

**AUSTRALIAN COUNCIL OF STOMA ASSOCIATIONS INCORPORATED**  
**44th GENERAL MEETING**

**Held in Hobart, Tasmania on Saturday, 19<sup>th</sup> October, 2013**

**Agenda Item 1      Welcome, roll call, proxies. Confirm agenda and accept rules of debate**

The President opened the meeting at 8.40am and welcomed all delegates and observers.

Executive Members Present were:

President	Peter McQueen
Vice President	Geoff Rhodes
Secretary	Rosemary Quick
Treasurer	Peter Lopez

ACSA Administration Officer, Kylie McGrory, was also present.

Associations Represented were:

<b>ACT &amp; District Stoma Association</b>	<i>Peter Fuller Tanya Harber</i>
<b>Colostomy Association of NSW</b>	<i>Norma Toohey Michael O'Connell</i>
<b>Ostomy NSW Ltd</b>	<i>Tom Flood Warren Nalty</i>
<b>Ostomy Tasmania</b>	<i>Sue Hoyle Maree Mills</i>
<b>Cancer Council of Northern Territory</b>	<i>apology</i>
<b>Bendigo and District Ostomy Association</b>	<i>David McCauley</i>
<b>Colostomy Association of Victoria</b>	<i>Barry Morgan Brendon Smith</i>
<b>Geelong Ostomy Association</b>	<i>Stewart Masters</i>
<b>Ileostomy Association of Victoria</b>	<i>Janice Anderson Wendy Taylor</i>
<b>Ostomy Association of Melbourne</b>	<i>Sue Read John Matthews</i>

<b>Peninsula Ostomy Association</b>	<i>Chris Terdich</i>
<b>Victorian Childrens Association</b>	<i>Amanda Bradley</i>
<b>Warrnambool Ostomy Association</b>	<i>apology</i>
<b>Colostomy Association of South Australia</b>	<i>Michael Pacillo Alison Luscombe</i>
<b>Ileostomy Association of South Australia</b>	<i>Jean Norton Val Macey</i>
<b>Gold Coast Ostomy Association</b>	<i>Warren Rayment Norm Kelly</i>
<b>North Queensland Ostomy Association</b>	<i>Gwenda Williams</i>
<b>Queensland Colostomy Association</b>	<i>Bernie Preuss Jocelyn Stocker</i>
<b>Queensland Stoma Association</b>	<i>David Munro Joan Carruthers</i>
<b>Toowoomba &amp; SW Ostomy Association</b>	<i>Robert Schull Rebecca Jenkins</i>
<b>Wide Bay Ostomy Association</b>	<i>Amy Wilson Trina McRae</i>
<b>Western Australian Ostomy Association</b>	<i>Craig Walton David Tennant</i>

Association Voting Entitlements were:

<b>ASSOCIATION</b>	<b>2013</b>	<b>VOTES</b>
<i>ACT &amp; Districts</i>	824	2
<i>Colostomy Association of NSW</i>	4994	10
<i>Ostomy NSW Ltd</i>	6354	13
<i>Ostomy Tasmania</i>	1553	4
<i>Cancer Council of Northern Territory</i>	245	1
<i>Bendigo and District Ostomy Association</i>	800	2

<i>Colostomy Association of Victoria</i>	1538	4
<i>Geelong Ostomy Association</i>	913	2
<i>Ileostomy Association of Victoria</i>	1087	3
<i>Ostomy Association of Melbourne</i>	4741	10
<i>Peninsula Ostomy Association</i>	1864	4
<i>Victorian Childrens Association</i>	252	1
<i>Warrnambool Ostomy Association</i>	183	1
<i>Colostomy Association of SA</i>	2139	5
<i>Ileostomy Association of SA</i>	1932	4
<i>Gold Coast Ostomy Association</i>	1244	3
<i>North Queensland Ostomy Association</i>	1036	3
<i>Queensland Colostomy Association</i>	1963	4
<i>Queensland Stoma Association</i>	2395	5
<i>Toowoomba &amp; SW Ostomy Association</i>	435	1
<i>Wide Bay Ostomy Association</i>	525	2
<i>Western Australian Ostomy Association</i>	<u>3480</u>	<u>7</u>
	<b>40497</b>	<b>91</b>

The meeting began with a roll call of all members present and a call for apologies. Apologies were received from Cancer Council NT, Warrnambool Ostomy Association, Life Member Ed Webster, Ian Draper from Ileostomy Association of South Australia, Ruth Horne from Colostomy Association of South Australia, Terry Carver from Ileostomy Association of Vic and Jess Whitehouse from WA Ostomy Association.

