



# **NEW MEMBERS WELCOME TO OSTOMY NSW**





# WHO IS OSTOMY NSW LIMITED (ONL)?

- We are one of 20 Associations in Australia authorised to distribute stoma supplies. Often referred to as “ONL”.
- We are a company Limited By Guarantee – owned and operated for our members.
- We are a registered charity with the Australian Charities Not-for-profit Commission (ACNC).
- 16 part-time or casual paid staff (10 FTE); 35 volunteers (3.5 FTE).
- Governed by a volunteer Board of Directors.
- 6000 members – some have been with us for many years.

# NEW MEMBER PACK (6 PAGES)

## Ostomy NSW Ltd

PO BOX 3068

KIRRAWEE NSW 2232

PH: (02) 9542 1300 or FAX: (02) 9542 1400

Website: [www.ostomynsw.org.au](http://www.ostomynsw.org.au)

Hi,

Welcome to Ostomy NSW Ltd Kirrawee.

If you are reading this note, then you would be the first 'ostomy supply' ordered for you by your new member.

You will now have to do your own ordering of appliances.

To help make future ordering of required appliances and pharmaceuticals a little less daunting, we have included an instruction sheet on some of the best methods for ordering your appliances promptly, ensuring that you receive them when you need them.

Your yearly membership fee will cover the cost of the required appliances and pharmaceuticals. It does not cover cash items that do incur a small cost. Examples of these items are:

### ORDERING INSTRUCTIONS

- You can order each month if you require appliances.
- You do not have to order at the same time each month as we receive the order within the month that you require them. (WE CANNOT BACK-DATE ORDERS. PLEASE SUBMIT AN ORDER IN ANY PARTICULAR MONTH FOR YOUR ORDER FOR THAT MONTH.)

- You should have received a white 'packing slip' with your order. This has all of the details required for your order.

- If you do not have your packing slip, with all of the details, don't worry. You can write your order onto a piece of paper and fax it, or email it to us, along with these instructions.

\*MEMBERSHIP NUMBER

\*YOUR FIRST AND LAST NAME

\*THE ADDRESS YOU WISH YOUR ORDER TO BE SENT TO

\*THE PRODUCT CODES AND AMOUNTS, IF YOU HAVE THEM. IF NOT, YOU CAN WRITE MAXIMUM AMOUNTS.

(If you have any problems ordering, you can contact our office on: Ph: (02) 9542 1300 and our staff will be happy to assist you.)

Ph: (02) 9542 1300 and our staff will be happy to assist you.)

- The Government has set limits on monthly appliances. If you feel you may require more than the monthly allowance, you will need to make an appointment and speak with a 'Nurse'. (Our office staff are not medically trained.)

- Order only what is required, as over-ordering can lead to problems with appliances drying out and not adhering to the skin properly, going out-of-date and wastage.

- The fastest way to get your order into the office and processed is by email. Our email address is: [orders@ostomynsw.org.au](mailto:orders@ostomynsw.org.au) and our fax number is: (02) 9542 1400. (Some local chemists are happy to oblige with your fax or a small fee charged at your local post office.)

- Online ordering and payments are available on our website: [www.ostomynsw.org.au](http://www.ostomynsw.org.au)

Orders: [https://www.ostomynsw.org.au/order\\_form](https://www.ostomynsw.org.au/order_form)

Payments: [https://www.ostomynsw.org.au/member\\_payment](https://www.ostomynsw.org.au/member_payment)

- Or you can simply post your order to us. The PO Box is at the top of the first page.

- If you have pre-ordered for "pickup orders" this service is currently not available from our temporary site. All orders must be dispatched by Australia Post. We will advise via our website when the pick-up option becomes available again.

- If you are emailing your order, you do not need to fill out an order form into your computer. Just send us your details attached and your required Order Form is on our website and there is also a direct link from the website.

- Try to send your order in for processing at least 10 business days AHEAD OF YOU REQUIRING ANY APPLIANCES AND PHARMACEUTICALS if possible.

