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HOURS OF BUSINESS

Because of the pandemic our opening hours are subject to change and are published on our website. Thank you for your patience during this exceptional time.

For current information go to:
nswstoma.org.au



DIRECTORS

CHAIRPERSON	Allen Nash
SECRETARY	Renee Constantin
TREASURER	Ian Niccol (non-director, volunteer)
OTHER DIRECTORS	Carol Quast Ian Murray Eugene Tomczyk Ken Batten Kingsley Liu Shona Gawel

NSW STOMA LIMITED

Office Address	Unit 5, 7-29 Bridge Road Stanmore, 2048
Postal Address	P.O. Box 164 Camperdown, 1450
Phone	1300 OSTOMY (1300 678 669) (02) 9565 4315 or (02) 9565 4316
Fax	(02) 9565 4317
Email	info@NSWstoma.org.au
Web	NSWstoma.org.au

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CONTENTS

Business Hours & Contact Details3

Notice Board 5

From the Chair 6

From the General Manager 8

From Anne Marie Lyons14

Types of stoma problems by Anne Marie Lyons15

Member Support Group Zoom Meeting16

Mat's Story18

STN Scholarship winners 21

In Memory of Sallyanne Lerota 24

In Memory of Norma Toohey 25

Regional Education Days 2022 25

Convatec Research 26

Donations and our donors 28

Stomal Therapy Services 30

The National Public Toilet Map & MLAK 36

Volunteers Wanted 38

NSW Ostomy Support Services / Groups 39

NOTICE BOARD

Pick-up times

For information on pick times and our Covid Plan please go to: nswstoma.org.au

Onsite Stomal Therapy Clinic

The clinic is now open and free to all our members and operates for the first 3 Thursdays of each month at our Stanmore premises. Members can also contact Anne Marie via phone or email. Appointments are essential.

Anne Marie Lyons STN

phone or text: 0468 582 951

email: stomanurse@nswstoma.org.au

Products for Sale

Product	Code	pack size	Member Price	Non-Member Price
Rediwipes Silk Wipe	ARS3033	100	\$10.00	\$12.00
Micropore 1"	1530-1	1 roll	\$2.00	\$3.50
Micropore 2"	1530-2	1 roll	\$3.50	\$5.00
Metal Nightstand	NIGHTSTAND	each	\$45.00	\$50.00
Simpla Nightstand Plastic	380431	each	\$13.45	\$15.00
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Urostomy Drain Tube Adaptor	7331	10	\$30.15	\$33.00
Odour Be Gone Hos-Togel	3300	each	\$33.79	\$37.00
Odour Be Gone Hos-Toma No Smells 500ml	10500	each	\$15.84	\$17.50
Odour Be Gone Hos-Toma No Smells 120ml	10120	each	\$8.00	\$8.50
Ostomy Scissors (curved)	9505	each	\$7.50	\$8.00

A MESSAGE FROM THE CHAIRPERSON



We are continuing to manage the difficulties thrown at us due to the recent new wave of COVID to provide a quality service to our members. Our success is due to the great commitment of our staff who have kept up the service despite continuing issues including product shortages and postage delays. I would like to thank Mary, our General Manager, and her staff for their great efforts that have ensured we have been able to maintain a quality service to members while under considerable pressure.

The additional support NSW Stoma provides to members including this newsletter, new members zoom meetings and Stomal Therapy Nurse consultations have been maintained during these difficult times and we will continue to be committed to maintaining our members services. We will also be restarting our regional information days again soon as COVID restrictions are easing.

Our membership is still growing, and we much appreciate that members continue to choose NSW Stoma to provide their supplies. This support has made us the largest Stoma Association in Australia which gives us a critical mass to allow us to continue to provide extra support services to our members.

I am very sad to say that one of our retired board members has passed

away. Sallyanne Lerota made a considerable contribution to NSW Stoma through being committed to ensuring we maintained high standards of good governance. She is missed and all the board appreciated her significant contribution.

There has been no indication of the Federal Government increasing funding to support Stoma Associations in the foreseeable future so we can expect continuing financial pressure as costs continue to rise while our income is static. I would like to thank members who have made donations to NSW Stoma as these donations have made a real difference in allowing us to continue to support members despite the challenges of COVID and financial pressures.

Despite the difficulties, NSW Stoma is in a strong position to face the coming year. With our committed, experienced staff and a strong board you can feel confident that your Stoma Association will continue to support you as best as we are able.

Keep well

Dr Allen Nash

NSW Stoma Chairperson

Make a positive choice this Winter

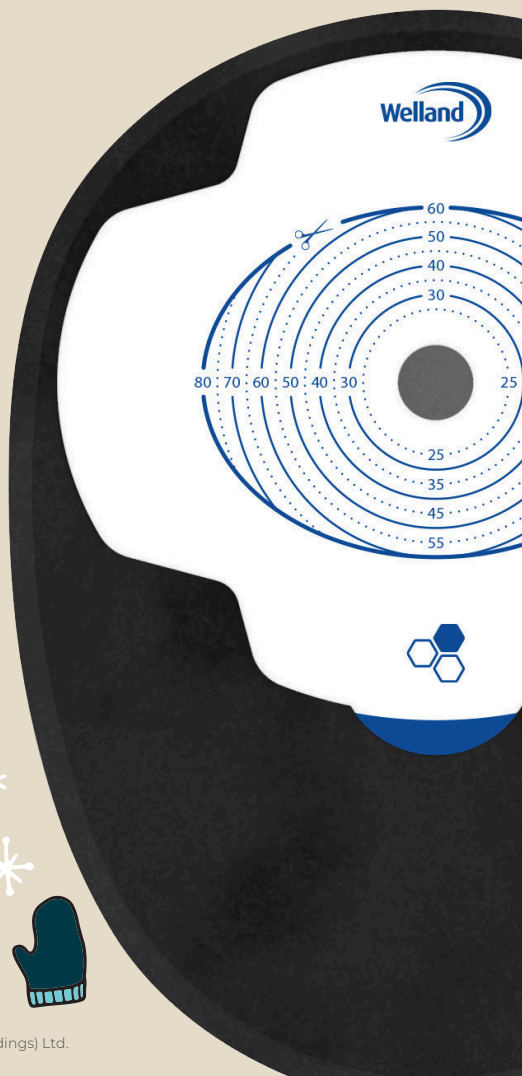


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A message from Mary Egan, your General Manager

2022 is proving to be just as challenging as 2021.

Just when we thought vaccines would provide us with an end to the pandemic, Omicron arrived. Flooding, particularly in the Northern Rivers area, provides an additional challenge. Despite these challenges we have continued our services and even relaxed some of our Covid restrictions. It's a balancing act with many of our staff having to isolate because they either have Covid or are close contacts of someone with covid. It is testament to their dedication and hard work that we have not seen a marked reduction in our turnaround times.

At the end of 2021 and beginning of 2022 we saw many products placed on backorder by our suppliers. Much of this was beyond their control with world-wide delays in shipping. While we have seen a marked improvement in this situation in March some suppliers do face ongoing shortages. This means many members have had to switch to alternate products and others have experienced delays in receiving their products. We expect this situation to

continue throughout 2022. We are in constant communication with our suppliers and where possible we have increased our stocks of the most commonly used products.