It was agreed that the Agenda as set out by the Secretary be confirmed, and that the Rules of Debate as circulated be adopted.

## **Agenda Item 2      Minutes of the Previous Meeting**

The Minutes of the previous meeting held in Fremantle during September, 2012 and previously circulated were received.

*A resolution to accept the minutes was approved and carried.*

### **Agenda Item 3 Business Arising from the Minutes of the Previous Meeting**

There was no other business arising other than that listed to be dealt with as general business.

### **Agenda Item 4 Correspondence**

Correspondence as per the list circulated by the Secretary was received and adopted.

*A resolution to accept the correspondence was approved and carried.*

### **Agenda Item 5 Acceptance of Association Reports**

The association reports as circulated were received and adopted.

*A resolution to accept the association reports was approved and carried*

### **Agenda Item 6 Motions for Council**

Motion 1: The Executive raised that the ACSA Bylaw (bylaw 4) with respect to the restriction on including supplier correspondence in members parcels should be updated to reflect the changing Stoma Appliance Scheme environment.

The Executive moved that Bylaw 4 be amended from:

#### **ADVERTISING AND SAMPLES**

*Member associations should not put advertising material, samples or pamphlets in parcels or in "Ostomy Australia".*

to:

#### **ADVERTISING, SAMPLES AND OTHER SUPPLIER CORRESPONDENCE**

*Member associations should not put product advertising material, samples or other supplier correspondence in parcels or in "Ostomy Australia" with the exception of:*

- i. A supplier invitation to participate in a product trial where
  - a. the recipient of the invitation is a current user of an existing product offered by the same supplier, and*
  - b. the product trial is for evaluation purposes of a new improved product of a similar nature to that already used by the recipient, and*
  - c. the purpose of the evaluation is to collect data to support the new and improved product's application for listing on the Stoma Appliance Scheme schedule, and**

- d. *the product to be trialed has received ethical approval and is subject to independent medical control and evaluation to establish clinical and /or statistical validity, and*
  - e. *the invitation does not include advertising content.*
- ii. *A supplier invitation to participate in a product survey where:*
- a. *the recipient of the invitation is a current user of the product being surveyed, and*
  - b. *the purpose of the survey is to collect local product evaluation data requested by the Department of Health and Ageing or the Stoma Products Assessment Panel to support the products continued listing on the Stoma Appliance Scheme schedule, and*
  - c. *the invitation to participate does not include advertising content, and*
  - d. *participants have the opportunity to opt out of receiving future correspondence from the supplier.*
- iii. *A supplier invitation to participate in a competition where:*
- a. *the prize is not supplier specific, and*
  - b. *the prize is substantial in value and unique in nature, and*
  - c. *usual supplier competition invitation opportunities (such as through advertisement in Ostomy Australia) are not available due to a limited timeframe beyond the control of the supplier, and*
  - d. *the invitation does not include any advertising content, and*
  - e. *competition participants have the opportunity to opt out of receiving future correspondence from the supplier.*

*The motion was seconded by Sue Hoyle on behalf of Ostomy Tasmania.*

*The motion was carried.*

Motion 2: Peninsula Ostomy Association moved:

*“That all advertising and marketing of Ostomy Products be merit based, not incentive based.”*

The rationale being that it would benefit the scheme in that clients would trial and order on need and merit rather than incentive, be it a prize, gift, competition etc., thus maintaining a level playing field.

*The motion was seconded by Geelong Ostomy Assoc. Inc.*

Delegates debated the motion and it was the consensus of delegates that ACSA did not have authority to determine the content of supplier advertising and that the amendments to By law 4 addressed the concern of unauthorised data collection and use.

*The motion was withdrawn by Peninsula Ostomy Association.*

## **Meeting Temporarily Adjourned**

The meeting was adjourned at 9.30 am for a presentation by Guest Speaker, Dr Jane Tolman who delivered a very enlightening yet confronting talk on Dementia Disease.

