

# OSTOMY

WINTER 2019

NSW LTD



# Living with a stoma doesn't have to mean accepting sore skin

Shelley, stoma since 2015

The best skin is healthy skin



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Takes skin protection to another level. Three to be exact.

- Stays in place, yet is easy to remove
- Designed to absorb stoma output and perspiration
- Maintaining normal skin pH helps protect it from damaging stoma output

If you are concerned about your skin or want to find out how you can help minimise skin complications, why not ask your Stomal Therapy Nurse about NovaLife TRE ostomy skin barriers.

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## TO CONTRIBUTE ARTICLES/FEEDBACK

Email to the editor (Manager) at [info@ostomynsw.org.au](mailto:info@ostomynsw.org.au)

## DEADLINES

Spring edition	5th August 2019
Summer edition	4th November 2019
Autumn Edition	5th February 2020

## PHONE: 02 9542 1300

## ORDERS: WE ARE UNABLE TO ACCEPT PHONE ORDERS

Please email orders to: [orders@ostomynsw.org.au](mailto:orders@ostomynsw.org.au)

Please fax orders to: 02 9542 1400

Please post orders to: PO Box 3068,  
Kirrawee NSW 2232

## PICKING UP ORDERS: COUNTER HOURS OF OPERATION

We are open four days a week

Monday to Thursday 9:00 am to 2:00 pm

(Please place orders 48-72hrs before desired pick-up)

Express Counter - Unit 6, 555 Princes Hwy, Kirrawee

Warehouse Counter - Unit 6, 18 Monro Ave, Kirrawee

## PAYMENTS

Payments can be paid by bank transfer (EFT) to:

Account Name: ONL

BSB: 112879 (St George Bank)

Account Number: 45 664 3389

Reference: Your Member Number and Surname

## POSTAGE RATES

Standard NSW \$13; Interstate \$16

Express NSW \$20; Interstate \$30

Holiday/double orders NSW \$18; Interstate \$24

Holiday/double Express NSW \$25; Interstate \$35.

## OSTOMY NSW LTD STN CLINIC – Janet Forsyth

Please phone 02 9542 1300 for appointment Second  
Tuesday of each month. Unit 6, 18 Monro Ave Kirrawee

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# REGIONAL INFORMATION MEETINGS 2019

## BANKSTOWN AREA

- Dates:** Wednesday 3rd July, 6th August, 4th September, 2nd October, 6th November, 4th December.
- Time:** 10:00-12:00 – morning tea
- Address:** Revesby Workers Club  
2B Brett St, Revesby NSW 2212,  
Ph 02 9772 2100
- Access:** Close to public transport and lots of free parking
- About:** A stoma support group hosted by Bankstown Hospital STNs for you and your family - everyone welcome.
- RSVP:** Please RSVP for catering purposes to your Bankstown Hospital STN or Clare Jacobs on 0400 921 901 or [aucldo@coloplast.com](mailto:aucldo@coloplast.com) for further information.

## CENTRAL COAST AREA - NEWLY PUBLISHED

- Dates:** Wednesday 15 May - Wyong Community Health, 38A Pacific Hwy Wyong  
Wednesday 21 August - Kincumber Community Health, 20 Kincumber ST Kincumber  
Wednesday 20 November - Long Jetty Community Health Centre, 64 Wyong Rd Killarney Vale
- Time:** Starts are 1.30 pm for each meeting
- About:** Please contact Deb Day STN for any further information on (02) 4320 3323

## ST GEORGE AREA

- Dates:** 3rd Tuesday of every month — Tuesday 16 July, Tuesday 20 August, Tuesday 17 September, Tuesday 15 October, Tuesday 19 November.
- Time:** 10:00-12:00 – morning tea
- Address:** Club Kirrawee, 101 Oak Rd, Kirrawee NSW 2232  
Ph; 02 9521 3344
- Access:** Close to public transport and free parking
- About:** Everyone welcome – please RSVP for catering purposes to your STN or Clare Jacobs on 0400 921 901.