- When your order arrives, it may require stock. The order may require a few processes before it is sent to the warehouse where it will be picked, packed and sent by staff and our wonderful volunteers for our members, to make the 1.30pm Australia Post deadline.

The government allows you to have (one) double order each month. Most members use this privilege for their DECEMBER HOLIDAY ORDER. If you are going overseas and need a double order, you will need to have an itinerary with you when you are leaving and arriving back home. These

- amounts are limited so you may want to contact our office for more information on: ph: (02) 9542 1300. You may also wish to enquire about our travel card and accessible toilet card.

- Postage cost is \$15.00 for each delivery within the NSW metropolitan area, and \$20.00 for INTERSTATE. A double order (2-months) postage costs \$30 for NSW or \$40 for Interstate. Your parcel is sent via Australia Post eParcel. If you supply an email address, you will be notified by Australia Post when your parcel has been picked up, is on a van for delivery and has been delivered, including a "safe drop" option.

- All payments may be made to our office via: cheque or cash, order or credit card - (minimum credit card payment is \$50.00 which will cover 3 x postal payments, held in your personal member credit account), cash payment at the counter or using our on-line payment service. (Online payment information is available on our order form or you can contact our office for more information.)

Members who do not have to pay the postage fees are: Blind members and those covered by Department of Veterans Affairs.

- If you want to check the amount of your postage credit, your postage credit account this is printed on your white packing slip.

- Your Annual Fee is due every July. Full Member is \$70.00 and Pensioner Concession Member is \$60.00. If your fees are not paid by the 1<sup>st</sup> of July each year you will not be entitled to supplies for free on the PBS scheme. Please contact our office if you require a payment plan.

- If you are behind more than three postal fees, your order will be held until payment is made. You will need to contact our office to organise a payment for outstanding postage before the order will be released.

**From all of the staff and volunteers, we wish you well and welcome you as a new member to 'Ostomy' at Kirrawee.**

# NEW MEMBER BROCHURE (2 PAGES)

Manager and Operations Officer, work closely with a very dedicated group of volunteers.

## Q 8. How can I help ONL?

ONL is reliant on donations and volunteers. If you, family, friends or associates can volunteer at ONL on a regular basis please contact our office. We need help with packing and distribution and in the office. Our Board would also welcome help with special projects. Donations, including bequests are tax deductible.

## Q 9. How do I get my supplies?

You need to place a written order when you need more supplies. Most people order monthly or when their supplies reach a particular level. Never order more than you need. You should use an ONL order form and post, fax or email to ONL allowing time for your order to be processed. Our address and email details are shown above. Your order may be posted, in which case you need to pay postage and handling charges either at the time of ordering or in advance. (See our Newsletter for details.) You may also collect your order from our

Kirrawee distribution centre after sending us your written order.

## Q 10. How do I get to ONL at Kirrawee?

Ostomy NSW Limited is currently located on the ground floor at 20-22 Yalgar Road, Kirrawee, NSW, 2232.

Yalgar Road can be accessed from the Princess Highway via Waratah or Bath Roads from the Eastern end of the highway, or Auburn Street or Oak Road if coming from the Western end of the highway.

This temporary location is only a few minutes from our previous address. Please email, fax or post your order in advance for express counter service.



## Welcome to Ostomy NSW Limited

Here are some of the most frequently asked questions about our association to help you, as a new member, get to know us.

## Q 1. What is Ostomy NSW Ltd (ONL)?

ONL is a not-for-profit association operated for the benefit of members and relying on the support of members, friends, and volunteers. ONL's primary function is to distribute supplies to members, who are ostomates. These supplies are generally those approved under the Pharmaceutical Benefits Scheme (PBS). ONL is a company limited by guarantee, owned by its members and was established in 1958. ONL is a registered charity and donations (over \$2.00) are tax deductible.

## Q 2. What is an ostomate?

An ostomate is anyone who has a permanent or temporary stoma. A stoma is an artificial opening in the body created by surgery to act as an exit for body waste. The most common stoma is for the large bowel (colon) or small bowel (ileum) or the urinary tract.