On a more positive note, we are now planning to resume our Regional Education Days with the first scheduled for 24th June in The Newcastle region. Please see page 29 for details. I hope to see many of you there.

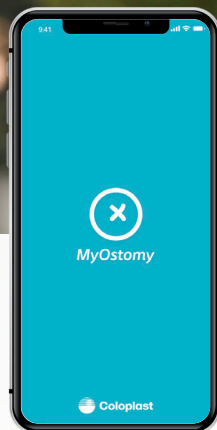
Our monthly member meetings via zoom are continuing and we regularly get 30-40 members each month joining us. Those who do attend tell us they find the meetings supportive, informative, and even entertaining. Please join us if you can. We'd love to see more of you there. Anne Marie, Carol & I really enjoy bringing them to you. See page 16 for more details.

We have opened our on-site clinic again and I know many of you appreciate the face-to-face contact with Anne Marie Lyons, our stoma nurse, with over 20 years' experience. Anne Marie will continue the phone and email service for those of you who are not able to come to our Stanmore premises. We know how important it is that everyone have access to the expert advice of a stoma nurse, no matter where you live. We recommend everyone see their stoma nurse annually to ensure you



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are using the best products available for your stoma and especially if you are having any issues with your stoma or your products. If your own nurse isn't available for any reason, all our members have free access to our clinic and the fabulous Anne Marie.

In the last few months, we farewelled 2 great women who both played a pivotal role in our governance. Norma Toohey was secretary at NSW Stoma when we were still the Colostomy Association of NSW. Sallyanne Lerota also served on our board and made a significant contribution to our board policies. We are a better association because of their work.

Last year, with the help of the Penn Foundation and all our donors, we launched our STN Scholarship. Our 2 winners, Bethany Gill and Maria Bongat could not have been more deserving. We now have 2 new stoma nurses providing essential support to our members. See page 21 for

more information. This is an important addition to our support services, all which are only made possible through your donations

Volunteers play many important roles at NSW Stoma: on our governing board, our reception, our warehouse and behind the scenes. If you have time and think you can help, go to: <https://www.nswstoma.org.au/volunteers/>
We would love to see you.

It's time to renew your membership. We have added some additional questions to our renewal form this year. In order to improve our services and ensure we are meeting the needs of all our members we want to know more about you. By telling us what you need, you can help us design & tailor services to suit our members. We appreciate your help with this.

Warm Regards,

Mary Egan

General Manager, NSW Stoma Ltd



Back- Talei & Dianne;
Front- Fiona & Mary



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Send your comments on the "Customer Feedback Form" included with the products,
or email them to: health@futenv.com.au

Entries must be submitted before the 30th September 2022

Failte Mo Chairde

(Hello my friends)

Well I'm back in clinic again!

I do prefer face to face but am truly grateful for the phone consults too as we solved many problems with this form of communication when we had no other. Those of you out there who benefited from the calls will understand what I mean.

Our Zoom meetings continue to be a great success, thank you one and all, please join us as we do have an education session each month from the clinical perspective and from the patient perspective and both I'm sure you will learn something from.

My hours at the office are as follows:

11-1300hrs for the first three Thursdays of the month,

I will have my phone with me also so do call if you need me, if I'm busy I most certainly will ring you back.

For our education component this Journal I thought I'd do a "Types of stoma problems" doing a couple in depth per issue of the journal.

If you have any topics you wish covered please let us know via phone, email, editor or person, happy to take suggestions on board.



We are full steam ahead with our education days again, next one in Newcastle on Friday 24th June 2022, I look forward to catching up with many of you for the first time and again.

Finally I will be away after the 14th of July and August (covid permitting!!) as I will head home to Ireland and catch up with family and friends after a 9 year delay!

My colleague Donna Heggie STN will cover my position and will be more than happy to assist.

Donna was one of my 'go to people' when I was a novice!

Donna retired in April this year after 43 years nursing, 25 + in Stomal therapy at RPA.

Thank you Donna.

Until we meet again

Slan agus beannacht (bye and blessings)

Anne Marie

Anne Marie Lyons STN

Types of stoma problems

There are many different types of stoma problems people living with a stoma can be faced with, here are two.

1. Wind/odour

All pouches used for colostomies and ileostomies come with an integrated charcoal filter, which allows the wind out with no smell.

If you have a sudden odour from your pouch it may be that your pouch is ill fitted or you need to be assessed by your Stomal therapy nurse (STN) for a different pouch.

- Like all people your poo will smell when you empty or change your pouch, if this is upsetting to you there are many odour control liquids available on the scheme, ask your STN.

Some foods create more wind (flatus) than others, the following is a list of foods which commonly (not for everyone) cause excess wind/odour:

- Alcohol
- Cauliflower
- Onions/garlic
- Fish
- Legumes (lentils, baked beans, beans, peas, chickpeas etc.)
- Eggs
- Cabbage
- Asparagus

This does not mean you avoid these foods it means you need to be aware of the possible consequences of eating these foods, so if you are going out with friends or to the theatre maybe avoid these foods on those occasions, but do not avoid them altogether especially if you enjoy them.

Other suggestions to minimise the risk of excessive wind is to

- Eat regular meals, do not skip meals.
- Chew food well and eat slowly.
- Eat 6 small meals instead of 3 large ones.
- Try not to drink when you are eating.
- Peppermint tea.
- Try and avoid using a straw to drink.

A thing to remember is to try foods one at a time to see what reaction each food type has, also note this reaction can change so try them again a few months down the track to note any change.

2. Pancaking

This is when your faeces stays at the top of your pouch and does not fall into the bag, causing a bulge and worse still lifting your pouch off!

The following are suggestions made by people living with a stoma and found worked for them, unfortunately there are no magic solutions.

- Inflate the pouch by blowing into it before you put it on.
- Add toilet paper to the pouch to prevent the vacuum.
- Use a lubricant (available on the scheme), add a few drops to the pouch and once securely in place rub the lube around the pouch from the outside.
- Try a different pouch
- Increase your fluid intake and add a stool softer if necessary, both to create a softer consistency to aid the faeces to fall into the pouch.



Types of stoma problems (continued)

- Check if you're wearing clothes that are too tight fitting in the stoma area as this can also cause pancaking. You may want to try to wear looser fitting clothes in order to prevent a vacuum forming inside the bag.
- Again with your clothes, notice where your waistband or belt sits. Does it allow the stool to drop into the pouch or does it restrict the stool so the stool gathers only at the top.
- Monitor your body positions. If you are sitting for long periods for example driving or at the computer,

does the pouch fold onto itself not allowing the stool to drop but remain in the top part of the pouch? Being mindful of this and check the contents regularly and push contents down into pouch.

References

<https://www.clinimed.co.uk/stoma-care/stoma-problems/pancaking>

<https://www.coloplast.com.au/ostomy/People-with-a-stoma/Living-with-a-stoma/Food-and-beverage/>

<https://www.ostomycanada.ca/pancaking/>



NSW STOMA MEMBERS ZOOM MEETING

The meeting is designed to give you an introduction to NSW Stoma Ltd and the services we offer, as well as provide some explanation of the Stoma Appliance Scheme and how to place your orders.

