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## HOURS OF BUSINESS

**Monday-Thursday**

8.30am – 3.30pm

**Friday** 8.30am – 1.30pm

For current information go to:

**nswstoma.org.au**

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**SECRETARY** Renee  
Constantin

**TREASURER** Ian Niccol

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NSW Stoma Journal is printed by:

 **FAST PROOF PRESS**  
1300 412 910 — [www.fastproofpress.com.au](http://www.fastproofpress.com.au)

Graphic designer: Paula Garrod  
[garrodpaula@gmail.com](mailto:garrodpaula@gmail.com)



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The reader is strongly advised to first obtain appropriate medical advice from an STN or GP before trialling any products advertised in this publication. No advertisement published in this Journal shall be taken to constitute an endorsement of products contained in that advertisement, either by the Editor, this organisation, or any government department connected with the Stoma Appliance Scheme.

**nswstoma**  
LIMITED

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## NOTICE BOARD

### Onsite Stomal Therapy Clinic

The clinic is 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](mailto:stomanurse@nswstoma.org.au)

### 2024-25 Membership Fees are due by 1st July 2024

Full membership - \$80

Concession Membership \$70

Associate members \$10

Stoma Appliance Ordering Portal for members

For information, FAQs and instructions go to:

<https://www.nswstoma.org.au/nsw-stoma-members-portal/>

✉ **Postage Fees will also increase on 1st July 2024.**  
Please refer to the table below.

POSTAGE	STANDARD POST	EXPRESS POST
1 Month Issue within NSW	\$16	\$26
2 Month Issue within NSW	\$32	\$52
1 Month Issue Interstate	\$25	\$36
2 Month Issue Interstate	\$50	\$72



# NOTICE BOARD

## 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
Simple Nightstand Plastic	380431	each	\$165.00	\$18.00
Ostomy Scissors (curved)	9505	each	\$9.00	\$10.00
Hollister Leg Bag	9632	each	\$9.00	\$10.00
Hollister Leg Bag	9624	each	\$9.00	\$10.00
Urostomy Drain Tube Adaptor	7331	10	\$31.00	\$35.00
Odour Be Gone Hos-Togel	3300	each	\$36.00	\$40.00
Odour Be Gone Hos-Toma No Smells 500ml	10500	each	\$18.00	\$20.00
Odour Be Gone Hos-Toma No Smells 120ml	10120	each	\$8.00	\$9.00

**Left to right:**  
**Anne Marie Lyons STN;**  
**Mary Egan GM NSW Stoma;**  
**Paula Garrod volunteer Graphic Artist and Carol Quast Director, NSW Stoma.**

**A brainstorming session over lunch... creating ideas for our Zoom Member Meetings and our Bi-annual Journal.**



# CHAIRPERSON REPORT

## from Dr Allen Nash April 2024



*I hope everyone had a great Easter break.*

I am looking forward to the opportunity to be able to support and meet with members in Ballina at our next information day on 14th June. Our information days remain popular and are well attended by members and so we intend to keep having them around the state. They are particularly important for members in rural areas as they have much less opportunities to get together and talk with stoma therapy nurses, NSW stoma staff and board members.

Our board is working well, and the new members have added to the professional quality of the board. We will be having our annual strategic planning session soon with the board and General Manger and do not anticipate major changes in the strategic direction of the organisation.

We have made it a priority to get a user-friendly web-based method for members to place their orders which is now in place. There has been a rapid take up by members of this system which demonstrates its usefulness. I find it useful for my ordering of supplies via our website as I can see previous orders and quickly assemble a new order. Of course, it also saves staff time processing orders, so they have more time for other member support tasks.

The Health Department who funds ostomy supplies is again reviewing the scheme this year and we have had no

indication of their objectives. The last time they did a review it caused much anxiety and many hours of effort to produce proposals and the result was no significant changes.

We also have had no increases in the funding arrangements from the Federal Health Department even though our costs continue to grow quicker than our income. Unfortunately, this means we must increase member fees to compensate.

We also rely on member donations to be able to provide extra services like our information days and member zoom information meetings. Thank you very much to the members who have made donations. You are making a difference.

Despite the rising costs we are still managing to operate within budget and therefore can continue our extra support operations such as our resident stoma therapy nurse, information days and our online seminars.

In summary, we are under constant financial pressure but are managing the situation well with generous member support and of dedicated staff, volunteers and the board.

Keep well.

**Allen Nash**

*Chair - NSW Stoma Ltd*



## A message from Mary Egan, your General Manager

I can't believe we are nearly halfway through 2024 but time flies when you're busy! It always feels like there is so much to do and so little time to do it.

Thank you to everyone who has contributed to this journal. I hope you enjoy reading it as much as I have enjoyed putting it together. We feature some outstanding ostomates: Josipa Triva who got her stoma at 105; Amy Davidson, who sent her story from the UK; and Maurice Ross, thanks to his many family & friends.

It's membership renewal time again. Your membership to NSW Stoma Ltd allows you access to the Stoma Appliance Scheme (SAS) administered by the Department of Health and funded through Medicare. We distribute products available through the scheme under the guidelines established by the Department of Health.

As a registered charity our primary focus is to raise the standard of care and wellbeing for all ostomates. Providing you with information, encouragement and emotional support is an important part of our role and we do this through our website, this journal, member information days, members monthly zoom meetings and through our Stomal Therapy Clinic. Additionally, from time to time a member may find themselves in dire financial

circumstances, even homeless, and need extra support from us in the form of subsidised membership or other needs.

Our costs have risen considerably over the decades since we began. Unfortunately, our funding has not kept pace with those increases. In fact, we have had no increase in the handling fee we receive under the scheme (2.75%) since 2012. With limited revenue, it is becoming increasingly difficult to meet the costs of distributing products under the scheme and even more challenging to provide the additional support services many of our members rely on.

Therefore, the Board of NSW Stoma Ltd have reluctantly decided to increase the 2024-25 Membership fee by \$5 from 1<sup>st</sup> July. *(If any member is experiencing financial difficulty and unable to pay this increase, please contact our office on [info@nswstoma.org.au](mailto:info@nswstoma.org.au).)* This increase will assist us to continue our operations, providing you with the essential products you need to manage your stoma. Australia Post have also increased their fees and, once again, we need to pass this cost on to you. A 1-month order sent via standard post will increase by \$1 to \$16 from 1<sup>st</sup> July. Please contact our office for all other charges.

For us to sustain our vital services into the future we also ask for your financial support in the form of a donation. Donations to NSW Stoma Ltd are Tax Deductible. We ask those of you who can, to consider helping your fellow ostomates by giving an additional amount.



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6/7 Hansen Court,  
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# A message from Mary Egan, your General Manager (continued)

We would like to acknowledge our donors in our journal, so please tick the box to allow this as acknowledging you and your donation can encourage others to donate too. See our donors list on page 30.

