

APPLIANCE OFFICERS MEETING
Held in Fremantle, 20th September 2012

Meeting Commenced 3.30pm

Welcome Coordinator Sue Hoyle welcomed all delegates, observers and guests including representatives from the Department of Health and Ageing, the Department of Human Services and Ostomy product supply companies.

Apologies: No apologies were received

AGENDA ITEM 1: MINUTES OF PREVIOUS MEETING

The Minutes of the previous meeting in Sydney have been circulated previously to all delegates.

The minutes were accepted as a true and correct record of the previous meeting.

AGENDA ITEM 2: BUSINESS ARISING

ITEM 11: *Ian Samuel to check legality of 25% restocking fee charged by Liberty Medical.
ACSA Secretary Norm Kelly to write to Liberty requesting a negotiation of the restocking fee*

Peter McQueen confirmed that he had spoken to Larry Fells from Liberty Medical about the 25% restocking fee and had received the advice that, should goods need to be returned by an association, contact should be made with the Product Manager of each respective Liberty Medical brand (Annette Kirne – Hollister, Louise Hannan – Dansac) who would consider the circumstances of the request to determine whether the restocking fee should apply.

ITEM 13: *Sue Hoyle to refer \$100 cheque payment fee to Joanne Holmes for consideration at next Aust Post contract negotiation*

Delegates were advised that there was no provision for this charge to apply under the terms of the current ACSA Australia Post Contract.

AGENDA ITEM 3: GENERAL BUSINESS

3.1 Val Macey from IA Vic has raised an issue relating to Bruce Harvey's report that any out-dated products sent overseas will be dumped. Val checked the date systems on all our suppliers products. All have an hour glass sign with expiry date alongside, except for Convatec. They have a copyright date only, which reads 2008. This could well be mistaken as expiry date by overseas recipients and the product then discarded. Could the Convatec representative comment on this and could we request a product expiry date to be included in any new packaging. (We note that expiry dates are generally listed under product codes on the Convatec invoices).

Sue Hoyle clarified that while most Convatec products did not have an expiry date, an expiry date could be identified in that it was 5 years from the date of production which could be determined by the Lot Number. Sue explained that the first number of the lot number represented the year of manufacturer and the first letter represented the month. For example lot number “2A...” was indicative of a manufacturer’s date of January 2012. The expiry would therefore be January 2017. It was recognised however that this method of calculating the expiry date could present problems for some recipient countries. Chris Kommatas commented that Convatec are currently reviewing product packaging and that noting a definitive expiry date on packaging would be given consideration.

3.2 Kylie McGrory to provide an update on the new Australia Post requirements for postage of prohibited or restricted goods (e.g. WAS1, Brava 12010)

Administration Officer Kylie McGrory informed delegates that an addendum had recently been added to the ACSA Australia Post Contract which provided for the posting of some items listed on the scheme which were considered to be “dangerous goods”. Kylie advised that, effectively immediately, the Coloplast Brava Adhesive Remover Spray, Coloplast Brava Barrier Spray and Welland Remover Spray could be posted through Australia Post Parcel Post. Delegates were advised that the Hollister Medical Adhesive could not be posted however as, although the item had been approved for posting up to 50gm, the package quantity was 90gm. Delegates were also advised that approval for the posting of the Salts Wipeaway Spray was pending.

Delegates were provided with a copy of the addendum (Appendix A) which stated the procedures for preparation of dangerous goods for posting and also a list of those postcodes to which approved dangerous goods *could not* be sent. Delegates were reminded that the postage of those dangerous goods that were either not approved by Australia Post list, not prepared in terms of the special conditions, or sent to excluded postcodes could expose the association to a contingent liability for damages.

Delegates were also reminded that care should be taken when posting liquid items and that the preparation of liquid items for posting must comply with Australia Post Terms and Conditions (Appendix B).

(Please note: Discussion took place regarding a 50ml maximum quantity for postage of liquids via Australia Post. On subsequent investigation, no reference to a maximum quantity of liquid has been found in the AP terms and conditions. Associations are therefore advised to ensure that the packaging of any liquids for posting strictly meets AP requirements.)

