



Geelong Ostomy Inc
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Welcome

Welcome to Geelong Ostomy Inc which is also known as GO. Our aim is to help our members to obtain stoma supplies.

This booklet is to introduce us to you, and to explain what we do.

An important principle is that you are responsible for ordering your supplies. It is up to you to make sure that you or your agent (family member or carer) places an order for you.

It is also your responsibility to provide correct Medicare card information and to maintain your financial membership status (including postage). Otherwise, we are unable to order and issue your supplies.

Similarly, you are obliged to provide a current medical certificate if you are eligible for additional supplies.

It is also your responsibility to advise us when changing your name, address, phone number, or if your stoma status changes (eg. stoma reversal).

Any medical questions you may have, must be directed to your healthcare team – doctor or Stomal Therapy Nurse (STN). GO staff and volunteers are not medically trained.

There is more detailed information on the Geelong Ostomy website – www.geelongostomy.com.au

Joining GO

Membership of GO, or a similar ostomy association, is necessary to access the Australian Government's Stoma Appliance Scheme (SAS).

Application forms are available from your STN or from Geelong Ostomy.

New ostomates are also required to complete and sign an Australian Government form. Your STN must also complete a form to be submitted along with other relevant documents to the Government before access is permitted.

All ostomates, throughout Australia are required to pay annually the national access fee, as well as a stoma association membership fee.

Both subscriptions must be renewed **by 30 June** each year.

Ostomate members are issued with an "Appliance Entitlement Card", which can be used to secure supplies from any stoma association in Australia. As this card cannot be reissued it is advisable to keep it in a safe place. If the card is lost, the Association has a record of your Appliance Entitlement Number.

About GO

Geelong Ostomy Inc. (GO) is a not-for-profit business to help its members access stoma supplies.

We purchase and distribute stoma appliances approved by the Australian Government.

We are bound by official guidelines established by the Government that allow us to distribute your stoma care supplies (pouches and other items), as set out in the Stoma Appliance Scheme (SAS) Schedule.

Membership of the association is available to those who have undergone stomal surgery or have a body opening that facilitates the removal of urine and products from the gastrointestinal tract and urinary tract. Other interested persons can become associate members.

The Committee of Management is elected from the GO members.

Although we have a very good working relationship with local hospitals and STNs, we operate independently of them. As noted above we operate under the SAS guidelines.

Your STN will help you join a stoma association, and after leaving hospital and on payment of your fees, you are entitled to access the Scheme.

GO Staff

The team at Geelong Ostomy are all volunteers, doing a great job servicing some 900 members.

We are always looking for new volunteers who can contribute to the work of Geelong Ostomy.

If you, a family member, or friend, is interested in becoming a volunteer, please contact us to discuss how this might take place.

Member Code of Conduct

PURPOSE OF THE CODE

The purpose of this Code of Conduct (the Code) is to provide members, their representatives, and others with guidance on the expectations and standard of behaviour that is expected of them when dealing with *Geelong Ostomy Incorporated* (the Association).

OUR COMMITMENT TO MEMBERS, MEMBERS REPRESENTATIVES AND OTHERS

The staff, volunteers and committee of the Association are committed to acting in a manner consistent with current community standards and expectations. While acting on behalf of the Association, we will always strive to act in a courteous and caring manner towards members, their representatives, and others, and will endeavour to meet their needs to the extent permitted by Association rules and policies, and any other governing legislation, policy, or guideline.

OUR EXPECTATION OF MEMBERS, VISITORS AND OTHERS

Financial Matters

For registered members of the Association, we expect that association membership fees will be paid immediately they fall due (upon joining and 30th June annually). Our rules provide for pro rata fees to cover new member access and membership. We reserve the right to terminate membership without notice where membership fees have been in arrears for more than two months. Termination of membership will result in the cessation of services.

We expect that any other fees associated with our service to members such as postage packaging and handling fees will be paid prior to the service. We reserve the right to withhold a service until such times as all charges associated with that service have been paid. Members may apply to the Committee for relief in the event of financial hardship.

Behaviour

When visiting our premises, we expect members, their representatives, and others to treat our employees, volunteers and others with courtesy and respect. Abusive, discriminatory, disrespectful, or threatening language or behaviour will not be tolerated. Persons displaying such behaviour will be asked to leave.

When corresponding with the Association by other means such as by telephone, email or letter, we expect you to treat our employees, volunteers and others with courtesy and respect. Abusive, discriminatory, disrespectful, or threatening language or behaviour will not be tolerated. Correspondence with persons displaying such behaviour will be immediately terminated.

