

OSTOMY

AUTUMN 2025

NSW LTD



NEW!
Support
belt

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Designed to help
manage the prevention
of a parastomal hernia

Breathable
fabric

Doesn't
resemble
a medical
device

Goes
unnoticed
under light or
thin clothing

Disguises your stoma
and your pouch when
worn under clothing



May
minimise
noises and
muffle
sounds

Strong
hook and
loop closure
is secure and
stays in place

Your
allowance is
4 per year

	Description	17cm	21.5cm
S	Light 75 - 90cm	KLB301	KLB401
M	Light 90 - 105cm	KLB302	KLB402
L	Light 105 - 120cm	KLB303	KLB403
XL	Light 120 - 135cm	KLB304	KLB404
XXL	Light 135 - 150cm	KLB305	KLB405

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TO CONTRIBUTE ARTICLES/FEEDBACK

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

Autumn 11th April 2025
 Winter 23rd May 2025
 Spring15th August 2025
 Summer14th November 2025

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

Click to boot - Now available

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 \$16; Interstate \$23
- 2-month orders NSW \$30; Interstate \$45
- Express \$25; Click to Boot \$5

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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Supervisor: *Manny*

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Aye Aye, Belinda, Bev, Mel

Carole-Anne, Cheryl, Frank, Luke,

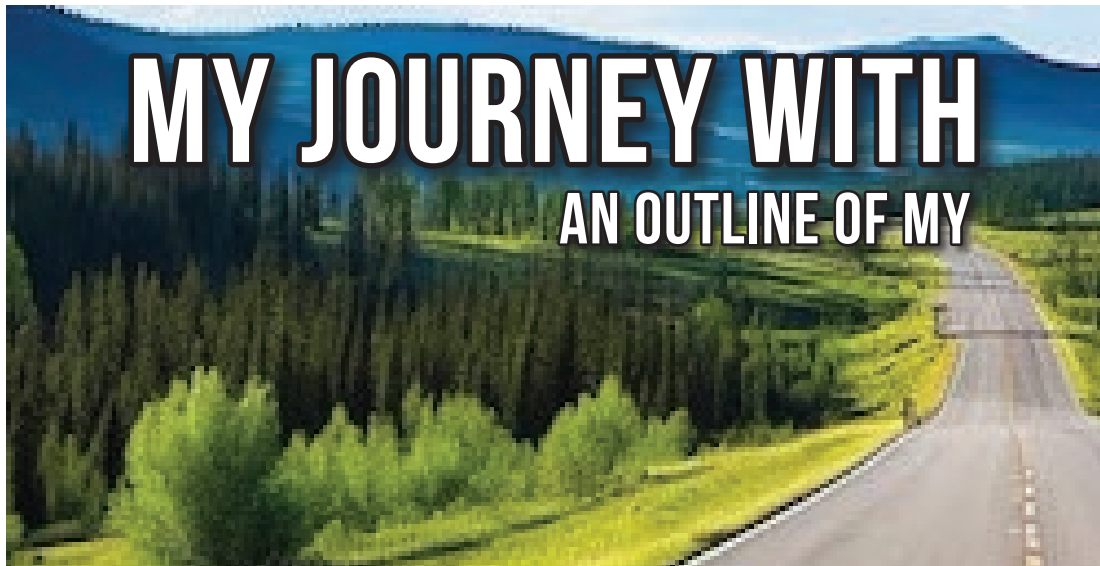
Matt, Rhys.

PLUS OUR DEDICATED

VOLUNTEERS

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I'm a 72 year old woman and want to share my story of becoming an ostomate.. I was diagnosed with ulcerative colitis, an inflammatory bowel disease that causes inflammation in the digestive tract, at 13 and was prescribed salazopyrin tablets. My GP told my parents that puberty may cure me. I just coped with the outcome of the GP's advice however I reached puberty and it did not make a difference. My early symptoms were mainly diarrhoea and bloody stools however the tablets did help. I started working as a secretary at 18 and became engaged but was experiencing severe bouts of diarrhoea and felt the need to get expert advice. I saw a colorectal specialist at 19 who told me that surgery to remove most of my inflamed large bowel was essential and I would have a temporary ileostomy for 1 year. The surgery resulted in complications, mainly blockages and the specialist had to reopen my wound several times to clear the blockage. I returned to work and after 12 months the temporary ileostomy was reversed and I was healthy and got married. The adhesions I got from the previous surgery and subsequent complications made it impossible for me to conceive children naturally. My husband and I opted to adopt two beautiful children a boy and a girl as 4 week old babies who have gone on to give us six grandchildren.

I felt well with few complications spanning nearly 40 years drug free until in 2016 I became very run down and unfortunately had to give up a career I loved in 2018. I saw a new gastroenterologist who performed a colonoscopy and told me to see a colorectal surgeon within a month. I subsequently had the remaining part of my large bowel and rectum removed in 2019 and had a permanent ileostomy. My only regret is that I didn't deal with changing my gastroenterologist earlier as I had been seeing the same specialist for over 30 years but he was reluctant to do a colonoscopy. After the colorectal surgeon removed the remaining 12 inches of my large bowel it was analysed by a pathologist who found a 120mm Stage 3 cancer tumour. The cancer was removed and I had chemotherapy in 2020 for 3 months. I've been mostly well ever since however blockages did come back and I have had to go to the emergency department of our local hospital for overnight stays regularly. In July 2024 I was in hospital for 4 weeks with a small bowel blockage as well as complications with



ULCERATIVE COLITIS

PERSONAL EXPERIENCE

my heart. I have obtained advice from a dietician on how to have a better diet and how to eat food that can be chewed more thoroughly. During the 2019 surgery my left ureter was damaged and I needed a urologist to repair this. It's been a huge journey to get well but last year the Oncologist and the Urologist both told me they no longer need to see me as a patient. I am able to do everything I did before I had my ileostomy and try and walk my dog every day. I know I will be around for longer to care for him because I don't have the pain and discomfort of ulcerative colitis. I can't emphasize enough that life has become much better for me by having the surgery to remove my large bowel.

I am grateful to Ostomy NSW for their support not only with ostomy supplies but general information via the caring and helpful staff and the stomal therapy nurses also the magazine and meetings with other ostomates. The personal contact and talks at different times as well as the larger meetings have been invaluable. I thought after having the temporary ileostomy at 19 that I knew everything and am surprised how far the management of an ileostomy has progressed and how improved the medical supplies have become. When I was young I kept my ileostomy very quiet from everyone except family. However younger ostomates embrace their ileostomy or colostomy and don't feel the need to hide it like I did. I now tell more people about my ileostomy as it is a learning experience for them as well. My mother in law had a colostomy and her mother had a colostomy so my husband is very supportive. When I was in Chris O'Brien Life House Hospital at Camperdown having the ureter repaired I needed to have a tube inserted in my left kidney. It was very painful and I was taken downstairs to have it x-rayed and I did start to have a good cry and the young orderly kept patting me and saying are you alright. I said yes but I still cried and I remember how caring he was and so unprepared for my tears. I have come through all the surgery and want to say it was worth it. Thank you for reading my story and for your wonderful support too

Article by Lorraine Evison (name used with permission).

THE SOUND OF SILENCE

I don't want to go into too much detail here but just recently in order to prolong my life a very skilled colorectal surgeon performed a 'laporoscopic ultra low anterior resection with ileostomy' on me which left me with a large chunk of my insides missing and provided me with a stoma - a hole in my abdomen through which.....

Look, I said I didn't want to go into too much detail didn't I? But summarising, together with 65 000 other Australians, I am now wearing a bag which needs to be managed regularly and while it's inconvenient, it is not as difficult to live with as one would imagine. Many people have lived normal and productive lives for decades while dealing with this situation. Some well known stomates were Dwight D Eisenhower, Frank Sinatra, the Queen Mother and Napoleon Bonaparte. Celebrities, football players, surfers, movie stars, even wrestlers are in the club. And now me.