3.3 Lindsay Foster from ACT has raised concerns about packaging and identification of some products e.g. the over-size boxes for the Hollister Night Drains (5550), and the product codes on the new Coloplast Brava range being very small, light type and on the rear of the box.

Liberty Medical confirmed that the issue of the box sizing for 5550 would be raised with international logistics. A Coloplast representative also confirmed that the print size on the Brava boxes is in the process of being reviewed.

3.4 ACSA President, Peter McQueen, to comment on responsible issuing of products by Association staff.

Delegates were advised that, at a meeting earlier in the year at which DoHA, SPAP and STN’s were present, a complaint had been received by ACSA from an STN who had claimed that an association had substituted an unavailable product with another without notice to the member. Peter reminded delegates that the rules concerning substitution of products are covered under section 6.5.7 of the guidelines and

advised that in all situations where an ordered product is unavailable, an alternative product cannot be supplied unless agreed to and subsequently ordered by the member. The member should be advised to seek advice from their STN or medical professional.

AGENDA ITEM 4: OTHER BUSINESS

A. ADDENDUM TO THE OPERATIONAL GUIDELINES

Appliance Officer Sue Hoyle summarised the contents of the September 2012 addendum to the Operational Guidelines (Appendix C) which specifically dealt with SAS general eligibility, eligibility for access under a Reciprocal Health Care Agreement, migrant eligibility and additional information regarding an Application for Additional Stoma Supplies (Medicare Form 4050).

Delegates were informed that for an ostomate to be eligible to access products through the SAS, they must have either a valid Medicare Card, a valid Australian Reciprocal Medicare Card or a valid passport if the ostomate is a resident of NZ or the Republic of Ireland and that this information must be recorded on the blue Stoma Appliance Authority Form. Delegates were also reminded that all blue Stoma Appliance Authority Forms for new registrants must be accompanied by a duly completed Certificate of Eligibility and that a list of those countries that held a Reciprocal Health Care Agreement with Australia could be found on the ACSA website. It was clarified that a migrant ostomate who had been absent from Australia for over 12 months must provide documentation upon their return to Australia to prove permanent residency.

The Appliance Officer also explained the additional rules with respect to the issuing of an Application for Additional Stoma Supplies (Medicare Form 4050). Delegates were informed that all applications must be annotated correctly with all fields of the form completed in full including a review date which must not exceed 6 months from the date that the form was issued to the member. The form must be signed and dated by either an STN or a Health Care Professional. The addendum provides that, should the form NOT be completed in full, it must be returned to the issuing person for rectification.

Delegates were also informed that, under the terms of the addendum, replacement authorities should only be issued following the physical review of the member by the STN or Health Care Professional within six months of the review date appearing on the original form. Repeat authorities could not be authorised following a telephone request by a member commensurate with the requirement that ostomates accessing additional stoma supplies should be under the continuing medical care of either an STN or a HCP. Delegates were also informed that the use of "other" as a reason for authorising additional supplies should be supported by explanation.

B. IRRIGATION CERTIFICATES

Delegates were reminded that, in terms of the Operational Guidelines, the issuing of initial irrigation equipment/conseal plugs is subject to the receipt of an appropriately completed Irrigation Kit Authorization Form from a qualified STN or Health Care Professional. Delegates were shown a copy of the Irrigation Kit Authorization Form and informed that the certificate could be accessed through either the ACSA website or the Department of Health/Stoma website.

C. EXPLANATION OF SAS RESTRICTIONS

Delegates were provided with an explanation of SAS restrictions – R1, R2 and R3 and given examples of SAS listed products within those restrictions. Delegates were reminded that, although restriction information may not be included in the product description appearing in their respective software programmes, all persons responsible for processing a request for supplies should be familiar with those products for which a restriction exists.

AGENDA ITEM 6: DATE AND TIME OF NEXT MEETING

It was agreed that the next meeting of Appliance Officer would be held in Tasmania in October 2013.

