encrypted our files, we began to implement our business continuity plan.

What did we do?

The server was permanently shut down and then all our PCs had to be tested. Fortunately none of them was found to be the source of the virus, so that was an early win for us. Our IT supplier explained that globally there are teams of people deliberately trying to gain access to secure systems, and at random ours had been hacked. The solution was not going to be easy, quick nor inexpensive! The team decided we would operate a manual system to print orders, pick and pack them for distribution, which was to ensure we could maintain service to our members. We had already planned for additional casual staff to assist us over the upcoming busy Christmas / New Year period and we brought this team in early. Over the next few days orders continued to be processed and deliveries made.

How did we do it?

Our very dedicated staff and volunteers chose to work extra hours and extra days to assist with keeping on top of things, working overtime and weekends. At the beginning of December our order volume grew enormously as did the pressure to deliver to members. We had eight team members working on the first weekend; twelve on the second weekend and fifteen the weekend before Christ-

mas. This was all done to maintain deliveries and member service.

Our IT supplier was now re-building a computer to become a temporary server; new anti-virus software was installed on all PCs; software suppliers were put on notice that we needed to restore our backup files; and our dedicated team kept picking orders. The main difficulty we encountered at this point in time was the number of phone enquiries asking about orders, when we had no visibility to offer solutions.

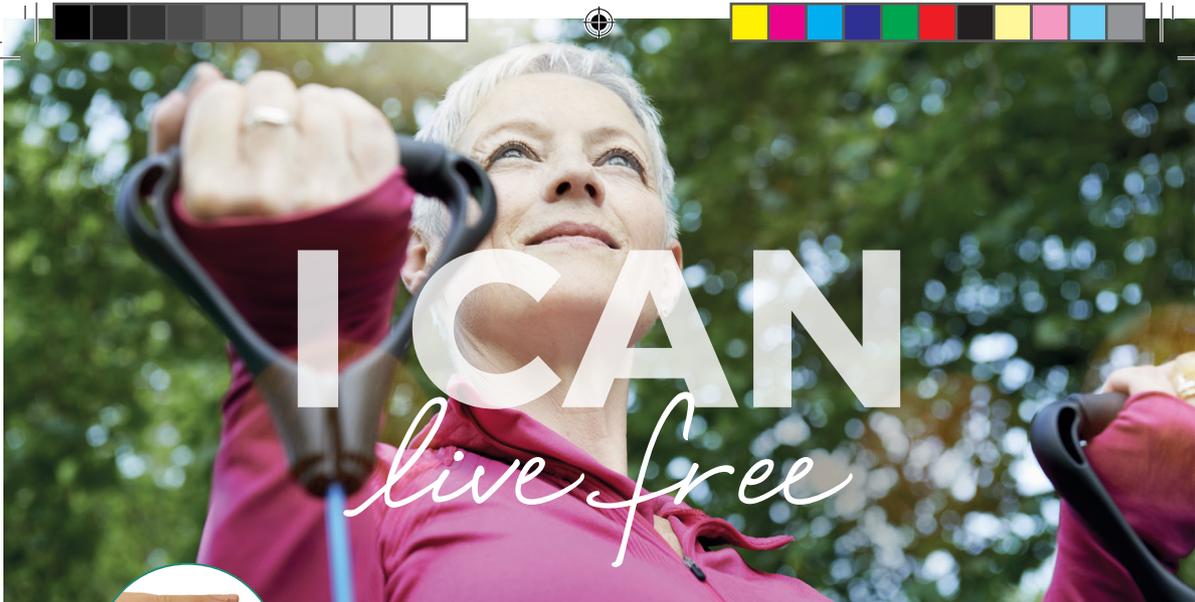
When did "normality" return?

Monday 12th December was the first day we were able to operate fully back with a restored system, albeit without the back data that was missing since November. We continued to experience delays and slower than expected order turn around. Whilst this was unfortunate, the fact we were continuing to operate meant our business continuity plan was working. Throughout this period, our team of paid staff and volunteers maintained a high level of engagement to assist our recovery, with member service our first priority.

By Christmas week we achieved most orders received by Wednesday 21st being despatched. The Christmas break was going to be a chance for everyone to take a few extras days off. Once again six dedicated staff worked during the Christmas/ New Year period to continue to catch up.

By the time you are reading this, we have fully restored our system and data. There was neither loss nor extraction of data, protecting all our records and information. We have learnt a few lessons from this episode. One key finding is we do not have a method to communicate to all our members with a simple text or email message. In future we would like to be able to broadcast a message if something as impactful were to occur again.