## SHOALHAVEN SUPPORT GROUP

- Dates:** Wednesday 8 May (Nowra),  
Wednesday 26 June (Ulladulla),  
Wednesday 7 August (Nowra),  
Wednesday 6 November (Nowra)
- Time:** 2pm
- Address:** Nowra Community Health Centre, 5 - 7 Lawrence avenue Nowra.  
Dunn Lewis Centre, 141 St Vincent St Ulladulla
- About:** The STN is Brenda Christiansen.  
Ph. 02 44246300  
[e. brenda.christiansen@health.nsw.gov.au](mailto:brenda.christiansen@health.nsw.gov.au)

## SOUTH WEST SYDNEY STOMA SUPPORT GROUP

- Dates:** Thursday 20 June, Thursday 22 August  
Thursday 17 October, Thursday 12 December
- Time:** 1pm to 3pm
- Address:** Camden Hospital, Heritage Auditorium, 61 Menangle Road Camden.
- Contact:** Erin or Lu on (02) 8738 4308



## NEPEAN EDUCATION STOMA SUPPORT GROUP

- Dates:** Friday 10 May, Friday 26 July, Friday 27 September Friday 29 November
- Time:** 2-3:30pm – afternoon tea
- Address:** 63 Derby St, Penrith (University of Sydney Medical School)
- Access:** The building is opposite Nepean Hospital's Emergency Department. Enter via the side path to the Clinical School's Outpatient waiting room.  
Please wait until 2:00 pm when you will be directed to the meeting room.
- Parking:** Either on the street or in the multi-storey car park on Somerset Street, Kingswood (free for pensioners for the first 3 hours)
- About:** Family and friends are most welcome. Any enquiries please contact Naomi Houston on 4734 1245

## GOULBURN COMMUNITY STOMA SERVICE

- Dates:** First Wednesday of each month
- Time:** 9am to 3pm
- Address:** Goulburn Base Hospital. 130 Goldsmith street, Goulburn, NSW 2580.  
Enter via the emergency dept and ask at reception for the stoma clinic.
- About:** The STN is Kelly Taylor RN STN m. 0402 250 475  
e. [kelly@communitystomaservice.com](mailto:kelly@communitystomaservice.com)  
Kelly will provide individual consultations by appointment.

## LIVERPOOL AREA SUPPORT GROUP

- Dates:** Thursday 30 May, Thursday 18 July  
Thursday 26 September, Thursday 28 November
- Time:** 1pm to 3pm
- Address:** Cabra Vale Diggers Club, 1 Bartley St Canley Vale 2166
- About:** Everyone is welcome!! Please RSVP 1 week prior for catering purposes.
- Contact:** Lu Wang or Erin Wagner StNs Liverpool Hospital—(02) 87384308 OR  
Bernadette Burrell: 0412 222 566 / [aubb@coloplast.com](mailto:aubb@coloplast.com)

## ACT STOMA SUPPORT GROUP

- Dates:** 2nd or 3rd Tuesday each month — Tuesday 18 June, Tuesday 9 July, Tuesday 13 August.
- Time:** 10am to 12pm
- Address:** Hellenic Club – Woden Matilda St Phillip, ACT 2606 (02)6281 0899
- About:** The Stoma Therapy Nurses from ACT and surrounding areas together would like to invite you to attend a stoma support group for ostomates and their families to meet and have a cuppa and some morning tea.
- Contact:** Your Stomal Therapy Nurse or Clare Jacobs on 0400 921 901 or [aucldo@coloplast.com](mailto:aucldo@coloplast.com) for further Information. Everyone is welcome ... Please RSVP for catering purposes.

## CONCORD BOWEL CANCER SUPPORT GROUP

- Dates:** 3rd Monday of the month
- Time:** 2pm – 3pm
- Address:** Survivorship Cottage – Gate 4 Nullawarra Avenue, Concord (Parking is available)
- About:** Bowel Cancer Support Group is a free service held monthly on the Concord Hospital campus. It's an open group providing professional support and advice for people with bowel cancer as well as their carers. The service is open to all regardless of the hospital where you received your surgery.
- Contact:** Sonia (Colorectal care nurse) 02 9767 5943.

## MEMBER - Helen's Story

I began living my life as an ostomate when I was 58 in March 2003. The most important word in that sentence is "living" as months before my operation I had been unable to enjoy my life because of constant diarrhoea.

In 1988 I was diagnosed with ulcerative colitis which was kept under control for many years with various drugs which unfortunately can affect other parts of your body. When my surgeon removed my large bowel as well as a few other bits that I would no longer need (anus, rectum, sphincter and appendix) my disease went as well. I am more fortunate than those suffering with Crohn's disease.

