

MINUTES OF ACSA EXECUTIVE MEETING
Held in Darwin on Friday 30th March 2012

Agenda Item 1 Opening of the Meeting

The President declared the meeting opened at 9.00 am on Friday 30th March 2012 and welcomed members of the Executive to the meeting. All members were present and there were no apologies. Administration Officer, Kylie McGrory was also present as was observer Sue Hoyle from Ostomy Tasmania Incorporated. Secretary Norm Kelly advised the Executive that Cancer Council NT representatives Joe Sarib and Helen Smith would be intending the meeting for a short period at a later time.

The meeting agenda was confirmed. The President advised that the standard Meeting Rules of Order would apply.

Agenda Item 2 Minutes of previous meetings held in Sydney in October 2011

The Minutes of the previous meetings held in Sydney on the 11th October 2011 and the 15th October 2011 had been previously circulated and it was agreed that they would be accepted as a true record of the Executive meetings held.

Agenda Item 3 Business Arising from the minutes of the previous meeting

Meeting 11th October 2011

Item 6.4 Code of Conduct (SAS Stakeholders)

Peter McQueen advised the Executive that the guidelines for associations were still being reviewed but that no correspondence had yet been sent to DoHA formally requesting that a Code of Conduct or similar guidelines be considered for inclusion in the reviewed guidelines

ACTION: KMc to send letter to SAS Secretariat requesting that a Code of Conduct or similar guidelines be considered for inclusion in the reviewed Operational Guidelines for Stoma Associations

Item 6.14 Update on ACSA History

Peter McQueen advised that the ACSA history project had not quite been finished as previously thought but that Noel Dillon had agreed to continue with the project.

Item 7.3 Update on Bruce Treagus

Peter McQueen advised that he had contacted Bruce Treagus requesting on update of his current ostomy related activities following the 2011 conference but that no response from Bruce had yet been received.

Meeting 15th October 2011

Item 2.1 Administration Officer to seek quotations from suitable website developers for redevelopment of ACSA website

It was noted that the Administration Officer had proceeded with the redevelopment of the website and that quotations from external website developers were no longer required.

Item 2.2 Administration Officer to forward ACSA response to ACCC consultation paper by COB 17/10/2011 to meet response deadlines

It was noted that the response had been sent to meet the deadline and that a copy of the ACSA response had been tabled in “outwards correspondence”.

It was also noted that a letter had been received from the Federal Health Minister confirming that the decision to use an image of an ostomates in anti-smoking advertising had been abandoned.

Item 2.3 Secretary to update constitution and by-laws

It was noted that the ACSA constitution and by-laws had been updated and that the updated versions had been disseminated to the Executive and associations by email on 16/1/2012.

Item 2.3 Vice President to notify ACT Office of Regulatory Services of Constitution Changes

The Vic President confirmed that arrangements had been initiated to notify the Office of Regulatory Services of the constitutional changes.

Item 2.4 Administration Officer to email Vic associations requesting location of conference book

It was noted that an email had been sent to the Victorian Associations and that, as a result, the conference book had been located in ACT. The committee was advised that a report had been received from the combined Vic associations about the 2010 ACSA Conference but that a report was still to be received from the combined NSW committee re the 2011 conference. It was suggested that the reports from the previous three conferences should be consolidated and held by the Administration Officer to be updated accordingly and sent to respective conference organising committees as required.

ACTION:

1. KMc to obtain copies of past conference financial reports from Sue Hoyle for consolidation into spreadsheet
2. KMc to contact Warren Nalty for 2011 ACSA conference report
3. PM and PL to update guidelines for completing conference reports to assist conference organising committees

Item 2.5 Secretary to send letter to Liberty Medical in respect of 25% restocking fee

It was noted that the matter had been taken up with Liberty Medical and that Peter McQueen had received an email on 17th February 2012 from Liberty's Larry Fells who advised that while the Liberty "Restocking Fee Policy" would remain in place, the charging of the restocking fee to associations would be at the discretion of the Hollister and Dansac Brand Managers following consideration of the circumstances under which the goods had been returned by associations.

