



# SOFT FORM

SIZE RANGE : S - XL

CATERING TO BAND/ CUP SIZES : 10-16B, 10-22C, 10-24D, DD, 12-20E

AUS/NZ SIZE	10	12	14	16	18	20	22	24
B	S	S	S	M				
C	S	S	M	M	L	L	XL	
D	S	M	M	L	L	XL	XL	XL
DD	M	M	L	L	L	XL	XL	XL
E		M	L	XL	XL	XL		



# POST SURGERY

SIZE RANGE : S - 3XL

CATERING TO BAND/ CUP SIZES : 10-16B, 10-22C, 10-24D, DD, 12-20E

AUS/NZ SIZE	10	12	14	16	18	20	22	24
B	S	S	M	L				
C	S	M	L	L	XL	2XL	2XL	
D	S	M	L	XL	XL	2XL	3XL	3XL
DD	M	M	L	XL	XL	2XL	3XL	3XL
E		L	XL	2XL	2XL	3XL		

### **Are My Care Kits sent directly to those who have had surgery for breast cancer?**

The *My Care Kit* can either be sent directly to your patient or sent to you to pass on to them.

### **Can people purchase additional Berlei bras?**

Yes. Additional post-surgery bras can be purchased via [Berlei's website](#) or through participating retail outlets across Australia. Stockists can be located either via [Berlei's website](#) or contacting their customer service team on **1800 269 561**.

Each *My Care Kit* contains a booklet, which includes a 50% discount code that can be used to purchase additional bras on [Berlei's website](#). This code is to be entered at the checkout by selecting 'promo code'.

### **What can I do if the My Care Kit arrives and the bra does not fit my patient?**

We offer a replacement service if the incorrect size has been ordered. Please call our **Helpline** on **1800 500 258** to request a different size. If you could kindly arrange or ask your patient to return the bra and/or soft forms to BCNA, including a note with their name and address details so we can process the exchange in our system.

Our address is:

**BCNA**  
**Level 1, 293 Camberwell Rd**  
**Camberwell, VIC, 3124**

### **What do I do if the bra size isn't available?**

If you have measured your patient for a bra size that isn't available in the *My Care Kit* program, refer to Chart 3: Bra size grading, to check if there is another corresponding size available as an alternative.

### **Who can I contact if I have any questions regarding the My Care Kit program?**

Email your enquiry to [mycarekit@bcna.org.au](mailto:mycarekit@bcna.org.au) or call our **Helpline** on **1800 500 258**.

## Frequently asked questions

### What does the *My Care Kit* contain?

Each *My Care Kit* contains:

- a Berlei bra or \$70 Berlei online voucher
- soft form/s if required (maximum of 2)
- a booklet containing information about the *My Care Kit* bra, Berlei's post-surgery range, My Journey and a 50% discount code from Berlei
- Medicare External Breast Protheses Reimbursement Program flyer

### How do I order *My Care Kits* for my patients?

Visit [bcna.org.au](http://bcna.org.au) and navigate to the health professionals section. From here, select log in and enter your login details as provided to you. Proceed to complete the order form and once finished, select submit. You will receive a confirmation email confirming the details of the order.

### What are my login details?

Once enrolled in the program, you will be sent an email confirming your login details.

**User ID** - will be your first initial and surname e.g., Mary Smith's would be msmith

**Email** - will be your registered work email address

### What do I do if I forget my login details?

If you have forgotten your login details, please call **1800 500 258** or email [mycarekit@bcna.org.au](mailto:mycarekit@bcna.org.au).

### How many orders can I place?

Once enrolled in the program, you are entitled to order one *My Care Kit* for each patient who has had breast cancer surgery. However, if they have another surgery for a recurrence of breast cancer, they are entitled to a second *My Care Kit*. You will need to phone BCNA on 1800 500 258 or email [mycarekit@bcna.org.au](mailto:mycarekit@bcna.org.au) to do so.

### How long will it take to receive the *My Care Kit* after I place the order?

Orders typically take around 7 to 10 business days to arrive.

### Are soft forms included with every *My Care Kit*?

No. You must specify if soft forms are required (maximum of 2). An order for soft forms will depend on the surgery type.



[bcna.org.au](http://bcna.org.au)  
1800 500 258

**B**ERLEI

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*My Care Kit*