My first two years were very stressful. The first time I ventured to a shopping centre I had a "leak" so that made me very nervous about leaving home. I was also very self-conscious about my appearance and thought I would never have the confidence to wear anything but daggy track pants forever!! My other concern was, did I smell? But my daughters assured me that I didn't.

The other issue that I found difficult to come to terms with was my "naked body image".

My husband was great. He had no issues with intimacy but I had trouble ignoring my "bag of poo" on my stomach. Thankfully, with his support we were

able to feel at ease with each other again. He didn't even complain about the few occasions when I had a "leak" during the night and most of it was on him!!! Last year we celebrated our 50th wedding anniversary.

When I had my operation the only person I knew who had a "bag" was my friend's 90 year old father. From the beginning I have been happy to share my experience with family, friends and work colleagues hoping that they can see me leading a "normal" life.

Although I still wear track pants when I'm cold or relaxing and not to hide my "bulge" I am also very confident wearing fitted clothes as well (even skinny jeans!!) My one regret is that now instead of "sexy" undies I'm more confident in the "Bridget Jones" style!

Sadly my eldest daughter inherited my bowel disease and had a colectomy 12 years ago at 38. She endured three operations, which included the formation of a temporary stoma which was reversed and she now has a J-Pouch. At least I had first-hand experience of managing a stoma and was able to support her.

Even though she and the rest of my family have heard me say the "s..t" word often when my stoma takes on a life of its own and squirts all around the bathroom she can see me as a

much healthier mum than before I became a “bag lady”. I hope I am a positive role model for her if she ever needs more surgery.

Ten years ago I had a severe blockage caused by a hernia that I didn't even know I had. That experience is one that I would never like to repeat. I needed another operation to create a new stoma and then had to go through the process of ensuring my new ileostomy was working.

Although I've had an ileostomy for 16 years and am grateful for the positive impact it has on my Health, there are some negatives too. I miss soaking in a warm bath and would love to just be able to strip off and jump in the shower without getting all the “stuff” ready for the bag change!

I wish I didn't have to focus on hoping to find clean public toilets that actually have a door and a toilet seat let alone soap!! I must say though travelling in New Zealand I was pleasantly surprised.

Regardless of my diet I never know how or when or how often my stoma will “perform” and I'd love to be able sleep through the night without having to get up and empty!!!

BUT, there's always a but, isn't there? This is a GOOD but though. I feel blessed that I live in Australia where there are clever surgeons, supportive Stomal Nurses and a great Medicare system that provides my bags for free. I am able

to lead a healthy, active life with my husband, children and grandchildren.

Being an ostomate and belonging to Ostomy NSW where I have been a volunteer for 7 years has given me the opportunity to meet a great group of caring people, staff and other volunteers. It is a very happy and supportive environment to work in and all volunteers are made to feel really valued and appreciated.

**Helen Linnegar**

### **Consent to receive raffle tickets**

Each year ONL holds a raffle, drawn at the AGM, to raise money for the operation of the organisation. It is a requirement of NSW laws that we keep records to show that we seek your consent before we post you some raffle tickets for purchase.

We would be grateful if you provide your consent by emailing “I consent to receive raffle tickets from ONL” along with your name and member number, advising us over the phone of your consent, or sending us a written note of consent.

### **This year we have doubled our prizes.**

- **First prize: \$2,500**
- **Second prize: \$1,000**
- **Third prize: \$500**

**BE IN IT TO WIN IT!**



## CENTRAL COAST EDUCATION DAY

*Held 22nd March 2019 at Gosford Golf Club*

Our first education day for 2019 was held in Gosford to support our members on the Central Coast. Our venue was the Gosford Golf Club with beautiful views down the fairway from our meeting room. We had a very good attendance with over 80 members, guests, suppliers and presenters at the meeting.

The organisers of our education days have been receiving great feedback that has enabled us to continue to refine the presentations. Once again, we had a member present her journey from to life with a stoma. Our stomal therapists talked about gastro-intestinal issues, hernias and our Q&A session included the local Central Coast STNs.

