

# Stoma Appliance Scheme

The Stoma Appliance Scheme (the Scheme), subsidised by the Australian Government, provides stoma related products (medicines and appliances) free of charge to members of stoma associations. There are approximately 30,000 members nationally who receive products under the Scheme through approved volunteer stoma associations.

The choice of products which you should use is guided by a stomal therapy nurse who is specifically trained to advise you on their use following colostomy, ileostomy or urostomy surgery.

## Who is eligible for the Scheme?

The Scheme provides assistance to all Australian residents that have undergone either a temporary or permanent surgically created body opening (stoma), usually in the abdominal region. This artificial opening allows the removal of body waste when you have lost normal bowel or bladder functions as a result of disease, injury, birth defects or other causes.

## How can I obtain subsidised stoma products?

To receive subsidised stoma products you must hold an Entitlement Card supplied by Medicare Australia through any one of the 22 stoma associations throughout Australia. Your stomal therapy nurse will help you join a stoma association or alternately, you can contact one of the associations listed in this information sheet. To become a member of a stoma association, you will be required to pay a small fee to assist the association with the cost of distributing stoma products and other valuable services.

## What stoma products am I entitled to?

The Scheme's Schedule (the Schedule) lists products that have been approved by the Department of Health and Ageing to be issued to eligible members. The Schedule determines the maximum quantity that you can receive per month, the price of the product and whether there are any restrictions.

The Department of Health and Ageing updates the Schedule four times a year with new products, deleted products and any variations to products already listed. If you require a product not listed on the Schedule, you will be required to pay the full price; it will not be subsidised by the Government.

The Schedule can be obtained from either your stoma association or on the Department of Health and Ageing's website, [www.health.gov.au](http://www.health.gov.au), type "Stoma Appliance Scheme" into the search engine.

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

There are provisions under the Scheme for you to receive additional supplies where the monthly allocation does not meet your ongoing needs.

To obtain more than the maximum monthly allowance from your association, Medicare Australia require a signed medical certificate obtained from your stomal therapy nurse or general practitioner clearly stating the reason for the need for additional products and specifying the item/s and quantities required. This certificate should be passed on to your local stoma association who will forward it to Medicare Australia on your behalf. **Please note that the medical certificate is current only for six months.**

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

If you are travelling within Australia you can produce your 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 prior arrangements with them to ensure that they have your particular products in stock for you. An advance supply of your monthly allowance is also permitted to cover holidays.

You are also able to order your products for two months in advance. This can benefit people going on holidays either in Australia or overseas. If you are travelling overseas for longer than two months, you should speak with your association to discuss what options are available to you.

Stoma products are not available to Australian citizens who reside outside Australia.

## Who develops guidelines for the Stoma Appliance Scheme?

The Department of Health and Ageing develops the guidelines and policies for the Stoma Appliance Scheme. Medicare Australia administers the Scheme and has responsibility for the processing and payment of claims lodged for payment by the stoma associations.



## Ostomy association contact details

### Queensland

Gold Coast Ostomy Association Inc.  
8 Dunkirk Close, Arundel QLD 4214  
Phone: (07) 5594 7633  
Fax: (07) 5571 7481

North Queensland Ostomy Association Inc.  
Shop 4, 52 French Street, Pimlico QLD 4812  
(PO Box 1017, Hyde Park, Castletown QLD 4812)  
Phone/fax: (07) 4775 2303

Queensland Colostomy Association Inc.  
22 Beaudesert Road, Moorooka QLD 4105  
Phone: (07) 3848 7178  
Fax: (07) 3848 0561

Queensland Stoma Association Inc.  
Unit 4, Accent Place  
10 Valente Close, Chermside QLD 4032  
(PO Box 370, Chermside South QLD 4032)  
Phone: (07) 3359 7570  
Fax: (07) 3350 1882

Toowoomba and South-West Ostomy Association Inc.  
Education Centre, Blue Care Complex  
256 Stenner Street, Toowoomba QLD 4350  
(PO Box 7314, Toowoomba MC QLD 4352)  
Phone: (07) 4636 9701  
Fax: (07) 4636 9702