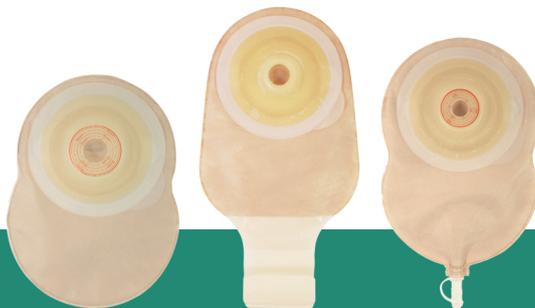
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1066 for all three.  
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Lisa Clare Stomal/Continenace  
Advisor.  
Phone: **(07) 5506 7828**  
Or (07) 5506 7540

Lisa.Clare@ncahs.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, Narrabri, Barraba,  
Boggabri, Narrabri, Barraba,  
Boggabri, Manilla, Gunnedah,  
Tamworth, Werris Creek,  
Nundle.

### **CANBERRA AND DISTRICT**

### **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)**

Brigette Green STN. Joy  
Burdack STN.  
Marree Pegrem STN.  
Phone: **(02) 6201 6045**

### **CANBERRA HOSPITAL**

Kellie Burke CNC.  
Phone: **(02) 6244 2222**  
Then page Stomal Therapy  
Nurse.

### **COOMA COMMUNITY HEALTH/COOMA HEALTH SERVICE**

Kirsti Dixon STN





**Phone: 0428 265 324**  
 (Mob) Or (02) 6455 3201  
 COOTAMUNDRA HOSPITAL  
 Raylene Godvier  
 Phone: (02) 6942 1861  
 Or 0419 123 508

**GOULBURN COMMUNITY HEALTH**  
 Janine Rath  
 Phone: **(02) 4827 3913**

**QUEANBEYAN COMMUNITY HEALTH CENTRE**  
 Jenny McCudden.  
 Phone: **(02) 6298 9233**  
 Visits patients in Queanbeyan & Yarralumla areas.

**WESTERN NSW BATHURST HEALTH SERVICE**  
 Louise Linke NP.  
 Phone: **(02) 6330 5676**  
 louise.linke@health.nsw.gov.au  
 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**  
 Amy Keogh CNC  
 Phone: **(02) 6841 5555** or 0427 150 649  
 Serving Dubbo, Cobar, Coonamble, Narromine, Nyngan, Trangie, Warren, Wellington, Baradine, Gulgambone, Coolah, Gilgandra, Coonabarabran, Dunedoo, Gulgong, Mudgee, Bourke, Brewarrina, Collarenebri, Goodooga, Lightning Ridge & Walgett.

**DUBBO BASE HOSPITAL**  
 Mary McCarthy NUM STN  
 Block S/EDSU  
 Phone: **(02) 6809 6926**  
 Email: Mary.McCarthy@health.nsw.gov.au

**GRIFFITH BASE HOSPITAL**  
 Denise Henderson STN

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

**GRIFFITH COMMUNITY HEALTH**  
 Raye Martin STN  
 Phone: **(02) 6966 9903**  
 Email: raye.martin@gsahs.health.nsw.gov.au

**ORANGE HEALTH SERVICES**  
 Joe Webster STN.  
 Phone: **(02) 6369 7455**  
 Or Email: Joseph.Webster@gwahs.health.nsw.gov.au

**ORANGE AND REGIONAL NURSING SERVICE.**  
 Joanne Westcott STN.  
 Phone: **(02) 6362 6184**

**MURRUMBIDGEE LOCAL HEALTH DISTRICT (WAGGA WAGGA)**  
 Helma Riddell CNC.  
 Based in Wagga. Can do home visits in the area.  
 Phone: **(02) 6938 6487**  
 CALVARY HOSPITAL (WAGGA WAGGA)  
 Karrinda Kenny CNS.  
 Phone: (02) 6923 2340

**YOUNG MERCY CENTRE**  
 Contact Community Nurses  
 Phone: **(02) 6382 8444**  
 Serving Young, Harden, Cootamundra, Boorowa, Grenfell and district.

**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) and ask for Pager 416.  
 Email: Rosaline.Watson@awh.org.au

**ALBURY WODONGA PRIVATE HOSPITAL (AWPH/ASG)**  
 1125 Pemberton St., Albury

2640  
 Geradine O'Brien STN.  
 Phone: **(02) 6022 4350** or  
 Phone: (02) 6021 7111  
 Email: geradine@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 Stanmore office. Our lift has wheelchair access. Members with an ostomy problem may phone to organise a free consultation. Need help but unable to attend? Please write to Anne-Marie or contact her by phone, fax or email. Please remember to include your name, address and phone number (and email address if available).

