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HOURS OF BUSINESS

MONDAY	9:00am to 4:00pm
TUESDAY	9:00am to 4:00pm
WEDNESDAY	9:00am to 4:00pm
THURSDAY	9:00am to 4:00pm
FRIDAY	9:00am to 2:00pm

Except on public holidays

Ordered items may be picked up over the counter within these business hours.



DIRECTORS

CHAIRPERSON	Carol Quast
SECRETARY	Ken Batten
TREASURER & PUBLIC OFFICER	Allen Nash
OTHER DIRECTORS	Sallyanne Lerota Andrea Cross Peter De Luca Ian Murray Eugene Tomczyk

NSW STOMA LIMITED

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Postal Address	P.O. Box 164 Camperdown, 1450
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Fax	02 9565 4317
Email	info@NSWstoma.org.au
Web	NSWstoma.org.au

Members are not obliged to reply to any advertisement or insert printed in this Journal if they do not wish to disclose their address or phone number.

Advertisements in this Journal are published as submitted by advertisers. The publisher has not checked the veracity of the advertisements and accepts no responsibility for their content.

The publisher specifically disclaims all responsibility and liability for any material contained in this Journal and in particular any material that may breach any confidentiality or privacy or may be regarded as defamatory. Such liability will be assumed by the relevant author of the material.

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.

NOTICE BOARD

CHRISTMAS / NEW YEAR ORDERS

Our office will be closed for orders from Christmas Day to Friday 3 January inclusive.

Normal operations will resume at 8.00am on Monday 6 January.

Monday	23 December	Open
Tuesday	24 December	Close at 12pm
Wednesday	25 December	Closed
Thursday	26 December	Closed
Friday	27 December	Closed
Monday	30 December	Closed
Tuesday	31 December	Closed
Wednesday	1 January	Closed
Thursday	2 January	Closed
Friday	3 January	Closed
Monday	6 January	Open



NEW WEBSITE ADDRESS

Our website address has changed to www.nswstoma.org.au

ORDER PICK UP TIMES

Ordered items may be picked up over the counter from our Stanmore premises during our normal business hours.

HOLIDAY ORDERS

Members are entitled to have up to 6 months supply if travelling overseas. Members requiring more than 2 months supply of products will need to supply proof of travel.

MONTHLY ORDERING

Members who have had their stoma for 6 months or longer may order 2 months supply at a time.

If a member has not ordered or has not been supplied under a monthly or 2 monthly ordering cycle they are not entitled to add that supply of products to any subsequent claim.

A MESSAGE FROM THE CHAIRPERSON

What a year we have had. Such affirmative and wonderful changes. It has been a pleasure to be Chairperson and watch the company grow in a fresh and positive direction.

Since our last AGM we have new directors and they have brought many skills and experiences which has been a great benefit for us. We have also appointed a new General Manager who already has proven to be a real asset to the company.

We are in the process of installing new, state of the art, software programs. Our ICT and computer hardware systems are being evaluated. The reception area and warehouse at our Stanmore premises have been refurbished and we are in the process of implementing and updating our policies and setting goals and objectives for NSW Stoma Limited's future strategic direction.

In October 2019 we had 6,000 active members (and this will grow monthly with new members), 8 directors (in a volunteer role) and 11 paid employees.

NSW Stoma's main aim is to provide support for our members:

- Our popular member's journal is back, with many of our members asking for its return. *If you would like to share your story or photos in the journal please email info@nswstoma.org.au.*
- We will be organising a member survey so NSW Stoma Limited will know what is working well and what we can improve upon.
- We are still holding our regional education meetings with ONL for our members to ask questions, meet other ostomates, meet the suppliers and to listen to clinicians' presentations that are relevant to their conditions. This year we held our meetings at Gosford; Coffs Harbour; Tamworth and Blacktown. We will be choosing the 2020 locations early in the new year and we try to rotate the regions on a need basis.
- Anne Marie, our stoma nurse, provides ½ hour surgeries for our members at our Stanmore offices on the 1st, 2nd and 3rd Thursdays in the month from 11am – 1pm. You can book an appointment by phoning the office.
- Keep an eye on our website for any updates and information.
www.nswstoma.org.au

In 2020 we hope implement a volunteer program at NSW Stoma to help us out. Do you have time or skills that might benefit us? Please let us know, you can always contact us at info@nswstoma.com.au

Remember:

We now have updated **Disabled Toilet Cards** available from our office. Please contact the office if you would like one sent to you with your next order of appliances and supplies.

Also remember:

- Orders **cannot be taken over the phone**. Please Fax, Email or Post your order form to the office.
- Orders cannot be processed and despatched unless **members are financial**.
- Please **do not over-order or stockpile**. Order only what you require as not to create expensive wastage.

We are so lucky to have the Stoma Appliance Scheme (S.A.S.) in Australia. Your yearly SAS fee (the amount set by the government) allows you to access many products free on the scheme, all there to help improve your quality of life as an ostomate. In some countries this would cost you many hundreds of dollars each month. We are certainly lucky to be able to access the S.A.S. through our association.

I wish you all the best for the holiday season and a Happy New Year.

Carol Quast

CHAIRPERSON, NSW STOMA LIMITED



NSW Stoma Directors - Ian Murry, Carol Quast and Allen Nash

Introducing our newest board members

Eugene Tomczyk

An ostomate since 2002, I served on our management Committee for nearly 5 years to Dec 2018. Now semi-retired, having run my own business since the 1980s, I have more time to give. Previous experience includes serving on the board of small community club where directors were involved at every level of management.

