QLD OSTOMY NEWSLETTER

NEWSLETTER 2 - 2026

www.qldostomy.org.au

FROM THE PRESIDENT'S DESK

Glenn Gunn

Dear Members,

We hope this newsletter finds you well. As we move further into the year, we would like to share a number of important updates, reminders, and upcoming events to keep you informed and supported.

While we would normally accept orders up to the 15th of each month, for the upcoming cycle we kindly request that **June orders be submitted by 11 May.**

This will allow our team additional time to process orders efficiently and ensure timely delivery of your supplies.

Labour Day Holiday
QOA will be closed on Monday 4th May.

SUPPORT GROUPS

We are pleased to continue hosting support group sessions with supplier representatives attending throughout the year, these are now consolidated as below:

- 11 June: Sutherland Medical & B.Braun
- 3 Sept: Omnigon & Convatec
- 19 Nov: Coloplast & Salts

These sessions are a great opportunity to learn more about products, ask questions, and connect with others in the community.

For the latest updates, please refer to the **Support Groups and Announcements pages on our website.**

Membership Renewal Update
Following our annual review, there has been a minimal increase to membership fees in line with rising operational costs:

- **Full Members:** now $76 (previously $75)
- Pension Members: now $66 (previously $65)

Membership renewal notices were issued via email on **29 March** to members with a registered email address.

If you do not have an email registered with us, your renewal notice has been posted to you.

If you have not received your notice, please contact our office and we will be happy to assist.

As always, maintaining an active membership is essential to ensure continued access to your supplies under Services Australia guidelines.

Postage Charges
We would like to advise that **postage charges will remain at 2025 pricing for now.**
However, due to ongoing pressures from fuel costs and broader economic conditions, this remains under review and may be subject to change. We will keep all members informed should any adjustments be required.

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Order Processing & Timing
Our priority is always to ensure your orders are processed and delivered as promptly as possible.

We kindly ask for your understanding of how our process works:

- QOA is primarily a **volunteer-based organisation**, supported by a dedicated (and valued) team
- We **do not hold stock on-site**
- Orders are placed with suppliers based on member requests
- Supplier orders are generally consolidated into **2–3 orders per month**

This means timing is very important.

To help us meet your needs efficiently, we ask that you:

- Submit your orders by **the middle of the month or earlier**
- This allows time for us to place supplier orders, receive stock, and dispatch your items for the following month

Delays in receiving orders can impact turnaround times, particularly given supplier lead times.
We appreciate your patience and cooperation in helping us keep everything running smoothly.

Global Events & Supply Awareness
We are all aware of the ongoing global tensions and conflicts currently impacting different parts of the world. Naturally, these events can raise concerns around supply chains and product availability.

At this time, we are pleased to advise that our suppliers have confirmed there are no current disruptions to medical supply availability.

That said, we are:

- Remaining closely connected with all suppliers
- Monitoring developments proactively
- Ready to communicate quickly should any changes arise

As a precaution, members may wish to consider placing a two-month order, where appropriate, to ensure continuity of supply at home.

Thank you for your continued support of the Queensland Ostomy Association. We remain committed to providing reliable service and supporting our members every step of the way.
If you have any questions or require assistance, please do not hesitate to contact our team.

Warm regards,
Glenn Gunn
President

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