## Q 3. Why am I a member of ONL?

The PBS requires that anyone receiving approved supplies under the Scheme be a member of an association such as ONL. This ensures that ostomates receive their supplies in accordance with the Scheme in

an efficient and cost effective manner.

ONL supplies ostomates throughout NSW with their pharmaceutical products as determined by the member in consultation with their Stoma Therapy Nurse (STN) and in accordance with the PBS.

## Q 4. Do I have to pay to be a member of ONL?

Members are required to pay a membership fee on joining and annually, due on the 1st of July. The current membership fee is published in our newsletter. If you have your supplies sent by mail, postage and handling charges also apply. Some non-PBS supplies are sold by ONL. Otherwise, your Ostomy supplies are provided at no direct cost to you under the Stoma Appliance Scheme (SAS).

## Q 5. Who pays for my supplies?

The Stoma Appliance Scheme provides assistance to all Australian residents who have undergone stomal surgery and is a national program of the Pharmaceutical Benefits Scheme. The Commonwealth Government fully subsidises stoma appliances and pharmaceuticals used by

entitled ostomates. ONL purchases and issues supplies to our members and is then reimbursed by the Commonwealth Government.

The founding members of ONL (and other associations) worked tirelessly for many years to achieve the unique benefits received by ostomates in Australia.

## Q 6. What else does ONL do?

ONL cannot give any medical advice but does facilitate contact between its members and health professionals as well as supplier company representatives.

A newsletter is published to keep members informed about current issues affecting them. ONL also distributes the national Ostomy Australia journal.

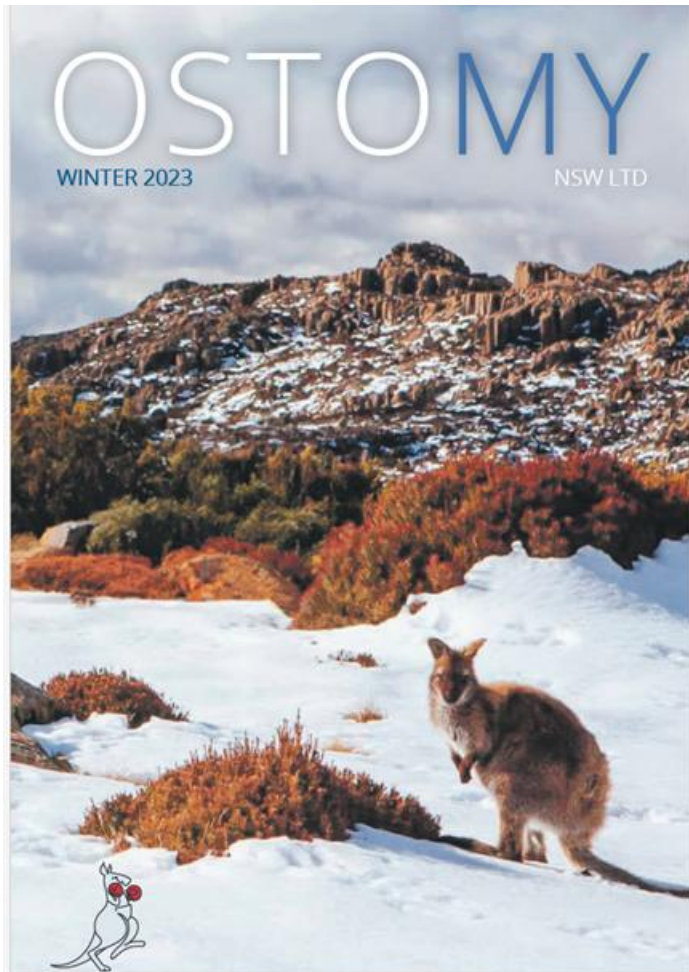
Through the Australian Council of Stoma Associations (ACSA) we liaise with the Federal Government to ensure that the PBS and other government policy reflects the best interests of our members.