We recognise how important it is to feel supported on your stoma journey. The meeting offers lots of tips and tricks for new ostomates and our more experienced ostomates usually learn something too.

Whether you are a new member or have been with us for some time you are welcome to join us. There is lots of opportunity to ask questions too.

The meeting is hosted by Anne Marie Lyons, our Stomal Therapy Nurse, Carol Quast, NSW Stoma Director & Ostomate, and NSW Stoma Manager, Mary Egan.

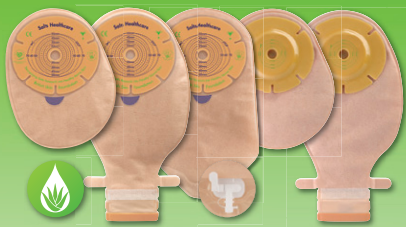
To attend please email: customer.service@nswstoma.org.au and we will send you a zoom invitation on the day of the meeting. You need to register your interest for each meeting you wish to attend.

Meetings are held at 6pm on the first Wednesday of the month via Zoom.

Not a new member?

If you would like us to cover other topics, please let us know by emailing: customer.service@nswstoma.org.au

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Mat's Story – A patient perspective

Hi Everyone,

My name is Mathew Boyd-Skinner. I'm 33 years old and I now live with a permanent ileostomy named 'Homer The Stoma'.

I have suffered with tummy problems since I was 8 years old. I had a scope at 9 and I was informed that I have Ulcerative Colitis. They tried me on very high doses of prednisone but when I went to a lower dose I was bleeding from the bottom end again. They decided to repeat the high dose again but the same thing happened again when I was on a lower dose.

I ended up in Westmead Childrens Hospital for two weeks because I was unwell. While I was there, a surgeon came to see me and I was talked through three major operations. When he left my mum and I just broke down into tears. I was a mess for a long time because I was so scared of what was going to happen. I ended up having a full colectomy. They took all of my colon and I woke up with a stoma then, as well, but I only had the stoma



for 8 months. The stoma stayed while I had the operations and after the third operation I had J pouch surgery and everything was back to some sort of normal. I remember going to the bathroom about ten times a day and that was my life until I was 32 years old.

In 2016 I felt a lump on my bottom and I was in a fair amount of pain. I took myself to the hospital but they just gave me pain killers and told me it was nothing to worry about. I went to my GP and he wrote a referral for me to go see a surgeon who had sat in on operations when I was kid. I went to see him and he wasn't too worried either but he was only seeing private patients so he put me onto a new surgeon at RPA. As soon as the surgeon looked at my bottom he said you have fistulas and you need surgery sooner rather than later. I broke down into tears and



I was a mess because I was at this appointment on my own with no one to cuddle or anything. I remember ringing my parents and trying to hold it together to tell them what was going on but I broke down in less than 30 seconds.

So, let's fast forward a few years, I have now had multiply operations on my bottom for fistulas and I have seton bands in my bottom to keep the fistula tracks open.

I have tried two different types of treatment for the fistulas. I tried injecting Humira needles which I did myself at home. I was very unwell while I was using this treatment. It worked for only so long but it stopped working. My doctor then changed to a drug called Infliximab infusions. This was done at Royal North Shore Hospital every 8 weeks to start off with and then we went to every 6 weeks because I needed the treatment more often. Then the treatment wasn't working as well as we would have liked so I went onto a very high



dose and it was put back to every 8 weeks. While being on this treatment plan I got to go on the trip of a life time to New York City. What a wonderful ten days I had there. I was healthy the whole time I was there and it was the best holiday I have ever had.

Let's fast forward again to November 11, 2021. 6am was the time I had to get to Royal North Shore for life changing surgery. For this was the day that Homer the Stoma was created. I felt very nervous and scared because I knew what was going to happen while I was there. Recovery was a bit rough to start off with. I didn't accept that I had a stoma again for probably 4 or 5 days. I was getting upset because I knew there was no turning back now, for this was me for the rest of my life. The nurses and my stoma nurse were amazing. The support from them got me through and I was out of hospital a week after my life changing operation.

Now, let's fast forward again. I celebrated my birthday in the





December of 2021 and I had a couple of drinks because I deserved it!

Then came Christmas and what a wonderful time that was. Now into the new year of 2022, life has been amazing since my life changing surgery. I'm back on the stage performing in musicals again and in October this year I'll be directing my first musical ever. To say I'm thrilled is an understatement, I'm over the moon because all my dreams are coming true and I'm healthy. To be healthy just doesn't feel right at times because I suffered for so long, but not anymore.

So, its onwards and upwards for me and I'm going to make sure that more dreams come true in this life of mine with Homer the Stoma.

My mental health was really bad throughout this time. I had the support from my beautiful family and very loving and beautiful friends. There was one friend who never left my side during this 6 and half year journey. This friend of mine would go on to spend hours with me at the hospital

and taking me to appointments. They never gave up on me, even when I told them I wanted to give up and end my life. So, I want to say a HUGE thanks to the most amazing friend I could ever ask for and that I love you very much for all your support. I remember all the phone calls to my parents when I was crying on the phone all the time and just telling them that I wanted to end my life. How hard would that be for a parent. I couldn't ask for a better family and I want to say a HUGE thanks to all my family for your love and support through this very rough battle in my life.

Thanks for reading my story. I hope you have all enjoyed reading it and please remember, spread as much awareness as possible.

Regards

Mathew Boyd-Skinner

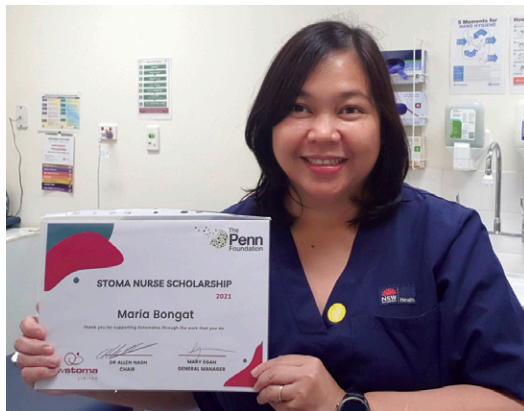


STN Scholarship Winners 2021

With the support of the Penn Foundation and our many donors we were proud to announce the winners of our Stomal Therapy Nurse Scholarship in December 2021.

Maria Bongat and Bethany Gill were both very deserving winners.

Maria Bongat has over 4 years' experience in colorectal nursing and is now working in the RPAH Stomal Therapy department. Maria undertook this course to enhance her critical thinking skills and increase her ability to deliver



Maria Bongat

comprehensive, patient – centred care to her patients. Committed to continuously learning and improving her skills, Maria is passionate about delivering the best stomal care for her patients.

Bethany Gill is a clinical Nurse educator at Griffith Base Hospital and is passionate about regional health care and increasing support for ostomates in that area. With only 1 qualified stomal therapist working in the Murrumbidgee Local Health district (based at Wagga) there was a real need for more support. With a qualified STN based at Griffith Hospital we hope to see a marked reduction in wait times for ostomates in Griffith and the whole local health area.