Our ONL member, Paula, discussed how she went from a healthy and happy life in 2003 to being diagnosed with rectal cancer in June of that year. She described the questions she began to ask: what can I wear, why has this happened to me; and how will my life have to adjust? The assistance of her stomal therapist left her feeling inspired and determined to get on with life. Over the ensuing seven years, Paula underwent several hospital admissions and surgeries to correct hernias and since 2011 has adjusted to her lifestyle. Sixteen years after her first surgery she is



**Erika, Paula, Heather and a member.**

semi-retired and has been volunteering with a not-for-profit group, 'Kids in Kenya', supporting children's education in Usonga, Kenya, and the 'Inner West Women's Shed', assisting women needing shelter and support after domestic violence. Paula's story is inspiring and her presentation made light of the issues and struggles she faced and has overcome.

A presentation and discussion relating to hernias, which followed Paula's story, covered a common issue post-ostomy surgery. This session is always well-received and supported by our suppliers who have many products

## Our suppliers' displays



**Member and guest speaker Paula.**



**A large audience in attendance.**

available to assist members. One of the key messages is hernias may be common but they do not have to be accepted without support. As much as possible, utilising support garments post-surgery and prior to activity that may exert the stomach muscles is important. Stomal Therapists see a range of hernias and are a very important source of information and solutions. One of the great adages is prevention is better than cure. Before engaging in activity that may cause stress, consult your professional STN for advice.

Our next Education Day will be held on 21st June 2019 in Coffs Harbour region, at the Sawtell RSL Club. We encourage all members to attend and hear presentations from the associations, professionals, suppliers and fellow members. These days provide another support for members in an environment of sharing stories, ideas and supporting each other. Suppliers will be on hand to discuss their appliances and offer their assistance to you. The day commences at 10am and concludes around 3pm.



Scratching the surface:

*the truth about peristomal skin itching.*

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Our CeraPlus skin barrier is infused with ceramide, and helps protect against a possible cause of itching by working with your skin's natural moisture barrier.

**CeraPlus skin barrier is available on one and two-piece pouching systems—request a sample today.**

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**87**  
percent of people with stomas surveyed reported peristomal itching.\*

*In a recent study, more CeraPlus skin barrier users were **very satisfied** with prevention of itching.\*\**



\* Consumer Survey of Pruritus, 2016 Hollister Data on file. \*\*As compared to Hollister non-ceramide skin barriers, Colwell J, Pittman J, Raizman R, Salvadalena G. A Randomized Controlled Trial Determining Variances in Ostomy Skin Conditions and the Economic Impact (ADVOCATE Trial). J Wound Ostomy Continence Nurse. 2018;45(1):37-42

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**Ostomy Care**  
*Healthy skin. Positive outcomes.*



## ONL MEMBER SURVEY

In March we started distributing a member survey with orders, asking for your feedback on ONL supports and services.

The survey is an initiative of our Board of Directors, who seek assurance that the organisation is meeting the needs of its members by providing reliable and timely supply of products and good information and support to members. They want you to give your honest opinions, especially if something falls short of your expectations. We value this as a way we can continue to improve our services.

While surveys are still coming in, early results show that...

- 90% have rated our service 9, 10 or Very satisfied.
- Preferred Methods of communication vary, indicating multiple methods are the best to ensure we reach as many members as possible. Most preferred is email with 32%, then multiple at 17%.
- For the services we supply, the ONL Stoma Nurse is rated as very important for just over 50% of members; ability to order online, the two magazines and ability to renew membership online