It was also noted that, following the 2011 ACSA Conference, Ian Samuel (OAM) had contacted the Administration Officer to confirm that he had sought advice about the legality of the restocking fee but that no further information had been received from Ian.

Item 2.6 Secretary to write to MTAA requesting review of new patient capture template

It was noted that a request had been made by the ACSA Secretary for the monthly statistical return to be updated with a row for "other stomas" and that a favourable response had been received with a new template to take effect from the March 2012 return. Sue Hoyle as National Appliance Officer advised that there appeared to be confusion amongst some associations about what should be recorded as an "other" stoma.

ACTION: KMc to send an email to associations advising that any stoma which is not either a colostomy, ileostomy or urostomy should be recorded on the report as an "other" stoma

Agenda Item 4 Correspondence

The Secretary tabled a list of correspondence received since the last Executive Meeting in Sydney in October 2011 together with copies of the correspondence items.

The correspondence was received and accepted.

There was no business arising from correspondence other than that carried over for discussion in general business

Agenda Item 5 Reports

i. Treasurer's Report

The Treasurers Report was received and accepted.

Business arising from Treasurer's report

The treasurer clarified that the actual difference between the recorded income and expenditure in his report was approx \$42,000 but that the amount shown as net surplus included an approximately \$17,000 surplus from Ostomy Australia operations.

The Treasurer also advised that he was still having some difficulty obtaining yearly financials from some associations.

Meeting temporarily adjourned

The meeting was adjourned for a brief period to welcome Helen Smith and Joe Sarib from Cancer Council NT.

Joe and Helen gave a brief overview of the NT association operations and explained some of the difficulties associated with having a stoma in the Northern Territory heat. Helen explained that many of the problems experienced within the association, such as difficulty collecting membership fees from some members, were not dissimilar to those experienced by many other associations. Helen told the executive that the Cancer Council funded the distribution of appliances to areas outside of Darwin and that while a nominal amount of funding was received from the NT government to assist with operations, it was nowhere near what the actual cost of operations were. Helen advised that the association had a very good relationship with STN's in the NT and confirmed that there were 4 STN's currently working within the Darwin region and 1 STN in Alice Springs. Joe advised that regular STN visits were made to Katherine.

Helen raised the subject of holding an ACSA Conference in Darwin and suggested that, if it was considered feasible, the conference organisation could be outsourced to one of the many conference organisation services available in Darwin. Helen confirmed though that because of low membership numbers (229) the Cancer Council NT did not have the manpower to organise the ACSA Conference autonomously. It was also suggested by Helen and Joe that the weather in October and costs of travel could be prohibitive to holding a Darwin conference.

The President thanked Helen and Joe for their attendance.

Meeting resumed

ii. ASPOA

The ASPOA report was received and adopted and the Executive noted the information therein.

Peter McQueen gave the Executive a brief overview of the ASPOA Strategic Plan which included a twinning programme between member countries, the development and support of new associations in the region and the establishment and maintenance of a regional website. Peter confirmed that because of the existing support networks in place between Australia through the Australia Fund and Indonesia, Australia had been twinned with Indonesia. Peter also advised that there was funding still to be received by ASPOA from the dissolution of the previous Asian region which would assist with the costs of executing the plan. Peter advised that a regional ASPOA website had now been developed by the Phillipines' Ronaldo Lora.

Peter confirmed that the next regional meeting of ASPOA would be held either in Vietnam or South Korea in 2014.

iii. SPAP

Vice President Geoff Rhodes provided a verbal report on SPAP activities. Geoff informed that he had recently had a meeting with Steve Dunlop (current Director of Pharmaceutical Aids and Appliances) , and Jenny Brockwell and Rebecca Claremont of the SAS Secretariat. Geoff felt that the current objective of the DoHA with respect to SAS activities was to get the SPAP process "bedded down" and to continue with the review of the scheme including the review of groups 8 and 9 and maximum quantities. Sue Hoyle confirmed that the next SPAP meeting was to be held in July 2012 and that while the SPAP Chairperson was keen to continue with the review, the resources needed to carry out preliminary product comparison were limited. The Executive agreed that it was essential that ACSA be involved in the review process and that a letter should be sent to Beryl Jantz offering assistance.