As a NSW Stoma director I was active in projects relating to office and warehouse improvements and was a delegate at several National Conferences and a representative at several regional information meetings. I was also part of the planning committee for the 2018 annual conference in Sydney.

My aims for NSW Stoma are to improve efficiencies in product delivery and increase support to members by strengthening existing programs and introducing new initiatives; Fostering a co-operative and united board culture and develop a strong governance base with clear policies and procedures.

I am passionate about our organisation and providing support for ostomates. With an awareness of the many possibilities before us, I would like to make a continued contribution to NSW Stoma.

Ken Batten

I joined NSW Stoma in July 2014 following surgery for bladder cancer. An ileal conduit was patched into me and I've been regularly bothering the staff in Stanmore for supplies and advice ever since. I retired in 2018 and moved out of Sydney to the Lake Macquarie area – close to Newcastle. For the previous 16 years I had been a finance broker in residential and commercial finance. I ran my own business for the first few years up until the GFC, after which time I joined with a financial planning company in North Sydney and in more recent years went on to join an accounting practice in Chatswood.

Prior to 2002 I worked in the IT business for 35 years in both government and private enterprise. I worked letting and managing military contracts and installing complex systems in Australia, Malaysia and Hong Kong.

I have a Bachelor of Business (majoring in Accounting), a Master of Business Administration (majoring in operations management) and a Diploma of Financial Services.

I bring to NSW Stoma my expertise in finance and accounting, contracting and general business acumen, and a position on the board affords me the opportunity to give something back to our organisation.

Farewell and Thank You, Michael O'Connell

On 20th September staff and Board members gathered to say farewell to our long-serving board member Michael O'Connell

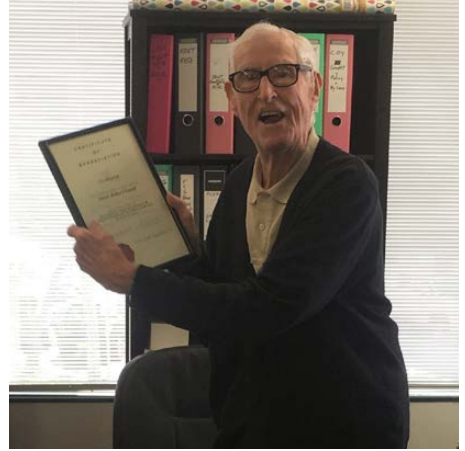
Michael is one of our great supporters. For many years he was on the committee of Colostomy Association of NSW and continued as a director when we changed to NSW Stoma Limited.

Over the years he was the first person to put his hand up if any help was needed.

A real gentleman, now in his 90s, Michael found technology had taken him over and he resigned as director on 20th September but still is a staunch advocate of NSW Stoma.

The directors presented him with a certificate of appreciation. We will miss him.

Thank you, Michael for everything you have done for us.



Michael O'Connell



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A MESSAGE FROM THE GENERAL MANAGER

I'm so pleased to be able to introduce myself to you as the new General Manager of NSW Stoma Ltd.

My previous role was also for a charity but the very different world of community legal centres. I have a lot to learn about the ostomate world, but so far, I have found it filled with the nicest and most inspirational people. I know I am going to love my time here and I hope I can make a difference to our members.

I was fortunate to join just in time to attend the Great Comebacks dinner celebrating ostomates and Stomal Therapy Nurses incredible journeys. It was such a privilege to hear so many inspiring stories.

I was also able to attend the National Conference in Perth as an observer. This has given me a terrific overview of how all the organisations work together to create the best outcomes for our members. It also gave me an opportunity to meet many of the wonderful people from other Ostomy Associations all around Australia and their assistance in helping me come to grips with the Stoma Appliance Scheme has been invaluable.

I recently attended an education and information day for you, our members, at Blacktown Workers Club. This was run in partnership with Ostomy NSW Ltd. Feedback from those who attended was overwhelmingly positive, so I hope all our members get the opportunity to attend one of these at some time. For me it was a great opportunity to meet some of our members and hear about some of the challenges you all face.

We are working hard to develop and implement a new warehouse management system which will help us manage our inventory and ordering processes. This will create efficiencies and enable us to serve our members better. We are currently testing stage 1 of the new system and expect to roll it out in January 2020 closely followed by Stage 2 in Feb/Mar 2020. This will provide us with a fully integrated warehouse management system, ordering process and financial package.

With over 6,000 members and over 4,000 orders per month we can process between 150 and 250 orders per day. All this with less than 10 FTE staff. Many of our staff have been here for over 10 years and it's a privilege to lead such a dedicated and capable team.

It's an exciting time at NSW Stoma and I look forward to getting to know many of you at our AGM and regional meetings.

Mary Egan

GENERAL MANAGER, NSW STOMA LTD

Failte Mo Chairde (Hello my friends)



Anne Marie Lyons STN
NSW STOMA LIMITED

Phone: 1300 OSTOMY
or 02 9565 4315

It's been a while since I wrote.

As you may be aware the board have increased my hours from every 2nd Thursday to the 1st three Thursdays of each month as we found the demand was there.

Looking back over my bookings I note one of the most common reasons for appointments have been for leakage.

There are different forms of leakage and many different reasons for leakage .