## **Meeting resumed at 10.30am**

### **Agenda Item 6 (cont)                      Motions for Council**

Motion 3:     Ileostomy Association of Victoria moved that:

*“further funding of \$10,000 be allocated towards STN training in 2014, in the Asia/Pacific Region, or if not possible in this region, in another area e.g. Africa”*

*The motion was seconded by Sue Read on behalf of Ostomy Association of Melbourne*

The motion was debated by delegates. It was clarified that it was the intent that funds be in addition to those already carried forwarded as a provision in the ACSA Balance Sheet.

*The motion was carried.*

### **Agenda Item 7                                      General Business**

#### **1.        Questionnaire findings and discussion of outcomes**

Vice President Geoff Rhodes presented the results of the previously circulated summary assessment of association responses to the strategic questionnaire.

Geoff responded to some of the areas of concern highlighted through association feedback. There was general discussion about how a number of the suggestions made by associations were essentially achievable through collaboration with organisations/government at a state level and it was suggested by Geoff that associations should consider collectively operating within their area to achieve desired outcomes.

A robust discussion was held amongst delegates about the necessity for concentrated fundraising efforts with Stephen Grange on behalf of Ostomy NSW Ltd maintaining that fundraising efforts were essential to fund the future support efforts of associations. The general feedback from associations was that, while a programme for a concentrated fundraising effort did have some merit, it was not considered a priority in consideration of existing levels of financial support provided to the Stoma Appliance Scheme. It was also raised that the corporate structure of other support organisations that had very successful fundraising programmes in place such as ACCA and Cancer Council was very different to that of the existing executive structure of ACSA.

Geoff informed delegates that the one area that was considered to be a high priority and received unanimous support from respondent associations was the development of a single ostomy management system incorporating all SAS requirements.

## **2. Computer Management Systems**

Delegates were introduced to the viability and the logistics of having one centrally managed ostomy management system to replace the existing four systems (JANT, Samson, WA and Tomas). On behalf of the Executive, Geoff Rhodes identified some of the benefits of having one ostomy management system from a DHS, DoH, association and ACSA Executive perspective.

It was discussed that the move to a single ostomy management system should be funded from ACSA reserves and that the development of the program should be outsourced to a third party under the instruction of an ACSA Management Board with the authority to engage consultants as appropriate.

It was agreed that, in the first instance, an ACSA Subcommittee comprising council members should be established for the purposes of:

1. carrying out a feasibility study to assess the viability of one common ostomy management association for use by all associations and
2. preparing a Business Case to support development of the system.

It was moved by Gold Coast Ostomy Association that:

*“an ACSA subcommittee be established for the purpose of assessing the viability and preparing a business case in support of a common ostomy management system to be adopted by all associations and that an amount of up to \$50,000 be allocated in the ACSA budget to fund the study and the preparation of the Business Case.”*

*The motion was seconded by Alison Luscombe on behalf of Colostomy Association of South Australia.*

*The motion was carried.*

It was agreed that members of the ACSA Computer Management Subcommittee will be Geoff Rhodes, David Munro, Warren Nalty and Norm Kelly.

## **3. Funding and Management Future ACSA Conferences**

It was discussed by delegates that the issue of funding and management of future ACSA conferences had again been raised as an agenda item by one association despite being discussed at length at the 2012 Fremantle conference during which *“by a show of hands, delegates overwhelmingly supported a continuation of existing conference organisational arrangements”*.

Ostomy NSW raised the concern that, in the event that a conference was cancelled through unforeseen circumstances, the member associations of the respective conference organising committee may suffer a financial loss as a result of the cancellation.

Queensland Stoma Association moved that:

*“Where a loss is incurred by the local organising committee because of external factors which have forced the cancellation of the conference, the unrecoverable loss should be reimbursed by ACSA”*

*The motion was seconded by Sue Hoyle of Ostomy Tasmania Inc.*

*The motion was carried.*

#### **4. Travel and Association Insurance needs**

Ostomy NSW Ltd delegate and board member Stephen Grange led delegates in a discussion on the travel insurance needs of ostomates.

Stephen particularly discussed the need for all ostomates wishing to travel to disclose their condition as a pre existing condition *prior* to outlying funds for travel. Stephen reminded delegates that failure to disclose not only potentially affected the ostomate but also all travelling companions. It was discussed that all associations should also consider a Business Travel Insurance Policy covering domestic business travel for persons conducting the official business of the association.

