

NEW CLIENT INFORMATION



Reg A0103505D

ABN 25 6384 23194

PBS ACCREDITATION - C0004Y

Colostomy Association of Victoria Inc.

REPRESENTING AND PARTNERING OSTOMATES SINCE 1961

PHONE 9650 1666

WWW colovic.org.au

EMAIL info@colovic.org.au

SUITE 221, 98 ELIZABETH STREET, MELBOURNE

P.O. BOX 65 FLINDERS LANE POST OFFICE, MELBOURNE, VIC, 8009

OFFICE HOURS - 9am to 2pm, Monday to Friday. Closed on all public holidays

WELCOME TO THE COLOSTOMY ASSOCIATION OF VICTORIA – “CAV”

Your STOMAL THERAPIST NURSE (STN) has enrolled you in the STOMA APPLIANCE SCHEME (SAS) and the CAV. The CAV is a service provider for the Federal Government's SAS which is administered by the DEPARTMENT OF HEALTH AND HUMAN SERVICES (DHHS), managed by SERVICES AUSTRALIA, and paid for by MEDICARE.

STEP 1 – REFER TO THIS INFORMATION SHEET AND TO OUR CAV WEBSITE.

Your body and mind have been through quite a bit! There is so much information coming your way and it is easy to get “overloaded”. Nonetheless, the more you learn about managing the situation the better off you will be.

CAV is here to help you. Email us any queries you may have. Yes, we have a phone number, but we are very busy and it is often hard to get through. An email is best. Place NEW CLIENT QUESTIONS in the email subject.

STEP 2 - PAY THE SAS FINANCIAL YEAR ACCESS FEE - \$60 FULL / \$50 CONC – TO THE CAV

The STOMA APPLIANCE SCHEME FINANCIAL YEAR ACCESS FEE (SAS FEE) - \$60 FULL / \$50 CONC must be paid if you want to access the SAS. The SAS FEE is non-refundable and non-transferable.

Pay this fee to the **CAV** and you will then be able to access the SAS until JUNE 30, 2022. You can place MONTHLY ORDERS with the CAV and MEDICARE will pay for those products between now and JUNE 30, 2022.

DVA / STATE TRUSTEES / TAC – provide your DVA / STATE TRUSTEE / TAC ID to the CAV immediately.

Clients receiving an NDIS or AGED CARE government package, ask your service provider to email CAV.

CAV does not INVOICE individual clients for the SAS FEE – this document serves as a PAYMENT REMINDER.

STEP 3 - ORDER EACH MONTH - ONLINE, EMAIL, POST, CAV COUNTER

Request supplies by placing an order. Ordering for this current month? Get your order to the CAV before the 27th. Ordering for a future month? That's OK, but CAV cannot process an order for any future month issue until that future month has begun. Do not “forget” to order – you cannot access supplies from a past month!

CAV POLICIES - “**THINK 7+7+7**” – that is 21 – place your order at least 21 days before you will run out of product.

“**THINK 7+7**” – CAV needs 7 days to process your order. AUSPOST needs 7 days to deliver.

“**THINK 7**” – CAV needs 7 days to process your order.

YOUR MONTHLY ISSUE can be **COLLECTED** from CAV after the 7th day of the month. NO CHARGE APPLIES
DISPATCHED with AUSTRALIA POST - **\$14 PARCEL DELIVERY FEE**

The \$14 must be paid to the CAV **before you place your “order”**.

STEP 4 – SUPPORT OUR VOLUNTEERS - BE A GREAT PARTNER AND TEAM MEMBER

The CAV and your STN are your “stoma team members”, your “stoma partners”. We look forward to working WITH you to manage your stoma needs. Keep in mind - management of “orders” is vitally important (remember the **21 DAYS**), as is management of your PREPAID PARCEL DELIVERY FUNDS.

We HATE it when we make a mistake. Mistakes are rare, but they happen. Please notify us IMMEDIATELY if you think an error has been made. We will check the issue and we will FIX ANY ERROR ASAP AND AT OUR EXPENSE. Keep in mind – if you “order” more than the SAS entitlement, CAV will reduce your quantities as required by the government.

PAYMENTS TO THE CAV

CREDIT CARD – a \$1 fee applies to each transaction.

CHEQUE - make payable to COLOSTOMY ASSOCIATION OF VICTORIA
COMMONWEALTH BANK OF AUSTRALIA – 063 001 0090 8831

You can transfer funds electronically or deposit at a CBA branch.

Ensure that the CAV CLIENT'S NAME is recorded in every transaction.