For example a leakage where the bag completely bursts and soils your clothes or a leakage where there is no visible signs except your skin underneath your pouch is itchy and sore, when you remove your pouch you will note on checking the back of the pouch you will see where it has undermined and your skin is reddened and sometimes raw.

A lot of my clients felt that the 2nd form of leakage was normal and something they had to put up with.

Let me assure you it is not normal and it can most of the time be easily fixed.

One of the most common causes of leakage is weight gain or weight loss.

Others include hernia, allergy to your product, poor adhesion of pouch, hot humid weather, and increase or decrease in stoma size.

There are many different products out there and many accessories to help alleviate this problem.

One of our jobs as Stomal therapists is to keep your stoma management simple using accessories only if a problem arises.

If you are having either of these problems please make an appointment to see your stomal therapist, alternatively make an appointment to see me, please do not put up with it.

Again I am here to help you with any stoma issues you are having.

My last United Ostomy meeting was in Blacktown Friday 8th November and it was a very well attended meeting with both client and health professionals leaving with more knowledge than they arrived with, therefore a great success.

It is a wonderful opportunity for clients and their partners/carer/friend to catch up with the company representatives and discuss latest products and receive samples to trial if they so need. It is also an opportunity to understand how the associations function, product stock, finances and how they are handled.

My friend /client Paula Garrod spoke beautifully from the patient's perspective and her journey with a stoma, where she highlighted the importance of a positive attitude to help you through the trials and tribulations of living with a stoma. Thank you sincerely Paula.

We had my friend Lee Gavagan STN/CNC from Westmead hospital give a wonderful talk on types of hernias, signs and symptoms, and management, again thank you Lee for taking time out of your very busy schedule.

Question and answer time in the afternoon is always successful where we offer advice on various stoma problems and we receive many problem solving advice from our audience, thank you.

Thank you to our ever faithful Heather Hill AM (retired STN) and Naomi Houston STN/ CNC Nepean Hospital for assisting with the Q and A it was most appreciated.

Finally, it is a chance to meet the managers of both associations and some directors and discuss any concerns you may have.

All in all it is well worth attending.

Our next United Ostomy meeting is to be arranged.

Until we chat again wishing you all a truly wonderful and blessed Christmas.

Slan agus beannacht (bye and blessings).

Anne Marie



NSW Stoma staff at the Great Comebacks dinner September 2019
Dianne Habib, Cindy Jin, Talei Vakalutugone, Fiona Lau

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Coloplast is proud to partner with Crohn's & Colitis Australia to give YOU the opportunity to win the ultimate Travel with Confidence Prize.

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Crohn's & Colitis Australia (CCA) are the peak national body representing more than 85,000 Australians living with Crohn's disease and ulcerative colitis. CCA is dedicated to creating a future where no-one lives with or suffers from inflammatory bowel diseases, Crohn's disease and ulcerative colitis for which there is currently no cure.

Visit www.crohnsandcolitis.com.au to learn more about how CCA support the Crohn's and colitis community.

Entries open 01/11/19 at 12:00am AEST and close 31/07/20 at 11:59pm AEST. Open to all Australian residents aged 18+ only. Limit 1 entry per person. Total prize pool valued at \$1,450.00. Full terms and conditions are available at www.coloplast.com.au/termsandconditions



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Great Comebacks Celebrates Patients and Nurses Stomal Therapy Journeys

“an inspirational and humbling evening”

Living with a stoma can be incredibly confronting and challenging – and for many, it’s a hurdle that’s hard to get over.

In a bid to celebrate the achievements of those who are living with a stoma or have had ostomy surgery, Great Comebacks® encourages people to share their stomal therapy journey, and in doing so, inspire others who might be facing similar challenges in adjusting to or embracing life with a stoma.

This unique program celebrates the unwavering spirit, resilience and determination of individuals living with a stoma and Health Care Professionals who have gone above and beyond in helping ostomates gain their optimal quality of life.

This year’s recipients of the Great Comebacks® Awards were William Cusack from Bunbury, Western Australia and Julia Kittscha, Stomal Therapy Nurse with the Illawarra Shoalhaven Local Health District.

All finalists were recognised at the Awards held in Sydney in September.

NSW Stoma board members and staff attended the awards. It was such an inspirational and humbling evening with each of the finalists showing astounding resilience and determination on their journey. It was a privilege to share the celebration with them. We encourage ostomates and nurses throughout NSW to share their stories with us and Great Comebacks to inspire others. I know you all have remarkable stories to tell. Go to <https://greatcomebacks.com.au/> to find out more.



Luke Escombe giving the key note address at the 2019 Great Comebacks dinner




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NSW STOMA STAFF



Carlos Soares,
Greg Spencer and
Hanna Veeratananant
at work in our
warehouse



Cindy Jin,
Sarah Habib and
Dianne Habib



NSW Stoma Board and staff at the Great Comebacks dinner Sept 2019



NSW Stoma board members:
Andrea Cross, Ian Murray and Carol Quast at the
Great Comebacks dinner



NSW Stoma staff members:
Dianne Habib & Cindy Jin enjoying the
Great Comebacks dinner

DONATIONS

Your Donations is always welcome.

As a not-for-profit organisation, we rely heavily on our volunteers and donations to supplement Federal Government funding to ensure our members have access to a good level of support for their stomal needs.

We are a Registered Charity so your donations are tax deductible.

