



# Ostomy Association of Melbourne Inc

Reg No: A0025655X ABN: 93 953 917 074 [www.oam.org.au](http://www.oam.org.au)  
 Burwood Industrial Park, Unit 14, 25 Huntingdale Rd Burwood VIC 3125 Ph:  
 03 9888 8523 Email: [orders@oam.org.au](mailto:orders@oam.org.au)

## ORDER FORM

Member Number: \_\_\_\_\_ Date: \_\_\_\_\_  
 Surname: \_\_\_\_\_ Given Name: \_\_\_\_\_  
 Delivery Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_ Postcode: \_\_\_\_\_  
 Phone: \_\_\_\_\_ Email: \_\_\_\_\_

For the Month/s of: \_\_\_\_\_

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 \_\_/\_\_/\_\_\_\_

**PRODUCTS WILL NOT BE SUPPLIED UNLESS MEDICARE DETAILS ARE CORRECT**

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.**

FREIGHT	1 month in Victoria \$16, 2 months shipped together in Victoria \$23 1 month interstate \$20, 2 months shipped together interstate \$30	\$ _____
ANNUAL FEES	Due in June (described overleaf) <b>Attach copy of concession card to receive concession rate</b>	\$ _____
DONATION	Donations of \$2.00 and over are tax deductible	\$ _____
<b>TOTAL PAYMENT</b>		<b>\$ _____</b>

Payment Method: Cheque/Money Order  Visa/Mastercard   
 Minimum credit card payment is \$32 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 or online via our Member Portal – **phone/email orders cannot be accepted**
- **Complete the form fully, ensuring the correct item codes are provided**
- Include a daytime phone number and/or a mobile phone number
- Allow up to ten business days for processing and dispatch
- 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 \$32 - 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 2026-2027

- **Fees payable by 30 June 2026:**                      **Full Members: \$80**                      **Concession Members: \$70**

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

### Postage Costs – **ORDERS WITHOUT POSTAGE PAID WILL NOT BE POSTED**

	Within Victoria	Interstate
One-month Issue	\$16	\$20
Two-month Issue	\$23	\$30

<b>PAYMENT DETAILS MUST BE INCLUDED WITH EACH ORDER OR PREPAID</b>
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### 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

### Support Belts

- Garments should only be ordered on the specific advice of a stomal therapy nurse
- We cannot exchange 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 seek advice from our STN free of charge. To make an appointment call 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](mailto:enquiries@oam.org.au)