We launched our members portal in October last year and as I write, more than 40% of our members have signed up. The number of orders we receive through the portal is continuing to increase. Many members report how easy it is to use and really enjoy the convenience. Being able to monitor where your order is and when it is dispatched is also reassuring. This system is being rolled out to all stoma associations around Australia. Once that rollout is complete, we will have the opportunity to add features and improvements to assist you further.

If you're not sure of how to use the portal or want see how it works, please check out our information page here: <https://www.nswstoma.org.au/nsw-stoma-members-portal/> You can view the videos or follow the step by step instructions or both!

In our last journal we talked about the changes to the scheme, and access to cleanser wipes, in particular. So many of you let the scheme administrators know just how you felt! The authorisation form no longer expires so once we have it on file for you, we do not need you to renew it every 6 months as originally required. What a relief! It is also reassuring to know that your combined voices are heard, and you can affect change!

Our monthly member meetings held over zoom continue to be well attended with many of you attending regularly. It's great to see so many of you return each month. We are keen to hear from you about topics you would like us to cover and any other feedback you have. Email: [customer.service@nswstoma.org.au](mailto:customer.service@nswstoma.org.au).

Have you ever considered volunteering? Volunteers are becoming an essential part of our workforce at NSW Stoma. And it's not just good for us. It's good for you too! Many of you have told me how much you enjoy the work environment and making a real contribution to your association. If you have the time and think you might also enjoy it, you can find more information and an application form here: <https://www.nswstoma.org.au/volunteers/> We would love to hear from you.

I also want to extend a big thank you to all of you who do give us your time. Whether it's working in our warehouse or at our reception desk, you make such a difference. I also need to thank volunteer graphic artist, Paula Garrod who puts this journal together and our social media gurus, Lesley Frendo & Renee Constantin. I also want to single out Carol Quast who gives so much of her time with our zoom meetings, education days, involvement on our board and even providing one on one support to ostomates. A big hand, also, to our board who work tirelessly to make sure we stay on track.

Warm Regards,

Mary Egan

General Manager, NSW Stoma Ltd

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### HOS-TOMA NO SMELLS

- Neutralises mal-odours, doesn't just mask them.
- Neutralises mal-odours from urine, faeces, vomit and toilet smells.
- Is for hospital, medical, ostomy, continence and use in the home.

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500ml # 10500

1Litre # 11000

### HOS-TOGEL

A broad spectrum deodoriser gel designed to remove odours from a room or area. Used in Aged Care, Gastro, Palliative Care, Oncology Units, Pathology Laboratories, Operating Theatres, Forensic Centres, Chemical Storage areas and anywhere prone to mal-odours.

#### Product Code:

500g # 3300



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# Problems with GAS or Pancaking?

Try these products with your next order  
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## Stomal Appliance Scheme (SAS)

to registered patients,  
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### HOS-TOMA LUBE

Designed for use inside appliances to stop matter adhering inside the appliance (pancaking) and to help buildup slide down inside the appliance. Neutralises mal-odours and prevents the growth of bacteria.

**250ml Pump Pack  
(1 per month)**

**Product Code: # 1203**

### HOS-TOMA NO GAS

Designed for use inside appliances to prevent gas build up in the appliance. Neutralises mal-odours and prevents the growth of bacteria.

**250ml Pump Pack  
(1 per month)**

**Product Code: # 1103**

### HOS-TOMA NO SMELLS

Hos-toma dropper bottle  
- Use to eliminate strong mal-odours and bacteria inside appliance.

**45ml Dropper  
(2 per month)**

**Product Code: # 1001**



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*Hope all is going well for you all and that you had a blessed Easter (early as it was).*

I have no news to relate this year so far, no news is good news my mother would say.

My clinic is full and over full most weeks and our Zoom meetings are so well attended we are over the moon. From our first meeting in 2021 of 6 people one of our last counts was 94 attending and a lot more than that registering so... Long may it continue.

We have our United Ostomy Association (UOA) Meeting in Balina on 14/6/24 and I am very excited to meet you all and help you whatever way I can.

My husband (still love saying that!) and I will do an 8-10-day trip and see the sights as we meander back to Sydney.

Just a note to remember, if you have concerns about your order whether they have not arrived or some things are missing etc. please call the association to follow up as I do not have access to these details from my home.

**Phone: 95654315 / 0412 707 367**

many thanks.

***I try and keep my segment interesting and I would love to hear from you with ideas of things you would like me to discuss and I will endeavour to follow through... this segment I would like to educate you on Urinary Tract Infections commonly called (UTIs).***

## Urinary Tract infections (UTIs)

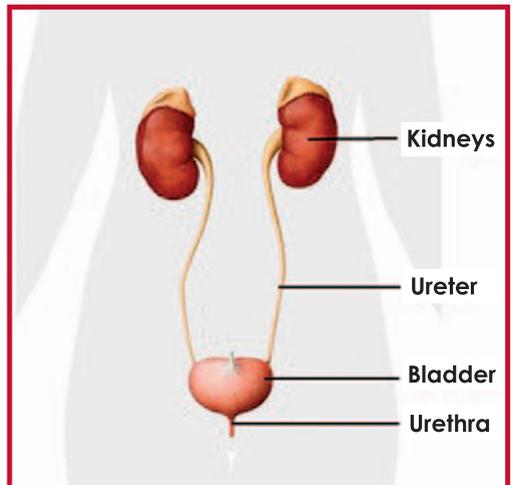
The urinary tract is the body's drainage system for removing urine, which is composed of wastes and extra fluid. In order for normal urination to occur, all body parts in the urinary tract need to work together in the correct order.

The urinary system consists of the kidneys, ureters, urinary bladder, and urethra.

UTIs are given different names depending on where they occur. For example:

- A bladder infection is called cystitis.
- A urethra infection is called urethritis.
- A kidney infection is called pyelonephritis.

The ureters are very rarely the site of infection. (1)



While UTIs are more common in people with urinary stomas (Urostomy/ ileal conduit) the remainder of the community are not exempt.

The same rules apply for both.

UTIs can happen to anyone, although they are more commonly seen in women who are sexually active or menopausal, or those with health conditions such as diabetes or urinary incontinence. It is important to note that these factors do not directly cause UTIs, but may play a part and add insight as to why they are occurring.

Women using spermicides or diaphragms as contraception are also more at risk of UTIs and may want to consider alternative options if they get recurrent UTIs.

## Causes of UTIs

The vast majority of urinary tract infections (UTIs) are caused by the bacterium *Escherichia coli* (*E. coli*) usually found in faeces.

The bacteria enters through the lower end of the urinary tract—the opening of a man's urethra at the tip of the penis or the opening of a woman's urethra at the vulva.

The infection travels up the urethra to the bladder.