Geoff advised that he had enquired about the possibility of a DoHA representative attending future ACSA Executive meetings and felt that the request had been received quite positively. The Executive agreed that the Secretary should send a written invitation to DoHA to attend both the annual ACSA Conference and future ACSA Executive meetings.

The second phase of the implementation of the SAS pricing framework effective 1 July 2012 was also discussed and Geoff advised that DoHA would be sending out an advice imminently but that arrangements should be along similar lines to the 2011 arrangements.

ACTION: PMc to write to Beryl Jantz offering ACSA assistance with the review of groups 8 and 9 and maximum quantities

iii. Appliance Officer

The Executive received the reports from the Appliance Officer Co-ordinator and noted the information included therein.

iv. Editor of Ostomy Australia

The Executive received the report from the Editor of Ostomy Australia and noted the information included therein.

It was noted that Editor Kim Lyell would not be available to attend the 2012 Perth Conference.

v. Webmaster

The Executive received the report from the Webmaster and noted the information included therein.

vi. Australia Post Contract

The Executive received a report from Joanne Holmes about the Australia Post Contract and noted the information included therein.

It was noted that Australia Post had moved to increase contract prices for associations outside the normal contract period but that it had agreed to waive the annual cheque payment fee for associations.

vii. Relief Co-ordinator

A report was received from Gerry Barry as Chairman of the Australia Fund.

A report was received from Bruce Harvey as Relief Coordinator.

The Executive noted the information included herein.

Peter McQueen acknowledged that ACSA were very fortunate to have such dedicated people such as Gerry Barry, Bruce Harvey and Administration Coordinator Robyn Gill involved with the Australia Fund.

viii. Administration Officer

The Executive noted the report from Administration Officer and the information included therein.

The Administration Officer provided an update on the response to the concern raised by ACSA about the impact of full body scanning on ostomates and confirmed that a letter had now been received from Hon Anthony Albanese. It was noted that, while Minister Albanese's letter confirmed that it was the Federal Government policy that persons with a stoma would not be required to expose their pouch to scanning staff, no such information was available on the Travel Secure website. It was agreed that a follow up letter should be sent to Minister Albanese requesting that the Travel Secure website be updated to reflect Federal Government policy.

It was also agreed that the Administration Officer should continue with an update of the ACSA Handbook to be presented to associations at the 2012 Perth Meeting.

- ACTION:**
1. KMc to send letter to Anthony Albanese requesting that the Travel Safe website be updated to reflect full Federal Government Policy on ostomate screening
 2. KMc to update the ACSA handbook

The President thanked all coordinators for their reports and for their assistance in carrying out ACSA business.

Agenda Item 6 General Business

1. World Ostomy Day 6th October 2012

Peter McQueen reminded the Executive about World Ostomy Day to be held on 6 October 2012. It was agreed that associations should be encouraged to develop an activity such as a walkathon, ostomate seminar or other community based activity to celebrate World Ostomy Day and it was suggested that an invitation to a local Cancer Council to participate in celebrations might be a valuable method of raising community awareness about ostomy. It was agreed that a World Ostomy Day activity update should be included on the agenda for the 2012 Perth Conference.

It was suggested that ACSA should consider the use of a "coloured ribbon" for members and others to wear on World Ostomy Day to show support and it was agreed that the Administration Officer would investigate colours not already in use by other community based organizations.

Geoff Rhodes agreed to write an article for AASTN Journal for World Ostomy Day.

- ACTION:**
1. KMc to write a letter to associations about World Ostomy Day
 2. KMc to investigate ribbons for world ostomy day
 3. GR to do article for AASTN Journal for World Ostomy Day

2. ACSA Attendance at WCET Conference Adelaide 19-23 April 2012

Peter McQueen advised the Executive that he would be attending the WECT Conference as ACSA representative and would be sharing a booth with IASA and CASA to showcase the work of associations and ACSA in Australia. It was agreed that the conference was a good opportunity for Peter to network with STN's with an objective of developing programs for the benefit of ostomates worldwide.

