



Unit 5, 7-29 Bridge Rd, Stanmore NSW 2048
Tel: 1300 678 669 / 02 9565 4315 Fax: 02 9565 4317
www.nswstoma.org.au E: info@nswstoma.org.au

1st August 2020

INFORMATION FOR MEMBERS

COVID-19 (Coronavirus)

Because of the continued spread of COVID-19 in the community, NSW Stoma approach has remained cautious to ensure the continuation of our operations and the delivery of essential supplies to all our members.

Supply chain:

- We are in constant contact with our suppliers and they are constantly updating us on their supply situation and we will continue to update you.
- To date there are no issues with supply of any product due to the COVID-19 pandemic, however, there are some delays in movement of stock of some items.
- International and interstate freight are considered essential and we are not affected by border closures at this time. However, we need to **allow extra time** for movement of stock. **Australia Post continues to experience significant delays** in delivery of mail throughout their network and this includes delivery of your products. We have also noted a considerable delay in receiving your orders by post.

Staff & NSW Stoma Premises

- Our front door and Pick Up service remains closed until further notice.
- All office staff are maintaining correct physical distancing.
- If you previously used our pick up service, **you need to have your supplies delivered.**
- Please do not come to our Stanmore premises.

NSW Stoma Stomal Therapy Service

- On-site clinic has closed
- This is replaced by a phone and email service
- The clinic runs for the first 3 Thursdays of each month from 11am -1pm
- This service is for clinical assistance only. Anne Marie is unable to assist with administrative questions regarding your order.
- To make an appointment please email or text: Anne Marie Lyons STN
Mob: 0468582951 Email: stomanurse@nswstoma.org.au

Your Role

- **Do not order more than you need. You should continue to place your normal order.** Ordering more than you need can cause a shortage and adversely affect all members.
- You should remain at home in isolation even if you have a mild cough or low-grade fever or have been in contact with someone who has tested positive. If you are waiting on the result of a Covid-19 test please remain at home during this time.
- Please be aware that most support groups have suspended their meetings but please check with your local support group for confirmation and advice.
- For more information on COVID-19 please go to:
<https://www.health.gov.au/resources/collections/novel-coronavirus-2019-ncov-resources>
- For tips on good handwashing technique go to: <https://youtu.be/cbX0xwKORjk>
- If you require any further information please email: info@nswstoma.org.au
or phone: 02 95654315

The NSW Stoma Board understands the impact that our Covid-19 Safety Measures are having on our members, particularly those that are used to picking up supplies. Unfortunately, the pickup service puts our staff at risk, and the need for physical distancing puts extra pressure on our ability to provide a pickup service. Rest assured, we are constantly assessing the situation and as soon as we feel safe to manage the additional risk, we will resume the pickup service. In the meantime, our primary focus will be the efficient delivery of supplies via Australia Post.

Warm Regards,

Mary Egan
General Manager
NSW Stoma Ltd