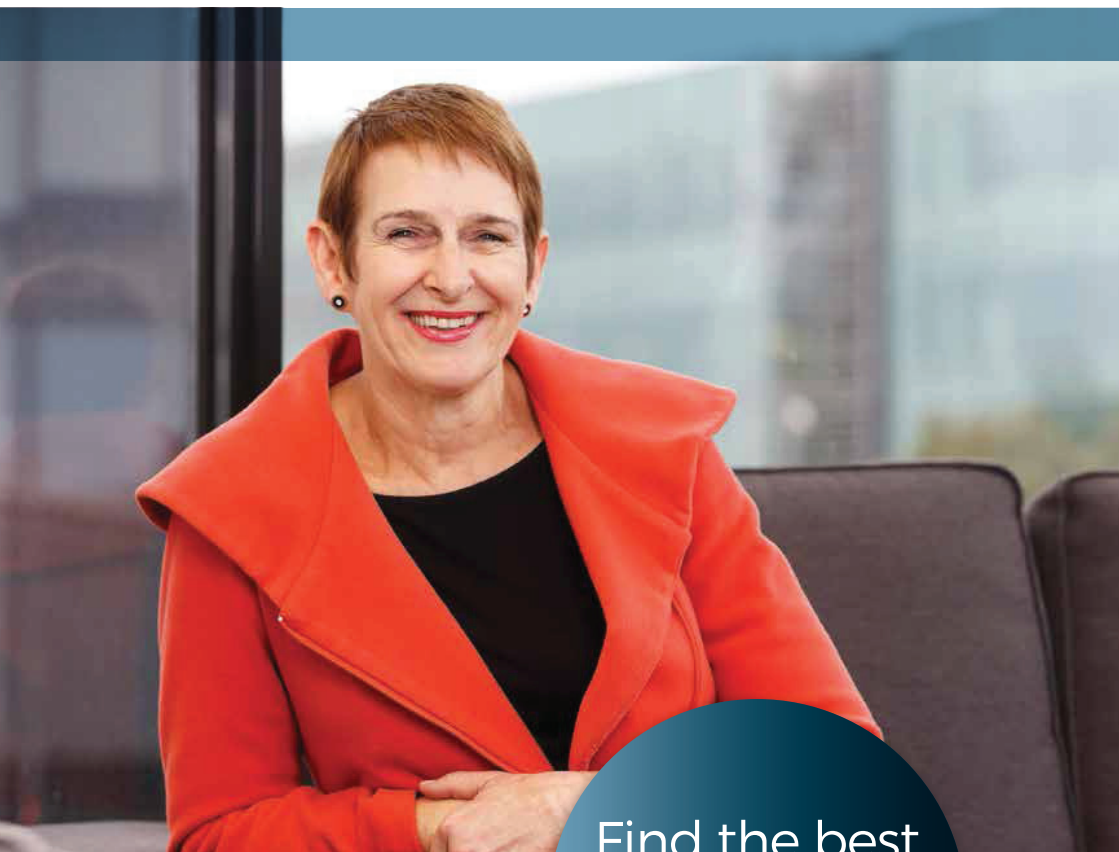
are also rated very important by around 50%.

- The written feedback we have received will take us some time to read through and understand any common themes that emerge. Your comments have been very helpful and the value you place on our team and our service is very humbling – thank you for the many kind and constructive comments we have received.

Our directors thank you for your valuable contribution to helping make our association as best as we can to satisfy your needs. Full results will be published in the next journal.



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- ☒ Change in stoma size
- ☒ Other problems

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## UNITED OSTOMY ASSOCIATION REGIONAL VISIT DAY

*Gosford 21st March 2019*

The United Ostomy Associations (UOA) held a patient support and education forum at the Golf club in Gosford on 21st March 2019. The day was well attended with about 80 members, guests and suppliers.

As usual, we asked participants to complete an evaluation sheet to help us ensure that future education forums meet members' needs. I would like to share some of the results and comments.

Fifty (50) evaluation forms were handed out to participants with 31 returned.

Of those who responded to the question on type of stoma there were 12 with a colostomy, 5 with an ileostomy and 4 with a urostomy.

Just over half of survey participants who responded on age were aged between 45 and 70, and just under half were over 70 years of age.

All those who responded to the evaluation found the day to be either 'helpful' or 'very helpful' with items such as 'offering clinical information' and 'overall rating of the day - very helpful'.

More than 60% of respondents thought the length of the day gave them enough time to get what they wanted from the day.

Asked to indicate the main the

reason/s for attending, the most popular was Attending education sessions (24 nominations) followed by Meeting with company representatives (20), while Meeting others with a stoma was on a par with Meeting the STN (18).

Within the general comments section one person said they would like to know more about colostomies which we will take on board at the next meeting and give a talk on colostomies, ileostomies and urostomy with hints and tips to assist with optimal management.

One person suggested we talk about Hernia support, which we did at the Gosford meeting and we are aware that it is a concerning problem among ostomates and we will present this topic again and again keeping up to date on what the latest research is on management and prevention.