3. Risk Management –follow up

It was noted that Ian Samuel (OAM) had approached the ACSA insurer to enquire about Risk Management advice in November 2011 but that no further information had been received.

Geoff Rhodes confirmed that ACTDSA were currently developing a Risk Management Plan and Peter Lopez advised that Gold Coast had established a Risk Management Committee.

The Executive agreed that a hard copy of the power point presentation delivered at last years conference should be circulated to all associations.

- ACTION:** KMc to prepare a hard copy of the risk management presentation to be circulated to associations with meeting minutes

4. Election of Office Bearers 2012

The Executive were reminded that 2012 was an election year and that if the current office bearers were intending to nominate again for positions that nomination forms and a brief personal history would be need to be submitted within the required timeframe. Norm Kelly confirmed that he would be sending associations a notification of the AGM date and time and a reminder that 2012 was an election year for committee members immediately on his return following the current meeting.

- ACTION:** NK to send an advice to associations notifying of AGM time, date, and office bearer nomination procedures

5. Attendance at ACSA meetings.

It was discussed that the non-representation by some associations at annual conferences was disappointing as it was recognized that the networking and exchange of information

and ideas between associations could be just as important as the information imparted during the conference itself. It was agreed that the President should send a letter to associations reminding them of the value of conference representation and urging all associations to send delegates.

ACTION: PMc to send letter to associations re conference attendance

6. ACSA Projects for 2012

It was agreed that the primary ACSA project for 2012 should be the development of existing overseas aid networks through the Australia Fund.

7. 2012 ACSA Conference update

Peter Lopez as liaison for the Perth conference advised that the 2012 ACSA Conference preparations were well underway. Peter had received confirmation from the conference organizing committee that guest speakers had been booked, potential sponsors contacted and hotel accommodation arranged at the Esplanade Hotel. Conference information and registration forms were to be sent in early May.

Suitable topics for a workshop/information session were discussed and it was agreed that an information session about “Cyber Resilience” should be led by Geoff Rhodes with the assistance of the Administration Officer.

Norm Kelly as liaison for the QLD Conference advised that he would contact Steve Cavanagh as Chairperson of the Queensland organizing committee to follow up the status of arrangements for the 2014 ACSA.

ACTION:

1. NK to contact Steve Cavanagh re the 2014 QLD Conference
2. GR and KMc to develop session on Cyber Resilience

8. ACSA Awards

Peter McQueen advised that ACSA award development was underway.

A two tier award system had been proposed:

1. A major award to be awarded every 3 years and
2. An ACSA Distinction or Merit Certificate to be awarded on a more regular basis

It had been recommended that the awards should not be of monetary value but rather a certificate and award for recognition only.

9. Agenda Item submitted by ACTDSA – National Conference Locations

ACTDSA raised a concern that the current state/territory formula used for determining the annual conference location disadvantaged those states/territories with only one association as the arrangement and preparation of the conference placed a huge workload on association resources. ACTDSA clarified that they would be happy to continue to be involved with conference preparation on an ongoing basis but only if more equitable arrangements were put in place.

Solutions suggested by ACTDSA were:

1. Hiring a professional events management organization
2. Using a single city and venue for successive conferences
3. Adopting a regional groupings approach rather than a state/territory approach
4. Retaining the existing approach but hiving tasks to a supporting association

The Executive recognized the position of ACTDSA and discussed the possible solutions presented. It was suggested that the reduced number of conference days effective 2013 might make conference preparation less onerous. It was agreed that this agenda item should be added to the 2012 General Meeting Agenda for further discussion by delegates.

10. National Compact Survey

The Executive were advised that ACSA has been requested to participate in a survey to identify issues that should be addressed by a proposed Code of Best Practice to guide government engagement with the Not For Profit sector. It was agreed that the Administration officer should respond on ACSA's behalf.

ACTION: KMc to respond to National Compact Survey

Agenda Item 7 Other Business

7.1 Sourcing of Bowel Screening promotional materials

Norm Kelly confirmed that, following the 2011 conference, enquiries had been made with the Cancer Council about association participation in bowel screening promotion but that he had received the advice that associations could not participate in the bowel screening process for logistical reasons.

