

Ordering Guidelines

- Orders must be in writing by post, fax or email. Phone orders are not accepted.
- Complete the form fully including the delivery details and product codes.
- Please ensure the product codes quoted are correct as goods will be supplied in accordance with this code.
- Orders not clearly marked for pick up will be posted at the member's expense.
- Please include a mobile phone number to receive delivery notifications.
- If your mobile phone number has been provided, an SMS will be sent when a pick-up order is ready for collection.
- Australia Post will send delivery notifications to mobile numbers provided.
- Allow a **MINIMUM of 5 business days from the day we receive the order to process and dispatch**. For orders received for future months we aim to dispatch within the first 5 business days of that month.
- Orders are processed in the order in which they are received and in the month the supply is for.
- Orders for the current month must be received by the 25th of that month to ensure we have time to process your order before the end of the month.

Stoma Appliance Scheme (SAS)

- All orders are processed within the guidelines of the scheme.
- Orders cannot be backdated.
- Maximum quantities are determined by the scheme to ensure clinically appropriate use of products and the sustainability of the scheme. **Please do not order more than you need.**
- When supplies of 2 or more products are requested and they have the same purpose (as determined by the scheme) then the maximum amount for each product must be reduced accordingly. e.g. if 2 products with the same purpose are supplied equally then the maximum amount for each should be reduced by 50%.
- The two-month ordering cycle is only available to members who have had their stoma for six months or more.
- If you need more than the maximum allowed quantity per month you must obtain a specific form from your Stomal Therapy Nurse authorising the extra supply.

Holiday Supplies

- Members may request supplies in excess of two months (up to 6 months) when travelling overseas.
- An itinerary and proof of travel must be submitted with your order.
- Additional postage costs apply.

Annual Fees

Full Member:	\$75	Associate Member:	\$10
Concession Member*:	\$65*	DVA Gold Card Holders:	Exempt

*Pensioner Card holders

Postage Fees

	Standard Post	Express Post
One Month Issue	\$15	\$25
Two Month Issue	\$30	\$40

Additional fees may apply for interstate deliveries

Service Fee

For Pick Up Orders Only \$5

Donations

- NSW Stoma Ltd is a registered charity and donations of \$2 or more are tax deductible.

Questions and concerns

- For further information or assistance with your order please call (02) 9565 4315. Information provided by NSW Stoma Ltd about the availability and/or features of any product is not intended to be advice or recommendation as to the suitability of that product for use.
- You may benefit from a Stomal Therapy Nurse (STN) reviewing your products if you are experiencing problems with your stoma. An STN review can ensure that you are using the correct product and that any damage to skin is addressed. NSW Stoma recommends you see a stomal therapist annually as a minimum to review your product usage.
- We recommend that members obtain the advice of an STN or medical practitioner before obtaining or using products which have not previously been used by the member.