# QLD OSTOMY NEWSLETTER

## NEWSLETTER 4 - 2026

www.qldostomy.org.au

## FROM THE PRESIDENT'S DESK

Dear Members,

As we approach the end of another year, things are starting to get busy at the Queensland Ostomy Association. With Christmas just around the corner, we have a few important reminders to help ensure everyone receives their supplies on time and that our team can enjoy a well-earned break over the holiday period.

## POSTAGE PAYMENTS - KEEP YOUR ACCOUNT UP TO DATE

A reminder to please ensure you have sufficient credit in your QOA account to cover your postage. If your postage is not paid, we will not be able to send your order.

Please don't delay making payment, as this holds up the dispatch process and can result in unnecessary delays getting your supplies to you. With the busy Christmas period approaching, we really need everyone's cooperation to keep orders moving smoothly.

## DECEMBER ORDERS - PLEASE SEND THEM IN NOW!

November orders should already be well and truly placed, and we are now looking to get ahead of the December rush.

Although our usual ordering guide indicates mid-November for December orders, we would love you to send your December order in now! The earlier we receive your order, the sooner we can place orders with suppliers, receive your products and prepare your supplies for dispatch before our Christmas closure.

Please remember, QOA does not hold your individual products in stock. We rely on receiving your orders in good time to purchase and receive your supplies before they can be sent out to you.

## A REMINDER ABOUT RESPECT & BEHAVIOUR

We have always prided ourselves on being a friendly, welcoming and supportive organisation. Our volunteers give their time to help members access the medical supplies they need, and everyone deserves to be treated with courtesy and respect.

Unfortunately, we have reached a point where we need to make our position very clear. QOA has **zero tolerance for abuse, racist comments, intimidation or anti-social behaviour** towards our volunteers, staff or other members.

We never thought we would need to include this in a newsletter, but it is important that everyone understands that unacceptable behaviour will not be tolerated. Our volunteers are here to help, and they deserve the same respect and consideration that we would all expect ourselves.

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## A HUGE THANK YOU TO OUR VOLUNTEERS

As another year draws to a close, we want to take this opportunity to sincerely thank all our volunteers for their time, dedication and hard work throughout the year.

QOA relies heavily on its volunteers. Without them, we simply could not process, prepare and dispatch the medical supplies that our members depend on. From answering phones and processing orders to receiving deliveries, packing and getting supplies out the door, every contribution makes a difference.

We are incredibly grateful for the time and effort our volunteers give to the Association and our members. Thank you for helping keep QOA running!

## CHRISTMAS CLOSURE & EMERGENCY CONTACT

Our office will close for the Christmas break from 17 December 2026 and reopen on 4 January 2027.

Our office phone will be monitored between 17 and 29 December for extreme emergencies only. Please understand that we **do not hold members' products** in stock at our warehouse, so even if you contact us during this period, we may not have supplies available to assist.

This is why we cannot stress enough the importance of planning ahead.

Please take a moment to check what supplies you have at home, how much you are likely to need over the Christmas and New Year period, and whether you have enough to see you through until we reopen.

Remember, you can always place a two-month order if you are concerned about running low on supplies.

Please don't leave it until the last minute. We want everyone to have the supplies they need to enjoy a safe and stress-free Christmas.

## MERRY CHRISTMAS & HAPPY NEW YEAR!

*From everyone at the Queensland Ostomy Association, we wish you and your families a very Merry Christmas and a happy, healthy and safe New Year.*
*Thank you for your continued support throughout 2026. We look forward to seeing you all again in 2027.Take care, stay safe and enjoy the festive season!*

*Merry Christmas, Stay safe and well,*

*Glenn Gunn*
President

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