



WAOA Newsletter

August 2024
Volume 212

World Ostomy Awareness Day



In this issue...

- We've got Updates & Reports from HQ, STN Tania, the President, the Albany Support Group and Bowel & Stoma Health WA
- A Lego Ostomate Article
- Profiles of our Amazing Volunteers
- Dates for Upcoming Support Group Meetings
- and...the WAOA Member Survey Results!

Enjoy the read...

WAOA Business Hours

Monday 9:00am to 4:00pm
Tuesday 9:00am to 4:00pm
Wednesday 9:00am to 1:00pm
Thursday 9:00am to 4:00pm
Friday 9:00am to 1:00pm
Saturday* 9:00am to 1:00pm
**(4th Saturday of each month)*

Stomal Therapy Nurse (STN) clinic hours:

Monday to Friday and
4th Saturday of each month

APPOINTMENT USUALLY REQUIRED

WAOA Management Committee:

President - Quentin Hooper
Vice President - Warwick Leete
Treasurer - Andrew Burke
Secretary - Lorrie Gray
Emily Broad
Ray Hughes-Odgers
Jim Wallace

Newsletter Editor:

Shezanne Gibbs-Hooper

Western Australian Ostomy Association Inc

ABN 43 525 882 636

www.waostomy.org.au

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Mount Lawley WA 6050

PO Box 706
Mount Lawley WA 6929

Phone 08 9272 1833 Fax 08 9271 4605

Business email
info@waostomy.org.au

Please quote your member number
when you contact us.

Disability Toilet Access Cards

You can get your Card from WAOA.

These cards authorise Members to use Disabled Toilets in public places and must be shown if your use of these toilets is questioned.

The Australian Government has an online National Public Toilet Map online at <https://toilemap.gov.au>

Temporary Ostomates

Fees must be paid for access to the Stoma Appliance Scheme (SAS).

They should be paid by the second month after surgery.

Products may be held until payment has been received.

If payment presents a difficulty, Members should contact WAOA, as instalment arrangements can be made.

Fees are payable by July 1st each year.

Order Additional Stoma Supplies

If you are using more products than usual for some reason, you need to be reviewed by your STN (or GP) to find the cause and ensure the correct products are being used. They will be able to complete an application form for additional supplies. The form Application for Additional Stoma Supplies-Clinical is available from your STN, WAOA HQ, or the Human Services website: www.humanservices.gov.au/organisations/health-professionals/forms/pb050

Once completed the form is valid for up to six months.

Members must organise a review with an STN or GP before the form expires if additional products are still needed. We suggest you mark this date on your calendar as a reminder.

You must indicate the extra supply needed when you place your order.

Reversals

If you have been given a date for your reversal:

- Arrange to see your STN before going to hospital for the procedure
- Consider if you need to order a full supply of products? Perhaps you need less stock?
- Make arrangements to notify WAOA after your procedure has been completed
- Return any unused products to WAOA
- Help can be given for your return to no-stoma status
- An information pamphlet is available from WAOA on request

Order Forms

We prefer members to place orders through our website: www.waostomy.org.au

Alternatively, you can use the form included with your previous order and post it.

If you have to email your order, send to orders@waostomy.org.au

Submit your order 14 days in advance.

Membership Fee

Membership Fee for 2024/25:

- Full Member: \$90
- Concession Member: \$80

These fees are payable to WAOA before you receive products from the Stoma Appliance Scheme (SAS)

Payment is due before 1 July each year.

Postage

Your Management Committee has had to **increase the cost of postage to the flat rate of \$12 per parcel from January 2025.** This is a break-even rate and will be reviewed again in June.

Express parcels will remain unchanged.

NB: To make the most of your postage, double orders are encouraged. However, there are a few exceptions:

- If you haven't had your stoma for 6 months yet and it is still changing size/shape
- you're still trying to find a product that works for you
- your STN review may cause you to change products
- you're anticipating reversal of your stoma shortly

Postage

To help reduce our administrative time, [please consider making payments for several orders at a time.](#)

Pay your postage credit in advance by:

- Online on our website
- Cash at WAOA HQ
- Money order
- Phone us with your credit card details

Keep Us Up to Date

Please advise us in writing (website, email, post or fax) of any changes to your details:

- Address
- Phone numbers
- Email address
- Medicare number and expiry date
- Concession card number
- If you have a reversal scheduled or you've had a stoma reversal



www.facebook.com/waostomy

Closed support group:

www.facebook.com/groups/WAOASupport

Access to the closed group will require answering some questions.

Please do not use Facebook to ask for assistance or place orders.

Holiday Supplies

- Members going on holidays can order a double supply in advance
- If you are travelling to other parts of Australia, you can order supplies from other Australian Associations using your member number if necessary. Ostomy Australia's national magazine has a Directory of Ostomy Associations
- For travel periods overseas longer than two months you must provide a copy of your itinerary with travel dates clearly identified with your supplies order. Up to six months of supplies can be ordered this way
- WAOA has a travel brochure transcribed into several languages describing what an Ostomy is which you may find helpful for security screening at overseas airports
- WAOA cannot send products overseas.

Australian Ostomy Associations

A directory of all Australian Ostomy Associations can be found in the national magazine or online at:


<https://australianstoma.com.au/associations>



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President's Report

By Quentin Hooper

It is my pleasure to once again share with you the latest updates from our association. In late May, we had the wonderful opportunity to celebrate our volunteers during Volunteering Australia Week. Our heartfelt gratitude goes out to each and every volunteer for their invaluable contributions. The volunteer profiles we shared on social media were truly inspiring and showcased the incredible dedication within our community. We have included these in this magazine for those who may not have seen them.

On the topic of social media, I would like to highlight a post featuring Lego figurines embracing inclusion, especially the figurine of an ostomate with a bag. This initiative from Lego is a significant step towards normalizing conditions and fostering a more inclusive society. As we often say, "You can't normalize something if you can't see it." These visual representations are crucial in breaking down stigma and promoting understanding.

As the financial year draws to a close, I must address our financial position for the year. We anticipate a small loss, primarily due to the cost of living support we provided to our members. This support was essential in assisting our community during challenging times. However, we have also been informed that the costs associated with our national association, particularly those related to our centralised computer systems, have significantly increased. This increase will likely result in small losses continuing in the near future.

Despite these financial challenges, it is important to remember that our association has enjoyed several years of successful operating profits. These small anticipated losses are a strategic decision to minimize additional burdens on our members during a period of economic difficulty.

Our management committee remains committed to ensuring the sustainability and financial health of our association while prioritizing the needs and well-being of our members.



Quentin

WAOA is a recipient for **CONTAINERS FOR CHANGE** donations!

This means that you can nominate that your 10c refund is sent to us. Simply use our unique scheme ID when you recycle your containers at a refund point!

Alternatively, we now have 4 blue-topped bins for collection of cans and drink bottles (not wine or large plastic bottles), so if you wish to recycle yours to add to our collection, please do.

WAOA
Scheme ID:
C10326918



Then we would love to hear from you! If you have a story, recipe, photos or anything to share with fellow ostomates please send the Newsletter Editor an email at - editor@waostomy.org.au

Disclaimer:

WAOA disclaims all responsibility and liability for any material advertised in this magazine. Responsibility and liability for advertised content is assumed by the author of the material.

Advertisements are published as submitted by the author.

WAOA also takes no responsibility for any member contributions and reserves the right to not publish contributions that contain medical or health care advice.

Please see your doctor or medical professional to discuss your specific circumstances. Nothing published in this newsletter should be considered as medical advice.

Headquarters' Update

By Lorrie Gray

I am writing this half-way through June and the rain has eventually arrived. The winter has brought its usual number of people away with flu or even Covid again, but also some beautiful sunrises.

Refurbishments

The positive feedback continues to be received and we are planning new lighting in the warehouse for the first time in a while.

Postage

Members continue to take advantage of the reduced cost of postage (\$10) from April 1st but it is likely to be increased to \$12 in January 2025.

Surveys: 1.) The Stoma Appliance Scheme and 2.) of WAOA members

Ostomates and Association staff have been part of Association feedback to representatives of the Dept of Health and Aging related to the distribution of, and access to stoma products. We are keen to maintain the status quo, especially after the very positive comments received in the recent WAOA Member Survey, the collated results of which are included in this Newsletter.