## Symptoms

Urinary tract infections don't always cause signs and symptoms, but when they do they may include:

- A strong, persistent urge to urinate.
- A burning sensation when urinating
- Passing frequent, small amounts of urine

- Urine that appears cloudy
- Urine that appears red, bright pink or cola-colored — a sign of blood in the urine
- Strong-smelling urine
- Pelvic pain, in women — especially in the center of the pelvis and around the area of the pubic bone. (2)

UTIs may be overlooked or mistaken for other conditions in older adults.

UTIs can cause sudden confusion (also known as delirium) in older people and people with dementia. If the person has a sudden and unexplained change in their behaviour, such as increased confusion, agitation, or withdrawal, this may be because of a UTI. (4)

The main treatment for a UTI is antibiotics although in the interim while you are waiting for the antibiotics to take effect:

- Drink plenty of water. Water helps to dilute your urine and flush out bacteria.
- Avoid drinks that may irritate your bladder. Avoid coffee, alcohol, and soft drinks containing citrus juices or caffeine until your infection has cleared. They can irritate your bladder and tend to aggravate your frequent or urgent need to urinate.
- Use a heating pad. Apply a warm, but not hot, heating pad to your abdomen to minimize bladder pressure or discomfort.
- Wear cotton underwear rather than silk, nylon or spandex, and avoid wearing tight fitting clothes that don't allow the area to breathe.
- Bacteria thrive in warm, moist areas,



so wear loose-fitting cotton clothing to avoid setting up their ideal environment.

- Only use mild soaps on your genitals. Fragrance-free soaps are best and should be washed off immediately.
- Looking after yourself by eating a healthy diet, doing plenty of physical activity and getting good quality sleep will help your immune system stay strong and keep bacteria in check.

Finally, hand hygiene is as important for the treatment/prevention of a UTI as it is for every other spread of infection. (5)

## Alternative medicine

- Many people drink cranberry juice to prevent UTIs.
- There's some indication that cranberry products, in either juice or tablet form, may have infection-fighting properties.
- Research suggests that it depends on the amount of certain compounds in the cranberry supplement.

These key compounds are called proanthocyanidins, or PACs, the recommended daily dose of 36mg of PACs, therefore always read the labels on the cranberry product as they do differ and if they are a good product they will have the dose on them.

- What do PACs do: "PACs may help with recurrent UTIs, as they can prevent the unfriendly bacteria from sticking to the walls of the urinary tract. If they don't stick, they don't grow – instead they are flushed out and the infection may not occur," (6)
- If you enjoy drinking cranberry juice and feel it helps you prevent UTIs, there's little harm in it. For most

people, drinking cranberry juice is safe, but some people report an upset stomach or diarrhoea.

## However, don't drink cranberry juice if you're taking blood-thinning medication, such as warfarin. (3)

(Some research has suggested that cranberry juice inhibits certain enzymes in the liver that breaks down warfarin.)

Another supplement option called Mannose, or D-Mannose, is showing promise in the management of recurrent UTIs. Mannose is a natural sugar that occurs in many fruits, and a recent study found that taking it in the form of a supplement was like an antibiotic in its effectiveness for reducing UTIs.

## As always, discuss any supplements you are taking, or thinking about taking, with your GP.

The below chart allows you to know whether you have taken sufficient fluids or not.

AM I HYDRATED? Urine Colour Chart		
1		If your urine matches these colours, you are drinking enough fluids
2		Drink more water to get the colour shade in 1 and 2.
3		Dehydrated
4		You may suffer from cramps and heart-related problems.
5		Health risk! Drink more water.
6		Health risk! Drink more water.
7		Health risk! Drink more water.
8		Health risk! Drink more water.

## Additional tips

These self-help tips may help to reduce the frequency of UTIs:

- Wipe yourself gently from front to back (urethra to anus) after going to the toilet
- Drink plenty of water and fluids.
- Treat vaginal infections such as thrush or trichomonas (STD) promptly
- Go to the toilet when you feel the urge to urinate, rather than holding on
- Urinate after sex, to flush the urinary system.

I hope you find this helpful.

*Slan agus beannacht (bye and blessings)*

### Anne Marie

Anne Marie Lyons STN

NSW Stoma Ltd

Phone: 0468 582 951

**Email:** stomanurse@nswstoma.org.au

## References:

- (1) <https://www.betterhealth.vic.gov.au/443/health/conditionsandtreatments/urinary-tract-infections-uti> (2015)
- (2) **Kidney Health Australia Urinary Tract Infections (UTIs) in Older Adults - Healthline**  
[www.healthline.com/health/uti-in-elderly](http://www.healthline.com/health/uti-in-elderly) (2017)
- (3) <https://www.health.harvard.edu/diseases-and-conditions/stay-a-step-ahead-of-urinary-tract-infections> (2015)
- (4) <https://www.mayoclinic.org/diseases-conditions/urinary-tract-infection/diagnosis-treatment/drc-20353453>
- (5) <https://www.health.qld.gov.au/news-events/news/urinary-tract-infection-uti-symptoms-causes-prevention-diagnosis-treatment> (2018)
- (6) **Continence Foundation of Australia 2020 | ABN: 84007325313.**



## 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](mailto: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](mailto:customer.service@nswstoma.org.au)



Maurice was born in 1930 at the start of the great depression. He and his 3 sisters were part of large extended family, all living in Bexley and holidaying together around NSW. Educated at Bexley Primary School and Kogarah High School, his first job, while still at school, was driving the bakers carts for Whites Bakery, delivering bread around the streets of Bexley and included riding the horses to the blacksmith to be shod.

At the end of WW11 he began his apprenticeship as an upholsterer working with period furniture, detailed button work, leather, and beautiful fabrics. His work was so beautifully detailed and finished, he was sought after by the best furniture makers of the day. The fabrics he used were so beautiful, he would use any leftover fabric to make knitting bags for his aunties and friends.

During his apprenticeship, being an excellent craftsman himself, when his own quotas were met, he would help WW11 vets and older tradies who struggled to make their quotas.

Maurice married Pat in 1954 and they moved to a brand-new home in Mortdale. They have 3 sons, Greg, Craig and Grahame and were very close to

*"It is hard to forget someone who gave us so much to remember"–*

*A quote from the funeral booklet for Maurice, (or 'Morrie' to his friends) and so fitting for a life well lived.*

their extended family. Maurice's sister, Gwenda says, "the part we loved the most was his interest in ALL our children as they arrived and grew up. He never failed to ask how they were and encouraged them to enjoy a sport. He, like all our family, loved the interaction between all the generations as we continued over these many decades to get together at picnics and special family events and gatherings. He will be delighted to know we will ensure this Ross family tradition continues".

Maurice, Pat, their children and extended family & many friends carried on the tradition of all holidaying together, mainly at Manyana Beach. Holidays were filled with fishing, kite flying (he built his own) and even kite-fishing? Well, the theory was there! Greg says he made them all lie in the sun till they were red-raw. Getting a good tan was healthy back then! The kids lined up for cricket ball catching drills with sand soaked six stitchers toughening up their hands and rode Coolite surfboards in the shore dumps.