Napoleon Bonaparte

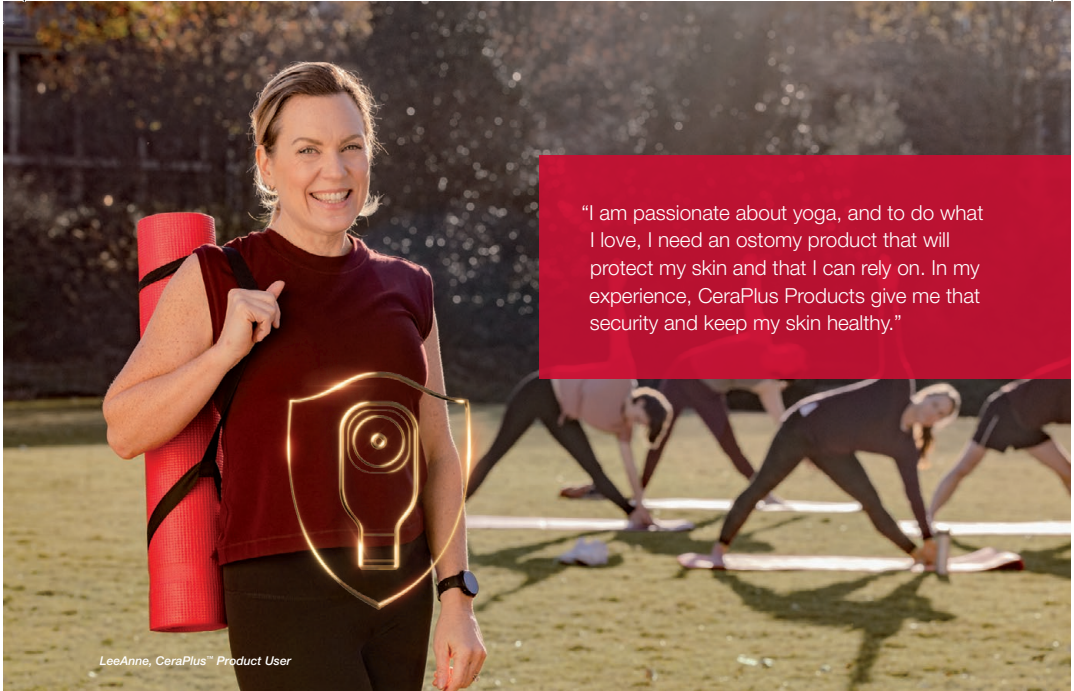
As it turns out my stoma is temporary. My surgeon was able to leave enough of my insides in so that in six months time he will be able to hook me up again and I will be able carry on with Business as Usual.

But as always there is a cow on the line. I have quite a bulge under my stoma and apparently if I am not careful a parastomal hernia could develop near it which could lead to serious complications..

In talking about my situation with my stomal therapist she advised me to avoid too much exertion and to support the stoma when exercising, coughing or just living. She said there are unobtrusive support belts you can buy which help prevent the development of parastomal hernias and suggested I consider this option. Of course - but she mentioned offhand that she had a client who bought a Boob Tube which was a good goto while he waited for the belt to arrive. I wasn't quite sure what a Boob Tube was but when she described it I recalled seeing some of my older granddaughters wearing them. A strapless gravity-defying top attached to a tight fitting bodice. So for her client the bodice provided a firmness around the middle which supported his stoma. This sounded like a good idea to me and being keen to start supporting my bulge as soon as possible I immediately hightailed it to Big K department store where I would surely be able to buy a Boob Tube to use while I waited for a belt to arrive.



Boob Tube Top



"I am passionate about yoga, and to do what I love, I need an ostomy product that will protect my skin and that I can rely on. In my experience, CeraPlus Products give me that security and keep my skin healthy."

LeeAnne, CeraPlus™ Product User

I'm protected where it matters most

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Infused with ceramide, the body's own defense against damage and dryness, CeraPlus™ Ostomy Products protect skin from Day 1.

For further information or to request a sample, contact Customer Care on 1800 880 851.



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Ostomy Products



AUTUMN 2025

Ostomy Care
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Stoma
Skin
Soul



“I love this product
because most of all it
gives me confidence”

Jim, Cancer Dynamo

Designed to stop leakage before it happens

NEW NovaLife TRE™ urostomy pouch

- NovaLife TRE™ is a unique skin barrier that contains super absorbers that swell and expand when in contact with moisture, forming a secure seal to protect the skin¹
- Anti-bulge valve and discretion dot features can greatly reduce pouch bulging²
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- The improved tap of the NovaLife TRE™ urostomy pouch is adjustable and allows safe and controlled emptying of the pouch.



To view Jim's
review scan
this code

To get your free sample call **1800 880 851** or visit **www.dansac.com.au**

1. Dansac data on file, LN-06224.07/22.

2. When compared to Nova urostomy pouch.

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dansac 

AUTUMN 2025

The Sound of Silence continued . . .

The Not being sure where I might find a Boob Tube I went to the Service Desk to be pointed in the right direction. There were a lot of people being attended to and when it was my turn I fronted up to a middle-aged assistant who looked frazzled and not particularly in love with her job and said

Hello there. Can you tell me where I might buy a Boob Tube?

She looked at me - quizzically at first and then disdainfully - and then picked up a microphone from the desk and slowly and deliberately announced to the whole store -

Attention Charlotte! Attention Charlotte! Would you come to the Service Desk please? There is an old bloke here who wants to buy a Boob Tube. Would you please come and escort him to Active Woman's where he can select a nice Boob Tube. He is standing here wearing jeans and a blue sloppy Joe. He's probably an XXL

Suddenly I was engulfed by the deafening Sound of Silence. There was no ambient music; no children crying; no clatter of trolleys only the sound of a thousand eyes staring - at me. It seemed everything had come to a complete halt and nothing was moving except a young shop assistant sporting two armfuls of tattoos hurrying down the aisle towards me. Charlotte.

Breaking the silence she said in a loud voice

Are you the dude who wants to buy a Boob Tube. Follow me. We have a great selection. You're sure to find one that fits.

Wading through a tsunami of tut tuts and disapproving looks I followed Charlotte to the Active Woman's Department, trying desperately - but failing - to look nonchalant.

Well I did find one. It seemed a comfortable firm fit. Passion pink. And I was indeed XXL. But in actual fact I only wore it a few times. It turned out to be quite uncomfortable as my man boobs were too droopy to support the bra part which kept falling down. Additionally the blokes at the Bowling Club spied me hitching it under my shirt and asked me what I was doing.

So, I have ordered a purpose built support belt and eagerly await its arrival. I will avoid Big K for the next few months until Frazzled and Charlotte have forgotten me.

The silence of recognition would be just too painful to bear.

Peter Gibson

BOARD OF DIRECTORS



STEPHEN LARDNER General Manager and Company Secretary since April 2016

I joined Ostomy NSW in 2016 as General Manager and brought a commercial background from multinational organisations. I enjoyed a twenty-year career at Energizer and have enjoyed my change to Ostomy NSW. At Energizer I was Vice President Asia for two years and prior to this role a GM in Australia and New Zealand. Energizer makes Energizer and Eveready batteries and at the time also had a personal care division with Schick, Banana Boat and Wet Ones as products. I managed business operations including sales and marketing teams, HR, finance, supply chain and IT whilst working alongside skilled workers and diverse employees. I most enjoyed travelling across Asia's countries and understanding the cultures and operations of our affiliate businesses and distributors.

My role at Ostomy NSW has been my first outside consumer goods and I continue to learn from our talented staff and volunteers on making a not-for-profit operate under a lean financial structure. The support of our members and the quality of positive feedback we receive enriches our roles. We have improved our efficiency since I joined with improvements in electronic data, new computer systems, changes to our premises and many valuable volunteers assisting our staff. The introduction of online payments and ordering, regular newsletters and emails and more recently the member portal are examples of our progress.

I have volunteered with other organisations with roles including President, Vice President and Treasurer within the not-for-profit sector. I was a minute secretary at a school which led me to complete two years of a Bachelor of Education degree, which I did not complete. It feels good to give back to organisations that provide support for those in need. I am also Company Secretary at Ostomy NSW and have been a director of Energizer affiliates across Asia.

I grew up in the southern states (Adelaide and Melbourne) where I attended school and completed a Bachelor of Commerce degree at Melbourne University. I now live in Wollongong where I have been for the past 30 years, except for six years living in Auckland, NZ. My interests outside of Ostomy are my family and keeping fit with running, cycling and daily walks. I'm an avid watcher of sport (AFL, NRL and cricket are my favourites) and love to listen to music for my entertainment.



GREG DOYLE Director since November 2015

I joined ONL as an ostomate member in Jan 2011. Following my surgery, that left me a double ostomate, I returned to my normal place of employment until late in 2012 when I retired.

For the following couple of years, I placed and received my orders like clockwork, without any questions. I used to browse quickly through the quarterly newsletter, just reading any articles that caught my eye. During this time, the Association “was just there when I needed my monthly order”. However, the request for volunteers was a regular part of these newsletters that I seemed to always notice - do you??

I decided to apply to help out and my application was greatly accepted. I started volunteering for one day each week in February 2014. By the end of that year, I was employed for 20 hours a week working in the warehouse. I enjoyed the work and atmosphere of “do our best for the members”.

In 2015 the then General Manager asked me if I would consider joining the Board. I wasn't too sure what I could bring to the Board as my previous employment required me to manage repairs and maintenance of heavy and mining machinery. It didn't seem to fit with the ins and outs of a stoma association. However, I threw my hat into the ring, and here I am!!

Initially I was mildly uncomfortable with the legal requirements of a board member, but I soon came to appreciate that the staff and management were appreciative of having an operating and visible board, meeting regularly to hear reports, and to advise and guide management through any issues as they arise. I realised quickly that the position was needed for the Association to function as best as possible.

In my time here a number of board members have come and gone for various reasons however we now seem to have a good balance of Directors who always have something to offer during meetings. We have a good balance. We also have a number of positions on the board to be filled by enthusiastic people from our membership.