Your ordering

"Order what you need – and use what you order" remains our request. We still need that 2 weeks' notice for your order. Don't be anxiously awaiting your next delivery, but neither have more than a month's supply in reserve. Protection of the excellent and unique Australian system is everyone's business, so please check your storage area before ordering each time.

WAOA AGM

This is to be conducted on Saturday 30th November. Membership fees may need to be increased for the 2025/6 year - more data available shortly. This projection is mainly due to the increased costs related to IT - functionality, security and the EXCITING slow introduction of a Member Portal for improved ordering.

Raising awareness of living with a stoma

This is one of the areas highlighted in the survey and WAOA staff and volunteers have already been active in multiple places – and this continues.

- Airport screening appears to have improved and we are still working with the Perth team
- Education has been presented to GP Registrars and final year UWA medical students
- Ageing Well Expo in August
- Seniors and Carers Expo in Rockingham in October
- Tania and I attended the WA Rural Health Conference held in March to help support health practitioners in our far-flung state, as we know that a significant number (likely more than a quarter of our 4,000+ members) live rurally or remotely
- WAOA hosted 10 third year Curtin medical students for 4 days "clinical experience" - very positive feedback received as to the benefits they perceived in attending. Thank you to those who came especially to meet and talk to these future doctors
- A number of ostomates answered Curtin's Medical School call for patients and simulated patients - would love to have your feedback please
- 65 Stomal Therapy Nursing students are enrolled this year in the course at Curtin, including 10 rural WA nurses and 22 interstate nurses

I trust you and your family are doing OK and living life to the fullest possible.

Until next time, stay safe.

Regards,

Lorrie

Ostomate Character joins the Lego Friends™ Community!

by Emily Broad

Recently my colleagues and I at the Western Australian Ostomy Association were overjoyed to discover a new Lego Friends™ playset that includes an ostomate character.

Mini-doll character Sara is joining her friends at a waterpark with her ostomy bag out and proud, a wry smile on her face, but showing that ostomates can still enjoy their life after ostomy surgery.

Sara has an obvious midline incision printed on her abdomen, with an ostomy bag high on her right-hand side – likely to be an ileostomy or urostomy. On the box and in the promotional materials she is seen enjoying her day at the waterpark by going on the waterslides and sunbathing by the pool, activities that are often a nervous experience for new ostomates.

Many Lego Friends™ characters carry over into the Lego Friends TV series and seasonal movies – hopefully we can see Sara appear in these too.

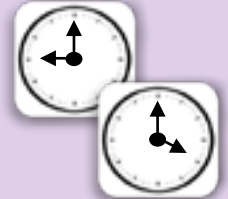
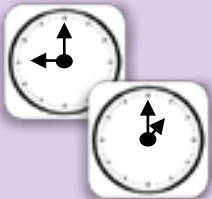
It is our hope that having this set come out with little fanfare is just one step towards more ostomate representation in the toy market. We cannot wait to share her with new paediatric patients as they come through our office, and to use her as an educational tool for ostomates with young families.

Sara is only available in the 814 piece, Heartlake City Water Park set (number 42630) with a RRP of \$129.99.



OPENING HOURS @ WAOA HQ

Monday, Tuesday and Thursday: 9am - 4pm
Wednesday and Friday and 4th Saturday*: 9am - 1pm
(* 2nd Saturday in December)



STN CLINICS IN W.A.

WAOA HQ

Monday to Friday
& 4th Saturday of
each month
(Appointments usually
required)

Northam

9am or 12pm
Second
Saturday
each month

Mandurah

8am - 1pm
Third
Wednesday
each month

Bunbury

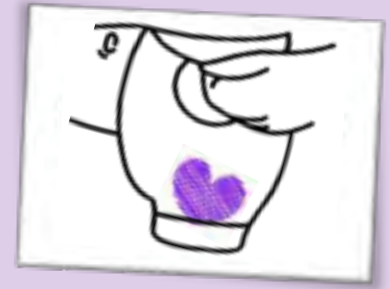
Call 0427 333 970

Albany

Call 9892 2465



Upcoming Support Group Meetings



Metropolitan Area

New Members' Support Group

4th Saturday of every month (except December)

27 July 2024 / 24 August 2024 / 28 September 2024 / 26 October 2024 / 23 November 2024

12:00 noon to 1:30 pm
At WAOA HQ, 15 Guildford Rd Mount Lawley

Perth Social Group: Variable dates and venues - please contact WAOA
Tai Chi: Fortnightly, but venue may change - please contact WAOA

Mandurah Support Group

1st Wednesday of every month (except January)

3 July 2024 / 7 August 2024 / 4 September 2024 / 2 October 2024 / 6 November 2024 / 4 December 2024

5:00 pm to 6:30 pm

Greenfields Family and Community Centre
2 Waldron Boulevard, Greenfields
(Cnr Murdoch Drive)

Regional Areas

Albany Support Group

6 September 2024 / 6 December 2024

1:30 pm > 1st Friday of each quarter

Free Reformed Church Meeting Room
North Road, Albany

Contact: Gerry - 0498 666 525

Bunbury Support Group

19 July 2024 / 16 August 2024 / 20 September 2024 / 18 October 2024 / 15 November 2024

12 noon to 1:30 pm > 3rd Friday of every month

Seniors & Community Centre, 1 Stirling St, Bunbury
Contact: Maria - 0408 165 959

Esperance Support Group

30 July 2024 / 27 August 2024 / 24 September 2024 / 29 October 2024 / 26 November 2024

10:00 am > Last Tuesday of every month (except January)

Aurelia's Ice Creamery & Café
Contact: Len and Sari - 9075 9099

Geraldton Support Group

23 July 2024 / 27 August 2024 / 24 September 2024 / 22 October 2024 / 26 November 2024

1:00 pm to 3:00 pm > 4th Tuesday of every month

Regional Library
Contact: Rhonda Oliver - 0418 231 007



Upcoming Support Group Meetings



Regional Areas

Kalgoorlie Support Group

Dates to be advised -
Goldfields Women's Health Care Centre

Narrogin Support Group

Please contact - Lorraine Larment
0429 812 552 or lorraine@ozburials.com

1st Wednesday every quarter 12noon - 1.30pm
Narrogin Senior Citizens Centre

Northam Support Group

13 July 2024 / 10 August 2024 / 14
September 2024 / 12 October 2024 / 9
November 2024 / 14 December 2024

10:00 am to 12 noon

2nd Saturday of every month
Venue to be advised

Facebook Support Groups

Bumps to Bubs Ostomy Support

Request to join via Facebook page -
<https://m.facebook.com/groups/994994968415617/?ref=share&mibextid=S66gvF>

Perth Young Ostomates' Support Group

Please contact WAOA HQ - 9272 1833 or
request to join via Facebook link -
<https://www.facebook.com/groups/365461825146299>

West Ossie Guttsy Kids

Request to join via Facebook page -
<https://www.facebook.com/groups/381866953308120/>



► WHO CAN HELP ME?

If you are a new ostomate, or about to become one, you are about to begin another chapter of your life. People who can help with your new beginning, your journey to recovery and wellbeing are - YOU, your family & friends, your doctors, STN's, stoma associations, ostomate support visitors, product companies, special needs groups, parents of young ostomates and cancer societies.

If you need more information please visit WAOA's website - www.waostomy.org.au

(Source: A New Beginning, an ACSA publication)



Qufora® have a range of both low and high-volume products to meet the individual needs of patients

Certain conditions respond well to low volume rectal irrigation and others to high volume irrigation.

Rectal irrigation, also known as transanal or anal irrigation, is a treatment to manage bowel symptoms.

Rectal irrigation is a simple and hygienic solution for effectively managing symptoms of chronic constipation and / or faecal incontinence¹. Rectal irrigation is usually self-administered (or by a carer or another healthcare professional), sitting on the toilet or commode.

You'll need to be assessed by your healthcare professional for suitability to use rectal irrigation. They'll determine your symptoms and individual situation. If you are eligible, you will be taught how to instil warm tap water into the bowel via the anus. This is undertaken using either a cone or catheter, attached to a water reservoir (either a bag or soft pump). When the cone or catheter is removed, the water is expelled along with the contents of the bowel.