**OSTOMY NSW LIMITED CLINIC**

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

A free Clinic is held on the second Tuesday of each month between 11:30am and 2pm. Please ring for an appointment. The rear entrance is Unit 6/18 Monro Avenue Kirrawee (between Oak and Bath Roads). The entrance has no steps so is suitable for people with disabilities.  
 OSTOMY SUPPORT GROUPS (NSW) JANUARY 2017 DIRECTORY

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





# OSTOMY SUPPORT GROUPS

(NSW) FEBRUARY 2017 DIRECTORY

**Any errors or omissions  
please email Heather Hill  
at [heathermaryhyde@  
yahoo.com](mailto:heathermaryhyde@yahoo.com) or  
Phone: 0422 204 497 (M)**

## SYDNEY

### **METROPOLITAN AREA CONCORD BOWEL CANCER SUPPORT GROUP**

This is a free service held on the third Monday of each month from 2 pm to 3 pm. Meet at: Survivorship Cottage Concord Hospital, Gate 4, Nullawarra Ave. Concord West.

#### **PARKING AVAILABLE**

People with bowel cancer and their carers/partners are welcome to attend. Further details may be obtained from Sonia Khatri on

**Phone: (02) 9767 5943**

### **LIVERPOOL AND CAMPBELLTOWN AREA**

Meets 3rd Thursday every second month from 1pm to 3pm Heritage Auditorium Camden Hospital Menangle Road, Camden. For further information, please contact: Diane or Lu (STN's) on

**Phone: (02) 8738 4308**

### **NORTHERN AREA**

Meet on the first Wednesday of each month from 10:00 to 11:45am.

Jacaranda Lodge Sydney Adventist Hospital 185 Fox valley Rd, Wahroonga.

All Ostomates, friends and supporters welcome. For further information, please contact SAN Cancer Support Centre on

**Phone: (02) 9487 9061,**  
or, Mike Simpson (02) 9899 3940  
(M) 0407 050 792

### **PENRITH**

Ostomates, family and friends are most welcome to attend our educational support group. For further enquiries please contact: Naomi Houston (Stomal Therapist) on  
**(02) 4734 1245**

### **SYDNEY SOUTH-WEST AREA**

For enquiries please  
Phone: **(02) 9722 7196**  
And leave your name and your number on the answering machine.

## NORTH COAST

### **COFFS HARBOUR**

Meets on the second Thursday of each second month from 2pm to 3:30pm. Sawtell RSL Club First Avenue, Sawtell. All ostomates and friends welcome, so come along, have a cuppa and be a part of it. For more details on dates please contact: Mandy Hawkins STN on  
Phone: **(02) 6656 7804**

### **FAR NORTH COAST**

All ostomates, including their partners & friends, are welcome to come to our meetings. Lismore Workers Club 225-231 Keen Street, Lismore. For further information on dates and times, please contact: President: Marie Taylor Phone: (02) 6686 7248  
Secretary: Marion Lynn  
Phone: **(02) 6624 4235**

### **GRAFTON & DISTRICT**

Meets on the first Thursday of each month from 9am to 11:30am. For further information, please contact: Anne Onions on  
Phone: **(02) 6641 8200**

### **HASTINGS AND MACLEAY**

All Ostomates, friends and supporters are welcome to our meetings. Room 4 Old Part Macquarie Hospital Morton Street, Port Macquarie. For further information on dates and times, please contact: Neil – Phone: **0427 856 630**  
Glennie – Phone: (02) 6583 7060

### **MANNING/GREAT LAKES**

The Manning Valley Ostomy Support Group. All Ostomates, friends and supporters are welcome to our meetings. Skills for Life Building 5-9 Elizabeth Avenue Taree NSW (wheelchair accessible) for further information on dates and times, please contact: Karla MacTaggart  
Phone: **(02) 6592 9469** or  
Phone: 0419 859 281  
Website: [www.mglostomy.co.cc](http://www.mglostomy.co.cc)

### **TWEED DISTRICT**

Come and join in, explore new ideas, learn new skills and most importantly meet new people in a relaxed and caring environment. All Ostomates, partners and friends are welcome. Our meetings are held quarterly starting at 12pm for one hour, followed by lunch at South Tweed Sports Club. For further information, please contact Lisa Clare STN.  
Phone: **0755 067 540**





Jane Bright.  
Phone: 0409 671 162  
Alex Gibson.Phone:  
0412 302 358

## **NEWCASTLE/CENTRAL COAST**

### **NEWCASTLE DISTRICT**

Members and friends are welcome to attend our quarterly meetings held on the fourth Saturday in February, May, August (AGM) and November commencing at 1:30pm. Hamilton Wesley Fellowship House, 150 Beaumont Street, Hamilton. Stomal Therapists and Company representatives attend and will help with any queries. New members and friends are most welcome. For further information please phone:

Geoff Robinson (President):  
**(02) 4981 1799.**  
Maree Dives (Treasurer):  
(02) 4971 4351.  
Diane Katte (Secretary):  
0409 156 325

### **CENTRAL COAST**

Ostomates, their families & friends are invited to attend our meetings. Get together including an information session and company reps presenting products. Stomal Therapy Nurse runs proceedings. For further information on dates, venues and times. Please phone Stomal Therapy service:  
**(02) 4320 3323**

## **ILLAWARRA AND SOUTH COAST**

### **ILLAWARRA OSTOMY INFORMATION GROUP**

All Ostomates, their families and friends are invited to attend all or any of our support meetings.