My humble beginnings began in the mountains of the Upper Yarra Valley in Victoria, in 1953. I apprenticed as a Holden mechanic, served in the Australian Army and from the late 1970's I worked in the civil construction and mining industries (generally for the one employer) as a plant mechanic and later a General Superintendent.

BOARD OF DIRECTORS



DAMIAN GLEESON

**Director since
November 2024**

Damian John Gleeson was elected to the Board of Ostomy New South Wales Limited at the 2024 Annual General Meeting. Damian is an experienced educator, researcher, and writer who brings to the board, diverse management experience across the healthcare, education and corporate sectors.

His priorities at the board level are centred around communication and governance. He has a special interest in purposeful communication that is welcoming and engaging with ONL members and which enhances the quality of their lifestyles, be it before or after surgery that may require a stoma.

Communication is critical, especially for people living in regional and rural areas. From his own experience, Damian is aware of some of the challenges that people face when accessing health care services and seeking information as to options for future care. Damian is keen to advocate for people living with cancer in regional and remote areas, such that these communities receive improved communication and health care services, especially in terms of stoma support.

Damian's qualifications include a Master of Commerce (Honours) and a Doctor of Philosophy. Outside of ONL, Damian is a keen historian, and researches in local and genealogical history concerning Australia and Ireland. His book, *Irish Bigamy: New insights into colonial New South Wales* will be published in March 2025.

Damian welcomes communication and feedback from members and may be contacted through the Association.

ADAM KEAM

**Director since
November 2019**

Adam Keam is an Ostomate who has been living with an ileostomy since 2018 following surgery to treat a recurrence of bowel cancer. His journey with bowel disease began in his teens, having lived with chronic ulcerative colitis for many years before his diagnosis.

Through these experiences, Adam has developed a deep understanding of the challenges faced by Ostomates and a strong commitment to advocating for better support,

BOARD OF DIRECTORS

accessibility, and awareness. As a passionate advocate, he is dedicated to ensuring that Ostomates receive the highest quality of care and resources through the Stoma Appliance Scheme, actively working to improve and expand services that enhance the lives of those who rely on the scheme.

In addition to his work with Ostomy NSW, Adam also represents Ostomates nationally as a member of the Executive Committee of the Australian Council of Stoma Associations (ACSA), where he serves as Treasurer.

Professionally, Adam is an experienced finance and business management executive at a leading multinational commercial and investment bank. Over his career, he has held senior roles in Sydney, London, and Hong Kong, gaining extensive expertise in financial governance, risk management, and strategic planning.

Outside of work, He enjoys water sports, Australian Rules Football (AFL), and traveling. Most importantly, he values spending time with his wife and their three sons.



MANHATTAN PRAYAG Director since September 2024

Manhattan is an ostomate having been diagnosed with Crohn's Disease in 2007 at the age of 17 after two years of failed attempts at diagnosis. He subsequently went on to have an ileostomy in 2013, and a perineal resection with complications of osteomyelitis in 2020 with an extensive recovery period lasting 2 years requiring daily community nursing. Through his ostomy journey he completed his HSC going on to also obtain a B.Com, and M.Com at Sydney Uni and his chartered management accountants qualification (CIMA).

Having started working professionally in Sydney he moved to Canada soon after this ileostomy for a couple of years before returning to Australia having a varied background in Finance, IT, and Project & Change Management working across several industries including Consumer Goods, Oil & Gas, Property & Construction in both Australia and Canada/USA.

He aims to contribute to ONL which he has been a member of for over a decade, having a strong interest in raising awareness and providing support for the younger ostomy community for which navigating the medical system, whilst studying, working, or traveling may seem impossible. He is also excited to be having long standing involvement with ONL having joined the board at the age of 36.

BOARD OF DIRECTORS



JACKY CARUSI
Board Member
since February 2023

Roughly around 2007 I became very unwell, telling doctors I was in constant abdominal pain, constantly nauseated, and exhausted.

I couldn't walk 5 steps without losing my breath. My body had lost so much blood that my haemoglobin dropped to 0.7% the usual low being around 57%

After regular blood transfusions, the doctors couldn't work out where my blood kept going so they started investigating by giving me a hysterectomy and other weird operations. I always ended up back in hospital for another transfusion.

Finally, the doctors decided to start investigating my bowel.

I got to the point where I wouldn't leave the house. For 3 years I became a recluse, fell into a very bad depression, eating food made me so very sick I pretty well much stopped eating just to stop the pain.

After so many unpleasant tests and exams the discovery led to Inflammatory bowel disease, slow transit, bowel incontinence and weak to no bowel muscles. They also put the blood loss down to ischemic bowel, as they couldn't find any other reason for it.

I was asked to undertake a study for a pacemaker in my bowel.

It didn't work, and after a year, symptoms became more severe. They tried a Chait tube trial they were doing which didn't work.

A year later I had a Loop Ileostomy. It all went well for 6 months, but the large bowel wouldn't cooperate. We tried several alternatives then the decision was made to remove the whole large bowel and I now have a permanent ileostomy.

I had to try and get myself back out into the world again. It was tough going as I had forgotten how to socialise, and pretty much forgot who I was as a person before I became sick.

I still have bad days where I have a sulk and wish I didn't have a piece of plastic stuck to my belly and want to rip it off and scream, but I take 5 minutes time out, remember life before my bag, take a deep breath and see how much my life has changed since.

BOARD OF DIRECTORS

I started to attend the stoma support group, which was so great. I discovered I could volunteer up at Kirrawee, which is at the moment Caringbah, so I started volunteering up there.

In January 2019 I was looking forward to getting back to Ostomy NSW for my volunteer work, and back into a new year of adventures and I broke my wrist so time stood still for a couple of weeks, then I had a crazy idea that now I had started to discover myself again I didn't want to stop.

My life in the past 18 years has gone from non-existent to worthwhile. I thought having a stoma and a permanent bag would be the end of any quality of life, but it has given it back better, and one with much more meaning.

I still volunteer up at Caringbah,

I am proud to be on the board of directors, with my small contribution, I hope to make a difference.

And I now have my own Australian owned and operated Stomabuddies business.

This started when I broke my arm, I decided I was going to become a sewer, which was hilarious as I couldn't really sew a straight line.

A friend of mine started to teach me how to sew, and finally started to create. I opened a shop on Etsy and started selling my creations on line and at events. I take my garments around to as many Stoma support groups that I can get to or I'm invited to. I even did a road trip up to Bundaberg last year and stopped in at a few organisations on the way. I love helping as many people with a stoma, as I possibly can.

All of my products have come about from stoma buddies asking me if I can make this or that, or they have a need for something in particular.

My work history before I became unwell was:

Truck driver in my earlier days, up into my 30's

I went on to get my certificate in social work

I went on to complete my Bachelor Of Health Science for Indigenous Health.

Advanced Diploma in Social Work and Social Science.

I then started working in Aged care and disability sector until I became too unwell.

I loved all the jobs I have had, but now my stoma life has opened new doors, and I can only say, it has given me a new life in so many positive ways.

Jacky C C

BOARD OF DIRECTORS



TERRY SCULLY
Director

I am Sydney born and bred and have spent most of my working life in NSW except for a short stint living overseas. I have had a varied career and life experiences, my working life started in 1973 as a clerk for the Department of Main Roads, I lasted just over a year then moved sideways into drafting prior to starting my apprenticeship in plumbing. By the time I had obtained my licence, I was getting itchy feet and looking for new challenges. I had taken up scuba diving so my twisted brain thought maybe I could somehow combine this with travel as a career move. I enrolled in a travel course at TAFE which eventually led to managing a wholesale scuba diving tour company, leading dive tours in the Pacific regions. After a few twists and turns along the way I ended up with a gig managing a couple of bars in Micronesia on Yap, the island of Stone Money. I finally landed back in Australia and starting a long haul at Qantas for 24 years.

I spent 17 of those years within the Qantas Information Technology environment. My working title was as a business systems analyst, but this really did cover my day-to-day role. I gained extensive skills and knowledge in airline and travel systems. I have advanced skills in dealing with application delivery methods including the development and execution of test plans, systems testing, systems development, systems support, incident management and problem resolution within the defined service level agreements.

My last achievement before taking redundancy in October 2020 was to ensure the delivery, support and transition of the IT systems of QF Catering (across 4 states) to DNATA, a United Arab Emirates owned global business.

Somewhere along the way I managed to get married and have two children. My daughter graduated as a nurse just over 12 months ago and is working at an Aboriginal Community Centre in Canberra, my son decided to be a plumber and I must admit he's a better one than his Daddy, my next challenge is to get him out of the nest, but I doubt his Mum will be pleased.

My cancer journey started over 10 years ago with Merkel Cell Carcinoma, moved onto Acute Myeloid Leukemia, and due to complications with this little buddy, anal cancer with the result being my new friend the Colostomy (not named) and a Ken Butt.

Due to these challenges, I believed I had something to offer to the business as I was able to empathise with a majority of our members and what they must deal with daily.

