

Tube Feeding Supply Guide for the Holiday Period 2025

Key Ordering Cut-Off Dates (for Pre- Christmas Delivery, with standard delivery)

Supplier	Order Cut-Off	Closed Dates
HECSA	Order before Wed 17 Dec 12pm	24 Dec (12pm), 25 Dec, 26 Dec, 1 Jan, 2 Jan
Surgical House	Order before Friday 19th Dec	Closed 25 Dec, 26 Dec, 1 Jan.
Elements Medical	Order before Friday 5 Dec	Closed public holidays only
Nutricia at Home	Order before Tues 9 Dec 2025	24 Dec (12pm), 25 Dec, 26 Dec, 31 Dec (12pm), 1 Jan
Superior Health Care	Order before Mon 10 Dec 2025	Closed public holidays only
Abbott	Order before Mon 15 Dec 2025	Closed public holidays only

* All suppliers deliver **Australia-wide** (including regional/remote).

* Please note: this information is based on advice provided by each supplier. They have recommended placing orders as early as possible in December, as any delays are likely to come from courier services rather than their own dispatch processes. Couriers often operate with reduced transport capacity over the festive season, which can extend delivery timelines.

Urgent Delivery / Pick Up Over Holiday Shutdown Period (Delivery within 1 – 3 days, dependent on product being in stock)

Supplier	Urgent Delivery	Extra Fee?	Holiday Delivery?
HECSA	Yes, call for details if outside of Brisbane. Same day urgent delivery to Brisbane metro suburbs only.	Yes (\$65–\$130)	Closed 24 Dec (12pm), 25 Dec, 26 Dec, 1 Jan, 2 Jan.
Surgical House	Vic & WA: Same day urgent delivery to Metro addresses if ordered before 12pm. QLD: 2 day urgent delivery WA: Showroom available in Osborne Park during business hours for walk in and pick up (Check on website/ via phone if product in stock before heading down).	Yes, cost varies	Closed 25 Dec, 26 Dec, 1 Jan.
Medisa	NSW: Can offer a pick up service, if you need an item and have stock available in store.	Express approx. \$25	Closed public holidays. Open ½ day: 24 Dec and 31 Dec.
Elements Medical	Urgent requests, contact team via Phone. My pharmacy, Amcal Pharmacy Tuart Hill, WA open 7 days a week 8am until 8pm for collection of orders placed before 4pm Monday to Friday.	Yes, cost varies	Closed public holidays.
Superior Health Care	Urgent requests, contact team via Phone. Can deliver urgently within hours for Melbourne and Sydney. Have a Click & Collect service & show room open to the public, 9am–5pm, Monday to Friday at 8 Dexter Dve, Epping, VIC, 3076.	Yes (Uber/same day in Melbourne and Sydney)	Closed public holidays.
Nutricia at Home	Depends on location, contact team via phone.	Yes, cost varies	No deliveries during closure. Nutricia Customer Experience Team will resume from 9am – 5pm AEST 5 Jan.

HOW TO PLACE AN ORDER

HECSA

- **Email:** orders@hecsa.com.au **Phone:** 1300 087 786
- **Details needed:** Customer name/ID, delivery address, contact number, product codes & quantities
- **FAQ Page:** [HECSA Customer Care | FAQ](#)

SURGICAL HOUSE

- **Email:** surgical@surgicalhouse.com.au **Phone:** 08 9381 4199 during office hours (0730 – 1630 WST)
- **Details needed:** Customer name/ID, delivery address, contact number, product codes & quantities
- **FAQ Page:** [HECSA Customer Care | FAQ](#)

MEDISA

- Order **online** (recommended).
- **Email:** support@medisa.com.au
- **Include:** name, email, best phone number, shipping address
- Use: <https://medisa.com.au/pages/shipping-returns>

ELEMENTS MEDICAL / PHARMACY

- **Phone:** 1300 454 161 **Email:** orders@elementsmmedical.com.au
- **Include:** product code, name, quantity, patient name, address & phone number
- Can deliver urgently over Christmas/NYE via Uber.

SUPERIOR HEALTH CARE

- Order online or phone – online = free delivery
- **NDIS form available on website**
- **Will do urgent dispatch if needed at cost**

NUTRICIA AT HOME

- Website: <https://www.nutriciaathome.com.au/>
- If registered with Nutricia, contact Nutricia at Home: Same/next day delivery *only if stock & location allow*
- Regular service resumes **5 Jan 2026**

General Delivery Notes

- All suppliers listed deliver **Australia-wide** (including regional/remote).
- Delays may occur due to **low stock** and **supplier closures**.
- **If involving a Plan Manager (extra approval time). [You can call your plan manager and request that they approve your invoice immediately to allow access to essential tube related items or formula.](#)** Some suppliers need invoices paid before being able to ship an order.
- **Click & Collect available**
 - Superior Health Care, VIC
 - Elements Medical – My pharmacy, Amcal Pharmacy Tuart Hill, WA
 - Surgical House, WA
 - Medisa, NSW
- Christmas period = **reduced staffing, lower stock levels and courier delays** (As they have increased demand to deliver items for Christmas).
- **Order early – even if you think you have enough.**

WHAT TO DO IF YOU CANNOT GET YOUR ORDER

- ✓ There are additional local suppliers who may be able to assist. It never hurts to call around to other suppliers not listed here.
- ✓ Ask your dietitian if there is a product available at a local chemist that you can use as an alternative whilst awaiting stock.
- ✓ Present to **nearest hospital** for tube feeding support, please bring your formula name + equipment list
- ✓ Keep an extra **1-2 months** of **emergency stock** of formulas and equipment if possible at all times, even outside of holiday periods.

Please order as early as possible to ensure you or your loved one have enough formula and equipment over the festive season. Where possible, we recommend having a minimum of 1 month extra supply for formula and equipment at all times :)

Wishing you a safe & happy holiday season from Shan, Nat, Ana & Dan The RealEat team!