They will be held on Wednesday from 10am to 12noon. Education Room Figtree Private Hospital 1 Suttor Place, Figtree 2017 dates: . For further information, please contact Helen Richards CNC STN:  
**(02) 4286 1000**  
(Mondays only) or Julia Kittscha CNC STN Wollongong Hospital Phone: 0414 421 021

### **SHOALHAVEN**

All Ostomates, their families and friends are invited to attend our Friday meetings, held 2pm to 4pm at the Nowra Community Health Centre, 5-7 Lawrence Ave, Nowra. For further information on dates, please contact: Tracey Newcombe STN on  
Phone: **(02) 4424 6300**

### **EUROBODALLA REGION (MORUYA)**

Meets on the first Sunday of every second month at Moruya Hospital in the Pathways Room, Moruya Hospital. River Street, Moruya. Final meeting for 2016 will be December 4th. For further information ring Trena O'Shea **(02) 4474 2666**

### **FAR SOUTH COAST**

Bega and surrounding areas. Meets second Sunday of every second month at 11am at a different venue each time. Flyers are sent to ostomates 10 days beforehand. All ostomates, their families and friends are welcome. Please bring your own food and drink. For further information, please contact: Eileen  
Phone: **(02) 6495 6610** or Geraldine on  
Phone: (02) 6492 2366

## **WESTERN NSW**

### **BATHURST**

The Support Group meets at Daffodil Cottage. For further information on dates and times, please contact Louise Linke (Nurse Practitioner – Continenence Advisor/Stomal Therapist) **(02) 6330 5676**

### **COWRA**

Cowra Ostomy Friendship Group meets the 1st Tuesday of the month at 10:30am. For further information on venues please contact Georgie on **(02) 6342 4160** or (m) 0422 678 141

### **DUBBO & DISTRICT**

All members and their families and friends are invited to attend the information day. Company reps will be in attendance to help with any questions on products. Contact Stomal therapy Nurse Amy Keogh for information on **(02) 6841 5555**

### **GRIFFITH & DISTRICT**

An invitation is extended to all persons in Griffith and the surrounding areas (100km radius including Leeton, Coleambally, Yenda, Hillston, Hanwood) with a Stoma formation to attend our meetings and share experiences. For further information please contact Barry Maples  
Phone: **(02) 6963 5267** or  
Phone: 0429 635 267  
Email: ann.bar@bigpond.com  
Karen Hillam  
Phone: 0434 785 309

### **WAGGA & DISTRICT**

Meetings are held in: The Men's Shed 11 Ashmont Avenue Wagga Wagga. For further information on dates and times,





please contact David on  
Phone: **(02) 6971 3346** or  
Phone: (mob) 0428 116 084  
Baz on Phone: (02) 6922 4132

### OTHER SUPPORT GROUPS

#### BEECHAC

BEECHAC is an Australian group involved in supporting those who have Bladder Exstrophy, Epispadias, Cloacal Exstrophy or Hypospadias. Members try to support each other during times of stress around operations and diagnosis, when they need answers to queries about doctors and procedures and when they just need to talk to each other and find a time of companionship, compassion and hopefully some good times together.

Address: Post Office Box 376  
Newtown NSW 2042.

Phone: **(02) 9516 3395** or  
Phone: (ow) 4448 3050  
Email: [info@beechac.org](mailto:info@beechac.org)  
Website: [www.beechac.org](http://www.beechac.org)

#### BOWEL GROUP FOR KIDS INC

The Bowel Group for Kids (BGK) is a registered Australian based national organization dedicated to providing education, practical information and support, to families of children born with Hirschsprung's disease (HSCR), anorectal malformations (ARM) and associated conditions.

Contact Eunice Gribbin  
Address: P O Box 40 Oakdale  
NSW 2570

Phone: **(02) 4659 6186**  
Email: [Einice@bgk.org.au](mailto:Einice@bgk.org.au)  
Web: [www.bgk.org.au](http://www.bgk.org.au)

#### CANCER COUNCIL CONNECT

Phone: **131 120**

And be referred to a Connect staff member who can match you with a trained volunteer who has had a personal experience of cancer and is

available to provide hope, encouragement and practical information when you need it.