Norm also advised that a letter had since been received from Cancer Council asking for ACSA's assistance in raising awareness of and support for bowel screening by linking our logo to the bowel screening website, displaying the bowel screening logo

on our website, writing to our local member in support of an extension of existing bowel screening programmes etc.

It was agreed by the Executive that ACSA and associations should consider combining the request with World Ostomy Day activities and that the Executive should encourage participation by associations and association members through the development of a form letter of support.

It was also agreed that, in return, ACSA should respond to the Cancer Council letter inviting their support for World Ostomy Day and that, pending a favourable response, associations should contact their local Cancer Council offices and State Health Departments to request support.

Geoff Rhodes agreed to make some enquiries into obtaining bowel screening kits for promotional purposes.

ACTION:

1. KMc to link to Cancer council website and vice versa
2. KMc to respond to Cancer Council letter.
3. GR to enquire about obtaining free bowel screening kits.

7.2. Cross funding of Federal and State Health programmes and the impact on temporary ostomates

It was discussed that the current practice by state health systems of classifying the reversal of temporary stomas as non essential (category 3) and therefore deferring surgery for extended timeframes may be contributing to cost blow outs of the SAS and to the failure rate of some reversal surgeries.

It was agreed that, while it was unlikely that action could be taken by the Federal Government, it was appropriate to send a letter of concern to Beryl Jantz of the Department of Health and Ageing.

ACTION: KMc to draft letter to Beryl Jantz

2. Date and Place of Next Meeting

It was confirmed that the next Executive Meeting would be held in conjunction with the Annual General Meeting and will take place in Perth on Wednesday 19 September 2012.

There being no further business the President declared the meeting closed at 4.30pm

Peter McQueen
President.

Managing Risk in Stoma Associations

What is Risk?

Risk is anything that has the potential to harm or limit the ability of an Association to achieve its mission.

Risk can be:

- Threat of injury
- Unexpected destruction of physical property
- Theft
- Loss of information
- Reputational

What is Risk Management?

Risk management is the process of thinking systematically about what might happen and then taking steps to reduce the chance of it occurring

Why should every association have a risk management plan in place?

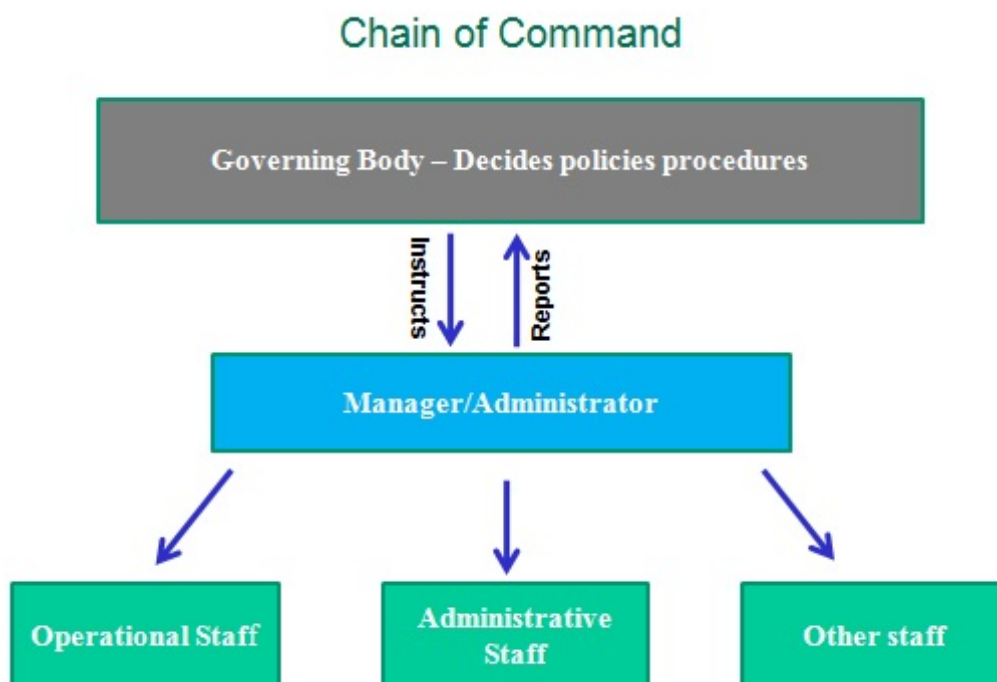
1. For the safety of workers within an Association
2. For the safety of visitors to an Association
3. To protect the assets of the Association
4. To minimise the threat of possible litigation against the Association and/or members of the governing committee
5. To assist with planning in other areas eg insurance
6. To demonstrate a culture of excellence to stakeholders