Advantages of rectal irrigation

- Can help to achieve bowel continence
- Reduces time spent on bowel management
- May reduce the risk of urinary tract infection
- May reduce the use of and need for laxatives and anti-diarrhoeals



Qufora® IrriSedo MiniGo



Qufora® IrriSedo Flow



Qufora® IrriSedo Klick

1. Emmanuel A. (2010). Review of the efficacy and safety of transanal irrigation for neurogenic bowel dysfunction. Spinal cord, 48(9), 664-673. <https://doi.org/10.1038/sc.2010.5>

**For more information about products contact
Omnigon Customer service 1800 819 274**

To speak with a healthcare professional call WAOA (08) 9272 1833

Albany Support Group Update...

By Gerry van der Wal

Highlights from Albany Ostomy Support Group Meeting - held on 8th March 2024.

The President Gerry van der Wal opened the meeting in the Albany Free Reformed Church at 1:30 pm and welcomed all present. There were 10 members present with 2 spouses attending as well. We were thankful that our STN, Rachael van den Hoek was also able to grace us with her presence. A receipt for the amount of \$100, being our donation to the Albany Hospice was tabled, as well as notification of the transfer of \$50 to the Albany Free Reformed Church for the use of their building.

Experiences were shared and support was given, particularly by our STN which was much appreciated. Particular attention was paid to experiences whilst travelling overseas as it seems that not all airline staff are sufficiently informed on how to deal with ostomates and their needs. Overall, however, it appeared that there was sufficient understanding to ensure that overseas holidays were not marred by unpleasant experiences due to potential ostomy stumbling blocks.

The meeting donated the sum of \$27.85 to the kitty, bringing this up to a current total of \$57.50. Coffee and cake and socialising was enjoyed by all afterwards for another relaxing and enjoyable meeting.

Highlights from Albany Ostomy Support Group Meeting - held on 7th June 2024.

The President, Gerry van der Wal, opened the meeting in the Albany Free Reformed Church at 1:30 pm and welcomed all present. There were again 10 members present with 2 spouses attending as well, and we again welcomed our STN, Rachael.

One of our members shared with us that he will be losing his ostomy status as he needs to have both his kidneys removed as they have become affected by cancer. This will result in him requiring regular hook ups with a dialysis machine. We wished him well for his coming operation and subsequent treatment and assured him that he would always be welcome in our midst despite losing his ostomy bag.

During the ensuing discussion, it became evident that whilst private health care may ensure that one is treated sooner, the out of cost expenses make it of doubtful whether this is a viable option to consider from a financially prudent perspective, particularly for country patients where the local hospital is invariably a public hospital.

We also received an interesting description of the procedure involved in "Irrigation", including its advantages and disadvantages. According to the member, he considers a colostomates using the irrigation method was far preferable to being a urostomates, although this was challenged by the urostomates present. We then had a discussion on the correct usage of overnight bags, with some members preferring not to use this due to getting tangled up in the tubing, whilst other members claiming it enabled them to have a restful, unbroken sleep all night long.

Our STN then gave us a presentation on the use and advantages of support belts, particularly where hernias were present, to provide support to the affected areas and potentially prevent further protrusion of the hernia. Her presentation was much appreciated, and we hope she will be able to see her way clear to make this a regular feature of our meetings.

The meeting donated the sum of \$27.85 to the kitty, bringing this up to a current total of \$57.50. Coffee and cake and socialising was enjoyed by all afterwards for another relaxing and enjoyable meeting. Our next meeting is scheduled for the **6th of September**, same time same place.

Editor's note: Many thanks to Gerry for these updates about what support groups discuss and can offer ostomates - it is greatly appreciated 😊



LeeAnne, CeraPlus™ Product User

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-LeeAnne^

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^LeeAnne is a CeraPlus Product user who has received compensation from Hollister Incorporated for this statement.

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*Remois is a technology of Aicare, Co., Ltd.

CE



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Ostomy Products



Ostomy Care
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Stomal Therapy Nurse News...

By Tania Norman

I will have been working at WAOA full time (a 9-day fortnight) for a year once this newsletter is published and am beginning to wonder how I fitted all the work in with my previous hours! The clinic is being fully utilised over the 5 days with both ostomates and staff making full use of our time. Catherine has also been on a 5-week wound care course which will further enhance her portfolio. Thank you to Deb Day, Deb Courtney and Nicole Denker for covering the clinic in our absences.

Medical Students and Stomal Therapy Nurse Students

Thank you to those who volunteered to make both our Medical and STN students welcome during their visits. Overall, we had 10 medical students spend 4 days with us and their feedback has been extremely positive. They were very grateful to everyone for taking time out to meet with them. The students had to present their experiences to the rest of their year on return to Curtin University, so we will have a cohort of very well-informed upcoming Drs in ostomy care.

This year saw an unprecedented number of nurses enrol in the 1 year post graduate STN course which has been subsidised by the government with **64** nurses enrolled from around the country and 46 of those from WA. Thank you again to those have volunteered to meet with them and allow their participation in the STN clinic.

Thank You Perth Airport

Our support groups are continuing to grow momentum and expand across the country and in light of this we are very grateful recipients of Perth Airports' community partnership grant. We were awarded \$1,100 which we are going to put towards speakers, catering and where applicable hire costs of the venues for our support groups. Last month we had a record number of ostomates (50+) attend our support group meeting that was presented by the customer service team from Perth Airport. Their talk was very well received, and everyone was very appreciative of the hard work that the team has been doing to improve the experiences of ostomates moving through security.

In testament to the work the customer service team have been doing we are receiving very positive reports from ostomates who have recently travelled through Perth Airport and as usual we encourage you to report both good and not so good experiences to - customerservice@perthairport.com.au



Company Reps at Support Group Meetings

Recently we made the difficult decision to cease having our wonderful company reps attend the support group meetings. This decision was primarily made to encourage ostomates to see their STN if wanting to change to a different product. Their STN would have chosen a product to suit their body shape and type, as we know one product doesn't suit all. We believe that involving a STN in this decision-making process will save you any unnecessary skin problems and reduce wastage in the future. If you don't have a STN please contact us here at WAOA and we can help put you in touch with one or help you ourselves.

Facebook Groups

Thanks to the wonderful work of our social media guru Emily Broad, Bunbury now has its very own Facebook page called the South West Osties. In April Lorrie Gray and I met with the Bunbury support group which has continued to grow in numbers thanks to the enthusiasm of Maria. I have continued to attend the meetings since this and have arranged different speakers over the upcoming months to attend the group.



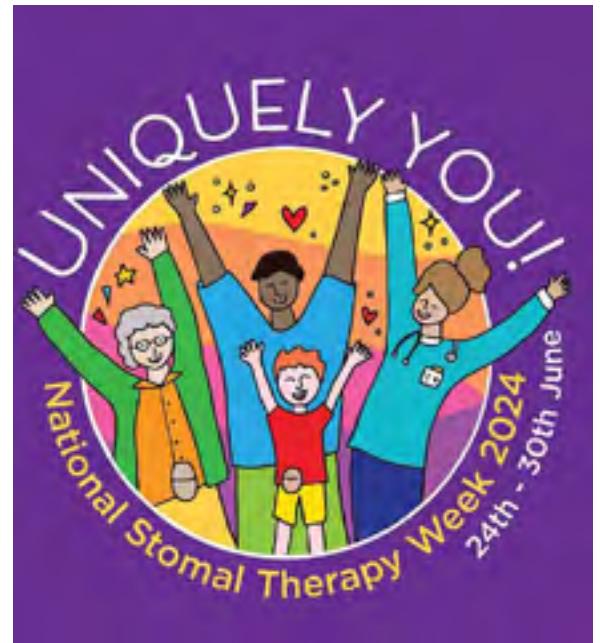
Stomal Therapy Nurse News...