Maurice never played sport himself but dedicated a great deal of his time to the management of his 2 great passions, rugby league and cricket. He and his friends formed the Penshurst West Youth Club in 1965 and the club is still a strong and healthy organisation today. He was also involved in Penshurst RSL and the Oatley RSL Club. He is also a life member of the Georges River District Cricket Association.

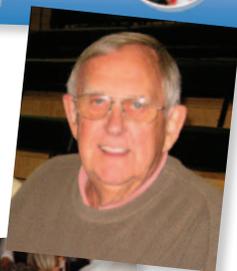
Marice struggled with cancer and became an ostomate in 1975. He naturally became heavily involved with his association - then Colostomy Association of NSW, now NSW Stoma Ltd and was Vice-president for many years. We are all better off now because of his hard work. Stomal Therapy nurse, Heather Hill, knew him well: "In my opinion there are not enough people like Maurice in the world. He CARED. He was amazingly hardworking and warm. Maurice and I became friends at the Education days we attended, and I could see that his cheerfulness and willingness to assist in any way was very much appreciated. What a stalwart volunteer he was."

Maurice's son, Craig, talked of his own battle with cancer saying "dad quietly said to me: 'remain positive. You have a young family. Show strength. Get it cut out & move on'. I turn myself back to a 12 year old when dad underwent major cancer surgery and came out of it. It never impacted on anyone else ... he got up every morning at 5am and irrigated, never disrupting anyone. This was the sort of independence I grew up with. What a role model."

Craig spoke of the care, love and devotion Maurice showed to Pat in the early stages of her dementia, keeping her at home until his health and Pat's circumstances changed. A story of true grit and determination. He visited her every day until his own health prevented it.

The last word goes to his youngest son, Grahame: "Dad was larger than life and was a great husband to mum, father to us boys and an even greater grandfather and great grandfather. I won't really miss him. How do you miss someone that is part of you for the rest of your own life."

*Vale Morrie.*



# Helping student nurses develop empathy...

I was honoured to be asked by Dr Tamara Power, (*Senior Lecturer in Chronic Conditions at the University of Sydney*), to have some input (as an ostomate) into a study she was leading to help develop empathy in student nurses toward ostomates.

I believe it is important that we, as ostomates, develop a relationship with our health professionals in helping them understand the physical and emotional impact of having a stoma, whether it is permanent or not.

Of course, **our stoma therapy nurses are on top of this, they are dealing with ostomates daily** but often our GPs, community nurses, ward nurses and other health workers have had little experience of dealing with people with stomas.

I have found that I personally have helped educate health professionals with just being their patient, perhaps you have as well. Studies such as the one Dr Power organised are important as they can give a small glimmer of understanding to student nurses and as they continue their education, they hopefully will be able to support us in a more positive way in their future careers.

Dr Tamara Power has shared the following information on the study and inserted a link to the full paper below. It is good to know that such studies are often happening behind the scenes, and we would love any feedback from you.

If you would like to comment, feel free to send to:

Myself:

[Carol.Quast@nswstoma.org.au](mailto:Carol.Quast@nswstoma.org.au)

And cc to Dr Power

[Tamara.Power@sydney.edu.au](mailto:Tamara.Power@sydney.edu.au)

From Dr Tamara Power:

At the Sydney Nursing School, in collaboration with colleagues at Curtin University in Western Australia, Stomal CNCs and a consumer representative, we developed a point-of-view simulation for nursing students. Students drew an ileostomy stoma on their abdomen, and wore an ostomy bag containing simulated faeces (chocolate custard) that contained a substance that caused the bag to swell up with gas. The gas meant they had to periodically engage with the ostomy appliance to release the gas. After 48 hours, students removed the bag and wrote a reflection comparing their own experience to that of ostomates drawing on qualitative literature. One of the criteria was recognising the limits of the simulation.

This activity was intended to develop nursing student's empathy for, and insight into ostomates' experiences. We conducted a pre and post survey that demonstrated a significant increase in students' empathy. We also have ethical approval to analyse students' reflections. As a research group, we were determined to ensure that this activity was undertaken in a respectful manner. The publication below formed our approach. We would gratefully welcome any feedback from the ostomate community.

With my best wishes,

**Doctor Tamara Power**

Article in Nurse Education Today (NET):

Authors (2024): Power, T., Sheehy, L., Lucas, C., Bosco, A., Wang, B., Gavegan, F.L.,

Quast, C. (**NSW Stoma**) & Patton, V. (2024).

Avoiding controversy: Considerations for point-of-view nursing simulations.

# and understanding for people with stomas

Nurse Education Today vol. 37. 106166.

DOI: 10.1016/j.nedt.2024.106166

Abstract

Point-of-view simulations involve participants engaging in simulation to experience what it might be like to live with a health condition or disability. These types of simulations have been used frequently in nurse education as a valuable pedagogical tool, as research has shown that student engagement with point-of-view simulations increases

student empathy. However, point-of-view simulations have also been problematised by disability community members and scholars researching in the disability space, as ableist and culturally unsafe. This manuscript explores recommendations for, and criticisms of, point-of-view simulations and offers considerations to address these concerns.

The full paper can be read at: <https://doi.org/10.1016/j.nedt.2024.106166>



The United Ostomy Associations  
of NSW present



## Stomal Therapy Education Day Ballina

An opportunity for ostomates to support and care about each other



### Who should attend:

- Family, friends, health professionals and interested members of the public
- Anyone with a colostomy, ileostomy, Urostomy or other external pouch

### Itinerary:

- **10.00 am** - Meet & Chat with supplier company representatives
- **11.00 am** - Official Welcome, Associations & Stoma Scheme Updates
- **11.30 am** - A member's perspective
- **12.00 pm** - Talks by Health Professionals: Hernias
- **12.30 pm** - A lunch will be provided (fingerfood)
- **1.30 pm** - Talks by health professionals: types of stomas, choosing accessories
- **2.30 pm** - Q&A Session including guest & local Stomal Therapists
- **3.30 pm** - Close



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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. ©2023 Convatec Inc. All trademarks are the property of their respective owners. AP-64644-AUS-ENG-v2 O640 October 2023

# Amy Davidson's Story

**A**my is from the UK and follows us on Instagram. She has generously sent us her story to publish.

I first had my ileostomy formed because my large intestine couldn't function on its own. I had symptoms most in line with Hirschsprung's disease (which is a condition where the nerves in the large intestine don't work) from 4 months old, which continually got worse as I got older, however I have never actually received any diagnosis. I was tested for every condition the doctors could think of, I was referred from professional to professional, and undertook a combination of behavioural, medical and nutritional investigations and treatments. Nothing was successful. My symptoms were labeled as being 'Idiopathic Chronic Constipation' because health professionals couldn't work out what was wrong with me or why.

