

Chairperson's Report for the Financial Year Ended 30 June 2026

The Financial Year Ended 30 June 2026 was another successful year for QSA, with 5,069 unique ostomates accessing the Stoma Appliance Scheme (SAS) through our association. In addition, we continue to provide products outside of the SAS to people who need them, including NDIS patients. I again extend my sincere thanks to our staff and volunteers, whose commitment and professionalism have ensured that every member—particularly those facing a difficult stoma journey—received exceptional care and assistance.

Support Activities

Our mission remains to assist persons who have undergone ostomy surgery to take control of their stoma care and return to wellbeing. The most significant aspect of our support work continues to be the supply of stoma products to our members.

During 2025/26, QSA processed 28,164 member orders under the SAS, assembled from more than 4,000 ostomy products supplied by 22 national companies. The registration of orders, receipt of stock, allocation of supplies, and dispatch of parcels require a highly efficient, well-coordinated operation supported by skilled staff, extensive warehousing facilities, and robust computer systems. The continued success of these operations reflects the dedication and expertise of our staff and volunteers.

This year, QSA focused strongly on improving the member experience. We introduced a volunteer-staffed concierge service for visiting members and reallocated two experienced team members to provide dedicated telephone support. Member feedback has been overwhelmingly positive, and these initiatives have significantly reduced rework and streamlined workflows.

We also continued our investment in automation technologies. A major achievement was the development of SAFI, an automated shipping and dispatch solution integrating our Stoma Appliance Management System (SAMS) with Australia Post. SAFI automates consignment creation, label generation, and order updates, improving accuracy, reducing processing time, and delivering faster dispatch outcomes.

Financial Overview

QSA's operating expenditure again reflected the substantial workload required to support the Commonwealth Government in meeting its statutory Medicare obligations under the SAS. The expenditure incurred in the running of QSA this year was \$1,126,872. This partnership with the government provides world class ostomy supplies which are a credit to the scheme. Unfortunately, the government continues to undervalue the work undertaken by stoma associations and does not pay a fair and reasonable share of the operating costs, having last year contributed only \$332,120, whereas our members collectively paid a total co-contribution of \$349,700. The balance of our Scheme operating costs was funded by subsidisations from our other association activities.

Despite repeated requests through our national association since 2019—and despite the government's own internal review from 2025 acknowledging the underfunding—the Commonwealth continues to undervalue the work undertaken by stoma associations. This ongoing shortfall requires QSA to subsidise SAS operations through other association activities and relies heavily on the contributions of our volunteers.

We remain committed to advocating for a fair and sustainable funding model that recognises the essential role stoma associations play in supporting ostomates nationwide.

Queensland Emergency Ostomate Support Service

Our partnership with the Queensland Department of Health continues to deliver the Queensland Emergency Ostomate Support Service, providing urgent out-of-hours assistance to all ostomates living in Queensland. The service operates seven days a week between 8am and 7pm, enabling ostomates to obtain emergency supplies without needing to attend hospital emergency departments.

Demand for this service has continued to grow as awareness increases. We are now two years into a five-year agreement with Queensland Health

QSA Member Ordering Portal

The QSA Member Portal continues to be a major success story. During 2025/26, more than 75% of member orders were submitted through the Portal. This has delivered substantial operational efficiencies, reduced manual processing, and improved service delivery.

The Portal—developed by Kevin Barry, Manager Kylie McGrory, assistant IT staff member Bryan Storey, and our experienced team—has now been adopted by six other associations, with several more planning implementation next financial year. QSA's leadership in digital innovation continues to be recognised nationally.

We also continue to provide facilities for the national association's IT support team, ensuring ongoing development of both SAMS and the Portal to meet future needs.

STN Clinic

Given the increased availability of community-based STN services across Queensland—both free (hospital and supplier STNs) and paid (community nursing services)—we determined in 2025 that a dedicated QSA clinic was no longer required. Instead, we have implemented a Stoma Nurse referral pathway to ensure members can access appropriate clinical support.

Appreciation of Staff and Volunteers

The achievements of QSA this year are only possible because of the dedication of our staff, voluntary officials, and volunteer helpers. Our Board, together with Manager Kylie McGrory and our committed team, has provided the leadership and direction essential to our continued success.

On behalf of the Board, I extend my sincere thanks to all staff and volunteers for their outstanding contributions. I also express my personal appreciation for the support they have provided to me throughout the year.

In conclusion, I thank all our members for their continued support of Queensland Stoma Association Ltd. Your engagement and trust enable us to deliver the high-quality services that QSA is known for.

David Munro

Chairperson, Queensland Stoma Association Ltd