Stephen confirmed that he was currently endeavouring to identify a suitable insurance supplier who was prepared to offer a competitive travel insurance policy for persons with a stoma and would advise associations of the outcome in due course.

#### **5. ACNC (Australian Charities and Not for Profit Commission) Reform**

Administration Officer, Kylie McGrory, followed up on the ACNC update handout given to delegates during the Annual General Meeting.

Kylie provided a demonstration to delegates on the process for lodging the Annual Information Statement for 2012/2013.

#### **6. Membership Fees**

Alison Luscombe on behalf of the Colostomy Association of South Australia raised that there was an inequity in the current membership fee structure in that children were expected to pay the full member rate of \$45 unless they were a health care card holder. Alison suggested that consideration should be given to lowering the membership fee for minors to that of the concessional rate or removing the concessional rate altogether so that only one fee applied to all scheme registrants. Gerry Barry responded by clarifying that the current membership fee structure was negotiated with the Department of Health and that it was unlikely that the Department would agree to a removal of the concessional rate.

Sue Hoyle on behalf of Ostomy Tasmania suggested that an increase in the SAS Service Fee (currently \$45 for non concessional registrants of the SAS and \$35 for holders of a valid pension or

Centrelink issued Health Care Card) should be considered given that the current fee was set some years ago and more associations were finding that a move to paid staff was necessary which was stretching operating budgets.

It was discussed that, in terms of the Operational Guidelines for Stoma Associations (clause 4.3), associations may charge a non compulsory Association Membership Fee in addition to the SAS Service Fee in respect of services provided other than for the supply of stoma related products under the SAS. However it was also noted that an additional non compulsory membership fee created an inequity in the payment required to access the SAS based on geographical location.

It was moved by Ostomy Tasmania that:

*“an application be made to the Department of Health by the ACSA Executive to increase the SAS access fee to \$60 for full members and \$50 for concession card holders.”*

*The motion was seconded by Stephen Grange on behalf of Ostomy NSW Limited.*

*The motion was carried by the majority. Queensland Stoma Association Inc voted against the motion.*

## **7. PBS Reimbursement**

It was acknowledged by delegates that payment of PBS claims had improved over recent months and were again generally being received well before the official payment terms of 30 calendar days from the date of claim receipt by Department of Human Services.

## **8. Stomal Therapy training scholarship**

It was noted that a motion had already been carried (Agenda Item 6- Motion 3) to allocate a further \$10,000 to the provision for Stomal Therapy Nurse Training already held within the ACSA accounts.

Peter reminded delegates that an opportunity may arise to support Stomal Therapy training in Fiji within the near future.

## **9. Request for advertising in Members Parcels.**

It was agreed that the ratified amendment to Bylaw 4 appropriately clarified what correspondence was and was not acceptable for inclusion in members parcels and that advertising material, whether that be written material, brochures or product samples, was expressly forbidden from being included in members parcels containing SAS provided products in terms of the Commonwealth Governments Procurement Guidelines.

## **10. Visiting /Transferring members ( policy)**

Delegates were reminded of the necessity to inform the home association by email or fax when providing product to a visiting member or transferring a member between associations.

The President informed delegates that a standard template for notifying other associations of visiting/transferring members would be developed by the Administration Officer and uploaded to the ACSA website for use by associations in due course.

## **11. Charter of Ostomates Rights**

President Peter McQueen informed delegates that the Charter of Responsible Use developed by the ACSA Executive had been acknowledged and endorsed by the Department of Health.

Peter requested that the Charter be displayed in all association rooms and added as a standard inclusion in new member packs.

## **12. Great Comebacks Presentation – Louise Walker, STM**

STN Louise Walker (QLD), having attended the Great Comebacks Awards Dinner at the World Ostomy and Continence Nurses (WOCN) Annual Conference in Seattle during June, 2013 presented to delegates a summary of the Great Comebacks Awards Program. Louise explained that the Great Comebacks Program, an advocacy programme established by ostomate Rolf Bernischke in 1984 in USA, is sponsored by ConvaTec and offered in the USA, United Kingdom, and Italy. The objectives of the program are to provide information and inspiration to people facing the emotional and physical challenges of living with serious intestinal diseases and ostomy surgery, to remove the stigma surrounding ostomy surgery, and to educate patients, their family and friends and the general public that ostomy surgery can be a second chance to fulfill dreams and lead a full and productive life with joy and passion.