Thank you to both Bethany & Maria for your passion and dedication to improving the lives of the ostomates in your care.



Bethany Gill

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or email
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connection.nz@convatec.com

See package insert for complete Instructions for Use.

^{*}As demonstrated *in vitro* compared to other seals.

References: **1.** A Randomized, Multi-Center, Cross-over Study Comparing the Performance of Three Ostomy Accessory Products. C-0513-12-A739, 2013 Data on file, ConvaTec Inc. **2.** Fluid Uptake Testing R&D Report. SKL13-0104, 2013 Data on file, ConvaTec Inc.



ConvaTec

me+

Obituary – Sallyanne Lerota

(by Carol Quast, director NSW Stoma)

It is with a heavy heart that we announce that on 22nd February 2022 one of our highly valued members and a past director of NSW Stoma Ltd has passed away.

Sallyanne had been an Ostomate since 2018 and had many attributes and skills that were a huge benefit to the board of NSW Stoma to which she was elected to on 15th June 2019.

Sallyanne had extensive experience in the Finance Industry and her roles in the last 10 years had concentrated on partnering with business stakeholders, implementing and maintaining governance frameworks for boards and executive groups. She presented governance reporting to government organisations such as APRA (Australian Prudential Regulation Authority) and she also worked with such companies as The Commonwealth Bank, GE Capital, Standard & Poor's, ANZ Bank, Shell Australia, KPMG and many more.

As a director, Sallyanne's expertise and knowledge helped formulate many policies for NSW Stoma and she worked tirelessly with our General Manager and other directors to implement such important strategies as our Covid Protection and Risk Management Plan.

She helped develop and review our director's skills matrix and had a



keen eye for process and governance and she gave positive and helpful comments on the direction of our company.

Sallyanne resigned from our board on 9th February 2021. She then moved with her partner to Victoria to be closer to her family.

We shall miss Sallyanne and her unmistakable contribution to the board. Her insight into many issues was invaluable. Her comments and suggestions were indispensable. She was a critical friend to the board and a good friend to all.

Vale Sallyanne.

R.I.P. Norma Toohey 1925-2016

Secretary of Colostomy Association of NSW (now NSW Stoma Ltd) until 2016.

Many of our older members would fondly remember the wonderful Norma, who was Secretary of our association when Maurice Ross was president up until 2016.

It is with sad news to inform our members that Norma passed away on 10th November 2021 at the grand age of 96.

She dedicated so much of her time with the Colostomy Association.



Norma was a great champion in supporting and helping ostomates. She was a true lady and will be sadly missed by those who met her.



Stomal Therapy Education Day 2022



NSW Stoma Ltd & Ostomy NSW Ltd are proud to present the return of our Stomal Therapy Education Days in 2022.



An opportunity for members to meet and support each other, meet representatives from your association, meet suppliers, listen to presentations from experienced stomal therapy nurses and more.



When: Friday 24th June 2022
Where: Club Macquarie, 458 Lake Rd, Argenton NSW 2284
Time: 10am until approx. 3.30pm
All members, their families and carers are welcome.
Due to the pandemic, this will be our first meeting in over 2 years.
Watch our website for more details here: <https://www.nswstoma.org.au/becoming-a-member/regional-education-days/>

Covid-19 permitting we hope this will be just the first education day we are planning for 2022.

nswstoma
LIMITED

Return to normality is still a struggle for many ostomates, new Australian research shows

Astoma is a profoundly life-changing event. Whether it's permanent or temporary, or part of a more severe diagnosis, it's a monumental shift in a person's most basic daily habits.

The challenges that come with this change make each ostomate journey unique. From diagnosis to surgery, recovery to resuming "normality", there are many factors that affect each individual's experience.

Despite the incredible efforts of stoma associations, volunteers, nurses and supporters everywhere, many ostomates continue to experience lengthy struggles with mental health and social isolation.

New qualitative research commissioned by global ostomy supplier ConvaTec has aimed to uncover the finer details of these struggles, with the aim to better understand the Australian ostomate community and uncover ways to improve the stoma journey. The study spoke with ostomates in childhood to ostomates in their 80s. Most respondents had permanent stomas for more than five years. The research was undertaken by qualitative research agency, Nosey Parker.

Broadly, the study spoke to a need

for a central support hub for written and video instructions to support ostomates when on their own. If a product didn't work as intended or the ostomate didn't remember how to use a product as instructed, the result was leaks, embarrassment and feelings of isolation.

Most medical information and ostomy product marketing received negative feedback in the study. Respondents said ostomy advertising was mainly full of "celebrating old folk" which didn't reflect themselves. There was a sense of being an outlier just by being younger.

The study's key findings also included:

Social media is an invaluable community resource

According to the study, peripheral support on topics like diet, dating, sex, social isolation, sport, and general tips and tricks was most often found on social media. Some respondents had started their own support groups, podcasts and social media accounts to share their experience and help other ostomates. Some indicated that supporting other ostomates had a reciprocal and positive effect on their own stoma journey.

Men struggle more than women

The study showed that men experienced more shame around what was perceived as a body 'imperfection'. In the study, male

respondents felt they were less in-tune with their own bodies generally. They were also less inclined to accept help or reach out to connect with other male ostomates, compared with female respondents.

Nurses are the real heroes

Stomal Therapy Nurses play a significant part in recovery and are a key source for product and care information. Some respondents only followed the advice of their nurses, while others took further initiative and sought out advice from social media and beyond to find their fit.

Covid further compounded challenges

Respondents stated they resort to contacting manufacturing companies directly to request additional emergency supplies when lockdowns had affected their normal distribution process.

More product information is needed

Throughout the study, many respondents said they were unaware of the breadth of products available. Mixing and matching brands to create a "kit" was suggested to deliver the best outcome.

Remote ostomates had less formal support

Respondents in remote areas indicated that they didn't have enough direct access to stoma nurses and often had to wait days for answers. Non-stoma nurses lack the skill set to properly support ostomates, according to the study.

Want to help change the ostomate experience?

The findings from the study are clear: Ostomates deserve greater and more personalised support for their physical and mental wellbeing throughout their entire ostomy journey. It is clear that community is vital to ostomate support, with some ostomates creating their own support networks through social media to fill the void left by industry institutions like ostomy organisations, medical practitioners and product providers.

This study has only scratched the surface of the true state of the ostomy community in Australia. More needs to be done to empower all ostomates to live their best lives and own their unique journey.

ConvaTec is asking for ostomates to compare their experience to the research and share their opinions anonymously at

<https://qr.codes.pro/t3iedo>

or by scanning the QR code below. These responses will directly inform the future support services being offered to ostomates, and will ensure that every ostomate receives the unique support that they deserve.



DONATIONS

A huge thank you to all our members and supporters for your generosity throughout the year. As we approach the end of another financial year, I am again putting the call out for your support. Your donations make it possible for us to provide support services to all our members. We couldn't do it without that support. In 2021 through your donations, we were able to introduce our nurse's scholarship to assist in training nurses in stomal therapy. See page 21 for our very deserving winners.