Growing up was very difficult. I stopped being seen by healthcare professionals regularly at around the age of 6 or 7 when I became more responsible of going to the toilet without any input or support from my parents.



My body was in a very unhealthy 'cycle' from this age onwards. I would go between 4 and 8 weeks without opening my bowels. And for 1 to 2 weeks following this I would have constant faecal overflow. This cycle would cause sickness, abdominal pain, intestinal spasms, major abdominal bloating that made me look like I was pregnant and feeling constantly exhausted. In my earlier years of secondary school, I was bullied for 'smelling' when I couldn't keep on top of my symptoms. In 2015, when I was 17 years old, I couldn't cope anymore and I went back to the doctors to ask for help.

As I got older, my condition worsened, and seeped into every area of my life. I struggled mentally more and more. I thought I was going to have to give up my job as a care assistant in a nursing home and the work I do with charities in Africa. As such, multiple times between the ages of 18 and 20, I wondered whether I really wanted to live anymore.

In early 2018 I was referred to a colorectal consultant. He ran a transit study which showed that my digestion was completely fine until it reached the large intestine,

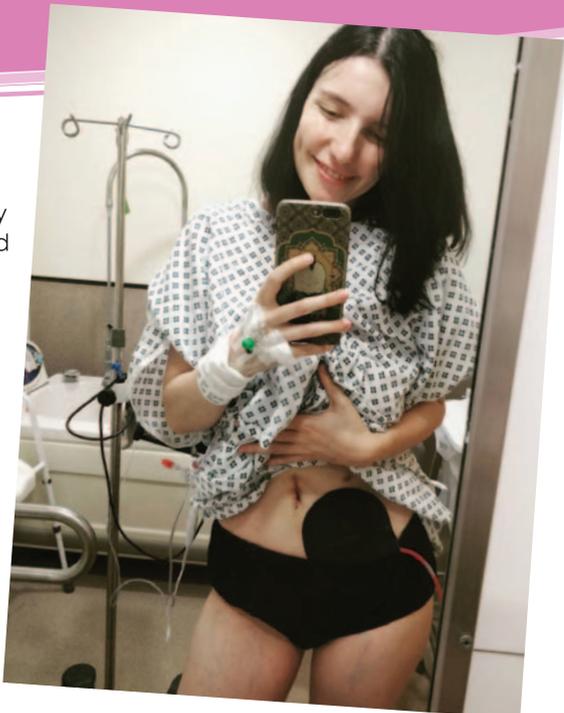


at which point it almost completely stopped due to lack of muscle movement, my bowel being massively distended after years of damage, and multiple areas of impaction.

From here I had 3 major surgeries. The 1st, in 2018, to remove  $\frac{3}{4}$  of my large intestine. The 2nd, in 2019, to create my loop ileostomy. Then, in 2020, to remove the remain  $\frac{1}{4}$  of my bowel, and to make my loop ileostomy into a permanent one.

The removal of my large bowel and creation of my stoma completely eliminated all of my symptoms. To say I was overjoyed is a massive understatement. And honestly, that novelty still hasn't worn off for me.

I hear a lot of people talk about how their stomas gave them their lives back, but as someone who has had their condition since they were a baby, I had never experienced life without being severely unwell. I think that my curse and my saving grace throughout my life was that my body adapted around my illness as I got older and therefore I was normally able to have some sort of functionality. My stoma gave me the freedom I had never had. And, more importantly, the ability to use that freedom as a way to help others. I now work as an assistant continence practitioner in a specialist NHS bladder and bowel care clinic, and volunteer with several charities who work in Africa. I have an amazing and supportive family and lots of wonderful friends, all of whom mean the world to me. I'm a very lucky woman!



# Stoma Therapy Nurse Scholarship 2023 Winners

NSW Stoma provides scholarships to eligible registered nurses in NSW to encourage them to study Stomal Therapy. By increasing the number of trained Stomal Therapy Nurses (STN) in NSW we hope to improve access to this vital service for all our members regardless of where they live.

The generosity of the Penn Foundation and all members who donate to us enables us to provide this scholarship. In 2023 we awarded 3 scholarships of \$7,500 each.

## The winners are:

### Kelly Napier

works as a community nurse in and around Leeton, with the nearest Stomal Therapy Nurse more than 150 kms away in Wagga Wagga. When she has finished her training, Kelly intends to seek employment as a Wound & Stomal Therapy specialist to provide this much needed service



to her local community and surrounds. Kelly is a passionate advocate for her patients and was recommended for her diligence, emotional maturity and the astuteness she applies to her work.



### Renee Chandler

is from Wellington, NSW and has been a registered nurse since 2003. She works as a Clinical Nurse Educator at Dubbo Health Service and is



currently undertaking a secondment as Acting Wound & Stoma Nurse. Dubbo lost their only Stomal Therapy Nurse last year and the closest service is at Orange or Bathurst. Dubbo provides health services to a huge area with many clients living more than 300km away. NSW Stoma is grateful to Renee for undertaking this study and were proud and grateful to be able to offer her a scholarship to undertake this training.

**Mandy Ng** has worked as Clinical Nurse Specialist in the Colorectal ward at Bankstown-Lidcombe Hospital for the last 7 years. She has consistently demonstrated exceptional knowledge and skills when providing care for her patients and her clinical skills are distinguished from her colleagues by her thoroughness and her caring, compassionate attitude. She is adored by her patients and colleagues alike. She was nominated by her nursing unit manager for this program as part of their succession planning.

NSW Stoma is proud to offer each of these worthy candidates a scholarship and we look forward to them providing their vital services to our members in the future.





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# There is no age barrier to living your best life

A story about Josipa Triva and her life with a stoma at 105 years of age



Lesley Jack & Josipa Triva

Today, I had the incredible privilege of meeting the extraordinary duo, Josipa Triva, and her trusted confident Milena, who generously interpreted Josipa's Serbian words into English so that I could interview Josipa and hear about her life with a stoma at 105 years of age!

Josipa was born in Croatia in 1918, the youngest of 7 children, and has lived in Serbia, Yugoslavia, and Germany before moving to Australia.

On the 5th of January 2024, while living alone, Josipa called an ambulance for an investigation into her long-term constipation issues, which started in her 50s after hurting her abdomen while working on railways in Croatia. She was transferred to Blacktown Hospital and underwent Surgery for an obstructive tumor in her Sigmoid Colon.

Her Stomal Therapy Nurse was (and still is) Lesley Jack - Lesley was amazed by Josipa, a strong, intelligent woman who expertly oversaw her stoma care. Josipa quickly navigated her new world of living with a stoma.

Josipa said she loved watching what people did and then copied it. Over the years she has worked with engines, train maintenance, shoe making and repairs, washing machine repairs, housekeeping, and sewing.

Her house was as neat as a pin, and if she wished to wear something new would run up clothes on her sewing machine! She even ran a restaurant in Redfern.

