



Unit 5, 7-29 Bridge Rd, Stanmore NSW 2048
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16th Nov 2020

INFORMATION FOR MEMBERS

COVID-19 (Coronavirus)

Because of the reduced incidence of community transmission of COVID-19 we are looking at a staged easing of restrictions in our response to the pandemic. Our response will remain cautious with the emphasis on the continuation of our operations and the delivery of essential supplies to all our members.

Transition to Re-Opening

From November members will be given the option of picking up orders from our Stanmore premises as follows:

Members will be notified by SMS when their order is ready. Please allow a minimum of 5 business days from the day we receive your order to process and prepare your order. Members should not come to the Stanmore premises until they have been notified.

Pick-up days in **November** will be as follows: **8am to 1pm. Friday 13th, Friday 20th, Friday 27th**

December: 8am to 1pm. Friday 11th, Friday 18th

8am to 10am. Mon 21st, Tues 22nd, Wed 23rd

On arrival please ring the bell at the front door.

On answering, you will be asked which member you are collecting for and you will need to remain outside while we collect your order. This will be passed out to you.

If you wish to drop off an order for the next month this must be placed in the receptacle available for this purpose. We will not handle any payments or cash or provide receipts with this service.

Thanks so much for your patience while we transition back to opening. December days will be notified in November.

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

Supply chain:

- To date there are no issues with supply of any product due to the COVID-19 pandemic.
- **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.

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.
- 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 have had on our members, particularly those that are used to picking up supplies. Thank you for your patience while we transition to opening. We will carefully monitor the situation in NSW and the impact on our staff and processes as we increase access to our premises. We will keep you updated of changes through notices in our orders and on our website.

Changes to Medicare requirements:

Medicare is changing the way they collect information from us and will require us to collect and submit your Medicare information with each claim we make through the Stoma Appliance Scheme. In order for us to continue to supply you with the necessary products you require we will need a copy of your Medicare card. This can be a photocopy or photo. Please either email or post this to us with your next order. Anytime you are issued with a new card we will need to receive a copy of your new card.

Christmas / New year Orders

Our office will be closed from 12pm 24th December 2020 to Monday 4th January 2021 inclusive. For December orders Australia Post advise we must dispatch your order by 11th December for pre-Xmas delivery. Express post orders must be dispatched by 18th December. **Please place your order by 7th December.** We will announce pick up days for December on our website: www.nswstoma.org.au.

Warm Regards,

Mary Egan
General Manager
NSW Stoma Ltd