Some expressed their interest in knowing the workings of both associations and one person found the session too long again we will endeavour to correct this and hopefully achieve a good balance.

I would like to sincerely thank all of the people who completed the evaluation form, it is only from these evaluations that we can improve on each UOA education days.

I would also like to thank our repre-

representatives from both associations Stephen Lardner - Manager from ONL; Dr Alan Nash - Board Member from NSW Stoma Ltd ; our company representatives and our Stomal Therapists Deb Day and Mary Gibbins. Finally, one of our ostomates, Paula, who presented on the day from the patients perspective, which was a very well received talk, thank you so much Paula.

The next UOA patient support and education forum will be held in 2019, a regional centre yet to be decided, so please watch this space. We will mail

out the information to members who live in the area and beyond who may benefit from attending.

If you have never attended before it is worth coming as you will learn something, you can network with people in similar circumstances to yourself, you will be shown the most up to date products available and you will have fun.

**Anne Marie Lyons**

Stomal Therapist

Concord Hospital & NSW Stoma Ltd

## **OSTOMY NSW LTD MEMBERSHIP FEES FOR 2019 – 2020**

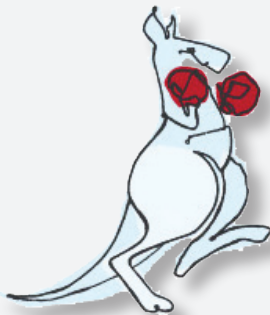
**Due 1 July 2019**

**FULL MEMBER: \$60**

**CONCESSION MEMBER: \$50**

**A CONCESSION MEMBER MUST HOLD A CENTRELINK ISSUED  
PENSION OR HEALTH CARE CARD.**

*Please note as per the operational guidelines of the  
Stomal Appliance Scheme – All outstanding and current fees  
must be paid by 1 July 2019 for supplies to be issued.*



### **PAYMENTS**

Membership fees and postage can be paid by:

**Cheque or Money Order made payable to:**

Ostomy NSW Ltd

Postal address: PO Box 3068, Kirrawee NSW 2232

**Bank Transfers (EFT) to:**

Account Name: Ostomy NSW Ltd

BSB: 112 879 (St George Bank)

Account number: 456643389

**Reference:** Your membership number or surname



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## WINTER IS COMING

If you are a Game of Thrones tragic (like some of us here in the ONL Office) you will know that the above headline is the House Stark motto. Winter is indeed coming, in the new and final series of Game of Thrones, as well as here in NSW.

Luckily, winter brings some benefits to ostomates – at least this ileostomate thinks so!

First, there's winter clothing – lots of layers of thick, long, loose clothing that is great for dressing discretely as an ostomate.

And beach season is over except for the hardiest swimmers. No more feeling self-conscious in swim wear and planning extra bag changes around swimming activities.

Then there's winter comfort food of porridge and soup! These food items are a boon for ostomates as they can deliver lots of healthy fibre and other goodies in very soft and small pieces. Think pureed vegie soups and quick oat porridge. Yes, you still eat a fair bit of fibre that will produce more bowel output, but the puree may be less likely to cause bowel blockages. (All ostomates need to make their own assessment of this – or talk to your STN if blockages are an issue for you.)

Also, porridge and soup both contain a high amount of water which is released gradually into your blood stream as the food is digested. According to Wikipedia, plain oatmeal porridge, cooked by boiling or microwave, is 84% water. It also contains 12% carbohydrates, including 2% dietary fibre, and 2% each of protein and fat. Then once you add in some other things like milk, yoghurt, soft fruit, etc the nutritional content is even better.

There is good evidence from studies that oat porridge can also lower the total and low-densi-



ty lipoprotein (bad) cholesterol levels by 5-10% in people with normal or higher blood cholesterol levels. (See Wikipedia for sources).

As a year-round eater of oat porridge, I can also reveal that it is one of the few foods that comes out the other end smelling not too bad! Win, win, win!

Just about every culture has a healthy, porridge-like dish that is made from a softened, watery grain that might be appealing if you don't like oat porridge. And then there's soups, offering an endless variety of options both nutritious and delicious.

So winter is coming, but it's not all bad.



# Hello From The Clinic

***About Bowel Cancer – share this information with family and friends.***

Colorectal cancer is a cancer that starts in the colon or rectum. These cancers can also be named colon cancer or rectal cancer, depending on where they start. Colon cancer and rectal cancer are often grouped together and referred to as bowel cancer because they have many features in common.