When I asked her what she thought about the Coloplast Bag she showed me how it was so easy to remove the backing paper, how the hole fitted snugly over her stoma and the adhesive was easy to bend for correct positioning.

Originally, she was using a flat base plate, however, due to recent weight loss she is now using the soft convexity and has not experienced leakage or skin irritation since. When I asked her what her secret to a long life is, Josipa put it down to planning, always putting in 100%, and being open to learning new things. Never be idle!

Coloplast would also like to thank Lesley Jack - STN who alerted me to Josipa and who made this visit a reality, and Bernadette Burrell, Coloplast Territory Manager who interviewed Josipa to help share her story.

# It's not normal to suffer with leakage

Any output that touches the skin around the stoma is leakage



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# DONATIONS

A huge thank you to all our members and supporters for your generosity, without which we would not be able to offer additional services, such as our Stomal Therapy Clinic, STN Scholarship, Zoom member meetings and more.

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. Thank you for making that possible.

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.

The names of those of you who have given us permission are listed below and include donors from 1st October 2023 to 31st March 2024:

Donations to NSW Stoma Ltd are tax deductible.

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Matt Lalor &  
 Jasmine Mavin ▶

◀ Nich  
 Bergh

Staff &  
 Volunteer  
 Xmas Party ▶



# THE NATIONAL PUBLIC TOILET MAP

A Project of the National Continence Program (NCP)

[www.toiletmap.gov.au](http://www.toiletmap.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.

## The National Public Toilet Map is also available on:-

- Any mobile phone with an Internet browser. Go to [m.toiletmap.gov.au](http://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.



# Do you have a spinal cord injury and a stoma?

Join our peer network.

We are inviting participants to join our new peer network to offer advice and valuable information to others with SCI considering a colostomy as an option for bowel management.

This new initiative is being led by Rita Cusmiani, Clinical Nurse Consultant for Spinal Injuries at Sargood on Collaroy. Sargood is a world class resort for people living with spinal cord injury, providing short term accommodation, respite, and accessible holidays.

It offers a great place for mentoring, education and linking peers together with guests visiting from all over NSW and Australia.

Part of Rita's role at Sargood includes consulting with guests and care givers who may be having issues with their neurogenic bowel routine. She writes:

For someone with SCI, the importance of appropriate bowel care to physical and psychological health, dignity and quality of life is well supported in the literature. Increased longevity among people with SCI has resulted in chronic problems becoming a significant source of disability and altering their quality of life.

A colostomy formation has traditionally been left as a 'last resort' option when conservative measures have failed, but for many, a stoma may be a more effective method of improving bowel dysfunction and enable them to gain control and independence over this aspect of their lives.



We have had over 800 guests at Sargood and increasingly I have met and cared for people living with SCI who have a stoma, who articulate that this was the 'best thing they had done' and wished they had 'done it sooner'.

Many of the people that I speak to would benefit from considering a colostomy as an option of bowel management. Whilst they listen and accept my thoughts and recommendations, they all say they would like to speak to another person living with SCI, who has a colostomy and hear their story, see what it looks like, how do they manage it, what was the pre-op and post op care and other questions.

To help facilitate this, we are looking to establish a peer network of people living with SCI in NSW, who have a colostomy, and would be interested in being available to chat to a person who is considering or has been recommended a colostomy. Due to the physical barriers and the size of NSW, it would be beneficial to link people together by location.

If you are interested in becoming part of this invaluable peer network, please email Rita on [Rita.Cusmiani@sargoodoncollaroy.com.au](mailto:Rita.Cusmiani@sargoodoncollaroy.com.au) for more information or respond to [OstomyNSWmanager@ostomynsw.org.au](mailto:OstomyNSWmanager@ostomynsw.org.au) and we will seek your permission to connect you with Rita.

Disclaimer: Ostomy NSW is not associated with Sargood on Collaroy and receives no financial benefit. This article is published purely for the interest of connecting members together.

Learn more

[Rita.Cusmiani@sargoodoncollaroy.com.au](mailto:Rita.Cusmiani@sargoodoncollaroy.com.au)



## NSW STOMA LTD. CLINIC

Anne Marie Lyons STN. **Mobile:** 0468 582 951

**Email:** [stomanurse@nswstoma.org.au](mailto: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

Mandy Ng, Fiona Le STN

**Phone:** (02) 9722 7196

### 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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86 Kareena Road, Caringbah NSW 2229

Kelly Taylor RN STN (Mon. and Fri.)

**Phone:** (02) 9717 0219

### LIVERPOOL, CAMPBELLTOWN AND CAMDEN HOSPITALS

Erin Wagner STN **Mobile:** 0419 224 662

Afin Rasul STN **Mobile:** 0417026109

**Email:** [SWSLHD-Liverpool-](mailto:SWSLHD-Liverpool-StomalTherapyService@health.nsw.gov.au)

[StomalTherapyService@health.nsw.gov.au](mailto:StomalTherapyService@health.nsw.gov.au)

### MACQUARIE UNIVERSITY HOSPITAL

Yukiko Sakamoto STN; Colette Craft STN

**Phone:** (02) 98123464

## MATER HOSPITAL

Amanda Kelly **Mobile:** 0401 532 108

**Email:** [Amanda.Kelly1@health.nsw.gov.au](mailto:Amanda.Kelly1@health.nsw.gov.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 7189

**Email:** [nothabo.ndiweni@healthscope.com.au](mailto: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)

**Email:** [Naomi.Houston@health.nsw.gov.au](mailto:Naomi.Houston@health.nsw.gov.au)

## NEWCASTLE PRIVATE HOSPITAL

Cecilia King STN

(02) 4941 8741 **Mobile:** 0432057733

**Email:** [cecilia.king@healthscope.com.au](mailto:cecilia.king@healthscope.com.au)

## NORTHERN BEACHES HOSPITAL

Kathryn Bolton STN, Amy Stephenson STN

**Phone:** (02) 9105 5549

## NORTH SHORE PRIVATE

Amy Stephenson **Phone:** (02) 8425 3540

## NORWEST PRIVATE HOSPITAL

**Phone:** (02) 8882 8882

Kieren Zaballa STN

**Email:** [kieren.rocillo@healthscope.com.au](mailto:kieren.rocillo@healthscope.com.au)

## PRINCE OF WALES HOSPITAL

Lisa Graaf STN (02)9382 2222 page 44403

Michael Breeze STN (02)9382 2222 page 44220

**Office:** (02) 93823869

## 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 STN, Amanda Kelly

**Phone:** (02) 9463 2824 (pager 41244)

## 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](mailto:SLHD-RPASTomalTherapy@health.nsw.gov.au)

Colleen Mendes CNC; Maria Bongat CNC



## 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

**Email:** [Daniela.Levido@health.nsw.gov.au](mailto:Daniela.Levido@health.nsw.gov.au)

Anne Mamo CNS, Deborah Dutchak CNS

Melanie Perez

## STRATHFIELD PRIVATE HOSPITAL

Jaisy Joby **Phone:** (02) 9745 7444

## ST VINCENT'S PRIVATE HOSPITAL

Marnie Simpson; Louise Gallagher

**Phone:** (02) 8382 7010

## ST VINCENT'S PUBLIC HOSPITAL

Mark Murtagh CNC **Phone:** (02) 8382 2671 or

(02) 8382 1111 (pager 6158)