## Q 7. Who runs ONL?

A volunteer Board of Directors is elected at each Annual General Meeting (held in November). A small paid staff, lead by our



# MAGAZINES (WHEN AVAILABLE)



# HOW DO I ORDER?


- Orders must be in writing: ensures accuracy, provides an audit trail for Medicare.
- There are a variety of methods:
  - Online: [https://www.ostomynsw.org.au/order\\_form18.php](https://www.ostomynsw.org.au/order_form18.php)
  - Email: [orders@ostomynsw.org.au](mailto:orders@ostomynsw.org.au)
  - Fax: 02 9542 1400
  - In writing to Ostomy NSW Limited, PO Box 3068, Kirrawee, NSW, 2232
- There are 3,792 items on the Stoma Appliance Schedule – your code numbers are very important.
  - eg. 10165 and 10365 are different products (closed and drainable)
  - Our team uses the code you provide us, not the description. 29730 “25 mm please” may give you the wrong item.


---

# HOW DO I ORDER?

- Provide your membership number, name and delivery address with your order. We will check our records and update if there are differences.
- You may specify a different or temporary address for an order.
- Medicare number – we claim on your behalf.

# ONLINE MEMBER PORTAL IN HAS LAUNCHED IN 2024

**Member Portal - ONL**Login

**ONL**  
OSTOMY NSW LIMITED  
ABN 92 003 107 220  
Established: 1958

**Limited Release Production**

This environment has not been fully setup for Production use yet. Please refrain from entering live transactions.

Username\*

stephen

Your username is the email address you registered with Ostomy NSW

Password\*

\*\*\*\*\*


Login

[Forgot Password](#)[Register](#)


[Ostomy NSW](#) | [02 9542 1300](#) | [orders@ostomynsw.org.au](#) | [Terms and Condition](#)

4.0.7





Member Portal - ONL



ONL  
OSTOMY NSW LIMITED  
ABN 92 003 107 220  
Established: 1958

**Limited Release Production**

This environment has not been fully setup for Production use yet. Please refrain from entering live transactions.

Username\*

stephen

Your username is the email address you registered with Ostomy NSW

Password\*


\*\*\*\*\*

Login

[Forgot Password](#)

[Register](#)

[Ostomy NSW](#) | [02 9542 1300](#) | [orders@ostomynsw.org.au](#) | [Terms and Condition](#)



ONL  
OSTOMY NSW LIMITED  
ABN 92 003 107 220  
Established: 1958

**Register for Portal Access**

Enter your details below to request access to the Member Portal.

Email Address\*

Your username is the email address you registered with Ostomy NSW

Member Number\*

Surname\*

The following details are optional but will help us update your contact details.

Phone

Mobile

Work Phone

☐ ☒

I have read and agree to the [Member Portal Terms and Conditions](#)

Register

9

# ONLINE ORDERING



[HOME](#) [ABOUT](#) [MEMBERS](#) [RESOURCES](#) [FORMS](#) [SOCIAL MEDIA](#) [CONTACT](#)

[DONATE NOW](#)

## Online Order Form

Please read our [Coronavirus COVID-19 response](#) to members on our Home page before completing your order.

First Name:	<input type="text"/>
Last Name:	<input type="text"/>
Email:	<input type="text"/>
Phone:	<input type="text"/>
Member Number:	<input type="text"/>
*Your Medicare Number: (10 digits)	<input type="text"/>
*Position on Medicare card: (alongside your name)	<input type="text"/>
Medicare Expiry Date:	<input type="text"/>
Pension/Concession number (if applicable)	<input type="text"/>
Pension/Concession Expiry Date:	<input type="text"/>
Delivery Method:	<input checked="" type="radio"/> Post <input type="radio"/> Pickup from Monro Ave <input type="radio"/> Pickup from Princes Hwy
Delivery Address: (for Post option above)	<input type="text"/>

Please allow Australia Post up to 10 working days to deliver your order.

### Ostomy Orders

**From:** Ostomy Info  
**Sent:** Monday, 30 November 2020 1:05 PM  
**To:** Ostomy Orders  
**Subject:** ONL Web Order Form

Hi ONL,

This email is the result of someone completing the Order Form on your website. Their details are as follows:

Name: Stephen Lardner  
Email: [stephen@ostomynsw.org.au](mailto:stephen@ostomynsw.org.au)  
Phone: 95421300  
Member Number: 987632  
Medicare Number: 12345678911  
Medicare Expiry Date: 02/2025  
Delivery Method: Post  
Delivery Address: TEST order, from here!