By Tania Norman

Conferences & Stomal Therapy Week

Lorrie Gray (pictured below left) and I also attended the Rural Health West conference in March 2024 which proved very useful on both a professional and personal level. I was able to make new connections, particularly with Geraldton GPs / Practice Nurses and expanded contacts for Narrogin, Derby and with the Cancer Council. On a personal level, we attended the very moving and motivating speaker Michael Crossland who demonstrated true courage and strength through adversity and a take-home message that someone else may do anything to swap with the bad day you're having - definitely a time for reflection.

Stomal Therapy Week was the 24th - 30th of June and this year the AASTN teamed up with Australian Graphic designer MJ Pureza who created the image (below on the right) that celebrates the diversity of ostomates and those that support them. We purchased several t-shirts for our staff and volunteers to wear during the week and I'm sure many will continue to wear long after.



WAOA's New Artwork

Taking pride of place at WAOA's front of house is our Aboriginal Artwork by Beige Dimer having been stretched and mounted with the explanation of the different symbols on the right of the artwork.

We chose this piece because the colours included the purple ostomy colours and has a waterhole story from the Dreamtime. Next time you visit the association please take the time to have a look at this wonderful artwork!



**Editors note - Thanks for your update & the great photos Tania. Enjoy your holiday!*

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- Brava® Protective Seals that create a secure seal around your stoma.
- Brava® Skin Cleanser Wipes to help you stay clean and odour-free.

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Julian
Ostomy Care User



Brava®

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Bowel & Stoma Health WA News

by Tania Norman

Exmouth/Carnarvon/Geraldton

In the second week of May I travelled to Geraldton, Carnarvon and Exmouth which proved to be another very worthwhile and productive trip.

In Geraldton I met with both the STNs Lina Gedero (Geraldton Regional) and Kristina Murray (Silver Chain). Lina and I ran a joint education session for a couple of staff at the Regional and I ran an evening session for GPs/practice nurses/allied health. I was able to meet with Rhonda who does such a great job with the local support group and Dr Stephanie Milns Sizer at Geraldton University. Dr Milns Sizer has invited me back next year to run a full day education session for her student nurses in stoma care which is fantastic as their current course provides very little.



I headed on to Carnarvon and Exmouth (*hospital pictured to the left*) where I ran STN clinics and provided education to the hospital ward staff. A total of 7 ostomates were seen and stoma care education was provided to 22 health care professionals.

By the time you read this I will have been to **Narrogin 6th/7th June** to run a STN clinic, attend the quarterly support group and provide three separate education sessions to hospital staff, residential care staff and allied health. I am very excited to meet with Emma Howard who is undertaking the STN course this year which means

Narrogin will have on-site support. In addition, we have discovered another STN at Katanning Hospital, Chianne Cole.

The week of the **10th of June I will have travelled to Broome, Derby and Fitzroy Crossing** again running STN clinics in both Broome and Derby in addition to providing education sessions to both hospital staff and at the Aboriginal Health Centres. I will have travelled to the residential care facility in Fitzroy Crossing to review the ostomates there and provide education to carers.

Extracurricular activities

In addition to the rural visits, I will have travelled to Adelaide in mid-June to present to other STN colleagues on preventing peristomal skin complications and run a Perth session in July alongside the wonderful Professor Keryln Carville.

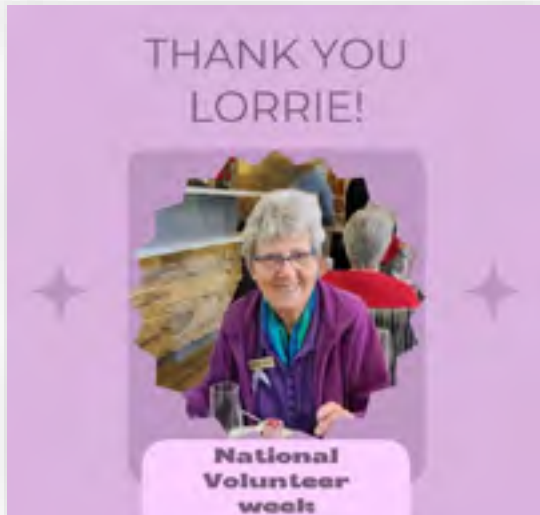
Mid-June, I was invited to speak at the clinical leadership group for Aboriginal Health Medical Services which is a fantastic opportunity to increase awareness of ostomies and the services that we offer here at WAOA.

Traveling is definitely a theme this quarter of the year. On a personal note, I will have travelled to the UK to see friends and family for a couple of weeks at the end of June - a lovely time of year to visit, especially with plans to explore the Lake District.

Don't forget to keep track of all the STN activities and more on our Facebook pages - Bowel & Stoma Health WA and WA Ostomy Association

Our Amazing Volunteers...

In recognition of National Volunteer Week, held back in May this year, the WA Ostomy Association profiled several of our volunteers. If you didn't get to see them on WAOA's Facebook page you can find out more about these amazing people on the next few pages.



Lorrie has been volunteering with WA Ostomy since 2009, however she had a relationship with the association long before this as a Stomal Therapy Nurse and many of us here would describe Lorrie as the heart of our organisation.

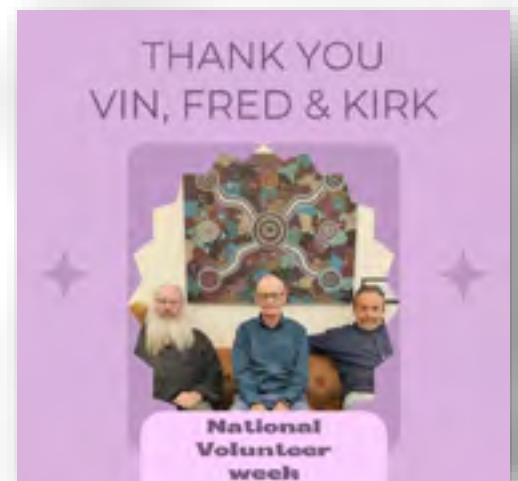
She donates full time hours to keep the association running, and to advocate for ostomates on both a state and national level. As the association secretary since 2018 she has been integral in helping us to become one of the most wide-reaching associations in the country. Lorrie was also at the heart of the development of the WA Ostomy STN clinic and has been a key player in our ongoing efforts to educate the general community about stomas.

If you attended our new member meetings, you have met Lorrie. If you have called in stressed and overwhelmed, you have spoken to her. And, if you have come into the association you've been greeted by her smiling face.

Vincent and Kirk have been volunteering with WA Ostomy since late last year, joining Fred who has been here since 2022, if you come by on a Wednesday and hear loud voices out the back it is these 3 enjoying their time together.

They started with us to give something back and to feel useful.

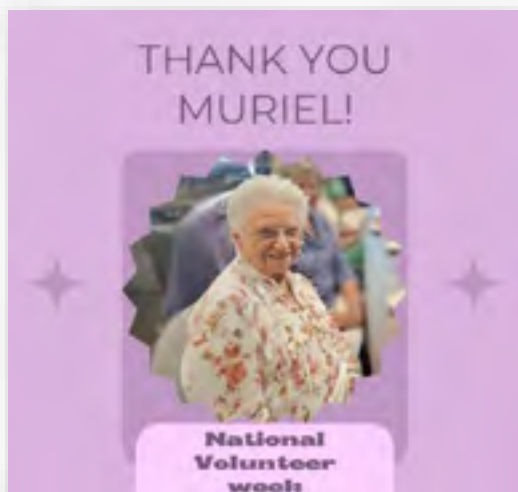
Fred & Vin say that they love volunteering because of the company and the fun they have here. Kirk added that it helped him to realise he isn't on his own.

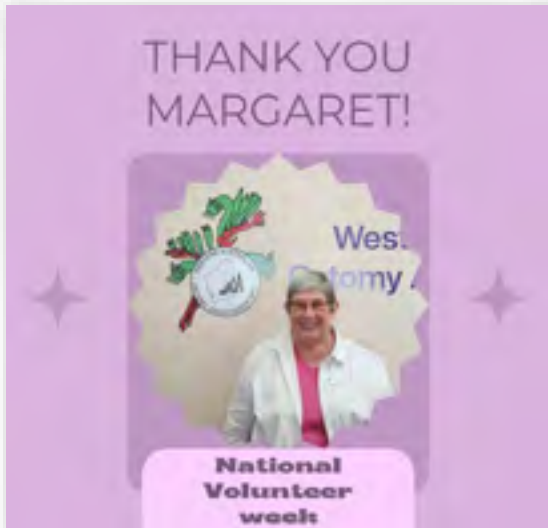


Muriel has been volunteering with WA Ostomy since 2006 She started with us after being invited by Jess to help her adjust to life with a stoma.