## SUTHERLAND HOSPITAL

Melissa Lampard CNC (Mon. to Thu, 8am-4pm)

**Phone:** (02) 9540 7111 (pager 473)

## SYDNEY ADVENTIST HOSPITAL

**Email:** [StomalTherapy@sah.org.au](mailto:StomalTherapy@sah.org.au)

Kerrie Whitson CNC STN, Michelle Scoble STN

Jessica Ratcliff STN **Phone:** (02) 9480 4972

## WESTMEAD CHILDREN'S HOSPITAL

Charmaine Richards CNC Stomal Therapy/

Wound Management

**Phone:** (02) 9845 2158

**Email:** [Charmaine.Richards@health.nsw.gov.au](mailto:Charmaine.Richards@health.nsw.gov.au)

## WESTMEAD HOSPITAL

Fiona (Lee) Gavegan CNC

(02)8890 5555 (page 27904)

**Mobile:** 0409 962 111

**Email:** [Fiona.Gavegan@health.nsw.gov.au](mailto:Fiona.Gavegan@health.nsw.gov.au)

Karen Shedden CNC

**Phone:** (02) 8890 5555 (page 22888)

**Mobile:** 0427 127 795

**Email:** [Karen.Shedden@health.nsw.gov.au](mailto:Karen.Shedden@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)

**Phone:** (02) 4474 2666

**Email:** [trena.Oshea@health.nsw.gov.au](mailto:trena.Oshea@health.nsw.gov.au)

Servicing Monaro, South Coast & Southern Tablelands.

## NOWRA COMMUNITY HEALTH CENTRE

5 – 7 Lawrence Ave, Nowra 2541

Stomal Therapy Clinic: Mondays by appt.

**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

Rachel Browbank & Samantha Lawrie CNS

**Mobile:** 0414 421 021

**Email:** [ISLHD-Stomaltherapy-NIHG-SIHG@health.gov.au](mailto:ISLHD-Stomaltherapy-NIHG-SIHG@health.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

**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:** [stomaltherapy@calvarymater.org.au](mailto:stomaltherapy@calvarymater.org.au)

Deb Smith; Kellie-Anne Russell

**Phone:** (02) 4014 3810

### JOHN HUNTER HOSPITAL

**Phone:** (02) 4921 3000

**Email:** [HNELHD-JHHStomal@hnehealth.nsw.gov.au](mailto:HNELHD-JHHStomal@hnehealth.nsw.gov.au)

Jenny O'Donnell CNC; Karen Cole STN

Mitchell Eddington (casual)

### JOHN HUNTER HOSPITAL STOMAL THERAPY

### OUTREACH CLINICS

Outreach clinics are held in the following

locations on the dates listed. To make an

appointment please phone John Hunter

Hospital Switch: 49213000 and page: 36206

**Email:** [HNELHD-JHHStomal@hnehealth.nsw.gov.au](mailto:HNELHD-JHHStomal@hnehealth.nsw.gov.au)

Bookings are required

**Singleton Hospital; Muswellbrook Hospital;**

**Tomaree Community Hospital.**

### HUNTER VALLEY PRIVATE HOSPITAL

Alison Lincoln STN; **Phone:** (02) 4944 3777

**Email:** [alison.lincoln@healthecare.com.au](mailto:alison.lincoln@healthecare.com.au)

### LAKE MACQUARIE PRIVATE HOSPITAL

Rachel Wiley (Mon. to Thu.)

**Phone:** (02) 4947 5362

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## LINGARD PRIVATE HOSPITAL

Alison Lincoln STN

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

**Email:** [alison.lincoln@healthecare.com.au](mailto:alison.lincoln@healthecare.com.au)

## MAITLAND PUBLIC HOSPITAL

**Phone:** (02) 4936 5507

Annika Leyshon; Remedios Wilson STN

**Email:** [remedios.wilson@health.nsw.gov.au](mailto:remedios.wilson@health.nsw.gov.au)

**Phone:** (02) 4939 2000

## MAITLAND PRIVATE HOSPITAL

Anita Moynihan **Phone:** (02) 4931 2304

## NEWCASTLE PRIVATE HOSPITAL

Cecilia King STN

**Phone:** (02) 4941 8741 **Mobile:** 0432057733

**Email:** [Cecilia.King@healthscope.com.au](mailto:Cecilia.King@healthscope.com.au)

## NORTH COAST

### COFFS HARBOUR COMMUNITY NURSING HEALTH CAMPUS

Mandy Hawkins CNC, STN/Continence

Holly Ravenscroft **Phone:** (02) 6656 7820

Alyssa Higoe **Phone:** (02) 6656 5467

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

### GRAFTON BASE HOSPITAL

Jane Kulas STN CNS; **Phone:** (02) 6640 2222

### GRAFTON COMMUNITY HEALTH

Jane Kulas STN CNS; **Phone:** (02) 6641 8200

### LISMORE BASE HOSPITAL

**Phone:** (02) 6620 2850 or (02) 6621 3252

Ed Cooke STN

Outpatient service also available on Tuesday and Friday

### LISMORE COMMUNITY HEALTH

Jane Kulas STN CNS

29 Molesworth Street, Lismore.

**Phone:** (02) 6620 2097; **Fax:** (02) 6620 2963

### MACLEAN DISTRICT HOSPITAL AND

### COMMUNITY HEALTH

Jane Kulas STN CNS

### MANNING HOSPITAL (TAREE)

**Phone:** (02) 6592 9469

Karla MacTaggart STN (Mon. and Tue.)

**Mobile:** 0419 859 281

Jordan Chapman (Wed. to Fri.)

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

### PORT MACQUARIE BASE HOSPITAL

Jean McCarroll STN (Mon. and Wed.)

**Mobile:** 0427 795 765; **Phone:** (02) 5524 2439

**Email:** [Jeanie.McCarroll@health.nsw.gov.au](mailto:Jeanie.McCarroll@health.nsw.gov.au)

### PORT MACQUARIE AND KEMPSEY COMMUNITY HEALTH CENTRES

Maria Emerton-Bell STN CNC – (02) 6561 2790

Serving towns and communities between

Laurieton, Port Macquarie, Kempsey,

Wauchope, South West Rocks and Stuarts Point.