#### PRODUCTS ORDERED:

#1  
\*\*\*\*\*

Brand: ONL  
Product Code: ABC  
Description:  
Quantity: 10

#2  
\*\*\*\*\*

Brand: ONL  
Product Code: XYZ  
Description:  
Quantity: 5

Supplies to be purchased or Special Instructions:  
TEST ONLY!!

Amount Paid:  
Date Paid:

\*\* With compliments of your ONL Website \*\*

# WHAT IS THE COST?

- Annual membership fees for 2023/24 are \$75 full member and \$65 concession member.
- Your membership fee provides around 30% of our running costs.
- Postage \$15 in NSW, \$20 interstate, \$22 Express. This offsets our postage costs from Australia Post eParcel.
- That's all!!
- Ostomy NSW does not keep debit or credit card details on file – you will need to quote these each time you make a payment.
- We process your Medicare rebate and Dept of Health pays a 2.75% commission to ONL- only 30% of our running costs.
- **Donations** are important and greatly appreciated - \$2 and above are tax deductible.

---

# YOUR INFORMATION AND PRIVACY

- Email address and phone numbers – please keep us up to date with any changes.
- We use email to contact you and for eParcel tracking.
- Our computer system SAMS is secure.
- We never send your personal information outside of ONL, without your permission (for instance, you may ask us to supply your details to a supplier).
- Large email communications are sent as “blind copy” or through secure third parties.



# PACKING SLIP



OSTOMY NSW LTD  
PO BOX 3068  
KIRRAWEE NSW 2232  
Tel: 02 9542 1300  
Fax: 02 9542 1400



Ms. N. MEMBER  
1 STREET ROAD  
KIRRAWEE NSW 2232

EMAIL: new.member@bigpond.com  
MOBIL: 0400 123 456

Member No: 12345X

Delivery  
NSW

Packing form: 26/04/2022

\* Membership Fees for 2022/23 are soon due \*  
Full membership \$70  
Concession \$60  
Membership fees must be paid by 1<sup>st</sup> July 2022.  
Thank you for your prompt attention to  
payments.

The balance of your account, after any costs associated with this order is \$62.00.

You may use the reverse of this form to order again when you next require supplies.

Fill in the order form and then fax to (02) 9542 1400, mail to the address above or scan and email to  
orders@ostomynsw.org.au.

The following products are enclosed

Supplier Item No	Supplier	Description	Units	Packets	Maximum
402532	CC	STOMAHESIVE 402532 SYS. 2 STD. DRAINABLE 38MM	60	6 pkt	60
125143	CC	STOMAHESIVE 125143 SYS. 2 WAFERS 38MM	5	1 pkt	30
183910	CC	STOMAHESIVE 183910 PASTE 60G	1	1 pkt	3

Front

See other side for order form



## ORDER FORM

PO BOX 3068  
KIRRAWEE 2232  
Phone: 02 9542 1300  
Fax: 02 9542 1400

Email: [orders@ostomynsw.org.au](mailto:orders@ostomynsw.org.au)

Please complete all relevant information

Version: Oct 2021

### Hours of Operation

We are open to members 4 days a week  
only, Monday to Thursday.

Telephone lines open 8.00 am to 4.30 pm

Received

Name		Member No.	
Medicare Number		Expiry Date: ____ / ____ / ____	
Delivery Address			
Post Code			
Delivery Method			
Post <input type="checkbox"/>		Pick up <input type="checkbox"/> ** NOT CURRENTLY AVAILABLE **	
Payment Method (Do not send cash)		Amount Paid \$	
Cheque <input type="checkbox"/>	Money Order <input type="checkbox"/>	Credit Card <input type="checkbox"/>	Direct Debit <input type="checkbox"/>
		Date Paid ____ / ____ / ____	
		BSB 112-879, Account No. 456643389	
		Identify this with member number and a word describing the payment (e.g. "Postage" or "Fees" or "Donation")	
Please charge my credit card (minimum \$45.00)			
(Only Mastercard and Visa are accepted and the minimum amount is equal to 3 postal deliveries)			
Name on card		Expiry Date ____ / ____	
Card No. ____ / ____ / ____		CVC No. (last 3 digits on back of card)	
Brand	Product Code	Description	Quantity

Back

Write here any supplies to be purchased or any special instructions for delivery of your order:

Please allow Australia Post up to 10 working days to deliver your order, subject to your location.