Muriel says, "I've always had a terrific time, and it helped me a hell of a lot as I learned from those around me. It's so important to have people who help each other."

It's so important to have people who help each other!





Margaret has been volunteering with WA Ostomy since mid-2023.

She started with us because she believes that "WA ostomy is a good organisation, notwithstanding that it is close to home. My husband is an ostomate and I appreciate the care given to members by those who work and volunteer for the organisation."

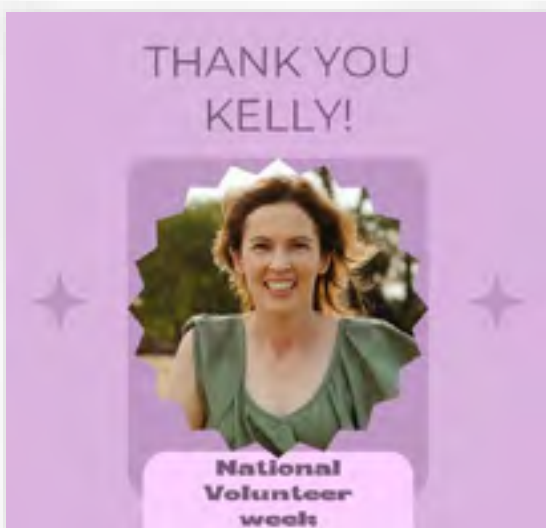
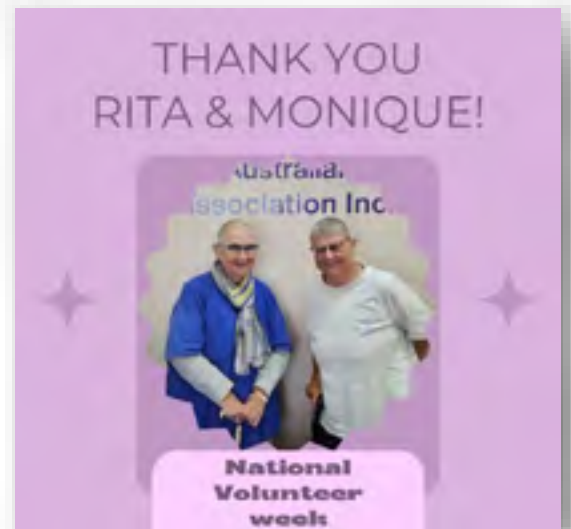
I appreciate the care given to members by those who work & volunteer for the organisation!

Sisters Rita and Monique have been volunteering with WA Ostomy since 2013.

They started with us after Rita underwent stoma surgery and they saw the benefits that the association gives to members.

Monique says that they love volunteering because, "there are nice people here, and we like knowing that we are helping others!"

We like knowing that we are helping others!



Kelly has been volunteering with WA Ostomy since February.

She started with us as a way of giving back after experiencing colorectal cancer and the resultant surgery and chemotherapy.

Kelly required a temporary ileostomy for 6 months after which she was reversed. She credits her wonderful stoma nurses for making the experience much more manageable.

Kelly says that she loves volunteering because, "the people are wonderful and like-minded, and I feel that we are contributing to the community."

Thank you to all our Volunteers!

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of leak channels forming



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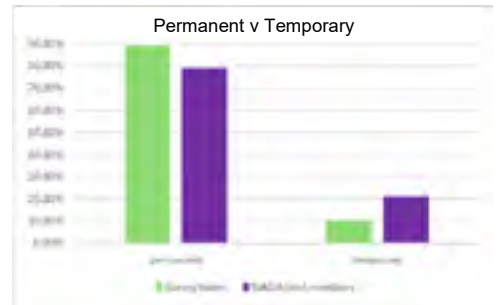
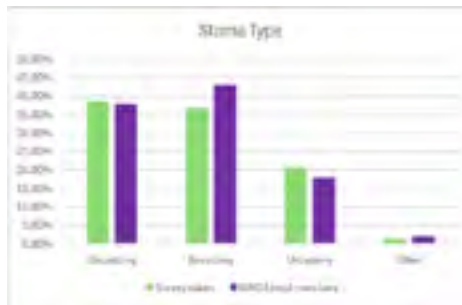
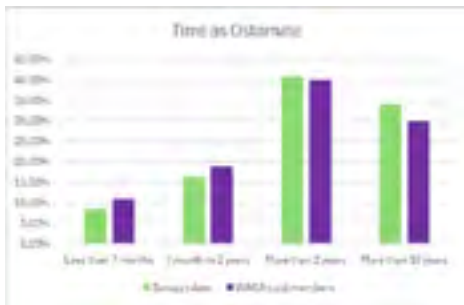
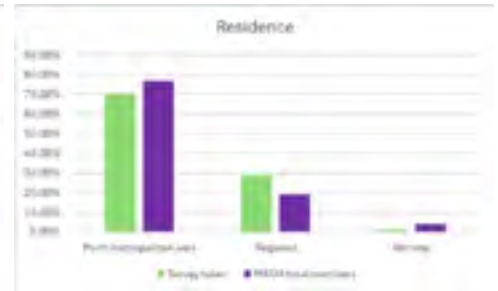
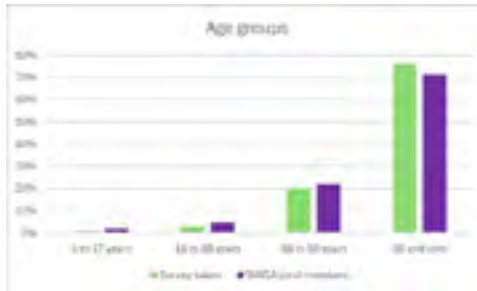
Results of the recent WAOA Membership Survey

Thank you to all who participated in this survey and provided a snapshot of a number of aspects important to the Management Committee, Staff and Volunteers. We want to give the best service we can.

Demographics

The survey was taken by 655 members, which equals about 15% of our total member base.

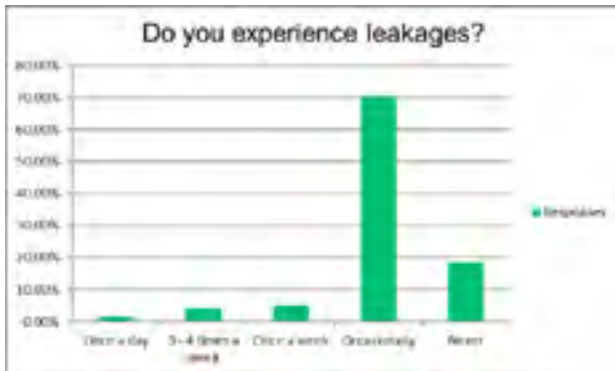
Age and residence groups of surveyed compared to total members appear comparable.



The time people have been Ostomates, and the type of Ostomy also seem comparable with our total member base, however Permanent Ostomates are slightly overrepresented in the survey.

Skin Health

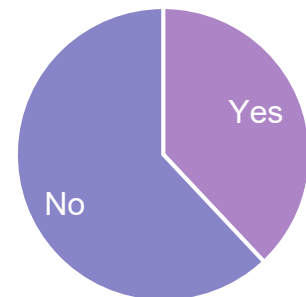
- A. Unsurprisingly, 39% of the Ostomates who took the survey reported skin issues
- B. Only 60% of the Ostomates who took the survey had had their recommended review
- C. We are pleased to see that the majority of Ostomates only have the occasional leakage



ACTION by WAOA:

1. Periodically remind you to check on your skin health
2. Develop a guide on the intended use of accessories

Did you know what a stoma was before you became an Ostomate?