Wide Bay Ostomates Association Inc.  
C/- Bundaberg Base Hospital  
Bourbong Street, Bundaberg QLD 4670  
Phone: (07) 4150 2074  
Fax: (07) 4150 2079

### New South Wales

Colostomy Association of NSW Inc.  
Unit 5/7-29 Bridge Road  
Stanmore NSW 2048  
Phone: (02) 9565 4315  
Fax: (02) 9565 4317

Ileostomy Association of NSW Ltd  
Block E, Ozanam Village  
West Street, Lewisham NSW 2049  
Phone: (02) 9568 2799  
Fax: (02) 9564 2064

### Victoria

Bendigo & District Ostomy Association Inc.  
43-45 Kinross Street, Bendigo VIC 3550  
(PO Box 404, Golden Square VIC 3555)  
Phone: (03) 5441 7520  
Fax: (03) 5442 9660  
Website: [www.bendigo-ostomy.org.au](http://www.bendigo-ostomy.org.au)

Colostomy Association of Victoria  
Suite 221, 2nd Floor, Block Arcade  
98 Elizabeth Street, Melbourne VIC 3000  
Phone: (03) 9650 1666  
Fax: (03) 9650 4123

Geelong Ostomy Association Inc.  
100 Little Myers Street, Geelong VIC 3220  
Phone: (03) 5222 3168  
Fax: (03) 5223 2659

Ileostomy Association (VIC) Inc.  
Suite 322, 3rd Floor, The Block  
98-100 Elizabeth Street, Melbourne VIC 3000  
Phone: (03) 9650 9040  
Fax: (03) 9650 1723

Ostomy Association of Melbourne Inc.  
152 Wattletree Road, Malvern VIC 3144  
Phone: (03) 9508 1879  
Fax: (03) 9576 1084

Peninsula Ostomy Association Inc.  
12 Allenby Street, Frankston VIC 3199  
Phone: (03) 9783 6473  
Fax: (03) 9781 4866

Victorian Children's Ostomy Association  
Equipment Distribution Centre  
Royal Children's Hospital  
Flemington Road, Parkville VIC 3052  
Phone: (03) 9345 5325  
Fax: (03) 9347 5046

Warrnambool & District Ostomy Association  
279 Koroit Street, Warrnambool VIC 3280  
Phone/fax: (03) 5563 1446

### Australian Capital Territory

ACT & Districts Stoma Association Inc.  
2nd Floor, ACT Health Building  
Cnr. Moore and Alinga Streets, Canberra ACT 2600  
(PO Box 1260, Canberra City ACT 2601)  
Phone/fax: (02) 6205 1055  
Email: [actstoma@alphalink.com.au](mailto:actstoma@alphalink.com.au)

### South Australia

Colostomy Association of SA Inc. (C.A.S.A.)  
160 South Road, Torrensville SA 5031  
Phone: (08) 8354 2618  
Fax: (08) 8354 2621

Ileostomy Association of SA Inc.  
1 Shipster Street, Torrensville SA 5031  
Phone: (08) 8234 2678  
Fax: (08) 8234 2985

### Western Australia

Western Australian Ostomy Association Inc.  
15 Guildford Road, Mt Lawley WA 6050  
Phone: (08) 9272 1833  
Fax: (08) 9271 4605

### Northern Territory

Cancer Council of the Northern Territory Inc.  
Shop 3, CASI House  
23 Vanderlin Drive, Casuarina NT 0810  
(PO Box 42719, Casuarina NT 0810)  
Free call: 1800 678 123  
Phone: (08) 8927 6389  
Fax: (08) 8927 4990  
Website: [www.cancercouncilnt.com.au](http://www.cancercouncilnt.com.au)

### Tasmania

Ostomy Tasmania Inc.  
Lower Statton Building, Repatriation Centre  
Hampden Road, Hobart TAS 7000  
Phone: (03) 6223 2974  
Fax: (03) 6223 1719