I have been volunteering at Ostomy NSW on a part time basis for approx. 2 years mainly sealing boxes for delivery to our members, with an occasional hand in stock picking and packing when the need arises. During my interactions with the team, I learned they were looking for directors, this was not something I had done previously but with encouragement from the team and having a fair bit of time on my hands, I hoped I could be of some service to the board and its members. I have just turned over 12 months as a director and have thoroughly enjoyed the interactions with the other directors, also the diverse challenges that pop up running a not-for-profit business and servicing the needs of our extended family.



DAVID TURNER **Technology & Digital Transformation Leader**

David Turner – Technology & Digital Transformation Leader

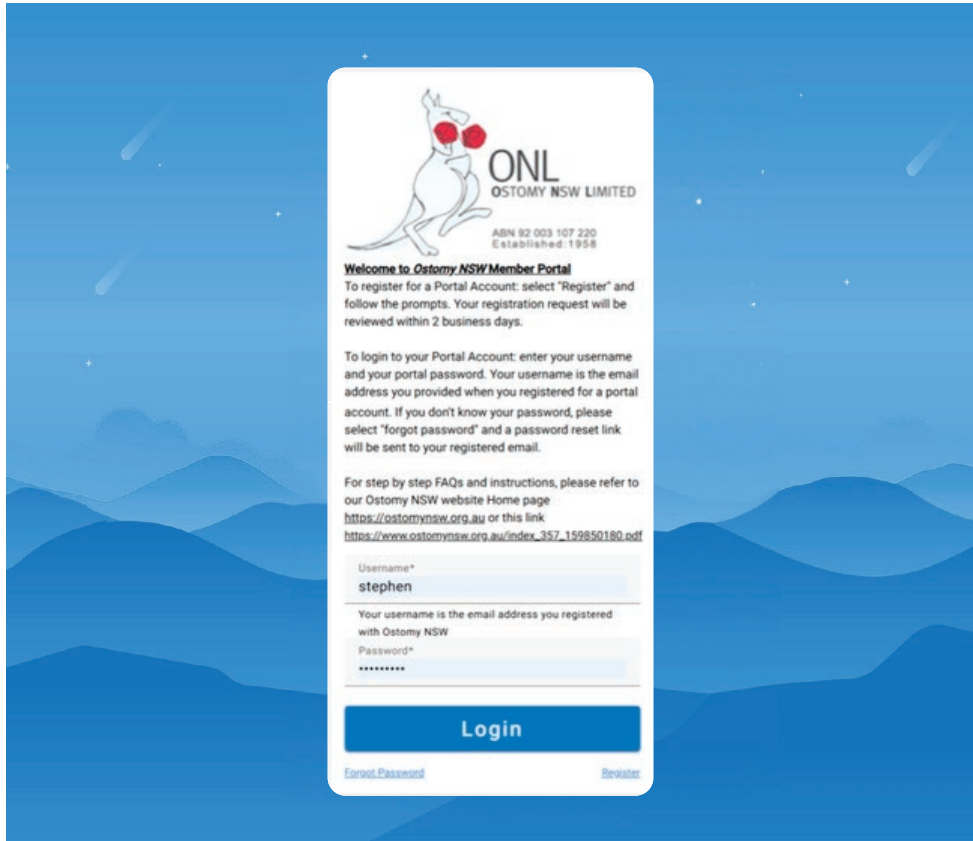
David Turner is a technology leader with extensive experience driving digital transformation across multiple industries, including healthcare, membership organisations, and the not-for-profit sector. He has led initiatives that modernize IT systems, streamline digital services, and enhance operational efficiency, ensuring technology serves both business objectives and user needs.

With expertise spanning customer experience, front-end platforms, back-end development, data management, and cloud infrastructure, David takes a strategic, end-to-end approach to technology leadership. He works closely with executive teams to align digital strategy with business priorities, delivering scalable, secure, and future-ready solutions that enable organizations to thrive in a rapidly evolving digital landscape.

In addition to his corporate leadership, David has worked on several startups, applying his expertise in technology strategy, product development, and digital innovation to help early-stage companies build and scale their platforms.

Beyond his professional work, David is committed to supporting organizations that create positive societal impact. Through his leadership and volunteer contributions, he helps organizations leverage technology to enhance services, improve accessibility, and drive meaningful change.

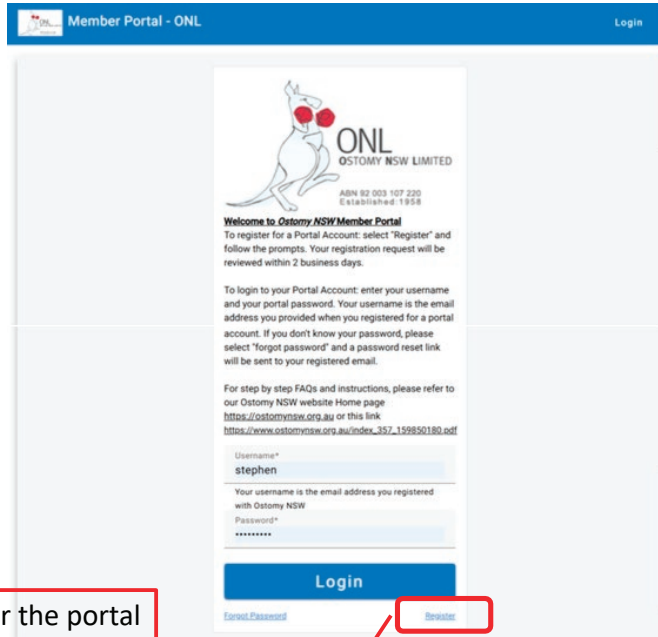
Ostomy NSW MEMBER PORTAL



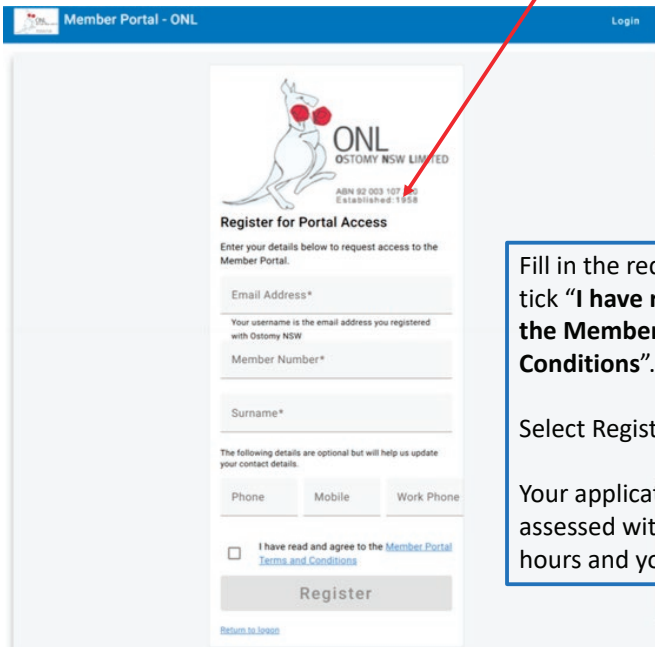
Your invitation to register
and use the portal for
orders, payments and more . . .

What can you do on the Member Portal?

- Place your orders (1-month, 2-month and holiday orders)
- Keep visibility on where your current order being processed or dispatched.
- Check your past 10 orders.
- Check your credit balance and see if you owe any money.
- Make secure online payments with debit or credit cards via eWAY secure gateway.
- Update your personal information (names, Medicare number, address, email, phone, mobiles...)
- Upload documents, such as certificates for extra supplies, certificates for holiday supplies, a copy of your Medicare card and concession cards.
- The portal is securely hosted by a third party in Sydney.
- The Australian Council of Stoma Associations (ACSA), our national body, owns and supports the Member Portal.
- Your information is only visible to you through a secure login username and password. 2-factor authentication is available and advised.
- Over 1500 members are currently active on the portal



Register for the portal



Fill in the required fields and tick **“I have read and agree to the Member Portal Terms and Conditions”**.

Select Register.

Your application will be assessed within 48 business hours and you will be notified.

ease™ Strips are now ESENTA™ Thin Curve and Thin Strips

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your free
sample



Say “hello” to feeling secure and confident in doing the things you love

Now part of our ESENTA™ skincare range, Thin Curve and Thin Strips maintain a secure and skin-friendly bond for most people with an ostomy.

With a secure connection between you and your pouch, you're free to do the things you want to - whether that's taking a swim, a workout, a date or just getting back to work.

- ✓ Skin friendly
- ✓ Flexible and thin - designed to move with you
- ✓ Easy application and removal
- ✓ Water resistant



Find support on every step of your ostomy journey with the me+® program.