The last few years have been hard for many of our members, with the pandemic, fires, floods and a myriad of other challenges. We have seen a

huge increase in the number of members needing our financial assistance and it is so gratifying to be able to offer that assistance. This is only possible through your donations. Please continue that support by once again digging deep and giving what you can to support your association and your fellow members.

I also want to acknowledge our members who are no longer with us and the generosity of their loved ones who made donations on their behalf.

Some of you choose to remain anonymous but your generosity and philanthropy are noted.

Donations to NSW Stoma Ltd are tax deductible.

The names of those of you who have given us permission are listed below and include donors from 1st Nov 2021 to 31st March 2022:

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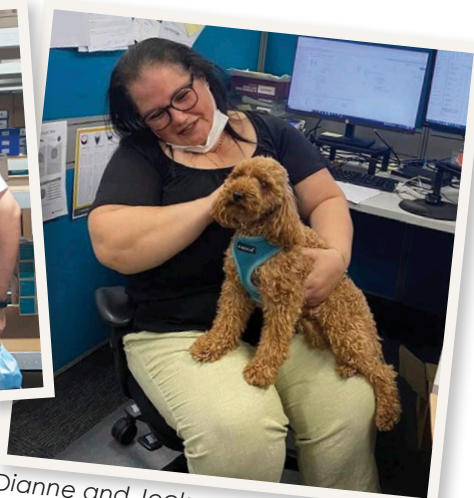
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Some of our valued staff members...



L to R: Greg, Nick, Chris & Carlos.



Dianne and Jock

STOMAL THERAPY SERVICES

NSW & ACT – DIRECTORY

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 first 3 Thursdays 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.

Anne Marie is also available for phone & email consultations.

SYDNEY METRO AREA

BANKSTOWN-LIDCOMBE, FAIRFIELD & BRAESIDE HOSPITALS

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Tracey McMorrow

Fiona Le

BLACKTOWN HOSPITAL

Lesley Jack CNC STN (Mon. to Fri.)

Phone: (02) 9881 8000 Pager 7610

Mobile: 0408 923 788

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42 Parkside Crescent, Campbelltown

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Anne Marie Lyons CNS

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Phone: (02) 9767 6761

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Michelle Noon CNC Stomal Therapy and Wounds

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Trish Doherty CNS (Wed. to Fri.)

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Kelly Taylor RN STN (Mon. and Fri.)

Phone: (02) 9717 0219

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Phone: (02) 8738 4308

Lu Wang CNS 2

Mobile: 0417 026 109

Erin Wagner STN

Mobile: 0419 224 662

MACQUARIE UNIVERSITY HOSPITAL

Colette Craft CNC STN

Phone: (02) 9812 3483

E: colette.craft@muh.org.au

Kenneth Salazar CNS STN

Phone: (02) 9812 3484

E: kenneth.salazar@muh.org.au

MATER HOSPITAL

Johanna Ward STN

Mobile: 0401 532 108

E: wardjohanna@ramsayhealth.com.au

MT DRUITT HOSPITAL

Lesley Jack CNC STN (Mon. to Fri.)

Phone: (02) 9881 8000 Pager 7610

Mobile: 0408 923 788

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JOURNAL

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Phone: (02) 4732 7189

E: nothabo.ndiweni@healthscope.com.au

NEPEAN PUBLIC HOSPITAL

Naomi Houston CNS STN

Phone: (02) 4734 1245 (if Urgent: phone (02) 4734 2000 and request a page)

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

NORTHERN BEACHES HOSPITAL

Phone: (02) 9105 5549

Kathryn Bolton & Sarah Beecham

NORTH SHORE PRIVATE

Johanna Ward STN

Phone: (02) 8425 3540

NORWEST PRIVATE HOSPITAL

Phone: (02) 8882 8882

Kieren Zaballa STN

E: kieren.rocillo@healthscope.com.au

PRINCE OF WALES

Phone: (02) 9382 3869

Jo Di Blasio CNC (Mon. and Tue.)

Katherine Wykes

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Alison Kennedy STN

Phone: (02) 9282 1627

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Phone: (02) 9463 2824 (pager 41244)

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Jenny Duggan STN

Mobile: 0417 944 247

ROYAL PRINCE ALFRED HOSPITAL

Phone: (02) 9515 7280

E: SLHD-RPAsStomalTherapy@health.nsw.gov.au

Colleen Mendes CNC

Betty Boles CNC STN

RYDE HOSPITAL

Lisa Naylor (Mon. and Thurs.)

Phone: (02) 9858 7987

ST GEORGE PRIVATE HOSPITAL, KOGARAH

Phone: (02) 9598 5342

Kerrin Hammon CNS

ST GEORGE PUBLIC HOSPITAL

Phone: (02) 9113 3519

Daniela Levido CNC

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

Anne Mamo CNS

Deborah Dutchak CNS

Melanie Perez

STRATHFIELD PRIVATE HOSPITAL

Maureen O'Shannessy CNC

Phone: (02) 9745 7444

ST VINCENT'S PRIVATE HOSPITAL

Marnie Simpson

Phone: (02) 8382 7010

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Mark Murtagh CNC

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SUTHERLAND HOSPITAL

Joan Walsh CNC (Mon. to Thu., 8am-4pm)

Phone: (02) 9540 7111 (pager 473)

SYDNEY ADVENTIST HOSPITAL

E: StomalTherapy@sah.org.au

Glenda Flew CNS



STOMAL THERAPY SERVICES

NSW & ACT – DIRECTORY (continued)

Mobile: 0419 285 113

Sandra Cryer CNC STN

Phone: (02) 9487 9111

Kerrie Whitson CNC STN

Phone: (02) 9480 4972

WESTMEAD CHILDREN'S HOSPITAL

Charmaine Richards CNC Stomal
Therapy/Wound Management

Phone: (02) 9845 2158

E: Charmaine.Richards@health.nsw.gov.au

WESTMEAD HOSPITAL

Fiona (Lee) Gavegan CNC

Mobile: 0409 962 111

E: Fiona.Gavegan@health.nsw.gov.au

Karen Shedden CNC

Phone: (02) 8890 5555 (page 22888 or
27904)

Mobile: 0427 127 795

E: Karen.Shedden@health.nsw.gov.au

Call the answering service on **(02) 8890
7969** if unable to contact via pager.

