



Queensland
Stoma Association

A.B.N 82438903230

QSA important Dates for 2020

January 2020 -	27/1/2020 Association closed for Australia Day Public Holiday
April 2020 -	13/4/2020 Association Closed for Easter Monday 25/4/2020 (Saturday) Association closed for Anzac Day Public Holiday
May 2020	4/5/2020 Association Closed for Labour Day Public Holiday
June 2020	30/6/2020 Association closed until 12pm for end of financial year stocktake
July 2020	1/7/2020 Annual Subscription for 2020/2021 due
August 2020	12/8/2020 Association closed for Ekka Public Holiday
October 2020	5/10/2020 Association closed for Queens Birthday Public Holiday
December 2020	22/12/2020 Association closes for Christmas Break to reopen 5/1/2021

QSA order submission cut off dates for 2020*

MONTH	CUT OFF DATE	MONTH	CUT OFF DATE
January 2020	15/1/2020	July 2020	15/7/2020
February 2020	19/2/2020	August 2020	19/8/2020
March 2020	18/3/2020	September 2020	16/9/2020
April 2020	15/4/2020	October 2020	21/10/2020
May 2020	20/5/2020	November 2020	18/11/2020
June 2020	17/6/2020	December 2020	9/12/2020

** A completed order form (and payment of postage if having your order posted) must be received by the association by 2.30pm*

Our full calendar of important dates can be found on our website at <http://qldstoma.asn.au/calendar/>

Correspondence to:
QSA
PO Box 370,
CHERMSIDE SOUTH QLD 4032

Ph: 07 3359 7570
Fax: 07 3350 1882
Email: admin@qldstoma.asn.au

Hints, Tips and important information

- Queensland Stoma Association Ltd is a non-government charity managed by a small number of employees and assisted by a wonderful pool of volunteers who have very generously donated their time so that the association can provide an excellent level of service to members. Please be kind to them!
- Our staff and volunteers are not medically trained so cannot provide clinical advice.
- Annual subscriptions are due by 1 July each year. Our annual subscription is per financial year or part thereof and includes the compulsory Stoma Appliance Scheme Access Fee set by the Department of Health. Fee reminders will not be issued.
- Orders for stoma products to be supplied by the association through the Stoma Appliance Scheme are required to comply with the Stoma Appliance Scheme Operational Guidelines for Stoma Associations. A copy of the guidelines can be found at www.health.gov.au/stoma
- There are more than 3,500 products listed on the Stoma Appliance Scheme schedule. The association cannot stock all products and therefore usually submits an order for product only once the product has been requested by a member. The usual order availability timeframe is 14 days (subject to a member's eligibility for the requested product within the requested month) from the date the order was received by the association.
- A two month ordering cycle is available to those members who have had their stoma for more than six months. The two month ordering cycle may be suspended during any period when stoma products are subject to change or review, such as when an Application for Additional Stoma Supplies (DHS form PB050) is in place.
- For those members eligible to adopt a two month ordering cycle, place your order for supply during every "even" month (Feb/March, April/May, June/July, Aug/Sept, Oct/Nov, Dec/Jan). This helps to avoid delays associated with our end of financial year stocktake and Christmas break.
- If needing your order to be posted to your address, please make sure that the postage, packaging and handling fee or \$13 per parcel has been pre-paid to the association (either at the time of order placement or previously) to avoid delays in supply. Very large orders may need to be sent in more than once parcel. The association will contact the member if more than one parcel is required.
- Be careful when ordering different products with the same "purpose" as the monthly/annual allowances of each product will be affected. Contact the association for more information.
- A written order is required to be submitted for each order to meet the requirements of the Stoma Appliance Scheme. Orders cannot be submitted by telephone.
- The association will issue products according to the **product code** quoted on the order. **PLEASE MAKE SURE THIS IS CORRECT!** Product cannot generally be returned to the association if ordered by the member in error.
- Once an order has been submitted and processed by the Association, it cannot be changed. Additional products required will be issued on submission of a separate form (subject to Stoma Appliance Scheme eligibility guidelines).
- Using your Stoma Appliance Scheme funded allowances to trial new products will affect your ordering entitlement of other products. When wanting to trial new products, please contact the supplier of the product to obtain a sample first.
- When submitting your order by post, please allow two weeks for Australia Post to deliver your envelope to the association.
- Do not leave stoma products in a place where they may be at risk of being affected by extreme heat. Hot cars in summer are diabolical for stoma products!
- If you need assistance from a Stomal Therapy Nurse but don't have one, QSA holds a Stomal Therapy Advisory Clinic twice per month. Consults are free for QSA members and can be held in person or by telephone. Please contact the association to make a booking.
- In addition to issuing products through the Stoma Appliance Scheme, the association can also sell products to members outside of the scheme. Please contact the association for more information.
- Queensland Stoma Association has a Facebook page! Like our page to keep up to date with current events and news.