Educational Outcomes

- A. More than half are satisfied with the level of information they received prior to surgery, but about 1/4 would have liked more information from their STN or surgeon
- B. Most Ostomates did not know what a stoma was before they became an Ostomate themselves. Those that did, knew mostly because they had a family member or friend that is an Ostomate, others through their work or education and a small number through general knowledge

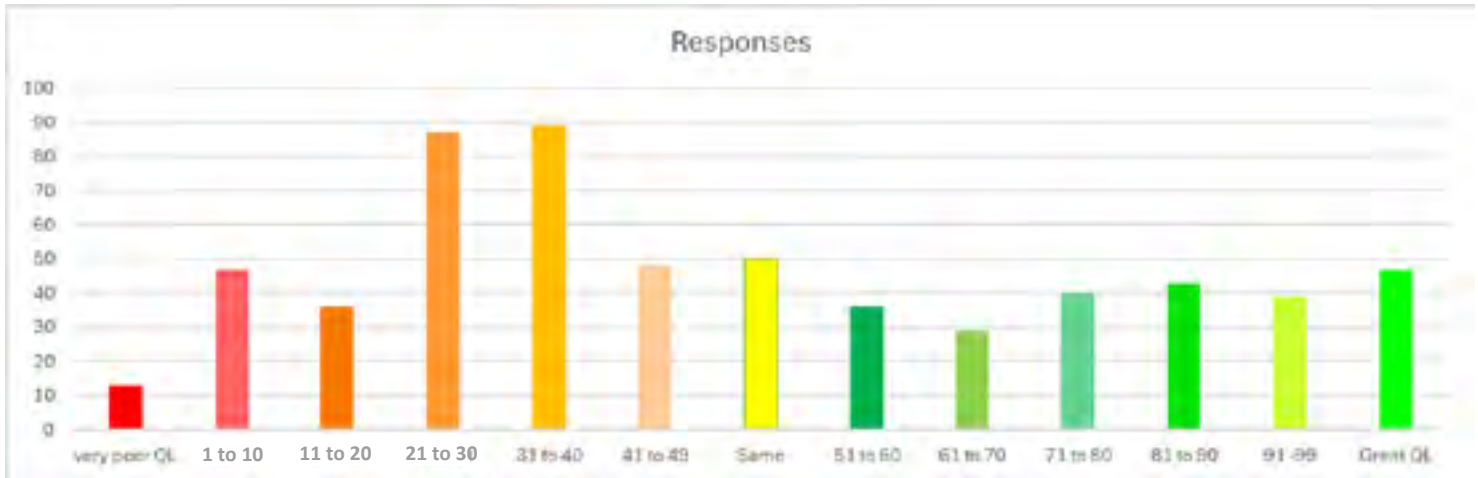
ACTION by WAOA:

1. Share this data with STNs. & distribute leaflets for medical staff to provide information on our services
2. Advertise the offer of contact with an Ostomate to anyone being advised to have a stoma

Results of the recent WAOA Membership Survey (continued)

Quality of Life

More Ostomates that took the survey feel that their quality of life (QOL) has decreased.

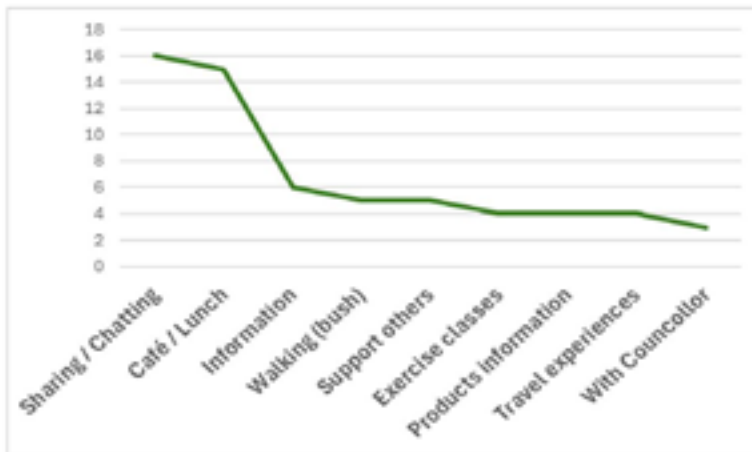


Support Meetings

Seem to be enjoyed by a small percentage of members: those that do attend seem to get a lot out of them. Regional Ostomates seem to enjoy them more, while the younger age group seem less interested.

Suggestions for future meetings were plentiful:

Popular suggestions



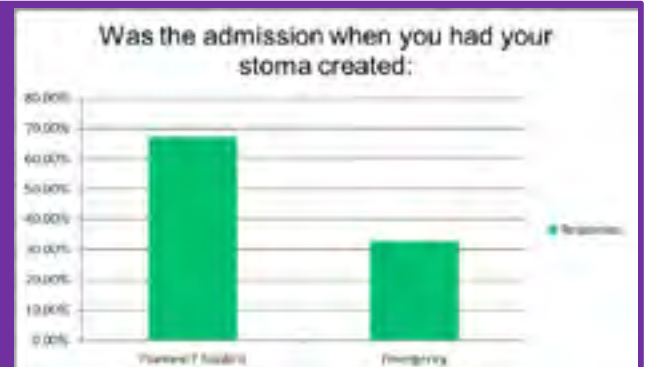
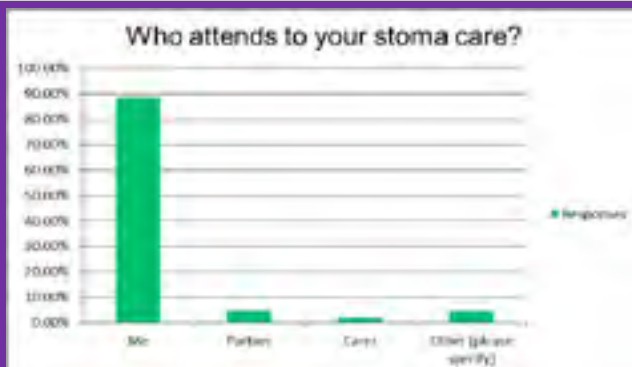
Single suggestion

Golf	Sports
Drinks	Zoom meetings
Games	Via Mail
Picnic	Canoeing / kayaking
Permanent group	Excursions (Zoo?)
Lawn bowls	Dinner
Swimming	Similar
Watching games	age and gender
Bike riding	Mini golf
Mens group	Lazer tag
Q+ A session	Go karting

ACTION by WAOA:

1. Each group seems to have different needs so will continue to support as requested
2. Continue to offer support meetings throughout the year with different activities
3. Continue to hold information sessions on different topics
4. Invest in technology to make sessions accessible via zoom or video via WAOA website
5. Support requests to set up more regional support groups eg South of the river, Broome, Dunsborough and Busselton

Interesting Findings



Results of the recent WAOA Membership Survey (continued)

Support

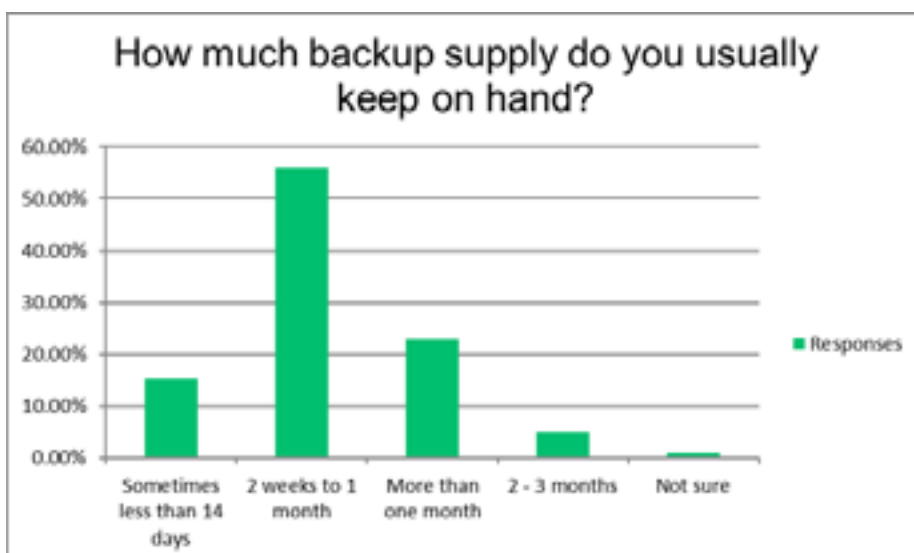
- A. 30% of Ostomates who have taken the survey are interested in obtaining professional psychological support through WAOA. This number increases in the younger Ostomate group, the Ostomates with an ‘Other’ stoma (not a colostomy, ileostomy or urostomy), as well as in the group that answered the question regarding QOL with a lower score. Many mention that this would have been useful at some point in their journey.
- B. Ostomates who took the survey overwhelmingly stated that they believe it would benefit Ostomates if the general public could know more about life with a stoma. They believe it would reduce the stigma and would help, for example, in regard to experiences at the airport or at disabled toilets.