The meeting ended at 4.30 pm

Confirmed:

Sue Hoyle
Appliance Officer Coordinator

Schedule 1 - Special Conditions

1. Applicable only to Special Parcels

1.1 Definitions

For the purposes of these special conditions, unless the contrary intention appears:

- (a) “**Dangerous Goods Code**” means the Australian Code for the Transport of Dangerous Goods by Road and Rail (as amended from time to time).
- (b) “**Exempted Dangerous Goods**” means a consignment(s) of Dangerous Goods, where the total quantity of Dangerous Goods in the consignment(s) is below the quantity limit for marking and labelling of inner packaging in clause 5.2.1.8 of the Dangerous Goods Code, together with the exemptions of regulation 1.1.7 (2) of the Roads Act.
- (c) “**IMDG Code**” means the International Maritime Dangerous Goods Code (as amended from time to time).
- (d) “**Roads Act**” means the Model Act on the Transport of Dangerous Goods by Road or Rail 2007 (Ch) as contained in Schedule 1 of the National Transport Commission (Model Legislation – Transport Of Dangerous Goods By Road Or Rail) Regulations 2007, and any regulations, by-laws and codes made under that Act (as amended from time to time).
- (e) “**Regulations**” mean the Model Subordinate Law on the Transport of Dangerous Goods by Road or Rail 2007 as contained in Schedule 2 of the National Transport Commission (Model Legislation – Transport of Dangerous Goods by Road or Rail) Regulations 2007.
- (f) “**Special Parcel**” means a Parcel that contains Exempted Dangerous Goods.

1.2 Conditions

- (a) The Customer acknowledges and agrees that where a Parcel lodged under this Agreement is a Special Parcel:
 - (i) that does not require carriage by sea, Australia Post shall in accordance with the Dangerous Goods Code, transport the Special Parcel by road only;
 - (ii) that requires carriage by sea, whether in whole or in part, the Special Parcel shall comply with the requirements of the IMDG Code including any necessary documentation; and
 - (iii) Australia Post shall not carry the Special Parcel to addresses with postcodes listed in item 2 of Schedule 4.
 - (iv) The Customer shall ensure that Special Parcels do not contain Dangerous Goods other than Exempted Dangerous Goods, and that Special Parcels contain only the quantities of Dangerous Goods prescribed by the Dangerous Goods Code to qualify as Exempted Dangerous Goods. The Customer shall be liable for any loss or damage to Australia Post and any third party as a result of any failure to comply with this special condition.
- (b) The Customer shall at all times comply with the Australia Post Information package for Dangerous Goods Surface Transport (as amended from time to time), or such other guidelines specified by Australia Post for the carriage of Exempted Dangerous Goods.
- (c) The Customer shall ensure that prior to carriage by Australia Post:

- (i) "Road Transport Only – Not to be Moved by Air" labels identifying Parcels as Exempted Dangerous Goods (as prescribed by Australia Post from time to time) are attached to each Special Parcel lodged for carriage under this Agreement;
- (ii) each Special Parcel is properly described in the Mailing Statement and has not been declared by Australia Post to be unacceptable for surface transport;
- (iii) each Special Parcel lodged for carriage by sea transport is accompanied by a Multimodal dangerous goods transport document as specified in the IMDG Code for shipment including any necessary documentation;
- (iv) the packaging for each Special Parcel complies with the standards and tests prescribed by:
 - (A) the Dangerous Goods Code; and
 - (B) the IMDG Code (in the case of carriage by sea whether in whole or in part);
- (v) the Customer informs Australia Post in writing of incompatible Dangerous Goods in lodgements of Special Parcels, and that it uses proper segregation packaging for the incompatible Dangerous Goods in accordance with the requirements of the Dangerous Goods Code and IMDG Code, but it shall be at Australia Post's sole discretion for any reason whatsoever, to refuse to carry incompatible Dangerous Goods for the Customer.

(b) The Customer shall:

- (i) provide Australia Post with copies of test certificates on Special Parcel packaging (in accordance with the Dangerous Goods Code) on demand; and
- (ii) ensure at all times that all employees or agents preparing lodgement documents have completed such Dangerous Goods training as prescribed by Regulations.

For the purposes of this special condition, Dangerous Goods training means, in the context of road or rail transport, either a Dangerous Goods course endorsed by Australia Post, or any other training course on Dangerous Goods which complies with the Roads Act and the Dangerous Goods Code.