#### CROHN'S & COLITIS SUPPORT GROUP

Meetings held on 3rd Thursday of each month at Burwood RSL, 96 Shaftsbury Road, Burwood from 7 – 9pm. For further information

Phone: **1800 138 029**  
(freecall) Webside: [www.crohnsandcolitis.com.au](http://www.crohnsandcolitis.com.au)

#### CONTINENT URINARY DIVERSION GROUP

This is a support group for those who have undergone or are contemplating surgery for an Internal Pouch Procedure. Meetings are held at The York Room, Level 2, The Bowler's Club 95 York St, Sydney at 2pm. Further details may be obtained from Carol Brennan on Phone: **(02) 9997 4205.**

#### PARENTERAL NUTRITION SUPPORT GROUP

Parenteral Nutrition Down Under (PN-DU) is a self-funded, not-for-profit support group for consumers and carers in Australia and New Zealand on Parenteral Nutrition (PN). PN\_DU welcomes new members – not only consumers and carers but also clinicians, industry representatives and others interested. Please contact via: The Secretary, Parenteral Nutrition Down Under, 8/24 Albert Street, Hornsby NSW 2077.

Phone: **(02) 9987 1978**  
Email: [contactpndu@gmail.com](mailto:contactpndu@gmail.com)  
Website: [www.parenteral-nutrition-down-under.webs.com](http://www.parenteral-nutrition-down-under.webs.com)

#### WEE KIDS FOUNDATION

The Wee Kids Foundation is a group of parents and friends

who have joined together because of something they all share, the fact that they know or have a child of their own who is dealing with some form of urology issue such as incontinence, hypospadias, bladder exstrophy, urinary tract infections or bed wetting.  
Address: P O Box 191, Werribee VIC 3030.

Phone: **0423 860 745**  
Email: [thweekids@optusnet.com.au](mailto:thweekids@optusnet.com.au)  
Website: [www.weekids.org.au](http://www.weekids.org.au)

#### NSW STOMA CLINIC

Anne Marie Lyons STN  
Phone: 1300 OSTOMY or **(02) 9565 4315**  
Email: [info@nswstoma.com.au](mailto: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 each month in the private room at our Stanmore Office. Our lift has wheelchair access. Members with an ostomy problem may phone to organise a free consultation. Need help but unable to attend? Please write to Anne-Marie or contact her by phone, fax or email. Please remember to include your name, address and phone number (and email address if available).

#### OSTOMY NSW LIMITED CLINIC

Janet Forsyth STN  
Phone: **(02) 9542 1300**  
A free Clinic is held on the second Tuesday of each month between 11:30am and 2pm. Please ring for an appointment. The rear entrance is Unit 6/18 Monro Avenue (between Oak and Bath Roads). This entrance has no steps so is suitable for people with disabilities.





# **OSTOMY NSW LTD MEMBERSHIP FEES FOR 2017 – 2018**

**FULL MEMBER: \$60  
CONCESSION MEMBER: \$50  
A CONCESSION MEMBER MUST HOLD A  
CENTRELINK ISSUED PENSION  
OR HEALTH CARE CARD.**

**Please note as per the operational guidelines of the Stomal  
Appliance Scheme – All outstanding and current fees must  
Be paid by July 1st 2017 for supplies to be issued.**

## **PAYMENTS**

**Membership fees and postage can be paid by  
cheque or money order made payable to**

**Ostomy NSW Ltd – Postal address:**

**P O Box 3068, Kirrawee NSW 2232**

**Bank Transfers (EFT) details:**

**Account Name: Ostomy NSW Ltd**

**BSB: 112 879 (St George Bank)**

**Account number: 456643389**

**Reference: Your membership number or surname**





## Passive Resistance



Our lawyers and our magistrates are seeming to implore  
"Be kind to any criminal who flattens your front door;  
He has a habit to support, so give your money free,  
He only belts you up because he's faking ecstasy."

If you are accosted by a nasty looking fella,  
Take care if you defend yourself by waving your umbrella;  
Be prudent where you wave it; don't hold it very high,  
You could be up for millions if you poke him in the eye.

If your broly is a folding one, the button do not press.  
It's bound to knock out all his teeth and cause him much distress;  
And if you're learning self-defence, you surely must agree  
Discretion needs to be your guide, before you lift your knee.

Don't holler for a policeman, that plan is sure to fail,  
'Cos the crim will make you mincemeat, when he gets off on bail;  
Don't set a bad example to the people walking by,  
You may have Annie Oakley's aim, but don't spit in his eye.

It's best to let him take your cash and never lose your paddy,  
Remember he may have ten kids, all growing up like daddy;  
All waiting for their father dear, with cash to buy them grub,  
That's if he doesn't blow the lot down at the local pub.