To find out more or to request samples of ESENTA™ Thin Curve and Thin Strips please call our customer care team on **1800 335 276** or email connection.au@convatec.com



ESENTA™

STOMAL THERAPY SERVICES - (NSW & A

OSTOMY NSW LIMITED CLINIC

Lee Gavegan CNC

Phone: **(02) 9542 1300 for appointment**

A free Clinic is held every Tuesday between 9am and 3:00pm. Please ring ONL to make an appointment. The telehealth clinic will operate on Tuesdays from 9am to 3pm. Please call our office on (02) 9542 1300 to make an appointment, and Lee will contact you for a time to meet. The virtual clinic is offered to all of our members and we would appreciate a donation to Ostomy NSW to support the cost of providing this service. This service is especially recommended for members who are not able to see a local STN. At this stage there is no face-to-face clinic available at Caringbah.

NSW STOMA LTD. CLINIC

Anne Marie Lyons STN..

Mobile: 0468 582 951

Email: stomanurse@nswstoma.org.au

The NSW Stoma Clinic (free to members) 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.

Due to COVID-19 our on-site clinic has been replaced by a phone and email service.

SYDNEY METRO AREA

BANKSTOWN-LIDCOMBE, FAIRFIELD & BRAESIDE HOSPITALS

Phone: (02) 9722 7196

Fiona Le CNC STN (wed/thurs/fri)

Mandy Ng STN (Mon/Tues)

BLACKTOWN HOSPITAL

Lesley Jack CNC STN (Mon. to Fri.)

Phone: (02) 9881 8000 Pager 7610

Mobile: 0408 923 788

CAMPBELLTOWN PRIVATE HOSPITAL

Lisa Howarth STN

42 Parkside Crescent, Campbelltown

Phone: (02) 4621 9166

CHRIS O'BRIEN LIFEHOUSE

Jason Plunkett

Phone: (02) 8514 0000

CONCORD REPATRIATION GENERAL HOSPITAL

Ian Whiteley NP

Anne Marie Lyons CNS

Roger Riccardi CNS

Phone: (02) 9767 6761

HORNSBY HOSPITAL

Vivian Nguyen CNC Stomal Therapy

Phone: (02) 9477 9184

HURSTVILLE PRIVATE HOSPITAL

Trish Doherty CNS (Mon/Tue/Thu/Fri.)

Kelly Taylor STN (Wed/Thurs)

Phone: (02) 9579 7865

KAREENA PRIVATE HOSPITAL

86 Kareena Road, Caringbah NSW 2229

Kelly Taylor RN STN (Mon. and Fri.)

Phone: (02) 9717 0290

LIVERPOOL, CAMPBELLTOWN AND CAMDEN HOSPITALS

Phone: (02) 8738 4308

Afin Rasul STN (Tues/Thurs/Friday)

Mobile: 0417 026 109

Erin Wagner CNC STN (Mon/Wed)

Mobile: 0419 224 662

Mathew Sebastian STN (Mon-Fri)

MACQUARIE UNIVERSITY HOSPITAL

Yuki Sakamoto: STN

yukiko.sakamoto@muh.org.au

Phone: (02) 9812 3484

MATER HOSPITAL

Amanda Kelly STN

Mobile: 0401 532 108

Email: kellyamanda@ramsayhealth.com.au

MT DRUITT HOSPITAL

Lesley Jack CNC STN (Mon. to Fri.)

Phone: (02) 9881 8000 Pager 7610

Mobile: 0408 923 788

NEPEAN PRIVATE HOSPITAL

Nothabo Ndoweni STN

Phone: (02) 4732 7333

Phone the Banksia Ward and leave a message

Kerrie Wrenford STN

Phone: (02) 4734 1245

Fax: (02) 4734 1426

NEPEAN PUBLIC HOSPITAL

Naomi Houston CNS STN

Phone: (02) 4734 1245 (if Urgent: phone

(02) 4734 2000 and request a page)

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

Debbie Odium, Jessika Slowik

NORTHERN BEACHES HOSPITAL

Phone: (02) 9105 5549

Kathryn Bolton

Amy Stephenson

NORTH SHORE PRIVATE

Amy Stephenson STN

Phone: (02) 8425 3540

NORWEST PRIVATE HOSPITAL

Phone: (02) 8882 8882

Kieren Zaballa STN

Email: kieren.rocillo@healthscope.com.au

PRINCE OF WALES

Phone: (02) 9382 9623 or Pager (02) 9382 2222

Lisa Graaf CNC Monday to Friday Page 44403

Katherine Wykes on maternity leave until June 2025

Michael Breeze Monday to Friday Page 44220

Email: SESLHD-StomalTherapyAndWoundManagementCNCs@health.nsw.gov.au

Level 2, Dickinson Building, Barker Street,
Randwick NSW 2031

PRINCE OF WALES AND SYDNEY CHILDREN'S HOSPITAL

Alison Kennedy STN

Phone: (02) 9282 1627

PRINCE OF WALES PRIVATE HOSPITAL

Phone: (02) 9650 4470

Mandy Richardson CNC

ROYAL NORTH SHORE HOSPITAL

Rachael Hodgkins

Phone: (02) 9463 2824 (pager 41244)

Jen Mojica Urology CNC

(Tuesday & Wednesday)

Phone: 02 9463 2844

ROYAL WOMEN'S HOSPITAL

Jenny Duggan STN

Mobile: **0417 944 247**

ROYAL PRINCE ALFRED HOSPITAL

Phone: (02) 9515 7280

Email: SLHD-RPASTomalTherapy@health.

nsw.gov.au

Colleen Mendes CNC

Maria Bongat

RYDE HOSPITAL

Lisa Naylor CNS2

Stomal Therapy & Wound Care

(Mon, Tue, Thu and Fri)

Phone: (02) 9858 7395

ST GEORGE PRIVATE HOSPITAL, KOGARAH

Phone: (02) 9598 5342

Gillian Costello

ST GEORGE PUBLIC HOSPITAL

Phone: (02) 9113 3519

Daniela Levido CNC (Mon-Wed)

Email: Daniela.Levido@health.nsw.gov.au

Anne Mamo CNS (Mon/Thurs/Fri)

Deborah Dutchak CNS (Wed-Fri)

Kerrin Hammon CNS (Mon/Tues/Thurs/Fri)

STOMAL THERAPY SERVICES - (NSW & A

STRATHFIELD PRIVATE HOSPITAL

Vacant STN position
Phone: (02) 9745 7444

ST VINCENT'S PRIVATE HOSPITAL

Marnie Simpson
Email: marnie.simpson@svha.org.au
Marnie Simpson
Phone: (02) 8382 7010
Louise Gallagher (Maternity Leave)
Email: louise.gallagher@svha.org.au

ST VINCENT'S PUBLIC HOSPITAL

Mark Murtagh CNC
Phone: (02) 8382 2671 or (02) 8382 1111
(pager 6158)
Royle Digamo
Phone: (02) 8382 2963

SUTHERLAND HOSPITAL

Melissa Lampard CNC
(Mon. to Thu., 8am-4pm)
Phone: (02) 9540 7111 (pager 473)

SYDNEY ADVENTIST HOSPITAL

Email: StomalTherapy@sah.org.au
Phone: (02) 9487 9111
Kerrie Whitson CNC STN (Mon and Wed)
Phone: (02) 9480 4972
Michelle Scoble (Friday)
Phone: 9480 9481 Jessica Ratcliff STN

WESTMEAD CHILDREN'S HOSPITAL

Charmaine Richards CNC Stomal Therapy/
Wound Management
Phone: (02) 9845 2158
Email: Charmaine.Richards@health.nsw.gov.au

WESTMEAD HOSPITAL

Fiona (Lee) Gavegan CNC
Mobile: 0409 962 111
Email: Fiona.Gavegan@health.nsw.gov.au
Karen Shedden CNC
Phone: (02) 8890 5555
(page 22888 or 27904)
Mobile: 0427 127 795
Email: Karen.Shedden@health.nsw.gov.au
Ashleigh Peters (Mon and Tue)
Email: Ashleigh.peters@health.nsw.gov.au
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) on leave until July 2025
Phone: (02) 4474 2666
Email: trena.Oshea@health.nsw.gov.au
Jessica Jackson STN
Email: jessica.jackson@health.nsw.gov.au
Servicing Monaro, South Coast & Southern Tablelands..

BEGA COMMUNITY HEALTH CENTRE

PO Box 173, Bega NSW 2550
Julie Metcalf CNS STN (Mon / Tue, 8:30am-4pm)
Phone: (02) 6491 9800
Email: julie.metcalf@health.nsw.gov.au

NOWRA COMMUNITY HEALTH CENTRE

5 - 7 Lawrence Ave, Nowra 2541
Stomal Therapy Clinic: Mondays by appointment
Phone: (02) 4424 6300
Fax: (02) 4424 6347
Brenda Christiansen STN (Mon. to Fri., Clinic)

RAMSAY PRIVATE NOWRA

Liz McLeod **Phone:** (02) 4421 5855

WOLLONGONG HOSPITAL

Julia Kittscha CNC **Phone:** (02) 4255 1594
Mobile: 0414 421 021
Samantha Lawrie - STN (Wed-Rri)
Rachael Browbank - STN (Mon/Tues)
Email: Julia.Kittscha@health.nsw.gov.au

WOLLONGONG PRIVATE HOSPITAL

Helen Richards CNC
(Ward 4 South, Mon. only)
Phone: (02) 4286 1109 **Fax:** (02) 4286 1312

CENTRAL COAST

GOSFORD DISTRICT HOSPITAL WYONG HOSPITAL AND CHC

Phone: (02) 4320 3323
Sharon Gibbins, Mary Cuzner
Emma Cutugno

GOSFORD PRIVATE HOSPITAL

Phone: (02) 4304 3297
Dee Coulton STN

NEWCASTLE REGION

CALVARY MATER HOSPITAL

Phone: (02) 4014 3815
Email: stomalthrapy@calvarymater.org.au
Kellie-Anne Russell, Deb Smith
Phone: (02) 4014 3810.