If you no longer need our services, please consider making a donation to NSW Stoma Limited at this time. Many Ostomates are not as fortunate and must have a stoma for the rest of their life. Your donation enables us to provide additional services such as our Stoma Therapy nurse clinics and our education days. These are particularly important for our regional members and provide an opportunity for our members to meet our suppliers, learn from each other and the Stomal nurses who generously give up their time to be there.

Please send your donation to our office with the form below and a tax receipt will be issued. Cheques should be made out to the **NSW Stoma Limited**. Or deposit direct to our bank account BSB: 012205 Acc No: 299264819

SEND TO: Donations
NSW Stoma Limited
PO Box 164
Camperdown 1450



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Special Thanks to the Hastings-Macleay Ostomy Support Group for their \$500 donation

**Many thanks to all members who have already sent in donations
Please keep them co ming.**

Remember names will not be acknowledged unless requested

JOURNAL

DECEMBER 2019

Jacky's Ileostomy Journey

by Jacky Carusi

I have always had bowel problems growing up, with either bad constipation or too loose, cramping, bloating and bleeding from the bowel. I always put the bleeding down to pushing too hard and popping a few haemorrhoids.

Approximately 13 years ago I had trouble walking 5 steps before I would lose my breath and get dizzy. This went on for over a week, until I finally started to worry and went off to the hospital. I passed out at the door and woke up on a bed with the doctor trying to find a vein to take blood. He finally got a little squirt out of one somewhere. When the results were in he came back and said my haemoglobin had dropped to .7% which he said my body had only 50% of blood it should have. They started infusions straight away.

That was followed by a Hysterectomy, which they assumed was the cause of all the blood loss.

About 6 months later a similar thing happened and they started to investigate other reasons for the blood loss as my mother had died 2 years earlier from ischemic bowel.

After a trillion tests, I was diagnosed with Inflammatory bowel disease. As well as slow transit, my bowel muscles wouldn't work properly, which meant either not being able to go to the toilet or having accidents anywhere at any time. I got to the point where I wouldn't leave the house. I gave up my daily walks with friends because Pooping accidents were becoming too regular. For approximately 3 years I became a recluse, and fell into a very bad depression. I'd go to the shops, start my grocery shopping, get half way through and leave my groceries in the aisle, due to panic attacks and the fear of having a bowel accident. I would go home, cry and feel more depressed. Eating food made me sick and I would end up in severe pain from the simplest of meals, so I basically stopped eating and ate as minimal as I could tolerate.

Finally, I was asked to undertake a study for a pacemaker in my bowel. I was keen to try anything at this point, as I had cut myself off from all my friends and I was just existing every day in a bubble of pain and depression.

The pacemaker didn't work, and after a year my symptoms became more severe. I was referred to an amazing bowel doctor up at St George hospital. He told me about a Chait tube trial they were doing, and once again I agreed to give it a go. It didn't want to work for me either, so it was back to the drawing board.

A year later again I had a Loop Ileostomy performed. It all went well for about 6 months, but then the large bowel that was left was blocking up with mucous, usually common and easily passes through the rectum once every so often with no problems, but it wouldn't pass through. For 18 months we tried several alternatives with a lot of hospital stays, painful procedures, fun and games. Finally, the decision was made to remove the whole large bowel and I now have a permanent ileostomy.

After about 5 years of not leaving the house, and basically not living any kind of life out in public, I had to try and get myself back out into the world again. It was tough going, and my mind was quite scattered. I had forgotten how to socialise, and pretty much forgot who I was as a person before I became sick.

I started to go regularly to the support group held every second month down in Wollongong. The stoma nurses were so supportive and always so nice. The people in the group were amazing, and a couple of the ladies would message or call to see how I was going. I attended counselling and slowly started to get a little less scared about leaving the house.

As time went on, I became so courageous I opened an op shop down the south coast to try and help people. It was a huge success for 12 months, but I just couldn't keep doing it on my own and had to eventually shut shop. I felt myself slipping back into my recluse state again and knew I had to find something, so I started volunteering one day a week. I started painting class one day a week and started to become more involved with spending time with family and friends again. I took on some small jobs doing discount tag and testing for non-government funded and not for profit organisations, which I pick up a little bit of work doing here and there. Slowly building up my regular clientele.

In January 2019 I was looking forward to getting back to my volunteer work, then I had a crazy idea. I had dabbled in making waist bands to wear at night time for the occasions when my bag would spring a leak, and would try a thousand different ideas to waterproof my bag in the shower. I had started aqua aerobics and started making weird looking bags to cover my ostomy bag, so other people wouldn't feel weird seeing me in the water with my plastic bag. At one of our meetings, a gentleman mentioned that he carried his supplies around in a plastic bag, and would like someone to make a pouch for men to put their supplies in.

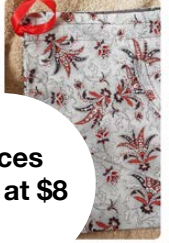
I couldn't sew a straight line, but I wanted to make things for ostomates. I asked a sewing friend of mine to teach me how to sew, and after a lot of messes, I started to create. It has almost been a year since, and every day I am learning new sewing skills and coming up with new ideas. I am now selling my little inventions, and I am proud to say that people seem to like them. I have even had a couple of stalls at ostomy events now and hope to keep going all over the place so I can share the love and help make people with a stoma feel a little bit more attractive with my bits and bobs.

Two of my most popular products are the shower covers, which, at the moment, are quite a simple idea, but they do the job. I am working on a more permanent heavy duty one which will still be in the low budget range. My other is my Night band. It is great to catch the leaky messes. And fabulous for those intimate moments.