(c) The Customer shall create, maintain, update and continuously provide to Australia Post during the term of this Agreement, lists of Dangerous Goods that it proposes to send through Australia Post, and shall obtain Australia Post's approval in writing to amendments of the lists. The Customer acknowledges and accepts that Australia Post shall not carry:

- (i) Dangerous Goods which are not on the said list(s); and
- (ii) Dangerous Goods from amended lists that have not been approved by Australia Post.

1. Excluded postcodes – Special Parcels

Geographic area	Postcodes
South Australia / Northern Territory	0822, 0882, 0852, 0885, 0860, 5710, 0872, 5731, 0880, 0881
New South Wales	2836, 2880, 2898, 2899
Queensland	4470, 4476, 4482, 4488, 4494, 4821, 4827, 4873, 4879, 4885, 4891, 4471, 4477, 4483, 4489, 4495, 4822, 4828, 4874, 4880, 4886, 4472, 4478, 4484, 4490, 4496, 4823, 4829, 4875, 4881, 4887, 4473, 4479, 4485, 4491, 4497, 4824, 4830, 4876, 4882, 4888, 4474, 4480, 4486, 4492, 4498, 4825, 4871, 4877, 4883, 4889, 4475, 4481, 4487, 4493, 4816, 4826, 4872, 4878, 4884, 4890
Western Australia	6161, 6434, 6440, 6446, 6635, 6701, 6713, 6721, 6730, 6752, 6762, 6429, 6435, 6441, 6447, 6638, 6705, 6714, 6722, 6731, 6753, 6765, 6430, 6436, 6442, 6448, 6639, 6707, 6715, 6723, 6733, 6754, 6770, 6431, 6437, 6443, 6450, 6640, 6710, 6716, 6724, 6740, 6758, 6798, 6432, 6438, 6444, 6532, 6642, 6711, 6718, 6725, 6743, 6760, 6799, 6433, 6439, 6445, 6537, 6646, 6712, 6720, 6728, 6751, 6761
Tasmania	7255, 7256, 7257

D10.6.2 – Glass, crockery, cameras, electronic equipment

Senders should pack glass, crockery, cameras and electronic equipment such as video recorders, radios or computers in rigid outer boxes of metal, wood, fibreboard, strong corrugated cardboard or strong plastic. Wrap each item separately. To prevent movement of the items within the box and to absorb pressure and knocks, use plenty of cushioning material, such as wood wool, cotton wool, felt pads, corrugated cardboard shredded paper, tissue paper or non-flammable cellulose materials.

D10.6.3 – Pictures, maps, charts, calendars

Protect pictures or similar items such as maps, charts or calendars with strong material such as layers of corrugated cardboard. If practicable, roll the picture round a wooden rod and enclose it in a strong mailing tube.

For framed pictures, protect both the front and back with strong rigid material such as boards or strong plastic that are larger than the frame. Place cushioning material between the frame, the recessed surface of the picture and the protecting boards. Remove glass from framed pictures to avoid damage to the picture if the glass breaks.

D10.7 – Fish, poultry, meat and game

Pack fish, poultry, meat or game in sealed boxes or sewn up in sacking or similar material. Use sufficient internal waterproof wrapping and absorbent packing to prevent any liquid escaping and damaging other postal articles or causing an offensive smell. Under the terms of D3.9 – Physically offensive articles, Australia Post prohibits articles that become physically offensive during carriage.

D10.8 – Fruit and vegetables

Pack fruit and vegetables in waterproof material and place inside a rigid outer container with a tightly fitting lid to prevent any liquid escaping and damaging other postal articles or causing an offensive smell. Under the terms of D3.9 – Physically offensive articles, Australia Post prohibits articles that become physically offensive during carriage.

D10.9 – Heavy items

Pack heavy items in rigid containers securely tied with string or twine. Use sufficient cushioning material to prevent the contents moving within the container. If the item, such as a computer, has fragile components, see D10.6 – Fragile items.

Wrap nuts, bolts and small machine parts with heavy-grade material.