PRIVACY

The Association respects the Privacy of registered members, members representatives, staff, and volunteers. It is expected that members personal and health information will be

collected and used only for the purposes that are necessary for the Association to provide members with the goods and services required to meet their needs.

To support its members, it is necessary for the Association to collect information and retain information about members, volunteers and staff such as the members name, address and contact details, as well as health information necessary to order and supply you with ostomy products.

The association will use the information provided to supply ostomy products to its members and to provide information to members and their representatives as well as staff and volunteers regarding the operation and effective running of the Association. The information will not be otherwise disclosed without the consent of the person whose personal and health information is collected and retained by the Association.

COMPLIANCE

This Code will be managed by the Executive Committee and the management of the Association. If a member or their representative acts in a manner which is contrary to the code the Executive Committee will commence an inquiry during which the member concerned shall be given a full and fair opportunity of presenting his or her case. If the breach and is found to have occurred disciplinary action may be taken against the relevant member or member's representative. This may result in a warning, suspension, or termination of membership.

The outcome of the inquiry and any disciplinary action taken will be notified in writing.



Australian Council of Stoma Associations Inc

Charter of Responsible Use

As a stakeholder in the Stoma Appliance Scheme, the Australian Council of Stoma Associations (ACSA) is committed to working towards the long term sustainability of the scheme for the benefit of current and future Australians who require Commonwealth Government subsidised stoma products to assist in the management of their stoma.

The objective of this Charter is to recognise the role that all Australian registrants of the Stoma Appliance Scheme play in the sustainability of the scheme and to define the principles of responsible use promoted by ACSA to all users of scheme listed products.

Principle 1: Only order those products which have been identified through careful review of personal use as being required and only order in quantities commensurate to individual use.

Rationale: Many of the monthly quantity allowances of scheme listed products are very generous and are in excess of a normal usage requirements. Placing an order each month for the maximum monthly quantity of every product used in stoma management could result in product excess and wastage as unused product reaches its “best before” date.

Principle 2: Keep an adequate but not excessive stock reserve on hand

Rationale: One to two months of emergency reserve is an adequate supply to be kept on hand. A reserve supply equal to more than two months standard supply is excessive (with the exception of holiday supply)

Principle 3: Only order ancillary items following referral by a qualified Stomal Therapy Nurse or registered Medical Practitioner

Rationale: Not every product listed on the Stoma Appliance Scheme is suitable for use by all persons and some products may compromise the effectiveness of others. The advice of your Stomal Therapy Nurse or registered Medical Practitioner is essential before adding additional products to your stoma care regime.

Principle 4: Only use products for the purpose of managing and maintaining your stoma

Rationale: Using products for a purpose other than that intended can result in product churn (eg: using a colostomy pouch to cover an ileostomy, using skin conditioning cream for a purpose other than stoma management)

Principle 5: Don't expect the taxpayer to fund personal choice

Rationale: An “Application for Additional Stoma Supply” (Medicare 4050) request is to be used when a Stomal Therapy Nurse or registered Medical Practitioner has assessed (following review) that a genuine need exists for a quantity of supplies which exceed the standard allowance for that product. Additional supplies required for any other reason may be purchased through an association.

Ordering Your Supplies

You are responsible for ordering your stoma supplies. It is up to you to make sure that you, or your family or carer, place an order for you.

Getting Ready to Order

You must be a financial member and provide your Medicare cards details, which must be up to date. Medical certificates for additional quantities must be current.

When to Order

To enable members to access supplies early in the month orders must be **received** at GO by the 18th of the previous month. Orders placed after the 18th may be subject to delays or higher costs associated with special delivery arrangements.

Holidays / Overseas travel

Special provisions permit you to access supplies in advance of holidays. Please ensure you plan ahead and discuss your travel needs with GO staff well before your departure. For more information see Frequently Asked Questions in the next section.

Placing an Order (CHANGES ARE NOT PERMITTED ONCE AN ORDER IS LODGED)

Ordering Guidelines

- Orders must be in writing by post, fax, email (orders@geelongostomy.com.au with an order form attached) or through our website (www.geelongostomy.com.au - **phone orders cannot be accepted**)
- Complete the form fully, including the codes for the products required. Our processors work from the codes; ensure they are listed correctly ensure **(brands and codes can be found on your previous invoices)**
- Include a daytime phone number and/or a mobile phone number
- Check contents immediately after arrival – promptly notify GO of errors

Monthly Limits

- The Government limits ostomy products per calendar month – discuss the limits with your STN and order within the guidelines. Orders which do not comply with SAS rules will be adjusted without notice.
- We maintain a record of monthly issues and can identify each month's order
- Orders cannot be backdated

Ordering Cycles

- Most members order monthly but members who have had their stomas for longer than six months can use a two-monthly ordering cycle and have two months of products delivered at once.

