

QSA important information for 2024

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

| Month | Date | Information |
|-------------|--------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| January 24 | Wednesday 3/1/2024 | Reopen for 2024 Year |
| April 24 | Monday 1/4/2024 Thursday 25/4/2024 | Closed for Easter Monday Public Holiday Closed for ANZAC Day Public Holiday |
| May 24 | Monday 6/5/2024 | Closed for Labour Day Public Holiday |
| June 24 | 30/6/2024 | 2024-2025 Annual subscription due <ul style="list-style-type: none"> • Full members - \$75 • Concession card holders - \$65* * evidence of commonwealth concession must be provided |
| August 24 | Wednesday 14/8/2024 | Closed for Ekka Public Holiday |
| October 24 | Monday 7/10/2024 | Closed for Kings Birthday Public Holiday |
| December 24 | Wednesday 4/12/2024 Thursday 19/12/2024 | 2.30pm cut off for December/January orders for pre-Christmas dispatch (subject to product availability) Association closes for Christmas (reopens Monday 6/1/2025) |

When placing your QSA order, please remember:

- Requests for products to be issued through the SAS are assessed for compliance with Scheme rules. **Orders which do not meet scheme rules will be amended without notice.**
- Orders for the current month will be accepted until 2.30pm on the second last QSA business day of that month. For example: orders for January 2024 will be accepted until 2.30pm on Tuesday 30/1/2024. January 2024 orders received thereafter will be carried over to February 2024

Members are encouraged to submit orders via an online portal account. For members unable to use a portal account, orders can be submitted in person, by mail, or by email. Orders submitted by email **must be submitted as a PDF attachment to the email**. Orders submitted by email which are not in a PDF format will be returned.

- Members adopting a two month ordering cycle should place their order for supply in every "even" month (Feb, April, June, August, Oct, Dec)
- To avoid delays in supply of January orders because of the festive season holidays, all members are encouraged to place their December/January orders as one double order on the same form.

QSA GENERAL ORDERING GUIDELINES

- Products will be supplied per requested codes. It is the responsibility of the member to ensure that codes requested are correct. Products without a supplier product code or which have an invalid supplier product code will be removed from the order without notice.
- Once an order has been submitted, alterations may not be possible.
- Postal orders cannot be initiated until the postage/packaging/handling fee for the order has been paid. Please ensure credit card details are written clearly and are correct to avoid delays in the processing of your order.
- Dispatched products cannot be returned for exchange unless an error has been made by QSA. QSA must be notified of an error within 10 business days of receipt of order. Errors notified after this period may not be able to be corrected.
- Orders eligible for supply within the current month will be processed with an expected turnaround of 10 business days. Orders accepted for a future month are expected to be available for collection or dispatch by the 10th of that month.
- Where multiple products are requested which serve the same purpose, the maximum amount supplied for each product will be prorated to the maximum allowance for that product group.
- A small range of pharmaceutical items is available for purchase from QSA. Please see <https://qldstoma.asn.au/wp-content/uploads/Non-listed-goods-updated-September-2022.pdf> for prices.
- SAS listed products are available for purchase outside of the Scheme. Please contact QSA to obtain a quote.
- Annual subscriptions are due on 30th June each year. Annual subscriptions will be automatically charged for postal orders received for an entitlement period where the subscription for that period has not yet been paid. For pick up orders, the subscription will be due on collection of the first order for a financial year.

QSA recommends that the advice of an STN or medical practitioner be sought before using products which have not previously been used. Information provided by QSA about the availability and/or features of any product is not intended to be a recommendation as to the suitability of that product for use.

Postage, packaging and handling rates (effective 1 January, 2024)

- | | |
|-------------------------------------------------------------------------------------|--------------------|
| • Standard parcels up to 5kg sent to an address in QLD or NSW postcodes 2485-2486 | \$20 |
| • Standard parcels up to 5kg sent to an address in NSW (excl 2485-2486), ACT or Vic | \$30 |
| • Standard parcels up to 5kg sent to an address in Tas, SA, WA, or NT | \$40 |
| • Express Post - all destinations | Call QSA for quote |
| • Direct from supplier – all destinations | Call QSA for quote |
| • Parcels sent to an address on Norfolk Island | Call QSA for quote |

**Additional postage may be applied for parcels which exceed 5 kg in weight.*