JOHN HUNTER HOSPITAL

Phone: (02) 4921 3000
Email: HNELHD-JHHStomal@hnehealth.nsw.gov.au
Jenny O'Donnell CNC, Karen Cole STN
Mitchell Eddington, Renee Bootland

HUNTER VALLEY PRIVATE HOSPITAL

Alison Lincoln STN
Phone: (02) 4944 3777
Email: alison.lincoln@healthecare.com.au

LAKE MACQUARIE PRIVATE HOSPITAL

Ellie Duiz STN
Phone: (02) 4947 5362
Email: Duiz.ellie@ramsayhealth.com.au

LINGARD PRIVATE HOSPITAL

Alison Lincoln STN
Phone: (02) 4969 6799 for an appointment
Email: alison.lincoln@healthecare.com.au

MAITLAND PUBLIC HOSPITAL

Phone: (02) 4936 5507
Annika Leyshon (Mon-Tues & Thurs-Fr)
Email: annika.leyshon@health.nsw.gov.au
Phone: (02) 4939 2000

MAITLAND PRIVATE HOSPITAL

No on site STN covered by
Fabia Fiveash – Skin and Wound Care
Consultancy
Phone: (02) 4931 2304

NEWCASTLE PRIVATE HOSPITAL

Phone: (02) 4941 8741 Cecelia King STN
Email: cecilia.king@healthscope.com.au
Melissa Williams STN

WALLSEND COMMUNITY HEALTH

Please refer back to the hospital where you had your surgery
Nash Street, Wallsend.
Phone: (02) 4924 6100:

NORTH COAST

COFFS HARBOUR COMMUNITY NURSING HEALTH CAMPUS

Mandy Hawkins CNC, STN Stoma
Continenence
Phone: (02) 6656 7804
Email: mandy.hawkins@health.nsw.gov.au
Alyssa Higoe CNS, STN Stoma Continenence
Email: Alyssa.higoe@health.nsw.gov.au
Phone: (02) 6656 5467
Darren Fitzgerald RN Stoma Continenence
Email: darren.fitzgerald@health.nsw.gov.au
Phone: (02) 6656 5468
Serving the towns of Coffs Harbour,
Dorrigo, Bellingen, Macksville and
Woolgoolga.

GRAFTON BASE HOSPITAL

Jane Kulas STN CNS
Phone: (02) 6640 2222
Email: jane.kulas@health.nsw.gov.au

GRAFTON COMMUNITY HEALTH

Jane Kulas STN
Phone: (02) 6641 8200
Email: jane.kulas@health.nsw.gov.au
Aruma Grafton Community Nursing
Nadia Hartley

LISMORE BASE HOSPITAL

Phone: (02) 6620 2850
Ed Cooke STN for all out-of-hospital ostomy
patients Edgar.Cooke@health.nsw.gov.au
Phone: (02) 6621 3252 Outpatient service
also available on Tuesday and Friday

LISMORE COMMUNITY HEALTH

Jane Kulas STN
29 Molesworth Street, Lismore.
Phone: (02) 6620 2097 **Fax:** (02) 6620
2963

STOMAL THERAPY SERVICES - (NSW & A

NORTH COAST *continued*

MACLEAN DISTRICT HOSPITAL AND COMMUNITY HEALTH

Jane Kulas STN CNS

Email: jane.kulas@health.nsw.gov.au

MANNING HOSPITAL (TAREE)

Phone: (02) 6592 9469

Karla MacTaggart STN (Mon - Tue)

Mobile: 0419 859 281

Serving towns & communities between Wingham, Forster, Tuncurry, Taree, Harrington, Gloucester and Bulahdelah..

PORT MACQUARIE BASE HOSPITAL

Kate Hallett

Mobile: 0427 795 765

Phone: (02) 5524 2439

Email: kate.hallett@health.nsw.gov.au

PORT MACQUARIE AND KEMPSEY COMMUNITY HEALTH CENTRES

Maria Emerton-Bell STN CNC

Phone: (02) 6561 2790

Casey Luke STN

Serving towns and communities between Laurieton, Port Macquarie, Kempsey, Wauchope, South West Rocks and Stuarts Point.

ST VINCENT'S HOSPITAL (LISMORE)

Tracey Eason STN

Phone: (02) 6627 9448 or (02) 6627 9449

TWEED HEADS COMMUNITY HEALTH CENTRE

Lisa Clare Stomal/Continence Advisor.

Phone: (07) 5506 7540

Email: Lisa.Clare@health.nsw.gov.au

Siobhan Mills

Mobile: 0427 064 815

Covering Tweed Heads Hospital & Communities from the Tweed Heads NSW/ QLD border to Bangalow.

NEW ENGLAND

TAMWORTH BASE HOSPITAL

Robin Skillman CNC

Phone: (02) 6767 7733

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

Phone: (02) 6799 2800

WESTERN NSW

ALBURY WONDONGA HEALTH SERVICE

Phone: (02) 6058 1800

Mobile: 0457 522 000

Gerardine O'Brien

Amanda Forbes

ALBURY WODONGA PRIVATE HOSPITAL (AWPH/ASG)

1125 Pemberton St., Albury 2640

Gerardine O'Brien STN

Phone: (02) 6022 4350

Email: gerardine@albursurgical.com.au

BATHURST HEALTH SERVICE

Louise Linke NP STN

Phone: (02) 6330 5676

Fax: (02) 6330 5742

Email: louise.linke@health.nsw.gov.au

Serving Bathurst, Orange, Parkes, Forbes, Cowra, Lithgow, Condobolin and surrounds.

BROKEN HILL BASE HOSPITAL

Megan Jordan STN in the Hospital

0437 064 618 or 08 8080 2236

Shirley Victory (Community nurse

resources person only)

Phone: (08) 8080 1642

DUBBO BASE HOSPITAL

Renee Chandler RN

Phone: (02) 6809 6000

Mobile: 0427 150 649

Hannah Mines

& ACT) DIRECTORY AS AT NOVEMBER 2024

Phone: (02) 6908 6809

Serving Dubbo, Cobar, Coonamble, Narromine, Nyngan, Trangie, Warren, Wellington, Baradine, Gulargambone, Coolah, Gilgandra, Coonabarabran, Dunedoo, Gulgong, Mudgee, Bourke, Brewarrina, Collarenebri, Goodooga, Lightning Ridge & Walgett.

GRIFFITH BASE HOSPITAL

Naomi Smith

Phone: (02) 6969 5555 (ext. 695)

GRIFFITH COMMUNITY HEALTH

Phone: (02) 6922 9903

ORANGE HEALTH SERVICES

Joe Webster STN

Phone: (02) 6369 7455

Email: Joseph.Webster@health.nsw.gov.au

WAGGA WAGGA BASE HOSPITAL

Naomi Smith

Mobile: 0412 324 136

Email: naomi.smith@health.nsw.gov.au

Irene Cozens

Phone: (02) 5943 1545

Email: irene.cozens@health.nsw.gov.au

CALVARY PRIVATE

WAGGA WAGGA HOSPITAL

Naomi Smith

Mobile: 0412 324 136

YOUNG MERCY CENTRE

Contact Community Nurses

Phone: (02) 6382 8444

Serving Young, Harden, Cootamundra, Boorowa, Grenfell and district.

CANBERRA AND DISTRICT

CANBERRA HEALTH SERVICES

Phone: (02) 5124 0000

STOMAL THERAPY SERVICE

You can make an appointment by calling Central Health Intake on (02) 5124 9977.

CANBERRA HOSPITAL

Anju Mamachan

Phone: (02) 5124 4255 Pager 50959

Email: anju.mamachan@act.gov.au

BELCONNEN HEALTH

Olivia Dyriw CNC

Phone: (02) 6205 1201

THE NORTH CANBERRA HOSPITAL

Marree Pegrem STN.

Phone: (02) 6201 6060 –

ask for surgical ward

Phone: (02) 6244 2222

(then page stomal therapist))

QUEANBEYAN COMMUNITY HEALTH CENTRE

Skye Millowick STN

Phone: (02) 6150 7144 or (02) 6150 7670

Visits patients in Queanbeyan & Yarralumla areas.