OSTOMY NSW LTD  
PO BOX 3068  
KIRRAWEE NSW 2232  
Tel : 02 9542 1300  
Fax: 02 9542 1400



**Ms. N. MEMBER**  
**1 STREET ROAD**  
**KIRRAWEE NSW 2232**

EMAIL: [new.member@bigpond.com](mailto:new.member@bigpond.com)  
MOBIL 0400 123 456

Member No: **12345X**

**Delivery**  
**NSW**

Packing form : 26/04/2022

\* Membership Fees for 2022/23 are soon due \*  
Full membership \$70  
Concession \$60  
Membership fees must be paid by **1<sup>st</sup> July 2022**.  
Thank you for your prompt attention to payments.

The balance of your account, after any costs associated with this order is \$62.00.

You may use the reverse of this form to order again when you next require supplies.  
Fill in the order form and then fax to (02) 9542 1400, mail to the address above or scan and email to [orders@ostomynsw.org.au](mailto:orders@ostomynsw.org.au).

The following products are enclosed

Supplier Item No	Supplier	Description	Units	Packets	Maximum
402532	CC	STOMAHESIVE 402532 SYS. 2 STD. DRAINABLE 38MM	60	6 pkt	60
125143	CC	STOMAHESIVE 125143 SYS. 2 WAFERS 38MM	5	1 pkt	30
183910	CC	STOMAHESIVE 183910 PASTE 60G	1	1 pkt	3

**Front**

See other side for order form

Version: Oct 2021



## ORDER FORM

PO BOX 3068  
KIRRAWEE 2232  
Phone: 02 9542 1300  
Fax: 02 9542 1400

Email: [orders@ostomynsw.org.au](mailto:orders@ostomynsw.org.au)

Please complete all relevant information

### Hours of Operation

We are open to members 4 days a week only, Monday to Thursday.

Telephone lines open 8.00 am to 4.30 pm

Received

Name		Member No.	
Medicare Number		Reg No.	Expiry Date: ____/____/____
Delivery Address			
Post Code			
Delivery Method			
Post <input type="checkbox"/>	Pick up <input type="checkbox"/> ** NOT CURRENTLY AVAILABLE **		
Payment Method (Do not send cash)		Amount Paid \$	
Cheque <input type="checkbox"/>	Money Order <input type="checkbox"/>	Credit Card <input type="checkbox"/>	Direct Debit <input type="checkbox"/>
		Date Paid ____/____/____	
BSB 112-879, Account No. 456643389			
Identify this with member number and a word describing the payment (e.g. "Postage" or "Fees" or "Donation")			
Please charge my credit card (minimum \$45.00)			
(Only Mastercard and Visa are accepted and the minimum amount is equal to 3 postal deliveries)			
Name on card		Expiry Date ____/____/____	
Card No. ____/____/____/____		CVC No. (last 3 digits on back of card)	
Brand	Product Code	Description	Quantity

**Back**

Write here any supplies to be purchased or any special instructions for delivery of your order:

Please allow Australia Post up to 10 working days to deliver your order, subject to your location.



Introducing Lee Gavegan CNC STN



# DISCLAIMER

OSTOMY NSW LIMITED SUPPORTS ALL COMPANIES EQUALLY SUPPLYING STOMA & RELATED PRODUCTS.

THIS PRESENTATION IS FOR EDUCATION ONLY AND DOES NOT REPLACE DISCUSSING / SEEING YOUR STOMAL THERAPIST WITH ANY ISSUES YOU MAY BE CONCERNED ABOUT.