My life in the past 13 years has gone from non-existent to amazing, worthwhile and wonderful. I thought having a stoma and a permanent bag would be the end of any quality of life, but it has given me back a better quality of life, and one with much more meaning.

STOMA BUDDIES

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Prices
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Facebook - [stomabuddies1](https://www.facebook.com/stomabuddies1)

Welcome to Norfolk Island

Wi glehd yorlyi ya in Nor'k!

NORFOLK ISLAND OCTOBER, 2019

Inaugural Stoma Support Group on Norfolk Island?

A lively and unexpected morning with four delightful folk who are Norfolk Islanders and have stomas.



At the end of October I joined my daughter, her husband and two of their friends for an incredible 8 days on Norfolk Island.

When visiting this gem of an 8 km. x 5 km. island one quickly realizes there is an inadequate number of superlatives to describe the scenery; the topography; the brilliance in depth and clarity of colours – especially the blues and greens; the kaleidoscope of history; the birdlife; the warm, amazing people, most seem to be descendants of 9 families (of Mutiny on the Bounty fame) and Polynesians that settled on Norfolk Island from Pitcairn Island in 1856). There is a myriad of experiences to be had on the island but one, I was not expecting, was a mini stoma support group meeting!

On the way to a Regional meeting in Tamworth a board member of Stoma NSW commented that one of their members lived on Norfolk. From that began an exchange of emails culminating in me having morning tea with Heather. Heather has had her colostomy for approximately six years. On arriving at her delightful home I was introduced to 3 other welcoming islanders with stomas. Elaine had her surgery 8 years ago with formation of an ileostomy; a warm cheerful gentleman had had his stoma for a year only and the other lady had been through several lots of surgery and stoma repositioning.

The four people I met that morning were incredible - inspiring, resourceful and resilient. Much of the time was spent on discussing hernias and management as 3 of the 4 had them. Wherever possible questions were answered and solutions suggested. However, the main problem is NOT their stoma care. All four stated the mail is the greatest problem, even if by Express. Most island mail comes by air on planes bringing passengers. Often mail is "off loaded" if passenger numbers are high, or, if the weather is bad, because enough fuel has to be carried for the return trip to Sydney or Brisbane. Consequently, folk do not know when their supplies will arrive.



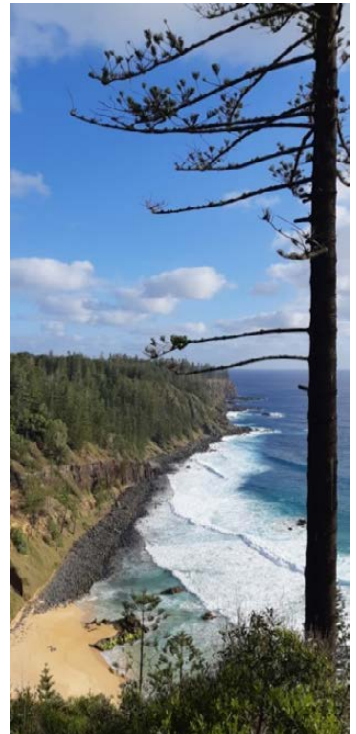
Heather Hill (retired STN) & daughter, Belinda

If supplies were to be sent by "ordinary" mail it can take 2 to 3 months to reach them. So, it is imperative that they have supplies in reserve to cope with unforeseen circumstances.

People on mainland Australia – count yourselves lucky at the delivery service of your associations!

From me, and my 4 new friends, we wish you joy, health and happiness for Christmas and the new year.

Heather Hill (Retired STN)



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Change your life

Warmer weather can make us all more active. Salts Flange Extender, with skin-friendly Aloe Vera extracts, provides a reliable, effective way to secure your bag and help prevent leaks.

Positioning Salts Flange Extender with Aloe around your skin barrier will assist with adhesion during activity. So you can feel comfortable and confident, whatever you're doing this summer.



For free samples call Toll Free 1300 784 737
(NZ 0800 100 146) or visit www.ainscorp.com.au



General Information

About NSW Stoma Limited

We are a not-for-profit organisation dedicated to the support of members who have undergone surgery resulting in a **Colostomy, Ileostomy, Urostomy / Ileal Conduit or other external pouch procedure**.

Funds to continue our member services are derived from fees for distribution of PBS Ostomy appliances, sale of non-PBS products, interest earned on funds invested in bank deposits, donations, bequests and sale of raffle tickets.

We are reliant on the support of members, friends, volunteers and a small team of committed paid staff. The organisation is endorsed as an income tax exempt charitable entity and as a deductible gift recipient.

About the Stoma Appliance Scheme

The Stoma Appliance Scheme (SAS), subsidised by the Australian Government, provides stoma related products (aids and appliances) free of charge to eligible members of Australian stoma associations.

The SAS provides assistance to Medicare eligible Australian residents who have a temporary or permanent artificial body opening (whether created surgically or otherwise), which facilitates the removal of urine and products of the gastrointestinal tract where the person does not have normal gastrointestinal tract or bladder functions. During 2018-19 year over 44,000 people with stomas accessed the Scheme through the twenty-one approved ostomy associations within Australia.

To receive subsidised stoma products you must hold a SAS entitlement card issued by Medicare Australia through one of the Australian stoma associations. Your Stomal Therapy Nurse (STN) will help you join an ostomy association or you can choose to join the ostomy association most convenient to your circumstances. Members pay a small annual administration fee to their association to access the Scheme (Veteran Affairs Members are exempt) and postal delivery charges are also applicable.