### ST VINCENT'S PRIVATE HOSPITAL (LISMORE)

Tracey Eason

**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](mailto: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@alburysurgical.com.au](mailto:gerardine@alburysurgical.com.au)

### BATHURST HEALTH SERVICE

Louise Linke NP STN

**Phone:** (02) 6330 5676; **Fax:** (02) 6330 5742

**Email:** [louise.linke@health.nsw.gov.au](mailto:louise.linke@health.nsw.gov.au)

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

### BROKEN HILL BASE HOSPITAL

Shirley Victory (resources person only)

**Phone:** (08) 8080 1642



## DUBBO BASE HOSPITAL

Renee Chandler

**Phone:** (02) 6809 6000 **Mobile:** 0408769873

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

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

## GRIFFITH COMMUNITY HEALTH

Raye Martin STN; **Phone:** (02) 6922 9903

**Email:** [raye.martin@gsahs.health.nsw.gov.au](mailto:raye.martin@gsahs.health.nsw.gov.au)

## ORANGE HEALTH SERVICES

Joe Webster STN **Phone:** (02) 6369 7455

**Email:** [Joseph.Webster@health.nsw.gov.au](mailto: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

## WAGGA WAGGA RURAL REFERRAL HOSPITAL

Karrinda Kenny **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

### ACT COMMUNITY HEALTH CARE

Olivia Dyriw CNC **Phone:** (02) 51249977

### CANBERRA HEALTH SERVICES

Anju Mamachan STN.

**Phone:** (02) 51242222 (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.



## 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](mailto:volunteer@nswstoma.org.au) and we will send it to you.



*Robert Anderton, who volunteers every Monday and works in our reception area. 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](mailto:info@nswstoma.org.au)

For current information on support groups please go to: <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** (except January). 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, the Stoma Appliance Scheme and loads of information to assist and support ostomates.

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** or [support@sah.org.au](mailto: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](http://www.ostomingle.com)  
email: [ostomingle@gmail.com](mailto:ostomingle@gmail.com)



# NSW OSTOMY SUPPORT GROUPS

## BEAT BLADDER CANCER

National support group for bladder cancer patients/carers from all across Australia.

All welcome. Register at <https://www.beatbladdercanceraustralia.org.au/>

**Where:** Online via zoom

**When:** 7.30pm – 9pm last Tuesday of the month

**Contact:** Adam Lynch **0421 626 016**

## SYDNEY METROPOLITAN AREA

### BANKSTOWN – LIDCOMBE AREA

**Where:** Revesby Workers Club

**When:** 10 am-12noon, Wednesday 13th March, 12th June, 11th Sept, 11th Dec 2024

**Contact:** Your Stomal Therapy Nurse or Carolyn Nichols on **0419 335 046** or [carolyn.nichols@dansac.com.au](mailto:carolyn.nichols@dansac.com.au)

for further information

Please RSVP for catering purposes

### 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 AND CAMPBELLTOWN AREA

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

**When:** Thursday 1.30pm – 3pm 15<sup>th</sup> Feb, 18<sup>th</sup> April, 20<sup>th</sup> June, 22<sup>nd</sup> Aug, 24<sup>th</sup> Oct, 5<sup>th</sup> Dec 2024

**Contact:** Erin Wagner - **0419 224 662**

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](mailto: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:** Check with the group organisers for advice on scheduled meetings.

**Contact:** Naomi Houston (Stomal Therapist) on (02) 4734 1245 email: [Naomi.Houston@health.nsw.gov.au](mailto:Naomi.Houston@health.nsw.gov.au)

## RAMSGATE

The 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 Thursday 7<sup>th</sup> March, 13<sup>th</sup> June, 12<sup>th</sup> Sept, 5<sup>th</sup> Dec 2024

**Contact:** Your Stomal Therapy Nurse

Everyone is welcome. Car parking available. Tea, coffee & finger food provided. RSVP for catering purposes

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## NORTH COAST REGION

### TWEED / BYRON AREA

Ostomates, family and friends are 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](mailto:Lisa.Clare@health.nsw.gov.au)

Kate Rycroft 0432 251 703

or email: [rycrofkate@gmail.com](mailto: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

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

**Contact:** Marie Taylor (02) 6686 7248

### CLARENCE VALLEY OSTOMY SUPPORT GROUP

All Ostomates and friends are welcome to attend meetings

**Where:** Aruma, 175 Queen St, Grafton

**When:** Bi-monthly – 2<sup>nd</sup> Tuesday of the month

**Contact:** Gary Tobin Ph: 0400 675 277

### 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:** 4<sup>th</sup> Thursday of every 2<sup>nd</sup> month. Check with the group organisers for advice on scheduled meetings.

Contact: Mandy Hawkins STN:

(02) 66567804 or email:

[Mandy.Hawkins@health.nsw.gov.au](mailto: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:** Venue TBA

**When:** 10.30-12pm approx. 1<sup>st</sup> Wednesday of every 2<sup>nd</sup> month

**Contact:** Karla MacTaggart STN (02) 6592 9169

## NEWCASTLE REGION

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

**Where:** Bowral Bowling Club, 40 Shepherd Street, Bowral

**When:** 11am – 12pm Tuesday 5<sup>th</sup> Mar, 4<sup>th</sup> June, 3<sup>rd</sup> Sept, 3<sup>rd</sup> Dec 2024

**Contacts:** Erin Wagner Stomal Therapists, Liverpool Hospital (02) 8738 4308

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

RSVP for catering purposes



# NSW OSTOMY SUPPORT GROUPS

## EUROBODALLA

All from the NSW South Coast region are welcome.

**Where:** Moruya Hospital, River St, Moruya

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

**Contact:** Trena OShea **(02) 4474 2666**

## ILLAWARRA

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

**When:** 10am-12pm, Wednesday, 14th Feb, 10th April, 12th June, 14th Aug, 11th Dec (Xmas lunch – venue TBA)

**Contacts:** Helen Richards CNC STN Wollongong Private Hospital

**(02) 4286 1109**

**richardsh@ramsayhealth.com.au**

Julia Kittscha CNC STN Wollongong Hospital mob: **0414 421 021**

**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, 2<sup>nd</sup> Floor, City Health Building, 1 Moore St Canberra

**When:** 10am-12pm, Tuesday Check with group organisers for advice on scheduled meetings

**Contact:** Your Stomal Therapy Nurse

## WESTERN NSW REGION

### BATHURST

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

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**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. 2pm-3pm

**Contact:** check with Dubbo Health service

## GOULBURN

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

**When:** 10am – 12pm Wednesday 8<sup>th</sup> May, 7<sup>th</sup> August, 6<sup>th</sup> November 2024

**Contact:** Mariam Elfoul (Coloplast) on **0400 921 901** or email: **aumael@coloplast.com**

Everyone is welcome. Plenty of car parking. Tea/coffee & finger food provided. RSVP for catering purposes.

## 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**

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Email: [info@nswstoma.org.au](mailto:info@nswstoma.org.au)

[www.nswstoma.org.au](http://www.nswstoma.org.au)