



Ostomy Association of Melbourne Inc

Reg No: A0025655X ABN: 93 953 917 074 www.oam.org.au
 Burwood Industrial Park, Unit 14, 25-37 Huntingdale Rd Burwood VIC 3125
 Ph: 03 9888 8523 Fax: 03 9888 8094 Email: orders@oam.org.au

ORDER FORM

Member Number: _____ Date: _____
 Surname: _____ Given Name: _____
 Delivery Address: _____

 _____ Postcode: _____
 Phone: _____ Email: _____
 For the Month/s of: _____

Deliveries must be signed for. You may request "safe drop" for this delivery (ie no signature required) but this is entirely at your own risk. **Missing parcels cannot be replaced.** To request "safe drop" tick this box

Brand	Product Code	Description	Quantity

The Association provides products in compliance with the guidelines of the Stoma Appliance Scheme. Orders which do not comply with the scheme rules will be adjusted without notice. **Please allow 10 business days for delivery.**

I confirm I am eligible to claim products under the Stoma Appliance Scheme and that the goods requested are for my personal use.

Signed: _____ Medicare# - - Ref: Exp __/___

FREIGHT	1 month in Victoria \$13, 2 months shipped together in Victoria \$20 1 month interstate \$16, 2 months shipped together interstate \$27	\$ _____
ANNUAL FEES	Due in June (described overleaf)	\$ _____
DONATION	Donations of \$2.00 and over are tax deductible	\$ _____
TOTAL PAYMENT		\$ _____

Payment Method: Cheque/Money Order Visa/Mastercard

Minimum credit card payment is \$26 which will cover two Victorian deliveries

Multiple delivery fees may be paid in advance. Funds will be held in member's personal credit account

Card No: ____/____/____/____ Expiry: __/____ Cardholder's signature _____

ONCE AN ORDER FORM HAS BEEN SUBMITTED WE ARE UNABLE TO MAKE ALTERATIONS

Ordering Guidelines

- Orders must be in writing by post, fax, email or through our website - **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
- Include a daytime phone number and/or a mobile phone number
- Allow up to ten business days for processing and delivery
- Check contents immediately after arrival – promptly notify OAM of errors
- **Orders for the current month must be received by the second last business day of that month to ensure we have time to process them before the month ends**

Monthly Limits

- The government limits ostomy products per calendar month – discuss the limits with a stomal therapy nurse 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): Minimum payment is \$26 - this will cover two Victorian deliveries. Larger payments are welcome – funds will be held in the member's personal credit account
- Cheques/money orders: Make payable to Ostomy Association of Melbourne 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 Westpac BSB 033 058 Acc number 462 479. **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 ships with each parcel

Annual Fees 2020-2021

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

- Access fee (determined by the Department of Health) \$60 full members, \$50 concession
- Membership fee (determined by Ostomy Association of Melbourne) \$8
- **Total fees payable by 30 June 2020: Full Members: \$68 Concession Members: \$58**

Postage Costs

	Within Victoria	Interstate	Express Post
One-month Issue	\$13	\$16	\$20
Two-month Issue	\$20	\$27	\$30

Donations

- As a not-for-profit organization we welcome donations. Donations of \$2.00 and over are tax deductible.

Holiday Supplies

- Members may request supplies in excess of two months (up to six months) for travelling overseas
- Additional paperwork and extra time is required to claim holiday supplies. Contact us for details.
- Postage costs on holiday supplies are multiplied by months. Eg Four-month supply costs double the two-month issue charge

Belts, Underwear and Support Garments

- Garments should only be ordered on the specific advice of a stomal therapy nurse
- We cannot exchange belts, underwear or support garments, nor can we advise on sizing

Product Advice and Stomal Therapy Care

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

Members may see our stoma nurse free of charge. Make an appointment with reception on 03 9888 8523

Questions or Concerns

For further information or help with ordering please call us on 03 9888 8523 or email enquiries@oam.org.au