



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

18th January, 2021

INFORMATION FOR MEMBERS

Changes to Medicare requirements:

Medicare has changed the way they collect information from us and now 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 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 need to receive a copy of your new card. If you have already supplied a copy of your current card you do not need to do this again.

Orders without a valid Medicare number will not be processed.

Volunteering at NSW Stoma Ltd

Have you considered becoming a volunteer? We are looking for volunteers in the following roles: storeperson (stock receipt and dispatch) reception and customer service and administration. For more information and how to apply go to:

<https://www.nswstoma.org.au/volunteers.html> or email volunteer@nswstoma.org.au.

COVID-19 (Coronavirus)

We are closely monitoring community transmission of COVID-19 and our response remains cautious with the emphasis on the continuation of our operations and the delivery of essential supplies to all our members.

Despite continued community spread we will continue to provide a pick-up service and appreciate your cooperation in keeping our staff, volunteers and all our members **COVID-safe**.

The **pick-up service** operates 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 are posted to our website here: <https://www.nswstoma.org.au>

- Please wear a mask and maintain 1.5m distance.
- 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.

We will not handle any payments or cash or provide receipts with this service.

NSW Stoma Stomal Therapy Service

- On-site clinic remains closed
- This is replaced by a phone and email service
- The clinic is open Thursdays 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.** 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

Warm Regards,

Mary Egan
General Manager
NSW Stoma Ltd