Harry Ashton





## NOTICEBOARD

### **REGIONAL INFORMATION MEETINGS 2017**

**Bowral - Friday 31st March 2017**  
Bowral Golf Club, Cnr Kangaloon Rd and David St Bowral  
10am until approx. 3pm  
**Lismore - Friday 23rd June 2017**  
Venue to be confirmed  
**Dubbo - Friday 22nd September 2017**  
Venue to be confirmed

**2016 Major Raffle winners**  
1st prize – T Hancock/Richmond  
2nd prize – S Barbagallo/Griffith  
3rd prize – R Hebblewhite/Gloucester

**Illawarra Ostomy Information Group 2017**  
Meet 10.00 – 12.00 on the following Wednesday, Education Room  
Figtree Private Hospital  
22nd February, 26th April, 14th June, 23rd August, 25th October  
and 13th December (Christmas luncheon – venue to be advised)  
For further information contact: Helen Richards CNC STN Wol-  
longong Private Hospital (Mondays) phone: 42861109 or Julia  
Kittscha CNC STN Wollongong Hospital mobile: 0414421021/Of-  
fice: 42551594.

**Shoalhaven Stomal Therapy Service**  
**Ostomate Support Group**  
The 2017 dates for the support group meetings are:  
6th February, 3rd April, 10th July and 6th November 2017.

This year, the Nepean Educational Support Group will be meeting  
28th April, 23rd June, 25th August and the 3rd November.  
Location is at the Sydney Medical School, Clinical School Building,  
62 Derby Street, Kingswood. Time: 2 – 3:30  
Family and Friends welcome. Afternoon tea supplied  
Any questions or enquiries, please contact the stomal therapy  
nurse Naomi Houston. Ph 4734 1245

**AUTUMN 2017**



NEW

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Natural Advance

The unique features of the Confidence<sup>®</sup> Natural Advance superior hydrocolloid can help prevent leakage and sore skin:

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Introducing the Moderma Flex one-piece pouching system with new **viewing option**. When not in use, the viewing option offers coverage and discretion. Simply lift the perforated cover to inspect and monitor your stoma.

The Moderma Flex one-piece pouching system with viewing option helps you get off to the right start.

**Available on a range of Moderma Flex products. For details contact Hollister or your STN.**

For more information please contact Customer Engagement on:  
 Australia **1800 219 179**  
 New Zealand **0800 678 669**  
**www.hollister.com**

Hollister Ostomy. **Details Matter.**

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## REQUESTS FROM THE OFFICE

### ORDERING

All orders need to be in writing.

All orders need to have supplier codes and quantities.

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

Please fill in your name and membership number.

### PAYMENTS

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

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

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

### DELIVERIES

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

All deliveries are with Australia Post

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

### COUNTER PICK UPS

Express counter pickups must be submitted in writing in advance.

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

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

### EMAIL ORDERS

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

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

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

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

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



## PART OF A DAY IN THE LIFE OF A NEW OSTOMATE!

On Wednesday, I was visiting my fabulous oncologist. My Ostomy pouch was full, so, simple task, off I went to the toilet, to change my pouch.

No hook or bench for my handbag containing new supplies, throw handbag in sink, turn around to lift up top to remove full pouch, hear water running, turn

ing poo, grab toilet paper.....poo going everywhere while I try to put oil in new bag, puff it out a bit to stop pancaking and take sticky tape off new bag.

Now daughter shouting at door, "Oncologist ready for you!", sweetly reply, "Ok, Sweetheart", try to puff out new bag so it gets air in, poo now on both hands, wipe hands, wipe baseplate with cleaning cloth, pull off toilet paper to dry baseplate, put on new bag.

Can't throw poo paper in toilet as lid is now down and being used as a bench, push handbag (now wet) on floor using foot (Ouch! Lifting leg up hurt new stitches in behind).

Go to sink, wash hands, dry with paper, (daughter now knocking frantically, shouting "Mum"), wrap used bag in paper and put in wet plastic bag. Put bag of poo in handbag as no disposal bin to put it in, grab wet handbag, open

door, big simile.....

Off to see oncologist to find out if cancer has spread.....! try to look relaxed, hope I don't smell of poo. Keep smiling!

Nope! Cancer hasn't spread.... Phew!!

Thank God I didn't have to change my baseplate I'd have no chance.

All for the sake of a bench and a couple of hooks ..... or a basic Ostomy set up currently being rolled out across Japan, UK and US.

Come on Australia we can do this, there are 40,000 of us!



around, sink has tap with auto turn on, handbag filling up with water.... Yikes!!!

Save stoma supplies and handbag, no bench or hook to put handbag on so I can get supplies out.