COOMA HEALTH SERVICE

Vicki Black STN

Phone: (02) 6455 3222

COOTAMUNDRA HOSPITAL

Ray Godbier STN

ray.godbier@health.nsw.gov.au

Phone: (02) 6942 1861

Mobile: 0419 123 508

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



NSW / ACT SUPPORT

NOTE: At the time of publishing 2025 dates were not confirmed by all groups. The confirmed groups have 2025 written alongside. Please call or email your contact for updated dates and information where the listing is showing 2024.

BANKSTOWN AREA 2025

Dates: 2nd Wednesday every 3rd month commencing Wednesday 12th March 2025, 11th June 2025, 10th September 2025 and 10th December 2025

Time: 10:00am to 12:00pm – morning tea

Address: Revesby Workers Club, 2B Brett St, 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 to attend.

Access: Close to public transport and lots of free parking available

RSVP: Contact your Stomal Therapy Nurse or Carolyn Nichols on 0419 335 046 or carolyn.nichols@dansac.com.au for further information. Please rsvp for catering purposes. .

ST GEORGE AREA 2025

Dates: Thursday 6th March 2025, 5th June, 4th September and 4th December 2025.

Time: 11:00am - 1:00pm – morning tea

Address: Ramsgate RSL Memorial Club
Corner Ramsgate Rd and Chuter Ave, Sans Souci NSW 2219

About: The Stomal Therapy Nurses from the St George and Sutherland Shires would like to invite you to attend a stoma support group for ostomates and their families to meet and have a cuppa and light lunch.

Access: Car parks available. Contact your Stomal Therapy Nurse or Carolyn Nichols on 0419 335 046 or carolyn.nichols@dansac.com.au for further information. Please RSVP for catering purposes

NEPEAN EDUCATION STOMA SUPPORT GROUP 2025

Dates: Fridays every second month, commencing on 28th February 2025, 9th May 2025, 25th July 2025, 17th October 2025 and 5th December 2025.

Time: 2-3:30pm – afternoon tea

Address: Medical School – Outpatients department, 62 Derby Street, Kingswood. NSW 2747

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 2:00 pm when you will be directed to the meeting room.

Parking: Either on the street or in the multi-story 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 02 4734 1245
nbmlhd-stoma@health.nsw.gov.au

SOUTH WEST SYDNEY LIVERPOOL & CAMPBELLTOWN STOMA SUPPORT GROUP 2025

Dates: Thursday every second month (1st Thurs in December) 20th February 2025, 10th April, 19th June, 21st August, 16th Oct and 11th December.

Time: 1:30pm to 3:30pm

Address: Campbelltown Catholic Club, 20/22 Camden Rd, Campbelltown NSW 2560

RSVP: Erin Wagner and Afin Rasul 0419 224 662 Mathew Sebastian- 0417 026 109
Stomal Therapists for catering purposes please.

GROUP MEETINGS 2024/25

NORTHERN BEACHES SUPPORT GROUP

Dates: Tuesday 10th September.
Time: 3:30pm to 5:00pm (followed by drinks and dinner if you wish to join)
Address: Forestville RSL Club, 22 Melwood Avenue, Forestville
About: Bob Cooper, email: bob.cooper542500@gmail.com Assoc. Professor Teresa Paterson-Mitchell speaking on dietary choices as a stoma patient.

ILLAWARRA OSTOMY INFORMATION GROUP 2025

Dates: 12th Feb, 9th April, 11th June, 13th August, 8th October, 10th Dec (Christmas luncheon. Venue to be advised)
Time: 10am to 12pm
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, Sam & Rachael Stomal Therapy Nurses Wollongong Hospital mob: 0414421021 islhd-stomaltherapy-NIHG-SIHG@health.nsw.gov.au

SHOALHAVEN SUPPORT GROUP 2025

Dates: 12th February 2025 (Dansac) at Nowra Community Health Centre.
28th May 2025 (Coloplast). Ulladulla Community Health Centre.
25th June 2025 (ConvaTec and Omnigon). Nowra Community Health Centre.
22nd October 2025 (Salts). Nowra Community Health Centre.
19th November 2025 (Hollister and BBraun). Ulladulla Community Health centre.
10th Dec 2025 at 1200 - Christmas Party:
Worrigeer Sports Club, 131 Greenwell Point Road, Worrigeer.
Please let me know if you will attend so I can book a table.
Time: 2pm
Address: Nowra Community Health centre 5-7 Lawrence Ave, Nowra NSW 2541
Ulladulla Community Health Centre: Corner of South Street and Princes Hwy, Ulladulla. Street parking.
About: Please phone the week prior to confirm your spot.
Contact Brenda Christiansen STN CNC; please notify Brenda on 0422006550 to register. e. brenda.christiansen@health.nsw.gov.au

BOWRAL STOMA SUPPORT GROUP 2025

Dates: Tuesday 4th March, 3rd June, 2nd September and 2nd December 2025
Time: 1:00pm to 2:30pm Everyone is welcome!! Please RSVP 1 week prior.
Address: Mittagong RSL Club, 148-150 Old Hume Hwy, Mittagong- 2575
Contact: Erin Wagner and Afin Rasul 0419 224 662 Mathew Sebastian- 0417 026 109 Stomal Therapists, Liverpool Hospital—(02) 8738 4308
Plenty of car parking for everyone! Tea/Coffee with be available; Finger food will be available

GOULBURN STOMA SUPPORT GROUP

Dates: 8th May, 7th August and 6th November 2025
Time: 10:00am to 12:00pm Everyone is welcome!! Please RSVP 1 week prior.
Address: Goulburn Workers Club, 1 McKell Place, Goulburn, NSW 2580.
Contact: Mariam Elfoul on 0400 921 901, or email: aumael@coloplast.com
Hope to see you, your friends and loved ones there. Plenty of car parking for everyone!
Tea/Coffee with be available; Finger food will be available

SUPPORT GROUP MEETINGS

CANBERRA ACT SUPPORT GROUP ****NOT UPDATED FOR 2025 AT TIME OF PUBLISHING****

Info: The local support group can provide peer to peer advice and support. It is held regularly throughout the year. Members can find support group information through the Association. RSVP's are required.
Contact: 02 5124 4888 or STOMA@actstoma.net.au

JOHN HUNTER HOSPITAL OUTREACH CLINICS

Dates: Muswellbrook Hospital 5th June 2024, 4th December 2024
Singleton Hospital 15th August 2024
Tomaree Community Hospital 17th April 2024, 23rd October 2024
Contact: To make an appointment, phone John Hunter Hospital switch 02 4921 3000 pager 36206, or Email: HNELHD-JHStomal@health.nsw.gov.au
Priority will be given to patients who have not been reviewed by a Stomal Therapy Nurse in the past 5 years.

CENTRAL COAST STOMAL THERAPY SUPPORT GROUP

Dates: Thursday May 23rd 2024 at Wyong, Tuesday 26th November Venue TBC
Time: 1:30pm to 3:30pm Everyone is welcome!!
Address: Wyong Community Health Centre- Group room, Level 1, 38A Pacific Hwy, Wyong NSW 2259
Register: To your local Stoma nurse via email by May 1st
Email: CCLHD-Stomaltherapy@health.nsw.gov.au or **Phone:** 4320 3323
Contact: We look forward to meeting you, seeing you & supporting you
Stomal Therapy Team. Emma, Mary, Sharon, Nichole

GRAFTON/CLARENCE VALLEY 2025

Dates: **2nd Tuesday Bi-monthly commencing Tuesday 11th February 2025, Other dates to be advised in 2025.**
Time: 10am to 11:00am Everyone is welcome!!
Address: Aruma Community Health, 175 Queen St, Grafton NSW 2460
Register: Jane Kulas 0459 943 062
Contact: Jane Kulas 0459 943 062 or Gary Tobin 0400 675 277

COFFS OSTOMY GROUP 2024

Dates: **4th Thursday of every second month –meeting dates 22nd February 2024, 18th April 2024, 27th June 2024, 22nd August 2024, 24th October 2024**
Time: 2pm-4pm
Address: Sawtell RSL, First Avenue SAWTELL 2452. Upstairs
Contact: Mandy Hawkins CNC Stoma Continence Coffs Harbour Health Campus
Phone: (02) 66567804 Email: mandy.hawkins@health.nsw.gov.au

MANNING AND GREAT LAKES OSTOMY SUPPORT GROUP 2024

Dates: **The first Wednesday of every 2nd Month: 7th February 2024, 3rd April 2024, 5th June 2024, 7th August 2024, 2nd October 2024 and 4th December 2024.**
Time: 10.30 am
Address: Taree Group Three Leagues- Downstairs meeting room, 43 Cowper St, Taree.
Contact: Karla McTaggart, CNC Stoma | Wound | Gastrostomy,
Hunter New England Local Health District
T (02) 6592 9169 email: karla.mactaggart@health.nsw.gov.au

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

AGM and Financial Report — 2024 —

On Saturday 23rd November the Annual General Meeting of Ostomy NSW was held, at the premises in Caringbah as well as online via Zoom. At the meeting the financial report was unanimously accepted by the members present and by proxy. A summary of the financial report is provided below.