These stoma associations independently purchase stoma related products from suppliers and distribute these to members as required. Associations then submit a claim to Medicare Australia for the products they have supplied to members. In addition to the cost of products purchased, Medicare Australia pays the ostomy associations a 2.75% handling fee on products supplied to members.

The choice of products which a member uses is guided by an STN who is specifically trained to advise on the use of stoma products following ostomy surgery. The STN will select and discuss products they feel are appropriate, taking into consideration each patient's lifestyle requirements.

The Stoma Product Assessment Panel (SPAP) reviews applications from suppliers to list stoma related products on the SAS and makes recommendations about the suitability of those products for listing on the SAS Schedule.

The SAS Schedule lists all products and corresponding prices that the Government subsidises for eligible people.

What stoma products am I entitled to?

The Stoma Appliance Scheme's Schedule lists products that have been approved by the Department of Health and Ageing to be issued to eligible members. The Schedule determines the maximum quantity that you can receive per month, the price of the product and whether there are any restrictions.

The Department of Health and Ageing updates the Schedule four times a year with new products, deleted products and any variations to products already listed.

If you require a product not listed on the Schedule, you will be required to pay the full price; it will not be subsidised by the Government.

The Schedule can be obtained from the Department of Health's website, www.health.gov.au (type "Stoma Appliance Scheme" into the search engine).

What if I require more than the monthly maximum allowed?

There are provisions under the Scheme for you to receive additional supplies where the monthly allocation does not meet your ongoing needs.

To obtain more than the maximum monthly allowance from your association, Medicare Australia require a signed medical additional supply certificate from your Stomal Therapy Nurse or General Practitioner (GP) clearly stating the clinical justification for additional products and specifying the item(s) and quantities required. This certificate should be passed on to your stoma association who will forward it to Medicare Australia on your behalf. Please note that the certificate is current for **six months only**.

What if I need Stoma Products while I am on holiday?

If you are travelling within Australia you can produce your SAS entitlement card at any stoma association which can supply stoma products to you as a temporary resident in their area. Associations prefer you to make arrangements with them to make sure they have your particular products in stock. An advance supply of your monthly allowance is also available to cover holidays.

You can also order your products for two months in advance. If you are travelling overseas, you are entitled to up to six months' supply. If you require more than two months' supply, you will need to provide proof of travel to your association.

Note: Ostomy products are not available to Australian citizens who live outside Australia.

ANNUAL FEES FOR 2019/2020 (JULY TO JUNE)

STOMA SCHEME ACCESS FEE: (as per Government guidelines)	Full Members	\$60.00
	Concession Members* *(Pensioner & Commonwealth Health Card holders)	\$50.00
	Veteran Affairs Members	Exempt
ASSOCIATE MEMBERSHIP FEE: Associate Members are:		\$10.00
	- Reversed members who wish to continue their association - Hospitals and Doctors, supporters and carers of ostomates	

FREE STOMAL THERAPY SERVICE FOR MEMBERS

Need
Help?

The **NSW Stoma Limited Clinic** (free to members) is open from **11am to 1pm** at half-hour intervals on the **first, second and fourth Thursday each month** in the private room at our Stanmore office. Our lift has wheelchair access.

Members with an ostomy problem may phone (02) **9565 4315** to organise a free consultation. Need help but unable to attend? You are invited to write to **Anne Marie Lyons STN** or contact her by phone, fax or email. Please remember to include your name, address and phone number (and email address if available).

STOMA APPLIANCE SCHEME PRODUCT SUPPLIERS

AinsCorp

PO Box 572, Niddrie Victoria 3042
Email: service@ainscorp.com.au
Website: www.ainscorp.com.au
Toll Free Number: **1300 784 737**

Coloplast

PO Box 240, Mt Waverley Victoria 3149
Email: au.care@coloplast.com
Website: www.coloplast.com.au
Freecall: **1800 653 317**

ConvaTec

PO Box 63, Mulgrave Victoria 3170
Email: connection.au@convatec.com
Website: www.convatec.com.au
Free call: **1800 335 276**

Dansac

PO Box 575, Port Melbourne Victoria 3207
Email: customerservice@dansac.com.au
Website: www.dansac.com.au
Phone: **1800 331 766**

Future Environmental Services

P.O. Box 319, Blairgowrie Victoria 3942
Email: health@futenv.com.au
Website: www.futenv.com.au
Phone: **03 9569 2329**

Hollister

PO Box 599, Port Melbourne Victoria 3207
Email: priority@hollister.com.au
Website: www.hollister.com.au/anz/
Free call **1800 219 179**

Nice Pak Products

Email: healthcare@nicepak.com.au
Web: www.nicepak.com.au
Free call: **1800 506 750**

Omnigon Pty Ltd

PO Box 171, Moonee Ponds Victoria 3039
Email: info@omnigon.com.au
Website: www.omnigon.com.au
Free call: **1800 819 274**

Statina Healthcare Australia

3/30 Leighton Place, Hornsby NSW 2077
Email: sales@statina.com.au
Website: www.statina.com.au
Toll free number: **1300 365 404**

3M Australia

Locked Bag 19, North Ryde NSW 1670
Website: www.3m.com.au
Phone: **136 136**

THE NATIONAL PUBLIC TOILET MAP

A Project of the National Continence Program (NCP)

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 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.