Throw down toilet lid, put handbag on that. Yes! I'm really nailing this, lay out my supplies bag, get out rolled up new stoma bag and wiping cloth, wet wiping cloth in sink behind me, peel stuck down used bag off and fold in two, nowhere to put old full bag, (plastic bag in handbag saturated), put full poo bag on toilet seat. Ooops! Lookout! Stoma starts poo-



Available  
from Dec 1st  
2016

# For all of life's curves. Announcing new sizes and capacity in the NovaLife Soft Convex range

You know better than anyone how important it is to have a reliable skin barrier fit around your stoma. NovaLife Soft Convex has been designed to provide just the right amount of pressure to help achieve a secure seal, without compromising the comfort and skin health that is so important for getting the most out of life. Now you have more options to choose from.

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PO Box 62-027  
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**0800 678 669**

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**Hollister**  
 Adapt™ Slim  
 Barrier Ring



Now **50%** thinner



### Easier to stretch, mould and shape – more fit options for you.

The new Adapt slim barrier ring, delivers the same convenient features of the other Adapt barrier rings—at around half the thickness of the standard 48 mm flat ring. This makes it easier to stretch, mould and shape to suit your individual needs.

- ✓ Fills cracks and crevices around your stoma
- ✓ Can be stretched, moulded or stacked according to your needs
- ✓ Protects the skin by minimising leakage risk
- ✓ Offers a lower profile and less bulky alternative

**Talk to Hollister or your STN about the full line of Adapt barrier rings— including the new Adapt slim barrier ring.**

For more information please contact  
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[www.libertymed.com.au](http://www.libertymed.com.au)

The new **libertymed.com.au** website has a range of useful resource for ostomates and carers including the basics, health and wellbeing, hints and tips, personal stories and general information. Developed by our Editorial Board of Stomal Therapy Nurses, it will help you through your stoma journey.

## Features of the NEW website:

- ✔ General information about stomas
- ✔ Wellbeing after stoma surgery
- ✔ Enjoying life with a stoma
- ✔ Personal stories
- ✔ FAQs
- ✔ Suppliers of stoma products
- ✔ Glossary of terms
- ✔ Ostomy Associations directory

## Join our FREE Live Well Club

Become a member of our NEW Live Well Club to get access to resources and hints and tips regarding stoma care. Simply join online today.



Unit 6, 345 Ingles Street,  
Port Melbourne, VIC, Australia, 3207  
Free call 1800 880 840

Brought to you by



# Bowel Cancer Support Group



Concord Repatriation General Hospital SLHD

## Bowel Cancer Support Group Concord Hospital

- Have you been diagnosed with bowel cancer?
- Are you currently having treatment for bowel cancer?
- Have you finished bowel cancer treatment and feel life is not the same?
- Are you a carer for someone with bowel cancer?

Then this group could be for you.

## Bowel Cancer Support

The Bowel Cancer Support Group is a free service held monthly on the Concord Hospital campus.

It's an open group providing professional support and advice for people with bowel cancer as well as their carers.

Contact ;  
Sonia (Colorectal Care Nurse)  
Phone: 97675943

## Benefits of joining a Support Group

- Knowing you are not alone
- A sense of belonging
- Share feelings and experience with other people
- Obtain information from health professionals
- Learn coping skills in a non judgmental and safe atmosphere

## Where

Survivorship Cottage  
Gate 4 - Nullawarra Ave  
Parking available



## Meeting Dates 2016 3rd Monday of the Month 2- 3pm

- 18th January
- 15th February
- 21st March
- 18th April
- 16th May
- 20th June
- 18th July
- 15th August
- 19th September
- 17th October
- 21st November
- 19th December



# Hello From The Clinic

*Hydration: Why it's So Important. Your body depends on water to survive. Every cell, tissue and organ in your body needs water to work correctly. For example, your body uses water to maintain its temperature, remove waste and lubricate joints. Water is needed for good health and makes up more than half of your body weight. You lose water each day when you go to the bathroom, sweat and even when you breathe. You lose water even faster when the weather is really hot, when you are physically active or if you have a fever. Vomiting and diarrhoea can also lead to rapid water loss. If you don't replace the water you lose you can become dehydrated. Symptoms of dehydration may include little or no urine output, urine that is darker than usual, dry mouth, tiredness or general fatigue, extreme thirst, headache, dizziness or light headed feeling. Don't wait until you notice these symptoms to take action, prevent dehydration by drinking plenty of water. Dehydration can occur after ileostomy surgery, as the purpose of the large bowel is to absorb water from the indigestible waste and then expel the waste material from the body through bowel movements. During ileostomy surgery, a part or the entire large bowel is removed which prevents the body from absorbing water from the waste before it is excreted from the body through the stoma into your ostomy bag.*

