

## QSA ORDERING GUIDELINES

- QSA provides products in compliance with the rules of the Australian Government Stoma Appliance Scheme. Orders which do not comply with government rules will be adjusted without notice.
- Products will be supplied per requested codes. It is the responsibility of each member to ensure that the product codes requested on their order 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 accepted by QSA, alterations may not be possible.
- If you require QSA to arrange for the postage of your order, the order will not be initiated until the correct postage/packaging/handling fee has been received. To avoid delays in payment processing, please ensure credit card details are current, correct and legible.
- 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.
- Orders must be received before the second last QSA business day of the entitlement month. Orders received after the second last QSA business day will be carried over to the following month of entitlement.
- A two-month ordering cycle is available to members who have had their stoma for six months or longer. Under Australian Government rules, the two month cycle is required to be suspended for members during any period when the stoma-related products they order are subject to change or review, or during any period where an Application for Additional Stoma Supplies (Medicare Form PB050) is in place for one or more products.
- 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.

*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 an advice or recommendation as to the suitability of that product for use.*

### **Postage, packaging and handling rates (effective 1 January, 2023)**

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| • Standard parcels up to 5kg sent to an address in QLD or NSW 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.*