We are also fortunate to have four directors elected to the board at the meeting. Greg Doyle and David Turner are current serving directors who stood for re-election for a further two years and were unanimously accepted. Manhattan Prayag joined the board on secondment in September 2024 and was formally appointed, again by unanimous acceptance, for a period of two years. Damian Gleeson nominated for the board during the AGM notice period and was unanimously elected to the board, also for a period of two years. The board of directors now consists of Jacky Carusi, Greg Doyle, Damian Gleeson, Adam Keam, Perry Johnstone, Manhattan Prayag, Terry Scully and David Turner. All directors are current members of Ostomy NSW Limited and work on your behalf to ensure the business maintains high standards and accountability, whilst also creating a strategic plan and longer-term vision for our future. Adam Keam also serves as Treasurer on the national body, Australian Council of Stoma Associations (ACSA). In our next journal we will share a brief biography of each director.

FINANCE

Ostomy NSW Limited					
Accounts	2020	2021	2022	2023	2024
Income from Operations					
Sales		\$61,151	\$71,221	\$59,398	\$50,922
Membership Fees	\$378,547	\$387,503	\$388,131	\$316,770	\$402,492
Membership Postage	\$480,850	\$453,230	\$523,319	\$528,188	\$480,224
Medicare PBS Payments	\$13,028,317	\$12,322,989	\$12,760,062	\$12,453,412	\$12,319,843
Medicare Commission Paid	\$358,298	\$338,891	\$350,870	\$342,436	\$338,796
Total Membership Income	\$14,293,588	\$13,563,764	\$14,093,602	\$13,700,203	\$13,592,277
Donations	\$21,421	\$73,592	\$67,359	\$70,216	\$59,423
Total Non Membership Income	\$64,865	\$104,541	\$92,364	\$103,062	\$88,561
Total Income	\$14,358,452	\$13,668,305	\$14,185,966	\$13,803,265	\$13,680,837
Total Cost Of Sales	\$13,028,952	\$12,451,406	\$12,781,646	\$12,483,412	\$12,374,197
COGS ratio		100.5	99.6	99.8	100.0
Gross Profit	\$1,329,500	\$1,216,898	\$1,404,320	\$1,319,853	\$1,306,640
Total Operational Expenses	\$509,121	\$563,508	\$668,540	\$667,753	\$670,641
Total Administrative Expenses	\$93,452	\$62,815	\$67,485	\$62,580	\$55,486
Total Employment Expenses	\$758,551	\$718,270	\$702,770	\$742,693	\$826,712
Total Expenses	\$1,361,123	\$1,344,593	\$1,438,795	\$1,473,026	\$1,555,029
Operating Profit	-\$31,624	-\$127,695	-\$34,476	-\$153,173	-\$248,389
Total Other Income	\$77,615	\$333,071	\$3,854	\$26,086	\$44,979
Total Other Expenses	-\$46,641	-\$120,000	-\$314,803	\$0	-\$308,315
Net Profit / (Loss)	-\$649	\$325,403	\$284,181	-\$127,087	\$104,905

- The past year recorded a profit of \$104,905
- Our past three year results are:
 - 2022 profit **\$284,181**
 - 2023 loss -\$127,087
 - 2024 Profit **\$104,905**
- 3 year average +\$87,333 | 3 year accumulated **\$262,000**
- Operational expenses increased since 2021 due to paying rent for our premises.
- Administration costs (stationery, phones, office and warehouse costs) have been managed down with cost savings.
- Employment expenses are rising with salary increases, superannuation contribution and leave accruals for longer serving employees.

Balance Sheet as at 30 June 2024			
Assets		Liabilities	
<u>Current Assets</u>		<u>Current Liabilities</u>	
Total Bank Accounts	\$2,578,959	Total Creditors	\$931,954
Total Inventory	\$249,991	Lease Liability	\$88,775
Total Debtors	\$373,336	Total Prepayments & Accruals	\$459,086
Total Prepayments	\$39,726	Total Employment Liabilities	\$207,943
Total Cash on Hand	\$450	Visa Card	\$2,394
		Total GST Liabilities	\$2,569
		STN Training Scholarship	\$21,938
Total Current Assets	\$3,244,151	Total Current Liabilities	\$1,709,521
Total Land & Buildings	\$1,166,335	Provision for LSL-Non Current	\$17,510
Total Office Equipment	\$24,074	Lease Liability-Non Current	\$93,954
Total Fixtures & Fittings	\$18,193	Total Non Current Liabilities	\$111,464
Total Computer Equipment	\$2,042	Total Liabilities	\$1,820,985
Total Computer Software	\$4,234	Equity	
Total Leasehold Improvements	\$16,898	Retained Earnings	\$2,733,255
Total Non Current Assets	\$1,231,777	Current Year Earnings	\$104,905
Security Deposits	\$450	Total Equity	\$2,838,160
Trademark	\$995		
Right-of-Use Asset	\$181,772		
Total Assets	\$4,659,145	Total Liabilities and Equity	\$4,659,145
Net Working Capital	\$1,534,630	1.90	

- Net Working Capital (Current assets less current liabilities) is strong at \$1.53m which allows cash to support our member activities.
- Working Capital ratio is 1.9:1.0
- Member's Equity has grown to \$2,838,160
- Buildings valued at depreciated cost – see note that follows
- Retained Earnings are \$2,838,160 for use on member services.
- It is expected the premises owned at 555 Princes Hwy Kirrawee will begin to be re-built during 2025, with an expectation of re-occupying by June 2026.
- Total Land & Buildings - \$1,166,335. This is reported at “cost” less depreciation – the price we paid for it.
- Revaluation is not required for June 2024.

Manager's Report

What have we achieved in 2024?

- >80% of orders received are dispatched in 2 or 3 days.
- 95%+ orders are dispatched in 3 or 4 days.
- Introduced the Member Portal with over 1500 subscriptions
- Generally, excellent service from suppliers: 24-48 hour delivery.
- 15 paid staff (10 FTE) and 32 volunteers (3.5 FTE).
- Increased email and mobile phone database.
- Moved from Yalgar Road, Kirrawee to Taren Point Road, Caringbah
- Distributed over 35,000 parcels and 350,000 boxes of appliances.
- Claimed \$12,300,000 from Medicare on your behalf for your appliances.
- There were around 10,000 phone calls servicing members
- Orders received:
 - 22,500 emails;
 - 3,500 portal carts,
 - 4,000 facsimile orders and
 - 5,000 postal orders.

Fire Insurance – we are continuing to rent temporary premises and it is only very recently that the owners have reached a consensus on re-building the premises at 555 Princes Hwy, Kirrawee.

Member meetings – We have held three member meetings since the last AGM: Ballina (June), Orange (October) and Penrith November

We have continued monthly Zoom meetings for members this year where we present on how the association runs, how to order and clinical information sessions such as Skin Health and Diet and Exercise.

Click To Boot – continues to gain in popularity.

STN Clinic – Lee Gavegan is contracted each Tuesday. All of her consults are via tele-health and she makes regular contact with new members. Lee is also active in education within the aged care sector.

STN Scholarship – We continue to offer scholarship fund support for RNs to undertake the Graduate Certificate in Stoma Nursing through the Australian College of Nursing. This year we were able to support two scholarships for RNs in NSW.

Board of Directors – the Board continues to meet monthly to review the operation of ONL and financial reports. All directors are actively involved in the business as volunteers.

Staff and Volunteers – we are fortunate to have a group of loyal staff and volunteers. 7 of our 16 staff have exceeded 10 years' service; 9 of our 34 volunteers also exceed 10 years' service.

Supplier Performance – there has generally been good support from suppliers by maintaining frequent and consistent supply of products. Where problems have occurred, we have addressed these with suppliers. There is some impact on our delivery performance due all the warehouses being located in Melbourne and only one in Sydney. Most suppliers had periods where items were unavailable due to their supply chain.

Working with other associations – We have maintained professional working dialogue and discussions with NSW Stoma during the year, including regular visits to each other's facilities. There have also been discussions with many other associations.

Working with the national body (ACSA) - Ostomy NSW is represented on the National IT Subcommittee providing input to the development of systems for all associations. ONL contributes to quarterly discussions and representations made to Federal government via ACSA.

Future Developments in 2025

- Member portal development provides secure access to your personal information and ordering options.
- Using money from our business insurance claim to re-establish our premises again at 555 Princes Hwy, Kirrawee in 2026.
- The re-development of our building at 555 Princes Hwy will be finalised in 2025, pending council approval and after evaluating the construction costs
- Options for our owned premises will be worked on with our Board.

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1. Salvadalena et al. “Lessons Learned About Peristomal Skin Complications Secondary Analysis of the ADVOCATE Trial”. J Wound Ostomy Continence Nurs 2020;47(4):357-63. ©2025 Convatec Inc. All trademarks are the property of their respective owners. AP-64644-AUS-ENG-v2 0640 January 2025