

QSA important information for 2026

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

Month	Date	Information
January 26	Tuesday 6/1/2026 Monday 26/1/2026	Reopen for 2026 Year Closed for observed Australia Day Public Holiday
April 26	Monday 6/4/2026	Closed for Easter Monday Public Holiday
May 26	Monday 4/5/2026	Closed for Labour Day Public Holiday
June 26	30/6/2026	2026-2027 Annual subscription due <ul style="list-style-type: none"> • Full members - \$75 • Concession card holders - \$65* <i>* evidence of commonwealth concession must be provided</i>
August 26	Wednesday 12/8/2026	Closed for Ekka Public Holiday
September 26	Saturday 5/9/2026	2026 QSA Annual General Meeting
October 26	Monday 5/10/2026	Closed for Kings Birthday Public Holiday
December 26	Wednesday 9/12/2026 Wednesday 23/12/2026	2.30pm cut off for December/January orders for pre-Christmas dispatch (subject to product availability) Association closes for Christmas (reopens Tuesday 5/1/2027)

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 can be submitted electronically by registering for an online portal account. Members who are unable to submit electronically should contact QSA to discuss other options.
- 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 2026 will be accepted until 2.30pm on Wednesday 28/1/2026. January 2026 orders received thereafter will be considered for the next entitlement period, being February 2026.
- Members adopting a **two month ordering** cycle should place their order for supply for every "even" month (Feb for Feb/Mar, April for Apr/May, June for June/July, etc)
- To avoid delays in supply of January orders because of the festive season holidays, December/January orders should be submitted together as **one large double order**.

QSA GENERAL ORDERING GUIDELINES

- Products will be supplied according to the codes provided. It is the member's responsibility to ensure product codes are correct.
- Once an order has been submitted, changes may not be possible.
- Postal orders will not be processed until the applicable postage fee has been paid.
- Dispatched products cannot be returned or exchanged unless QSA has made an error. Errors must be reported within **10 business days** of receiving the order. Errors reported after this period may not be able to be corrected.
- Orders eligible for supply in the current month are processed with an expected turnaround of **10 business days**. Orders accepted for a future month are expected to be ready for collection or dispatch by the **10th of the future month**.
- If multiple products are requested that serve the same purpose, the quantity supplied for each will be prorated according to the maximum allowance for that product group.
- A small range of pharmaceutical goods are available for purchase from QSA. Please refer to the [Non-listed Goods Price List](#) for details.
- SAS-listed products are available for purchase outside of the Scheme. Please contact QSA for a quote.
- Annual subscriptions are due by **1 July** each year. The annual subscription includes the compulsory Stoma Appliance Scheme Access Fee which is payable once per financial year. We are unable to accept an order for an entitlement period unless the annual subscription for that period has been paid.

Important Note:

QSA recommends seeking advice from a Stomal Therapy Nurse (STN) or medical practitioner before using any products not previously used. Information provided by QSA regarding product availability or features is not intended as a recommendation for suitability.

Postage, packaging and handling rates (current 1 January, 2026)

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| • 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.*