ILLWARRA AND SOUTH COAST

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Phone: (02) 4474 2666

E: trena.Oshea@health.nsw.gov.au

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NOWRA COMMUNITY HEALTH CENTRE

5 – 7 Lawrence Ave, Nowra 2541

Stomal Therapy Clinic: Mondays by
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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

E: 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

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CALVARY MATER HOSPITAL

Phone: (02) 4014 3815

E: stomaltherapy@calvarymater.org.au

Tess Richards CNC

Jane Fifield STN

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Casey Luke
Kellie-Anne Russell
Phone: (02) 4014 3810

JOHN HUNTER HOSPITAL

Phone: (02) 4921 3000
E: HNELHD-JHHStomal@hnehealth.nsw.gov.au

Jenny O'Donnell CNC
Karen Cole STN
Mitchell Eddington (casual)

HUNTER VALLEY PRIVATE HOSPITAL

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

LAKE MACQUARIE PRIVATE HOSPITAL

Rachel Wiley (Mon. to Thu.)
Phone: (02) 4947 5362

LINGARD PRIVATE HOSPITAL

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

MAITLAND PUBLIC HOSPITAL

Phone: (02) 4936 5507
Fabia Fiveash CNS STN
E: fabia.fiveash@health.nsw.gov.au
Remedios Wilson STN
E: remedios.wilson@health.nsw.gov.au
Phone: (02) 4939 2000

MAITLAND PRIVATE HOSPITAL

Rhonda Farthing (Education)
Phone: (02) 4931 2304

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Phone: (02) 4941 8741
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Robyn Paterson STN
Phone: (02) 6640 2222
E: Robyn.Paterson@health.nsw.gov.au

GRAFTON COMMUNITY HEALTH

Anne Onions STN (Mon., Tue. and Fri.)
Phone: (02) 6641 8200
E: anne.onions@health.nsw.gov.au

LISMORE BASE HOSPITAL

Phone: (02) 6620 2850
Margaret McKee STN CNC
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29 Molesworth Street, Lismore.
Phone: (02) 6620 2097
Fax: (02) 6620 2963

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Please contact Grafton or Lismore



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Jean McCarroll STN (Mon. and Wed.)

Mobile: 0427 795 765

Phone: (02) 5524 2439

E: Jeanie.McCarroll@health.nsw.gov.au

Nerralee Cook STN

Mobile: 0427 795 765

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Phone: (02) 6561 2790

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Debbie Flick STN

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(02) 6627 9449

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Lisa Clare Stomal/Continence Advisor.

Phone: (07) 5506 7540

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

Siobhan Mills

Mobile: 0427 064 815

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Lavinia (Alvin) Hill

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Mobile: 0457 522 000

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1125 Pemberton St., Albury 2640

Gerardine O'Brien STN

Phone: (02) 6022 4350

E: gerardine@alburysurgical.com.au

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Louise Linke NP STN

Phone: (02) 6330 5676

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GRIFFITH COMMUNITY HEALTH

Raye Martin STN

Phone: (02) 6922 9903

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

ORANGE HEALTH SERVICES

Joe Webster STN

Phone: (02) 6369 7455

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

WAGGA WAGGA BASE HOSPITAL

Irene Cozens

Phone: (02) 5943 1545

Karyn Bowering

Phone: (02) 5943 1500

Naomi Smith

Mobile: 0412 324 136

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Cheryl Jannaway CNC

Phone: (02) 6205 1201

CALVARY HOSPITAL (CANBERRA)

Marree Pegrem STN.

Phone: (02) 6201 6045

Kellie Burke CNC

Phone: (02) 6244 2222 (then page stomal therapist)

COOMA HEALTH SERVICE

Vicki Black STN

Phone: (02) 6455 3222

COOTAMUNDRA HOSPITAL

Raylene Godvier

Phone: (02) 6942 1861

Mobile: 0419 123 508

QUEANBEYAN COMMUNITY HEALTH CENTRE

Jo Morgan STN

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

Visits patients in Queanbeyan & Yarralumla areas.

THE NATIONAL PUBLIC TOILET MAP

A Project of the National Continence Program (NCP)

www.toiletmmap.gov.au

© Commonwealth of Australia 2001 - 2013

The National Public Toilet Map shows the location of more than 16,000 public and private public toilet facilities across Australia.

Details of toilet facilities can also be found along major travel routes and for shorter journeys as well. Useful information is provided about each toilet, such as location, opening hours, baby change room availability, and accessibility for people with disabilities and details of other nearby toilets.

The Toilet Map is funded by the Australian Government Department of Health as part of the National Continence Program.



WHAT DOES THE TOILET MAP DO?

The Toilet Map improves independence and quality of life for the estimated 3.8 million Australians who are affected by incontinence by providing:

- the location of the nearest public toilet
- details of opening hours, accessibility, parking and other features
- the capacity to plan toilet breaks for short or long journeys
- the ability to save toilet information and trip plans
- access anytime using a mobile phone

It is also convenient for people with young families and those holidaying or travelling to new locations.



HOW DO I USE THE TOILET MAP?

- browse the map in a particular State/Territory
- Search for toilets by postcode, town or suburb, near a specific address or location such as a sports ground
- Plan a trip with the Trip Planner - Enter your starting address and destination to get a turn by turn description for the quickest route and the toilets along the way

When you find toilets near an address, at a point of interest or at a latitude/longitude you can select additional toilet features and opening hours in the right hand column of the page.

There are a number of different features listed, including baby change facilities, sharps disposal, MLAK access (see below) and accessible parking.

Unfortunately, it is not possible to release hard copies of the Toilet Map information to the general public. The main reason is that the toilet information is updated on a regular basis and so a hard copy of toilet information would quickly become out of date. However, feel free to print out toilet information from your browser to take with you on your travels.

JOURNAL

JUNE 2022

The National Public Toilet Map is also available on:-

- Any mobile phone with an Internet browser. Go to m.toiletmap.gov.au on your phone to be automatically directed to the mobile site.
- Apple's iPhone. Just go to the App Store on your iPhone or use iTunes to download the National Public Toilet Map App. It's free.
- You can also use the Toilet Map with a Global Positioning System (GPS).

MASTER LOCKSMITHS' ASSOCIATION KEY (MLAK)

MLAK stands for **M**aster **L**ocksmiths' **A**ssociation **K**ey. The **MLAK** is a master key that fits into specially designed locks allowing 24 hour a day access to public toilets. Eligible people (those with a disability and a letter of authorisation from a doctor, disability organisation, local council or community health centre) can purchase a key that opens all accessible toilets displaying the MLAK symbol.

For information about where to obtain keys or locks within your area, contact the Master Locksmiths Association of Australasia (phone 03 9338 8822).



MLAK FACILITIES

The Spinal Cord Injuries Australia organisation maintains a directory of MLAK-enabled facilities across Australia. To view this directory please go to:- <http://scia.org.au/sci-resources-and-knowledge/public-toilets>



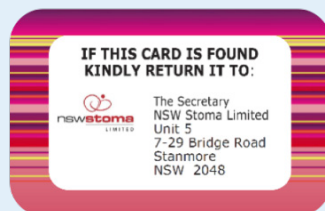
NEED TO USE A WHEELCHAIR ACCESSIBLE TOILET?

Have you ever been too embarrassed to use a DISABLED TOILET when you have to change or empty your ostomy appliance? Or have you ever been challenged when entering or leaving a DISABLED TOILET (wheelchair accessible)?

Where available, a DISABLED TOILET will provide the privacy and space needed for an Ostomate to change or empty their appliance. However, to the general public most Ostomates do not appear as if they should be using them.

To help avoid such problems, **an information card** has been provided to all NSW Stoma Limited members. Keep the card in your wallet or purse for quick access if needed.

You can also show this card when asking to use the toilet at a shop, restaurant or other business. It doesn't guarantee access to their toilets (as every business has different health and safety rules), but it proves you have a genuine medical condition that requires the urgent use of a toilet. Many places will try to help you.



VOLUNTEERS WANTED

Ever thought of volunteering?

Volunteering not only benefits your association, it's good for you too. Gain professional experience, meet new people and learn new skills while helping us improve and expand our services.