Payments

- Credit cards (MasterCard and Visa): over the phone or at the counter.
- Cheques/money orders: Make payable to Geelong Ostomy Inc and write the member's name clearly on the back.
- Dishonoured cheques will incur a fee of \$20
- Direct deposits can be made to Bendigo Bank 633-000 Acc number 102 191 087. **Please put membership number and surname as the reference when making a direct deposit.**
- The balance of a member's credit account is shown on the packing slip that is sent with each parcel.

Annual Fees

- Full Members: \$70 (\$85 from 1 Jul 2024), Concession Members: \$60 (\$75 from 1 July 2024). These fees are payable by the start of each financial year. Fees are subject to annual review.

Note: Valid Commonwealth concession cards must be presented to receive concession rates

Postage Costs – ORDERS WITHOUT POSTAGE PAID WILL NOT BE POSTED

PAYMENT DETAILS MUST BE INCLUDED WITH EACH ORDER

Donations

- As a not-for-profit organisation we welcome donations. Geelong Ostomy is a registered charity and donations of \$2.00 and more are tax deductible.

Hernia and Support Belts

- We cannot exchange hernia and support belts. Nor can we advise on sizing.

Product Advice and Stomal Therapy Care

GO staff and volunteers cannot offer product advice (sizing, varieties, product codes, etc).

Questions or Concerns

For further information or help with ordering please call us on 03 5243 3664 or email contactus@geelongostomy.com.au

Frequently Asked Questions

What stoma products am I entitled to?

The SAS schedule lists products that have been approved by the Department of Health to be issued to eligible members. The Schedule determines the maximum quantity you can receive each month and whether there are any restrictions. The Schedule is available from us or go to www.health.gov.au

What if I require more than the monthly maximum of stoma products allowed?

There are provisions under the SAS for you to receive additional supplies where the monthly allocation does not meet your ongoing needs. To get more than the maximum monthly allowance from us, Medicare requires a signed additional supply certificate (PB050) from your stomal therapy nurse or general practitioner clearly stating the clinical justification for additional products and specifying the item/s and quantities required. This certificate should be passed on to us and we will forward it to Medicare on your behalf. Note: the additional supply certificate is valid for up to six months

What if I need stoma products while I am on holiday?

If you are travelling within Australia, you can produce your SAS entitlement card at any stoma association which can supply stoma products to you as a temporary resident in their area. Associations prefer you to make arrangements with them in advance to make sure they have your particular products in stock.

An advance supply of your monthly allowance is also available from us to cover holidays. You can also order your products for two months in advance from GO. If you are travelling overseas, you are entitled to up to six months supply. If you require more than two months supply, you will need to provide proof of travel to us. Note: stoma products are not available to Australian citizens who live outside Australia.

There is a link to the PB050 form on the GO website. This is the form to use to apply for additional supplies for clinical and other reasons.

Useful Websites

Australian Council of Stoma Associations (ACSA) - www.australianstoma.com.au

ACSA has a website that is a great resource:

- ✓ Contact details for each of the 20 Australian stoma associations
- ✓ Information details of ostomy support groups
- ✓ Publications such as Ostomy Australia
- ✓ Links to other websites
- ✓ A copy of “A Beginning Not an End”, the ACSA publication produced for all ostomates, that can be read online or printed.
- ✓ Notices of national and international events such as conferences

Geelong Ostomy Website - www.geelongostomy.com.au

- ✓ Order online
- ✓ Membership application form
- ✓ Link to PB050 form to apply for additional supplies for clinical and other reasons (eg holidays)
- ✓ Links to other websites
- ✓ Policies and procedures

Department of Health – Stoma Appliance Scheme (for the official guidelines and schedule of eligible products)

[Stoma Appliance Scheme | Australian Government Department of Health and Aged Care](#)

United Ostomate Associations of America - <http://www.ostomy.org>

Contact Us

You can contact us as follows (Monday, Wednesday, and Friday: 9.30 am to 2.30 pm)

Ph: 03 5243 3664

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