ACTION by WAOA:

1. Explore options to provide access to an affordable service, knowledgeable in the issues faced by Ostomates, rather than only a regular counsellor or psychologist
2. Continue to raise awareness at events eg ‘Ostomy Awareness Day’, ‘Aging Well Expo’
3. Using WAOA’s side building windows to advertise people of all ages with a stoma living fulfilling lives
4. Other promotional ideas like Bunnings sausage sizzle
5. Increased social media presence
6. Explore ways of raising awareness in hospital staff, gyms, carers, other disability groups
7. Explore ways that contribute to making the disabled toilet situation better (signage of a wheelchair and person with a pouch!?)

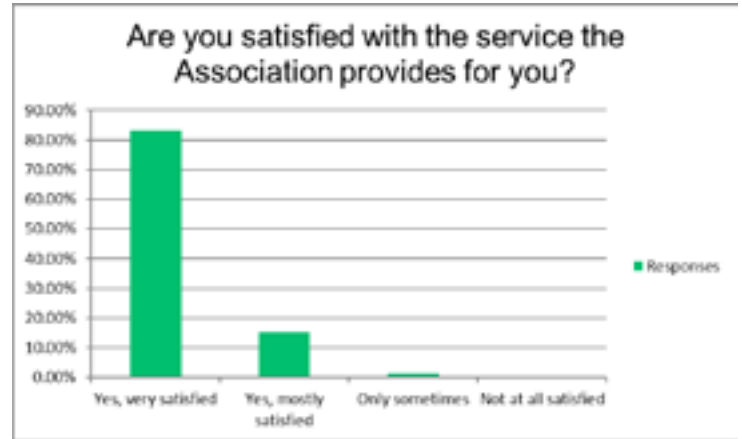
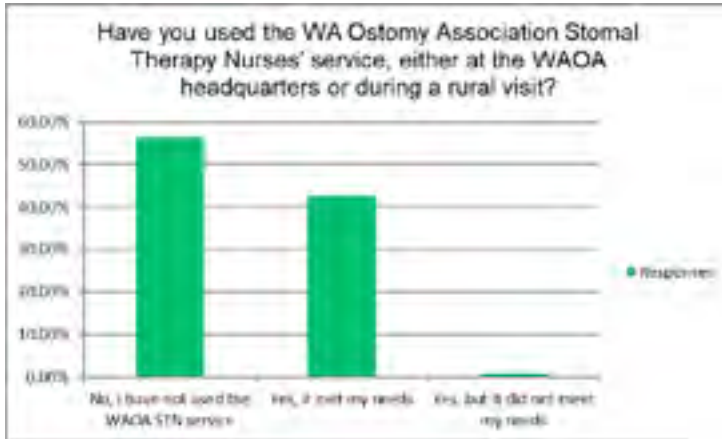
WAOA Services

- A. Over 90% of the Ostomates who took the survey stated that they are satisfied with the WAOA opening hours
- B. Communication channels also seem to be very individual with a focus on email
- C. General feedback on our website was good
- D. Over 70% Ostomates who took the survey stated mostly that they like the Newsletter



- E. Most Ostomates who took the survey have no trouble placing their orders
- F. Over 90% of Ostomates who took the survey do check their stock levels prior to placing an order
- G. Most Ostomates who took the survey keep between 2 - 4 weeks’ worth of back-up supply on hand. Younger Ostomates, Ostomates in remote areas and urostomates seem to keep less
- H. Most Ostomates who took the survey don’t seem to get anxious about running out of supplies

Results of the recent WAOA Membership Survey (continued)



ACTION by WAOA:

1. Make information on current Management Committee members available on website
2. Increase the information on any information sessions we hold
3. Publish a current price list for cash sale items held by WAOA. *See end of this article for the list
4. Share more articles on our social media platforms
5. Help organise events for younger Ostomates

ACTION underway by WAOA - Members Portal

We are pleased to announce that we are in the process of introducing a Member Portal where each member can create an account to have access to their ordering and credit history, upload documents, update contact details, make easy payments and track your order, have more detailed advice on any change made to your order. We are hoping to start a soft launch sometime later this year, but please allow another 12 months for this to be fully operational. Please note: this will not satisfy the requests for online shopping, it won't have photos nor access to information on items not previously ordered. You will still be able to post or drop off your order.

Fun Fact: About half the products available on the scheme have never been requested by any of our members!

General Comments on Stock Supplies

- Managing your back-up stock is tricky at the beginning, as things are still changing, and you might have to go to a different pouch. During this time, we ask you to please order conservatively
- We ask you to keep about a month worth of supplies and allow 14 days for your supplies to be ready when you place an order
- Of the 3,430 different products available on the Stoma Appliance Scheme only about 10% are commonly used products that we aim to always have on hand and can therefore get your order ready soon after you have placed it. Products used by only a few members will be ordered from the supplier only once we have received your order. Those products will then come from the eastern states by road or rail and take 5 – 10 days to arrive
- Please don't leave yourself short, always expecting your product to be available immediately
- Any product can also happen to be unavailable (on back order from suppliers) at times
- In case you were not aware, once you have had your stoma more than 6 months and have used the same product for a while, we can supply a double allowance at once. This saves time, hassles and postage
- Usage is very different between members: some members only order twice a year
- The scheme is designed to provide you with all the products YOU NEED. If this is more than average, it might be time you had a STN review

Tired of your bag ballooning and filling with gas? Broken sleep impacting your day?

Then we have a solution for you!

The SenSura[®] Mio unique full circle filter reduces blocking, which reduces incidents of ballooning. With less ballooning, this helps people with a stoma to sleep through the night.

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Results of the recent WAOA Membership Survey (continued)

Member Suggestions	WAOA Response
Reducing Wastage of products and packaging	<ul style="list-style-type: none"> • Thank you for your detailed feedback on how Ostomates themselves can help to keep product wastage at a minimum so that the scheme remains viable to provide all items needed to care for your stoma • There was overwhelming support of our motto to, “Only order what you need and use what you order” • The Stoma Appliance Scheme is designed to give Ostomates access to all products they need to care for their stoma • You will be pleased to know that the majority of our boxes have been used: we have established a relationship with St John of God and Royal Perth Hospital to recycle their boxes and packing material • We regularly advertise the boxes accumulated from our deliveries that are too big to use for parcel postage on Facebook, Marketplace and Gumtree for a small donation • We only carry a small back-up supply of purchased boxes in case we are running low, as we can’t afford to not send your supplies
Tips and tricks to increase wear time	<ul style="list-style-type: none"> • Keep in mind that ‘longer’ is not always ‘better’. Skin health and other factors need to be taken into consideration, and how long a bag serves you well is very individual • Action by WAOA - Work on an article on how Ostomates might increase their wear time if possible
Some members asked for more education	<ul style="list-style-type: none"> • Continue to run information sessions on various topics and have them available on our website for you to explore at your convenience
Some members asked for a low cost range of products	<ul style="list-style-type: none"> • Uncertain at this point
Some members asked for a home visit from our STN	<ul style="list-style-type: none"> • This service is already available if no other option is available to the Ostomate. Please contact us to discuss

Other WAOA General Feedback

- Thank you for your general suggestions and very nice comments and compliments. They are very much appreciated
- We apologise to have not enabled the survey to account for Ostomates with 2 stomas: this was an oversight on our behalf
- We DO carry Hidden Disability lanyards: they are available on request for a donation
- We regularly send products that have been returned to WAOA to countries where Ostomates are less fortunate and don’t have easy access to products
- Please return any products you no longer need for any reason to us and we will make sure they go to a good cause (includes use for education)
- Our STN is available to all members by appointment only, unless it is an emergency and we can fit you in
- We have recently done a makeover of the front area in an attempt to make it more pleasant
- We have one ACROD parking spot right in front of the building and would ask you only make use of this if you are eligible. There is 2 hour free street parking and the WAOA car park at the back of the building available for you
- We keep a ‘credit account’ for postage and fee funds on your record. You are welcome to make contributions towards your fees throughout the year to avoid a lump sum
- We are always looking for grants and have successfully applied for a number of them

Results of the recent WAOA Membership Survey (continued)

In Conclusion –

We agree that a having a stoma is not ideal, however for some Ostomates it is a definite advantage, improving their quality of life, getting *them away from the toilet*. Others might have faced even more serious consequences due to cancer, malformations or trauma.