How to complete your Order Form

Members are required to comply with the rules and regulations as set out by the Department of Health and this organisation.

1. Your Government **entitlement card number** must be placed on the order form to receive appliances.
2. Always print in block letters on the ORDER FORM.
3. Please do not fill in any of the columns marked "ORGANISATION USE ONLY".
4. You must know the brand name, type and size of the appliances you are using, so that you can fill out the order form correctly. If you are not sure, our staff will advise you but please write it down for next time.
5. Creams, powders, wipes, irrigation sleeves, irrigation kits, etc must be clearly identified within the 'Appliance Item or Description' column.
6. Cash sale items (ie. not on the Free List such as Surgical Tape, etc) and extras in addition to your monthly free supply allowance, should be clearly identified with "Purchase Item" on the order form.
7. You must send **\$13.00** to cover the cost of postage and handling. Postage for DVA Gold Card holders is covered by Veterans Affairs and require no money.
8. Members are entitled to ONE SUPPLY PER MONTH ONLY. If you need more than the maximum allowed quantity per month you must get a special form from your Stomal Therapy Nurse authorising the extra supply.

A FAST, EFFICIENT AND SECURE WAY OF PAYMENT!

Payment via Visa and MasterCard branded debit and credit cards is available to **NSW Stoma Limited Members.**



Visa and MasterCard only

DON'T FORGET

Orders for ostomy appliances must be made in writing via:

POST, EMAIL or FAX only

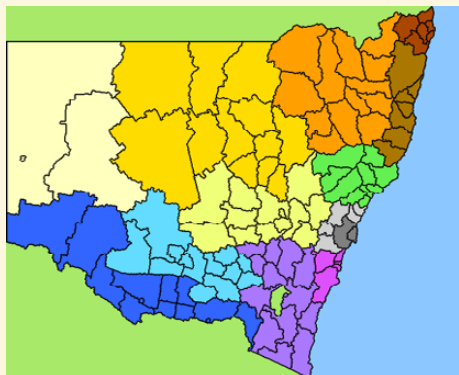
We are not permitted to accept any orders placed via phone.

Please do not overstock and please store your appliances in a cool area. If an appliance card is no longer required, please return it to NSW Stoma Limited as soon as possible.

To make things easier for you, **we have uploaded new order forms** for both pick up and delivery that you can fill out on-line and upload to our office by email or print off and post.

See website: nswstoma.com.au, click on the 'FORMS' link, click on 'go to form' next to Pick up Order Form and Parcel Delivery Form to fill out online.

NSW OSTOMY SUPPORT GROUPS



Any errors or omissions please email the Journal Editor at info@NSWstoma.org.au or call 1300 OSTOMY and leave a message.

This information may not be up to date so please check with your local support group.

NORTH COAST

TWEED DISTRICT

Come and join in, explore new ideas, learn new skills and most importantly meet new people in a relaxed and caring environment. All Ostomates, partners and friends are welcome.

Our meetings are held quarterly at the **South Tweed Sports Club**, starting at **12pm** and run for an hour, followed by lunch at the club.

For further information, please contact

Lisa Clare STN: 0755 067 540

Jane Bright: 0409 671 162

Alex Gibson: 0412 302 358

GRAFTON AND DISTRICT

Meets on the **first Thursday of each month** from **9.00am to 11.30am**.

For further information, please contact:

Anne Onions on (02) 6641 8200

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FAR NORTH COAST

All Ostomates plus partners & friends, are welcome to come to our meetings.

Lismore Workers Club
225-231 Keen Street

For further information, please contact:

President **Marie Taylor** 02 6686 7248

Secretary **Marion Lyn** 02 6624 4235

COFFS HARBOUR

Meets on the **second Thursday of each second month** from **2:00pm to 3:30pm**.

Sawfell RSL Club
First Avenue, Sawfell

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

For further information, please contact:

Mandy Hawkins STN 02 6656 7804

HASTINGS MACLEAY

All Ostomates, friends and supporters are welcome to our meetings held on the **third Wednesday in Feb - Apr - Jun - Aug - Oct - Dec** from **10.00am to 12 noon**.

Old Port Macquarie Hospital
Morton Street

For further information, please contact:

Neil 0427 856 630 or

Glennie 0410 637 060

MANNING / GREAT LAKES

All Ostomates, friends and supporters are welcome to our meetings held on the **first Wednesday in Feb - Apr - Jun - Aug - Oct - Dec** from **10.00am to 12 noon**.

Skills for Life Building
5-9 Elizabeth Avenue
Taree (wheelchair accessible)

For further information, please contact:

Karla MacTaggart on (02) 6592 9469

Website: www.mglostomy.co.cc

NEWCASTLE / CENTRAL COAST

NEWCASTLE DISTRICT

Members and friends are welcome to attend our quarterly meetings held on the **fourth Saturday in February, May, August (AGM) and November** commencing at **1.30pm**.

Hamilton Wesley Fellowship House
150 Beaumont Street
Hamilton

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

For further information, please contact:

President **Geoff Robinson** 02 4981 1799

Treasurer **Maree Dives** 02 4971 4351

CENTRAL COAST

Ostomates, their families & friends are invited to attend our meetings.

Held from **1.30pm to 3.30pm on the third Wednesday in February, May, August and November**.

Different venue each meeting.

Get togethers include an information session and company representatives presenting products.