*Dehydration can upset your electrolyte balance especially potassium and sodium. Loss of appetite, drowsiness and leg cramping may indicate sodium depletion. Foods with a high source of salt include canned food, cheese, fish, fruits and milk.*

*Fatigue, muscle weakness, shortness of breath and a gassy bloated feeling may indicate potassium depletion. Foods with a high source of potassium include, bananas, oranges, strawberries, potatoes and tomatoes. In an emergency sports drinks are a good source of minerals to combat dehydration signs.*

*There are ample benefits to good hydration for all ostomy patients (colostomy, ileostomy and urostomy). Good hydration maintains healthy skin and mucus membrane protecting the stomach acids from irritating the stomachs inner layer. Low fluid intake hardens the stool creating constipation. Dehydration deprives cells of fluids forcing the body to produce more cholesterol to protect cell walls. This excess cholesterol is then discharged into the blood stream. Without adequate water consumption, our kidneys cannot discharge toxins that irritate the urinary tract and produce stones. Dehydration also affects joints making them prone to arthritis. These are only some of the good reasons to maintain adequate hydration and with more summer weather yet to come it is a reminder to drink up folks and stay well.*





## HEALTH

The warm weather is here again and adequate fluid intake is vital to all for good general health and particularly to maintain urinary tract and bowel health. The benefits of good hydration have previously been discussed at length on this page however for those who may have missed it the editor has kindly agreed to reprint it in this edition. Here are a few ways you may consider to increase your fluid intake

1. Start your day with a glass of water
2. Drink water between each tea or coffee.
3. Add extra taste to water with a squeeze of lemon, lime or orange. A slice of cucumber or a couple of mint leaves can help to make water more palatable.
4. Seeing is reminding!! A bottle or jug of water left on the desk, table or the kitchen bench can be a reminder.
5. A variety of refreshing herbal teas is available and are a good source of fluid intake.
6. Drink before you eat, this can also assist in keeping your weight down by giving you a full feeling and reducing your appetite.
7. Some foods have hydration benefits; these include cucumber, watermelon, grapes, oranges & tomatoes.

Regardless of whether you have a stoma the colour of your urine is often a good indicator for all of your hydration status. The colour

chart attached is provided to give you some guide. Your urine will always be darker in the mornings but providing your fluid intake is adequate it should become lighter in colour as the day progresses. There are other reasons your urine may be discoloured and a list of some of the possibilities is also included on the chart.

Best wishes to all for a happy & healthy 2017

Janet Forsyth CNC Stomalthery  
Res.Nat.Hydration Council, NHS Choices





## HYDRATION

### HOW HYDRATED ARE YOU?? URINE COLOUR CHART (With or without a urinary stoma)

1. If your urine is clear, you're hydrated.
2. You're adequately hydrated.
3. Your hydration levels are reasonable but aim for shades 1 or 2.
4. Dehydration is indicated - drink more.
5. Dehydrated - drink more.
6. Dehydrated - drink more water.
7. You're very dehydrated - drink more water immediately.
8. Severe dehydration - drink more and see your GP.



### WHAT YOUR WEE SAYS ABOUT YOU!!!

#### Don't flush & move on!!! a wee bit of wisdom!

Perfect urine is clear and a pale straw colour.

If it's frequent - The average person empties their bladder 4 to 8 times per day, more often may mean you are drinking too much or could be a health issue eg: diabetes, UTI, over active bladder or prostate enlargement.

If it's pink - Food colouring, beetroot or rhubarb. Blood may mean UTI or symptom of something more serious, do not ignore.

If it's cloudy - Fungal or bacterial infection should be checked by a doctor.

If it's sweet - sweet smelling urine indicates the presence of sugar or glucose. Before blood glucose tests urine was used to ensure diabetes was controlled.

If its dark - brown or orange urine indicates you may be dehydrated and need to drink more water. Orange urine is a common colour change due to medications or food dyes but may also be indicative of a liver condition. Don't ignore it!

If it's blue green - Unusual but not unheard of, don't panic most likely to be caused by food dye. Can be a rare metabolic condition or certain bacteria. Needs checking.

If it's smelly - Urine doesn't have much odour, if it smells stronger than usual may be more concentrated due to dehydration, may be food related eg: asparagus, medications or may be a urinary tract infection.

# MEDIKIDZ

Medikidz believes that all children deserve access to medical information they can understand. We are creating a global community of young people who are informed, empowered and health-aware.



**READ THE COMIC NOW**  
**AT [MEDIKIDZ.COM/STOMAAU](http://MEDIKIDZ.COM/STOMAAU)**

*Medikidz Explain Stoma* comic is an educational material for children with a stoma and parents and a grandparent with a stoma

Originally available in the UK, the comic book is now free to view on iPhone, Web browser and iPad in ANZ thanks to Dansac ANZ!

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