D10.10 – Liquids

Australia Post prohibits any liquids classified as dangerous goods, except as permitted under section 10.3 – Infectious Substances. Check that the liquid does not fall into a dangerous goods class, in particular:

- ◆ Class 3 – Flammable liquids
- ◆ Class 5 – Oxidisers and organic peroxides
- ◆ Class 6 – Toxic and infectious substances
- ◆ Class 8 – Corrosives
- ◆ Class 9 – Miscellaneous.

The packaging for liquids that are non-dangerous goods must comprise:

- ◆ a leak-proof primary container made of glass, metal, plastic or similar material
- ◆ a strong outer box made of metal, wood, strong plastic or strong corrugated cardboard with a lid that cannot easily work loose

- ◆ an absorbent material, such as cotton wool, to be placed between the primary container and the outer box and of sufficient quantity to absorb all liquid if the primary container fails.

If the primary container is a can with a friction-fitted lid, the lid must be spot soldered to the can in at least four spots, evenly spaced around the lid.

Note: Australia Post accepts single bottles of wine or champagne packed in a Postpak Winepak if:

- ◆ the Winepak is appropriate to the shape and size of the bottle and is used and fastened correctly
- ◆ the Winepak has not been previously used.

D10.11 – Long items

Long thin items, such as umbrellas or fishing rods, need protection from bending forces.

Protect such items with two or more strong pieces of wood, or other rigid material, before wrapping.

D10.12 – Magnetic tapes and discs

To eliminate the risk of erasure, enclose records in magnetic form, such as audio, video or computer tapes or discs, in a container specifically designed to shield the contents from magnetic fields. Such containers are available from many tape and disc manufacturers.

Senders of these articles should endorse the outside of the article with a description of the contents.

D10.13 – Pastes, powders and tablets

D10.13.1 – Pastes that easily liquefy

Pastes that easily liquefy must be packed as liquids – see D10.10 – Liquids.

D10.13.2 – Pastes that do not easily liquefy

The packaging for a paste that does not easily liquefy must comprise:

- ◆ a first covering of a box, bag or cloth
- ◆ an outer box of metal, wood, strong plastic or other material strong enough to prevent the contents leaking if the first covering fails.

D10.13.3 – Dry non-colouring powders

The packaging for a dry, non-colouring powder must comprise:

- ◆ a primary container of metal, wood, strong plastic or other strong material
- ◆ an outer box of metal, wood, strong plastic or other material strong enough to prevent the contents leaking if the primary container fails.

D10.13.4 – Dry colouring powders

The packaging for a dry colouring powder, such as aniline blue, must comprise:

- ◆ a primary container of metal, wood, strong plastic or other strong material
- ◆ an outer box of metal, wood, strong plastic or other material strong enough to prevent the contents leaking if the first covering fails
- ◆ an absorbent material, such as cotton wool, to be placed between the primary container and the outer box and of sufficient quantity to absorb all powder if the primary container fails.

ADDENDUM: STOMA APPLIANCE SCHEME OPERATIONAL GUIDELINES FOR STOMA ASSOCIATIONS

This Addendum accompanies the Stoma Appliance Scheme Operational Guidelines for Stoma Associations dated May 2009.

1 STOMA APPLIANCE SCHEME ELIGIBILITY CRITERIA

Also refer to: Stoma Appliance Scheme Operational Guidelines for Stoma Associations dated May 2009 Section 4.1 and 4.2

1.1 General Requirements

To access stoma related products under the Stoma Appliance Scheme (SAS), a person:

- must have a temporary or permanent artificial body opening (created surgically or otherwise) which facilitates the removal of urine and/or products of the gastrointestinal tract where the person does not have normal gastrointestinal tract or bladder functions; and
- be an eligible person within the meaning of the *Health Insurance Act 1973*. An eligible person means an Australian resident or an eligible overseas representative.

To confirm eligibility, a person must have one of the following recorded on the Stoma Appliance Authority Form (Department Human Services (DHS): Medicare Form 4031), and may be asked to present it as proof of eligibility:

- a valid Medicare card;
- a valid Australian Reciprocal Medicare Card (if the person is a resident of one of the countries that has signed a Reciprocal Health Care Agreement); or
- a valid passport if the person a resident of New Zealand or the Republic of Ireland.

and

- a Stoma Appliance Scheme Certificate of Eligibility Form signed by;
 - a Stomal Therapy Nurse (STN); or
 - a Medical Practitioner.