For further information & venue, please contact **Stomal Therapy Service** on (02) 4320 3323

ILLAWARRA AND SOUTH COAST

ILLAWARRA

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

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

For further information, please contact **Helen Richards** CNC STN (Wollongong Private Hospital) on (02) 4255 5046 (Mondays only) or **Julia Kitscha** CNC STN (Wollongong Hospital) on 0414 421 021

EUROBODALLA REGION

Meets on the **first Sunday of Feb - Apr - Jun - Aug - Oct - Dec** from **11:00am** at **Moruya Hospital**, River Street, Moruya.

All from the NSW south coast are welcome. Trena Oshea will be present at these meetings.

For further information, please contact **Trena** on (02) 4474 2666

SHOALHAVEN

All Ostomates, their families and friends are invited to attend our Monday meetings from **2:00pm to 4:00pm**.

Nowra Community Health Centre 5-7
Lawrence Avenue, Nowra

26/02/2020 Nowra Community Health Centre. 2pm.

29/04/2020 Nowra Community Health Centre. 2pm

24/06/2020 Ulladulla Civic Centre. 2pm

26/08/2020 Nowra Community Health Centre. 2pm

25/11/2020 Nowra Community Health Centre, Christmas meeting. 2pm.

09/12/2020 Ulladulla Civic Centre, Christmas meeting. 2pm.

For further information, please contact **Brenda Christiansen**,

Tel. 02 4424 6321 | | Mob. 0422006550

brenda.christiansen@health.nsw.gov.au

FAR SOUTH COAST

Bega and surrounding areas. Meets **second Sunday of every second month** at **11.00 am** at a different venue each time. Flyers are sent to Ostomates ten days beforehand.

All ostomates, their families and friends are very welcome. Please bring your own food and drink.

For further information, please contact:

Eileen (02) 6495 6610 or

Geraldine (02) 6492 2366

WESTERN NSW

BATHURST

Meets **12:00pm to 1:00pm** on the **first Tuesday of March, June, September and December** at **Daffodil Cottage**.

For further information, please contact **Louise Linke** (Nurse Practitioner - Continence Advisor / Stomal Therapist) on (02) 6330 5676

BROKEN HILL

Meets **every third month** or as required in the Broken Hill Hospital Conference Room.

For further information, please contact **Tamdra** on (08) 8080 1333

GRIFFITH AND DISTRICT

An invitation is extended to all persons in Griffith and surrounding areas (100km radius including Coleambally, Leeton, Yenda, Hillston, Hanwood) with a Stoma formation to attend our meetings and share experiences.

For further information, please contact: **Barry Maples** 02 6963 5267 or 0429 635 267

email: ann.bar@bigpond.com

Karan Hillam 0434 785 309

WAGGA AND DISTRICT

Meetings are held on the **first Wednesday of the month** from **10:00am to 11:00am** at The Men's Shed, 11 Ashmont Ave, Wagga Wagga.

For further information, please contact:

David (02) 6971 3346 or 0428 116 084

Baz (02) 6922 4132

SYDNEY METROPOLITAN AREA

CONCORD BOWEL CANCER SUPPORT GROUP

People with bowel cancer and carers / partners are welcome to attend this free monthly service on the **third Monday of the month** from **2:00 to 3:00 pm**.

**Survivorship Cottage
Concord Hospital**

Gate 4 - Nullawarra Ave Concord West

Parking available. Further details may be obtained from **Sonia Khatri** on (02) 9767 5943

LIVERPOOL AND CAMPBELLTOWN AREA

Meets **Thursdays** from **1.00pm to 3.00pm** in the **Heritage Auditorium** at **Camden Hospital** (Menangle Road, Camden).

2020 dates to be advised

For further information, please contact:

Diane or **Lu** (STNs) on (02) 8738 4308

NORTHERN SYDNEY AREA

Meets on the **first Wednesday of each month** from **10.00am to 11.45am**.

**Jacaranda Lodge, Sydney Adventist Hospital
185 Fox Valley Road
Wahroonga**

All Ostomates, friends and supporters welcome. For further information, please contact: **SAN Cancer Support Centre** on (02) 9487 9061

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PENRITH AREA

Ostomates, family and friends are welcome to attend our educational support group. Meetings commence at **2.00pm**.

Learning & Development Centre Nepean Hospital

(located behind the multistorey car park in Somerset Street). Entrance is via the back side door.

2020 dates to be advised

For further information, please contact: **Naomi Houston** (Stomal Therapist) on (02) 4734 1245

OSTOMINGLE

A support group for young ostomates. Further details may be obtained from **Renee Constantin** ostomingle@gmail.com

Please email info@nswstoma.org.au if any of these details are incorrect or out of date.

You can find a full list of Stomal Therapy Services on our website at: https://www.nswstoma.org.au/documents/Stomal_Therapy_Services.pdf

The logo for 'ostomingle' features the word in a lowercase, sans-serif font. The letter 'o' is replaced by a teal-colored lightbulb icon with a white filament.

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, ask questions and learn from one another.

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

7th March | 6th June | 5th September | 5th December

FOR FURTHER INFORMATION:
www.ostomingle.com | ostomingle@gmail.com



nswstoma

LIMITED

PO Box 164, Camperdown NSW 1450
Unit 5, 7-29 Bridge Road, Stanmore NSW 2048

Tel: 1300 678 669 / (02) 9565 4315 Fax: (02) 9565 4317
Email: info@nswstoma.com.au

www.nswstoma.com.au