

QUEENSLAND STOMA ASSOCIATION INC.
THE FIRST STOMA ASSOCIATION IN QUEENSLAND (EST 1960)

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NEWSLETTER

SUPPLEMENT TO 'OSTOMY AUSTRALIA'

January 2019

A very warm welcome to all members for 2019! We hope that you have all had a thoroughly enjoyable and relaxing festive season with friends and family and are ready to tackle 2019 with renewed vigour. This being our first newsletter for 2019, we thought we would take the opportunity to dispel some of the more common misconceptions we hear about Queensland Stoma Association Inc and our Stoma Appliance Scheme activities.

Myth: QSA is part of the public health system

Fact: QSA is a non-government independent self-help group. While we are **not** government funded, the Federal Government through its Stoma Appliance Scheme does reimburse the cost of stoma products provided by us to our members. We receive a small administrative rebate of 2.75% which is intended to assist with the cost of running the scheme. The associations operating costs during the 2017/18 financial year were \$529.5K of which only \$200K was met by our 2.75% administrative rebate. The balance was met from annual subscriptions, postage, packaging and handling, donations and other miscellaneous revenue.

Myth: Our receptionists are employees

Fact: Nope! The lovely people that attend to your telephone or reception enquiries are all volunteers who have very generously donated their time to assist the good work of QSA. Next time you talk to them, please let them know how much you appreciate them!

Myth: QSA Employees and Volunteers don't understand the challenges of living with a stoma

Fact: Wrong again! Every QSA employee either has a stoma themselves or a close family relative who has one so they are very familiar with the challenges faced by ostomates. Most of our volunteers have them as well and it is for this reason that our staff and volunteers work so hard to make sure that your order is available within an acceptable time frame.

Myth: QSA keeps a supply of all Stoma Appliance Scheme schedule products in store

Fact: With over 3,600 items available through the Stoma Appliance Scheme, QSA cannot possibly keep stocks of all schedule listed products in store. While we do carry most accessory items such as barrier wipes, seals and pastes, we order pouches, baseplates and hernia support garments as required from our suppliers.

Myth: All products listed on the Stoma Appliance Scheme schedule are free

Fact: Nothing could be further from the truth! The Association purchases and pays for SAS listed goods on behalf of its members and then lodges a claim with the Federal Government. The government reimburses the association with the cost of goods plus the 2.75% administration rebate. All scheme listed items are therefore paid by the Australian taxpayer!

Myth: The amount of scheme funded ostomy supplies that a member can get is unlimited

Fact: QSA is required to ensure that all Stoma Appliance Scheme activities are carried out within the parameters of the Stoma Appliance Scheme Operational Guidelines for Stoma Associations. This means that, unless we have a correctly completed Application for Additional Stoma Supplies PB050 in place, we can only issue the maximum quantities of product as allowed by the scheme within the timeframes permitted by the scheme. Orders requesting more than the maximum scheme allowances will be reduced without notice.

Important information about the Stoma Appliance Scheme Access Fee and Association Membership fee

The Department of Health have recently changed the way that the compulsory annual Stoma Appliance Scheme (SAS) Access fee can be charged by Associations. Prior to the amendment, the SAS Access Fee was included within an association's annual membership fee. Effective immediately, stoma associations are now required to show the SAS Access Fee as separate to the association membership fee in all subscription communication. The compulsory annual SAS Access Fee to be paid for access to the SAS is currently \$60 non concessional or \$50 concessional per financial year. From 1 July 2018, a nominal QSA membership fee will also apply. The annual subscription for 2019/20 will therefore be \$62 (or \$52 for holders of a valid concession card- a copy of your current concession card must be provided with each SAS fee payment)

NOTICE OF SPECIAL GENERAL MEETING

At a Special General Meeting (SGM) to be held on 30th March, 2019, the QSA Inc Executive Committee will be asking members to consider a proposal to transfer QSA Inc from an incorporated association to a company limited by guarantee (CLG) and to adopt a new constitution.

For more information about the proposed changes including explanatory notes, please see <http://qldstoma.asn.au/sgm-explanatory-notes/>

Timely reminders about ordering

1. Pending eligibility and with the exception of December orders, an order for supply in the current month can be placed up to the third Thursday of the current month with an expected turnaround of 2 weeks. Orders received after the third Thursday will automatically be carried over to the next month and will be available approximately the 10th of the following month. We recommend that December and January orders be placed together (on one form) as a holiday order. **The holiday order should be submitted by the end of November.**
2. Orders may be collected from our offices during 8.30am to 2.30pm Mondays, Tuesdays, Wednesdays and Thursdays and between 8.30am and 12.30pm on the last Saturday of each month. If the order cannot be collected, postage of the order can be arranged. A postage packaging and handling charge applies to all postal orders and must be paid in advance of the order being dispatched by the Association. The charge is \$10 for one standard months supply or \$15 for more than one standard months supply (sent as one parcel - maximum size 25 cubic kg). These charges apply to normal orders and a surcharge may apply to larger orders to cover the higher cost of postage if applicable. In extenuating circumstances, the association can arrange for a small emergency supply to be sent directly from the supplier. The cost of this service will be \$25 or the supplier fee, whichever is greater (applicable charges will be pre-advised).
3. Please remember to contact the association to update your address and other contact details if you move house or wish your parcel to be sent to another address temporarily. Because of the volume of orders that are processed each day, we cannot guarantee that a new address noted on an order form will be noticed. Notification of a change of your details can be made via email to admin@qldstoma.asn.au, in writing to the association at PO Box 370 , CHERMSIDE QLD 4032 or by telephone to 07 3359 7570.

Did you know???

Ostomy Appliances should be stored in a cool dry place at a temperature not exceeding 27 degrees celsius as temperatures higher than this may compromise the efficacy of the baseplate!



To aid in the continuation of the work of the Association, have you considered a bequest in your will?

For more information about suggested bequest wording, please contact Kylie on 07 3359 7570

With Thanks

A great big thank you to all of our wonderful members who have made a donation to the association over the past couple of months as well as those who have dropped in a cake or packet of biscuits for our volunteers. Your generosity is very much appreciated and helps with the continuing good work of the Association.



To keep up to date with current Association information. Like our Facebook page at :

<https://www.facebook.com/QLDStoma/>