Volunteer workers at NSW Stoma are valued and appreciated and play an important role in supporting our strategic objectives. We currently need assistance in the following roles: stock receipt and dispatch, administration and customer service/reception. Whatever your skills, full training is provided.

While the majority of volunteers working within the association environment either have a stoma themselves or have a close family member who is living with a stoma, our association welcomes volunteer enquiries from any interested person.

NSW Stoma Ltd provides a clean, safe, friendly and happy work environment and we are seeking friendly positive people to help us cope with our ever-increasing workload.

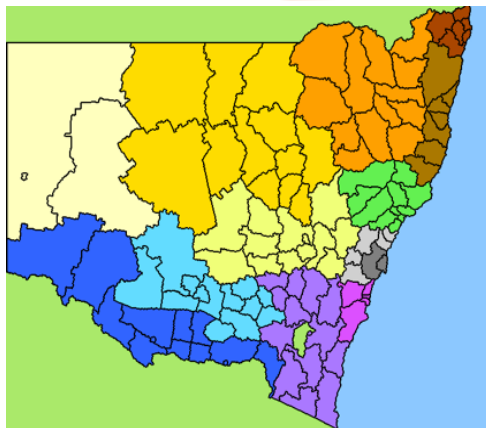
To apply download our application form here:

<https://www.nswstoma.org.au/volunteers/>

or just email **volunteer@nswstoma.org.au** and we will send it to you.

*Andrew Hollo,
our fabulous
volunteer who works
every Monday and
Thursday in our
warehouse.
Thank you!*





Ostomy Support groups are a great way for ostomates to support and care about each other. Friends and family are also welcome to attend support group meetings.

We recommend you contact your group for information regarding Covid-19 restrictions.

If you are involved in a support group and would like us to include information about your meetings in our journal and on our website please email:

info@nswstoma.org.au

For current information on support groups please go to:

[https://www.nswstoma.org.au/becoming-a-member/support-](https://www.nswstoma.org.au/becoming-a-member/support-groups/)

[groups/](https://www.nswstoma.org.au/becoming-a-member/support-groups/)

NSW STOMA LTD MEMBERS SUPPORT GROUP ZOOM MEETING

All members, carers & friends are welcome to join our monthly Zoom meeting at **6pm on the first Wednesday of every month**. Hosted by Anne Marie Lyons (STN), Carol Quast (Director & ostomate) and NSW Stoma Ltd

manager, Mary Egan, this is designed to give information about the services we offer and provide some explanation of the Stoma Appliance Scheme and how to place orders. To attend please email: **customer.service@nswstoma.org.au** and we will send you a zoom invitation on the day of the meeting. You need to register your interest for each meeting you wish to attend.

WOMEN'S OSTOMY SUPPORT GROUP

This group is for women about to, or who already have an Ostomy and/or Stoma, regardless of where treatment has been received.

Where: San Cancer Support centre, Jacaranda Lodge, Sydney Adventists Hospital

When: Check with the group organisers for advice on scheduled meetings.

Contacts: San Cancer Support Centre (02) 9487 9061 **support@sah.org.au**

OSTOMINGLE - YOUNG OSTOMATES SUPPORTING EACH OTHER

Looking for some young, like-minded Osto-mates? Ostomingle is a group of ostomates 18 and over who come together over a meal to share their ostomy experiences and learn from one another.

Each meet-up will be held at a different venue around Sydney so we can mingle around town.

When: Check with the group organisers for advice on scheduled meetings.

Contact: Renee Constantin
www.ostomingle.com
ostomingle@gmail.com



NSW OSTOMY SUPPORT GROUPS

SYDNEY METROPOLITAN AREA

BANKSTOWN – LIDCOMBE AREA



Bankstown Lidcombe Stoma Support Group



L-R: Fiona Le STN
Clare Jacobs
(Territory Manager/
Educator NSW South
Coloplast Pty Ltd),
Tracy McMorro

Where: Revesby Workers Club

When: 10 am-12noon, Wednesday
6th Apr, 1st Jun, 3rd Aug, 5th Oct, 7th
December 2022

Contact: The group is hosted by Tracy
McMorrow (Stomal Therapy Nurse),
Fiona Le (Stomal Therapy Nurse) and
Clare Jacobs (Territory Manager/
Educator NSW South Coloplast Pty Ltd)
0400 921 901 or aucldo@coloplast.com

**RSVP for catering and up-to-date
Covid-19 restrictions. You must be double
vaccinated to attend.**

CONCORD AREA

People with bowel cancer and carers/
family are welcome to attend this free
monthly service.

Where: Survivorship Cottage, Concord
Hospital, Gate 4, Nullawarra Avenue,
Concord West

When: Check with the group organisers
for advice on scheduled meetings.

Contacts: Sonia Khatri (02) 9767 5943

LIVERPOOL & CAMPBELLTOWN AREA

Where: Campbelltown Catholic Club,
20/22 Camden Rd, Campbelltown

When: 1.30-3pm Thursday 17th Feb, 21st

JOURNAL

JUNE 2022

April, 16th June, 18th Aug, 20th Oct,
15th Dec 2022

Contact: Erin Wagner - 0419 224 662 or
Lu Wang – 0417 026 109

Afternoon tea provided - RSVP essential
for catering purposes.

NORTHERN SYDNEY AREA

All Ostomates, friends and supporters
welcome.

Where: Jacaranda Lodge, Sydney
Adventist Hospital, 185 Fox Valley Road,
Wahroonga

When: Check with the group organisers
for advice on scheduled meetings.

Contact: San Cancer Support Centre on
(02) 9487 9061 or
email: cancersupport@sah.org.au

PENRITH AREA

Ostomates, family and friends are
welcome to attend our educational
support group

Where: Sydney Medical School,
Outpatients Department, 62 Derby
Street, Kingswood (opposite Nepean
Hospital Emergency Department at
roundabout, Outpatients is at left hand
side of building)

When: 130-3pm Thursday, 16th June, 18th
Aug, 20th Oct, 15th Dec 2022

Contact: Naomi Houston (Stomal
Therapist) on (02) 4734 1245

Naomi.Houston@health.nsw.gov.au

RAMSGATE

Stomal Therapy Nurses from St George
Public, St George Private, Kareena
Private, Hurstville Private and Sutherland
Hospital's together would like to invite
you to attend a stoma support group
for ostomates and their families.

Where: Ramsgate RSL (meet in the front
foyer), Corner of Ramsgate Rd and
Chuter Ave, Sans Souci,

When: 11am-1pm Tuesday 17th May, 21st
Jun, 16th Aug, 20th Sep 2022

Contact: Your Stomal Therapy Nurse or
Clare Jacobs on 0400 921 901
aucldo@coloplast.com

Everyone is welcome but must be double vaccinated to attend
RSVP for Covid updates and catering purposes.

NORTH COAST REGION

TWEED / BYRON AREA

Ostomates, family and friends welcome.

Where: South Tweed Sports Club,
4 Minjungbal Dr. Tweed Heads South.

When: Check with the group organisers for advice on scheduled meetings.