Effective Risk Management begins with organisation governance!

Organisation Governance is:

- the framework of checks and balances and fiduciary oversight within an organisation that is responsible to members and stakeholders
- the processes, procedures, charters and policies developed within that organisation that allows it to achieve its objectives and purpose
- Good governance involves:
 - transparency,
 - accountability,
 - integrity and
 - leadership on the part of an organisations governing body

The organisation Governance Chain of Command:



An effective governing body will have members who each have their own individual strength for the benefit of the organisation and:

- ✓ are honest and tactful
- ✓ are respectful of other committee members
- ✓ are not afraid to ask challenging questions
- ✓ have a genuine interest in the organisation
- ✓ are fully aware of the responsibilities of their positions
- ✓ are able to balance the sometimes conflicting interests of stakeholders
- ✓ are aware of legal obligations
- ✓ understand the constitution
- ✓ keep accurate and detailed minutes of decisions
- ✓ are proactive and ask thoughtful questions
- ✓ have a basic understanding of how to read financial statements
- ✓ understand the objects of the association – make decisions for proper purpose
- ✓ stay up to date with legislative/rule changes
- ✓ are prepared to seek the assistance of qualified professionals as necessary eg solicitors, accountants

Developing an effective risk management plan:

5 Step cyclical process

1. **Identify the risk** : remember, risk is anything that has the potential to cause harm to the association or to limit its ability to achieve its mission
2. **Analyse the Risk**: How likely is the risk to occur and what would be the likely impact if it did?
Use a risk matrix to determine the severity of the risk

Sample Risk Matrix

	<i>Insignificant</i>	<i>Minor</i>	<i>Moderate</i>	<i>Major</i>	<i>Catastrophic</i>
Almost Certain	H	H	ER	ER	ER
Likely	M	H	H	ER	ER
Possible	L	M	H	ER	ER
Unlikely	L	L	M	H	ER
Rare	L	L	M	H	H

<u>RISK RATING</u>	
ER = Extreme	Immediate action required to eliminate or reduce risk
H = High	Senior management attention needed
M = Moderate	Action must be taken to eliminate or reduce the risk
L = Low	Managed by routine procedures

3. **Evaluate the Risk:** Prioritise the risks according to risk rating from highest risk to lowest risk. a risk register . Record the details of each risk including its initial risk rating into a “risk register”.

Sample Risk Register

Priority	Risk	Details	Level	Controls	Who	Residual
1	Lifting Injury	Staff/Volunteer back injury through poor lifting techniques. Result: Workcover claim/litigation	H			

4. Treat the Risk:

Treatment Options:

- Avoid:** Abandon the activity altogether
- Transfer:** Make someone else responsible eg: contract the activity externally, obtain insurance
- Mitigate:** Create policies and procedures to adjust behaviour to control the risk eg: Code of Conduct
- Accept:** Do nothing and accept the consequences of the risk if it occurs

5. Review the Risk:

Review the risk using the risk matrix following treatment to identify the level of residual risk (should now be low/moderate). Update the risk register with control measures taken.

Priority	Risk	Details	Level	Controls	Who	Residual
1	Lifting Injury	Staff/Volunteer back injury through poor lifting techniques. Result: Workcover claim/litigation	H	<ul style="list-style-type: none"> • OHS policy – max weight • Procedures policy • Signs for lifting techniques • Code of Conduct • Workcover insurance 	Mgr	L

NB: The risk management plan should be updated and reviewed at least every 12 months and when new activities/procedures/equipment are introduced.