Louise confirmed that ConvaTec have indicated a willingness to sponsor the awards programme in Australia in partnership with ostomy/bowel/inflammatory bowel disease stakeholders and asked that delegates support ACSA's involvement in the program.

It was agreed by council that ACSA should support the Great Comebacks Program when introduced to Australia in 2014.

## **13. Workshop – Stock Management Issues**

In response to some of the issues raised by associations and industry representatives during the Appliance Officers meeting, delegates broke into groups to discuss their respective stock management policies and procedures with industry representatives to identify strategies that might streamline stock ordering procedures.

Following the workshop, groups spokespersons presented a summary of findings to council including that:

- while the stock management policies of associations were quite different , stock ordering

- procedures were very similar
- most associations kept only a small supply of appliances on hand and ordered stock on a “just in time” basis
  - most associations kept a generous quantity of pharmaceutical items in stock
  - most associations had the preferred delivery time of early morning for volunteer management purposes
  - urgent deliveries requested for new members were causing some suppliers a few problems
  - homecare kits provided by industry were inadequate and, at times, were being used within the hospital environment
  - backorders were resulting in double postage expenses within associations
  - associations were not being informed of product fault issues by suppliers

Strategies discussed included:

- the provision of monthly statistical data by industry to associations to assist with the forecasting of high turnover product requirements for forward ordering purposes
- associations ordering product by shipper size where practical
- scheduling of quarterly business meetings between industry and associations
- a concerted effort by industry to improve communication with associations particularly in respect to product faults and backorders
- a reminder by suppliers to STN's about the intent of a discharge kit

Suppliers also agreed to pre alert carriers to an AM delivery for associations where possible but stressed that delivery was subject to standard delivery timeframes.

### **Agenda Item 8      Other General Business**

a) Matters arising from the AGM requiring Council Resolution

There were no matters arising from the AGM requiring Council resolution.

b) Matters arising from the Executive meeting requiring Council resolution

**ACSA Delegates to the 2014 ASPOA meeting.**

It was resolved that President Peter McQueen and Vice President Geoff Rhodes represent ACSA as delegates to the 2014 ASPOA meeting in Ho Chi Minh City and that Treasurer, Peter Lopez, be a reserve delegate in the event that either Peter or Geoff were unable to attend.

c) Matters arising from Committee/Coordinators Reports requiring Council resolution

There were no matters arising from Committee/Coordinators reports requiring Council resolution

d) Amendment to the Budget

Delegates were informed by Treasurer Peter Lopez that, as a result of Agenda item 7.2 , an amendment was required to be made to the 2013/4 budget.

Accordingly the Treasurer moved that:

*“ the 2013/14 budget be amended to include a provision of \$50,000 for the purpose of assessing the viability and preparation of a business case in support of a common ostomy management system”*

*The motion was carried.*

e) Other General Business

**1. Lodgement of new member capture data by associations**

Delegates were reminded that, in terms of the agreement between ACSA and the Stoma Industry Group, monthly new member capture data was required to be lodged with Infoview Technologies by no later than 15<sup>th</sup> monthly and that the preferred method of lodgement was through the online portal.

**2. Appointment of Sharleen Armstrong to the Australia Fund committee**

Delegates were informed by Australia Fund Chairperson, Gerry Barry, that Sharleen Armstrong from Gold Coast Ostomy Association had agreed to replace Bruce Harvey as National Relief Coordinator of the Australia Fund.

It was agreed that Sharleen Armstrong be appointed to the Australia Fund committee.

**Agenda Item 9 Presentation from Queensland Associations for 2014 Conference**

Norm Kelly and Sharleen Armstrong on behalf of the Queensland Conference Organising Committee invited all delegates to participate in the 2014 Conference to be held at the Grand Chancellor Hotel, Surfers Paradise between Thursday 9<sup>th</sup> October 2014 and Sunday, 12<sup>th</sup> October 2014.

**Agenda Item 10 Conclusion of Conference**

President Peter McQueen in his closing remarks thanked the organising committee from Ostomy Tasmania Inc for hosting the conference and the Annual Meeting. The President also thanked all delegates and observers for their contribution to the conference and encouraged all to attend the 2014 Queensland Conference.

The President declared the meeting closed at 4pm.

Confirmed by:

Peter McQueen

**President**