1.2 Access to the SAS under a Reciprocal Health Care Agreement

Visitors who are eligible to receive benefits under a Reciprocal Health Care Agreement (RHCA) can access stoma related products under the SAS for the period of their stay in Australia by virtue of subsection 7(2) of the *Health Insurance Act 1973*.

In terms of visitors to Australia who are eligible to receive benefits under a RHCA, there is no legislative basis for these persons to be excluded from receiving products through Programs subsidised under Section 9A of the National Health Act (unless the Guidelines for the Program specifically state the exclusion). Therefore, access to benefits under the RHCAs should be honoured by the SAS.

The RHCAs are also intended to be applied beneficently, that is, where there is ambiguity, the patient gets the benefit of the doubt.

The RHCAs do not exclude pre-existing conditions from eligibility; the only exclusion is 'medical tourism', where someone enters the country for the express purpose of receiving treatment.

It is at the discretion of the Stoma Association as to whether the visitor is required to become a temporary association member.

1.3 Migrant Eligibility

A holder of permanent resident status (migrant) must reside in Australia to be eligible for DHS: Medicare benefits- primary place of residence.

A migrant may reside overseas and hold a current DHS: Medicare card, however, if they have been absent from Australia for more than twelve months (return trips to Australia for a holiday is not taken into account) they must provide documentation on their return to Australia to reside which proves they have returned to reside. Documents may be from Australia or documents showing they have severed ties from the country they have left are acceptable.

Further information regarding migrant eligibility can be found on the DHS: Medicare website.

2 ADDITIONAL INFORMATION REGARDING an APPLICATION for ADDITIONAL STOMA SUPPLIES (DHS: MEDICARE FORM 4050)

Also refer to: Stoma Appliance Scheme Operational Guidelines for Stoma Associations dated May 2009 Section 9.8

2.1 Completing an 'Application for Additional Stoma Supplies' (Medicare form 4050)

The purpose of the Application for Additional Stoma Supplies form is to assist a participant (approved for membership under the SAS) experiencing genuine difficulties with their stoma.

To be eligible for approval for additional stoma supplies, the member must be under the continuing care of a medical professional (either a registered medical practitioner or a STN), with regular and ongoing reviews undertaken between the member and the medical professional. A DHS: Medicare form 4050 will be considered incomplete if not signed and dated by a recognised medical professional.

The particular requirements below must be addressed when completing an Application for Additional Stoma Supplies form (DHS: Medicare Form 4050):

2.1.1 Review Dates

A DHS: Medicare form 4050 is valid for a period of up to six months only. A review date must be supplied which is up to but not exceeding six months from the date which the form was issued to the member. Forms which do not include a valid review date will be returned to the medical professional for correction. This may delay the member from receiving the benefits due to them under this Scheme.

2.1.2 Replacing Authorities

Replacement authorities can only be issued following a review by a medical professional and subsequent completion of a new DHS: Medicare form 4050. The review needs to take place prior to the review date nominated on the original form (up to but not exceeding six months –

see 1.2.1 Review Dates). Requests for replacement authorities cannot be submitted over the phone, even if the authority has expired.

2.1.3 Clinical Justification

In certain circumstances a member's requirements may exceed the 2 month standard supply. If this occurs, the reviewing medical professional is required to provide separate clinical justification which substantiates this requirement. Separate clinical justification should provide details of the basis for which additional products are required, including detailed medical reasoning as to why additional supplies are necessary and the implications for the member if those supplies are not approved. Inadequate clinical justification may result in a delay in processing the request and may delay the member receiving products necessary for their medical welfare.

2.1.4 Reason for Increased Supply – Use of 'Other' as a Reason Code

A medical professional should only tick 'other' in the category of Reason for Increased Supply where the reason is not already listed on the form. This should be only in exceptional circumstances where the member's situation is highly unusual and additional information which clarifies the circumstances must be provided on the form. It should also be noted that the use of the category 'other' will assist DHS: Medicare and the Department of Health and Ageing in ensuring that members who fall into these unusual circumstances are appropriately monitored and that information regarding stomas is kept complete and up-to-date.