Contact: Lisa Clare STN: (07) 5506 7540 or 0429 998 928 or

Lisa.Clare@health.nsw.gov.au

Kate Rycroft 0432 25 1703 or **rycrofkate@gmail.com**

FAR NORTH COAST

All Ostomates plus partners and friends are welcome to attend meetings.

Where: Lismore Workers Club,
225-231 Keen Street, Lismore.

When: Check with the group organisers for advice on scheduled meetings.

Contact: Marie Taylor 02 6686 7248

COFFS HARBOUR

All Ostomates and friends are welcome so come along, have a cuppa and be a part of it.

Where: Sawtell RSL Club, First Avenue, Sawtell

When: Check with the group organisers for advice on scheduled meetings.

Contact: Mandy Hawkins STN: (02 6656 7804)

Mandy.Hawkins@health.nsw.gov.au

HASTINGS MACLEAY

Where: Port City Bowling Club, function room, 4 Owen Street Port Macquarie

When: 10am - 12pm Third Wednesday of every second month Feb, Apr, Jun, Aug, Oct, Dec

Contact: Neil 0427 856 630 or Glennie 0410 637 060

MANNING / GREAT LAKES

Where: Skills for Life Building,
5-9 Elizabeth Ave, Taree
(wheelchair accessible)

When: 10.30-12pm approx.

1st Wednesday of every 2nd month

Contact: Karla MacTaggart STN (02) 6592 9169

NEWCASTLE REGION

NEWCASTLE DISTRICT

Stomal therapists and company representatives will attend and help with any queries. New members and friends are welcome.

Where: The Hub, Hamilton Wesley Fellowship House, 150 Beaumont Street, Hamilton

When: 1.30pm – 4.30pm approx.

Last Saturday in Feb, May, Aug & Nov

Contact: Geoff Robinson
0411 221 193 (Jan)

ILLAWARRA / SOUTH COAST REGION

BOWRAL

Where: Bowral Bowling Club,
40 Shepherd Street, Bowral

When: 1pm – 3pm Tuesday 1st Mar, 7th Jun, 6th Sep, 6th Dec 2022

Contacts: Lu Wang & Erin Wagner Stomal Therapists, Liverpool Hospital (02) 8738 4308

Or Clare Jacobs on 0400 921 901
aucldo@coloplast.com

Everyone is welcome but must be double vaccinated to attend (proof required on entry)
RSVP for catering purposes

EUROBODALLA

All from NSW South Coast region welcome. Phone clinics only during Covid-19 times.

Where: Moruya Hospital, River Street, Moruya

When: Check with the group organisers for advice on scheduled meetings.

Contact: Trena OShea 02 4474 2666 

NSW OSTOMY SUPPORT GROUPS

ILLAWARRA

Where: Education Room, Figtree Private Hospital, 1 Suttor Place, Figtree

When: 10am-12pm, Wednesday.
14th Apr, 9th Jun, 11th Aug, 13th Oct,
15th Dec (Xmas luncheon. Venue to be
advised).

Contacts: Helen Richards CNC STN
Wollongong Private Hospital
(02) 4286 1109

richardsh@ramsayhealth.com.au

Julia Kittscha CNC STN Wollongong
Hospital mob: 0414421021

julia.kittscha@health.nsw.gov.au

SHOALHAVEN

Where: Nowra Community Health
Centre, 5-7 Lawrence Avenue, Nowra

Also: Ulladulla Community Health
Centre, cnr South St & Princes Hwy,
Ulladulla

When: Check with the group organisers
for advice on scheduled meetings.

Contact: Brenda Christiansen
(02) 4424 6321 or 0422 006 550 or

Brenda.cristiansen@health.nsw.gov.au

ACT

Where: ACT & Districts Stoma
Association, 2nd Floor, City Health
Building, 1 Moore St Canberra

When: 10am-12pm, Tuesday 8th Feb,
8th Mar, 12th Apr, 10th May, 14th Jun,
12th Jul 2022

Contact: Your Stomal Therapy Nurse or
Clare Jacobs on 0400 921 901
aucldo@coloplast.com

Everyone is welcome but must be
double vaccinated to attend
RSVP required by ACT Health to comply
with Covid numbers & restrictions

JOURNAL

JUNE 2022

WESTERN NSW REGION

BATHURST

Where: Daffodil Cottage,
365 Howick St, West Bathurst NSW 2795

When: Check with the group organisers
for advice on scheduled meetings.

Contact: Louise Linke (STN/continence
advisor) (02) 6330 5676

DUBBO

Where: Dubbo Health Service, Ian
Locke Building, Room 8 or join virtually
via Pexip or phone.

When: Last Friday of the month starting
March 2022. 2pm-3pm

Contact: Thulisile Moyo on 0408 769 873
or **Thulisile.Moyo@health.nsw.gov.au**

GOULBURN

Where: Goulburn Workers Club,
1 McKell Place Goulburn NSW 2580

When: 10am – 12pm Wednesday
29th June & 23rd November 2022

Contact: Your Stomal Therapy Nurse or
Clare Jacobs on 0400 921 901
aucldo@coloplast.com

RSVP for catering purposes, car parking
available on-site

GRIFFITH AND DISTRICT

An invitation is extended to all persons
in Griffith and Surrounding areas
(including Coleambally, Leeton, Yenda,
Hillston and Hanwood) with a Stoma
formation to attend our meetings and
share experiences.

When: Check with the group organisers
for advice on scheduled meetings.

Contact: Barry Maples (02) 6963 5267 or
0429 635 267; Kim Hallam 0434 785 309

WAGGA AND DISTRICT

Where: Men's Shed, 11 Ashmont
Avenue, Wagga Wagga

When: Check with the group organisers
for advice on scheduled meetings.

Contact: David (02) 6971 3346 or
0428 116 084

Create a secure seal

to help prevent leakage

with an Adapt CeraRing™

- Available in Round Convex and Oval Convex, where flexible convexity curves outward to help improve the fit around your stoma
- Multiple sizes to meet your needs
- Infused with ceramides to help protect your skin

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1800 880 851

www.hollister.com.au

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Round Convex

Oval Convex



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Take the worry out of your care

Medicina stoma devices

Designed to meet demands in the care of people living with gastrointestinal and urethral stomas and can be used in a variety of different stomas in both the intestinal tract and bladder.



ACE stoppers*

READY TO ORDER!

With 12 different sizes available, ACE stoppers are soft, comfortable and easily maintained. Also available: ACElok dressing which fits over ACE stoppers, allowing easy access to the stoma site.

*Medicina ACE Stoppers and Washout Sets are listed for reimbursement on the Stoma Appliance Scheme.



Washout set*

WIDELY USED!

Also known as the Caecostomy Extension Set with catheter adapter has a 1.5 litre top fill bag and lasts up to 30 days.

Medicina gastrostomy tidy

The Gastrostomy Tidy (GT) device allows tubing to be kept tidy and secure in a specially made pouch and is available in two sizes.



Gastrostomy Tidy

REUSABLE AND SECURE!

This device is discreet, soft and comfortable to wear under clothing. The GT is also machine washable and available in two adjustable sizes.

For more information on the Medicina range or to order, please contact us on **(02) 9882 3666** or at **amsl@amsl.com.au**

amsl.com.au