We are working through members who indicated they wished to be contacted for specific reasons.

The successful recipient of the 2024 / 25 membership has been contacted.

We look forward to continuing to serve our “special family” - something we have been doing for almost 55 years.

Cash Pricelist



CODE	SUPPLIER	DESCRIPTION	Units	SALE PRICE (INCLUDING GST)
P-MD	Omnigon	Diamond Plus Unisex Boxers S-XXL black	1	\$ 50.00
P-FD	Omnigon	Diamond Plus Briefs S-XXL neutral or black	1	\$ 50.00
MSP	Omnigon	Men's Support Pants S-XXL black	1	\$ 50.00
SPH	Omnigon	Support Briefs for Her S-XXXL neutral	1	\$ 50.00
BRF	Salts / Ainscorp	Briefs S/M-XXL neutral or black	1	\$ 48.00
BOX	Salts / Ainscorp	Boxers S/M-XXL neutral or black	1	\$ 48.00
110821	Salts / Ainscorp	HYAL 4 - START 25g tube	1	\$ 30.00
114394	Salts / Ainscorp	HYAL 4 - CONTROL Cream 25g tube	1	\$ 25.00
833005	Salts / Ainscorp	Salts Adhesive Solution	1	\$ 13.00
10000046	Salts / Ainscorp	HYAL 4 - SKIN 25g tube	1	\$ 22.00
10000047	Salts / Ainscorp	HYAL 4 - SKIN 100g tube	1	\$ 62.00
1511	Coloplast	IRRIGATION Water Bag	1	\$ 28.50
1110	Coloplast	IRRIGATION COLO TIP	1	\$ 11.50
9505	Coloplast	Scissors curved	1	\$ 8.00
2837	Coloplast	Coloplast Night Bags	1	\$ 26.00
5161	Coloplast	Leg Bags (Conveen)	1	\$ 6.00
5168	Coloplast	Conveen Leg Bags	1	\$ 13.00
50501	Coloplast	Conveen leg bag straps	1	\$ 10.00
66102	Coloplast	CT Conveen Critic Barrier Cream 50gm	1	\$ 9.00
218010	Coloplast	Disposable Overnight Bag	1	\$ 1.00
380431	Coloplast	Bag Hanger Large Plastic	1	\$ 15.00
15271	Surgical House	Transpore 1 inch	1	\$ 3.50
15300	Surgical House	Micropore White 1/2 inch	1	\$ 0.70
15301	Surgical House	Micropore White 1 inch	1	\$ 1.50
15302	Surgical House	Micropore White 2 inch	1	\$ 3.00
15303	Surgical House	Micropore White 3 inch	1	\$ 4.00
15331	Surgical House	Micropore Brown 1 inch	1	\$ 2.50
15350	Surgical House	Micropore/Dispenser 1/2 inch	1	\$ 1.50
15351	Surgical House	Micropore/Dispenser 1 inch	1	\$ 3.00
15352	Surgical House	Micropore/Dispenser 2 inch	1	\$ 6.00
LG100	Surgical House	Lubricating Gel	1	\$ 6.00
CTU10.0-18-CAA	Cook Medical	Chait Access Adaptor	1	\$ 142.00
7331	Hollister	Uro/Tube Adaptor	1	\$ 3.00
WAOA1	WAOA	Pouch Covers	1	\$ 5.50
WAOA2	WAOA	T-Shirt	1	\$ 28.00
MD-AS02	AMSL	AMSL Medicina Enema Washout Set	1	\$ 15.00
Postage	WAOA	Delievery fee	1	\$ 10.00

CONTACT YOUR LOCAL STN

The Australian Association of Stomal Therapy Nurses Inc maintain a contact list of National STN's on its website.

The list includes email addresses, phone numbers and information on the availability of outpatient services.

The STN contact list for Perth is available here: https://www.stomaltherapy.com/map_wa.php

FIONA STANLEY HOSPITAL

Marlene McLaughlin and Renae Hall • 6152 0788

FREMANTLE HOSPITAL

Emma Larter • 9431 3333

HOLLYWOOD PRIVATE HOSPITAL

Delysia Tennant and Yolanda Herrera • 9346 6000

JOONDALUP HEALTH CAMPUS

Shareen Van Kempen, Deborah Jessamine and Agnes Leksa • 9400 9297

KING EDWARD MEMORIAL HOSPITAL

Mercy Colimbo and Denise Collins • 6458 2222

MOUNT HOSPITAL

Vanessa Morris • 9481 1822

OSBORNE PARK HOSPITAL

Julie Connolly and Caitlen Mitchelmore • 9346 8000

PERTH CHILDREN'S HOSPITAL

Carmel Boylan and Suzanne Mazzone • 6456 0355

ROYAL PERTH HOSPITAL

Wendy Pearson and Nonto Bozo • 9224 2369

METROPOLITAN SILVER CHAIN SERVICES

Central: Dr Keryln Carville

Myaree: Jenny Faithfull

Maddington: Anne Capes, Julie Mitchell and Lynn Beelitz
Call Silver Chain Services on 9242 0242

SIR CHARLES GAIRDNER HOSPITAL

Sandy Hyde-Smith and Deb Day • 0491 264 536

ST JOHN OF GOD HOSPITALS

Midland: Laura Robertson and Sarah Witham • 9462 4000

Mount Lawley: Amy Staples • 9370 9222

Murdoch: Kate Brereton, Catherine Riordan and Leigh Davies • 9366 1111

Subiaco: Lisa Richards and Silvie George • 9382 6111

WA OSTOMY ASSOCIATION

Tania Norman • 9272 1833

Catherine Riordan • 9272 1833

BUNBURY REGIONAL AREA

Augusta Bridgetown Busselton
Manjimup Margaret River Northcliffe
Pemberton

Felicity Jones, Ann Carter and Rachael Cherry
• 0427 333 970

ALBANY HEALTH CAMPUS

Rachael Van Den Hoek and Christine Wilkins
9892 2465

BUNBURY ST JOHN OF GOD

Fiona Basham • 9722 1926 or 0448 978 234

BUSSELTON HOSPITAL

• 9753 6513 or 0427 333 970

GERALDTON (WACHS)

Kristina Murray - Geraldton Hospital
Call 9956 2222 and ask for Continence Service

MANDURAH SILVER CHAIN

Paula Parker - Call Silver Chain on 1300 650 803

MANJIMUP / BRIDGETOWN

Andrea James (Continence Advisor)
9777 5100

REGIONAL SILVER CHAIN SERVICES

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Bencubbin Busselton Carnarvon
Eucla Eneabba Hyden
Kalgoorlie Leeman Mingenew
Narrogin Northam Rockingham
Walpole Toodyay

Call Silver Chain on 1300 650 803

REMINDER: WHERE POSSIBLE IT IS PREFERRED THAT YOU SEE THE STN AT THE HOSPITAL WHERE YOU WERE FIRST TREATED AS THEY HAVE ACCESS TO YOUR MEDICAL HISTORY. YOU SHOULD HAVE YOUR STOMA CHECKED AT LEAST EVERY TWO YEARS.



Stoma
Skin
Seal

“
I was told early on to
always do whatever
you love and feel
passionate about in
life, no matter what
challenges you have
”

Feeling comfortable
in your own skin

Darren, Ulcerative Colitis Champion

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- Helps maintain the pH balance of naturally healthy skin
- Compatible with all stoma bags



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To order a sample and learn more, call our **Customer Care Team**
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allowance is
4 per year

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

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