Bowel cancer is one of Australia's most common cancers especially for people over 50. Around 80 Australians die each week from bowel cancer but if found early it is one of the most curable types of cancer.

Bowel cancer develops when cells in the bowel lining grow too quickly forming a clump known as a polyp or adenoma. Polyps are usually benign (non-cancerous) but most bowel cancers develop from these small growths. They can grow for several years before undergoing changes and becoming cancerous and spreading to other parts

of the body.

There are many different risk factors for bowel cancer, the risk is greater for people who are \* 50 and over, \*have a significant family history of bowel cancer or polyps, \*have had an inflammatory bowel disease such as Crohn's disease or ulcerative colitis, \*have previously had polyps in the bowel.

You are considered to have a significant family history of bowel cancer if a close relative (parent, brother, sister or child) developed bowel cancer under 55 years of age or if more than one relative on the same side of your family has had bowel cancer.

Your doctor can work out your risk and a suitable screening programme for you based on your circumstances. More than 75 per cent of people who develop bowel cancer do not have a family history of bowel cancer.

*Cont Page 20*

# "I feel confident with it on."

Rachel, SenSura® Mio Concave user

## SenSura® Mio Concave

If your current appliance's adhesive creases and folds on your outward area, try the new **SenSura® Mio Concave**.

After Rachel developed a hernia, she couldn't get her flat appliance to fit without troublesome creases and folds forming in the adhesive. SenSura Mio Concave proved to be a better solution because it is specially designed for outward areas such as bulges and hernias. Its star-shaped baseplate increases the area of contact between the adhesive and the outward area.\*

Get your free **SenSura Mio Concave** sample today

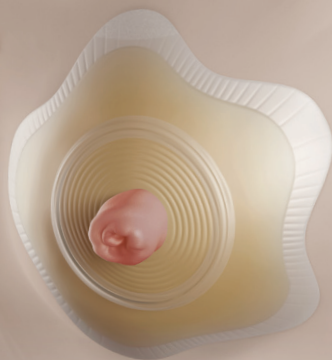
 Go to [coloplast.com.au/concave](https://coloplast.com.au/concave)

 Call us on **1800 531 823**

\* Comparison of SenSura Mio Concave and standard flat appliance



SenSura Mio Concave has fit zones in both the centre zone and outer rim. These provide a flexible grip so the baseplate stays in place during movement.



There's a **Mio** for **every body**



# Hello From The Clinic

*From Page 18*

You can lower your risk of developing bowel cancer by having a healthy diet, exercising regularly, reducing alcohol consumption and quitting smoking.

Bowel cancer can develop with few, if any warning symptoms. Some symptoms of bowel cancer may include \*bleeding from the rectum or any sign of blood after a bowel motion, \* a recent and persistent change in bowel habit for example looser bowel motions, severe constipation or needing to go to the toilet more than usual, \*unexplained tiredness can be a symptom of anaemia from regular blood loss, \*abdominal pain.

If you are experiencing any of these symptoms you should see your doctor.

Treatment for bowel cancer will usually require surgery and depending on where the cancer is situated this may involve the need for either a temporary or permanent stoma to be formed.

If the cancer is found at an early stage the chance of a full recovery is high and most people will be able to return to their current lifestyle and activities.

Have regular check-ups with your doctor if you have had a previous diagnosis of bowel cancer, if you have a colostomy a colonoscopy, if required, can be performed via the stoma.

Encourage your family and friends to participate in the government screening programme and seek medical advice if experiencing any symptoms.

Good wishes and good health to all, see you at the clinic, phone 95421300 to make an appointment.

**Janet Forsyth RN MACN JP**

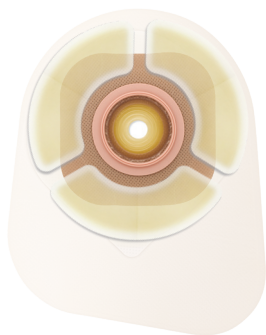
**CNC Stomaltherapy**

*Resource: Department of Health web site, [www.cancerscreening.gov.au](http://www.cancerscreening.gov.au)*

A Sense of

Security Means

Everything



*Three strips create a custom frame around your skin barrier.*

## Adapt barrier extenders

At Hollister Ostomy Care, we know a sense of security and leakage prevention are top priorities for you.

Our Adapt barrier extenders offer an additional layer of protection for those concerned about lifting around the edges of their skin barrier. With a thin and flexible hydrocolloid formulation, Adapt barrier extenders conform easily to body contours. Three convenient shapes make it easy to create a custom frame around the skin barrier. The end result is enhanced security, when it matters most.

Code	Monthly Allowance	SAS Code
79402	60 per month	80141Y

**Order a FREE sample today**

**Call 1800 880 851 [www.hollister.com.au](http://www.hollister.com.au)**



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# HELP US GET YOUR ORDER IN ORDER

When we receive your order we enter the details in our computer system which tells our staff which products to pack for you and helps us to claim the costs from the Government.

We need to work from a paper copy, so when we get your order by email we need to be able to print it out. Your order form is used by our warehouse staff to pick the items. Please make sure everything is CLEAR with all codes and quantities. There are times when we have trouble working out what you have ordered and it can take extra time to figure it out. For this reason we have an order form that is our preferred method of receiving your order details.

Every time we send your supplies you receive a blank copy of the order form on the back of the packing slip. You can fill out this form to make your next order, or if you only require the same products again, you can simply re-use the packing slip, but please mark on the copy the month you wish to order (eg. July 2019). You give it to us by:

- posting it to us,
- dropping it in at the counter when you pick up your supplies
- scanning it and attaching the scanned copy to an email.

A better way to do it, which avoids re-writing the details every time you



order, is to use the electronic copy of the form that is available on the home page of our website ([www.ostomynsw.org.au](http://www.ostomynsw.org.au)). When you click on the link to the form, it's best to save it to your computer as a file you can keep. Then you can type in the required information and save it again with a helpful name such as "Member 12345x May order". Next, attach the file to an email to us at [orders@ostomynsw.org.au](mailto:orders@ostomynsw.org.au). When it's time for your next order you can simply open that file in your computer, make any changes you need, then save it again with that month's name.

At this stage you can't submit your order directly through the web site but that is an improvement that may come in future.

If you can't manage to attach a file to an email we can accept an email in which you have typed all the details of the order as requested on the order form. This can simply be written in the body of the email, without the need to attach anything (see example on next page).

## HANDY HINTS:



### PLEASE DON'T:

- Simply forward your last e-mail with "see below"
- Leave off your product codes
- Attach a photo of your order form unless you can attach it as a jpeg file (not an image in the body text of the email which often occurs with iphones and ipads)



### PLEASE DO:

- Send us a fresh order every time
  - Write clearly if you are hand-writing it
  - Include all the details requested on the order form
- Example of an effective email order with details in the body of the email. There is no need to attach an order form when the information is this clear.

#### Ostomy Orders

From:

Member's email address

Sent:

Tuesday, 16 April 2019 2:12 PM

To:

Ostomy Orders

Subject:

Order for Member name Member number

Hi,

I would like to place an order for the following items to be sent to:

Member's name and member number

Address of where to be sent

Or "Pick Up"

Dansac Nova 802-45 closed, clear pre-cut hole 45mm (supplier code DAN 802-45) x 90 units (3 boxes)

Welland WAD060 adhesive remover wipes (supplier code WAD060) x 60 units (1 packet)

Dansac 71000-0010 travel tissues (supplier code DA 71000-0010) x 50 units (5 packets)

Thank you,



# Healthy skin for healthy confidence.

**Simon**, colostomy since 2010



## Dansac Accessories – Helping to support skin health

Sometimes the skin around your stoma needs a little extra help or protection. Dansac offers a variety of accessories designed to help make everyday life comfortable and deliver the confidence and reassurance you deserve.



### Dansac TRE seal

Formulated to provide a secure, flexible seal to protect the skin from stoma fluid, while maintaining the pH balance of naturally healthy skin.



### Dansac X-tra Strips

A skin friendly natural solution for those seeking an extra sense of security for the outside edge of the skin barrier.

**Contact us today to order your FREE SAMPLE.**

**Call 1800 880 851 or visit [dansac.com.au](https://dansac.com.au)**

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**dansac**   
*Dedicated to Stoma Care*