

---

*Australian Council of Stoma Associations Inc*

*Minutes of the Appliance Officers Meeting*

*Held in Adelaide on Friday 16th October, 2015*

---

**Meeting Commenced** 2pm

**Welcome** National Appliance Officer Co-ordinator Sue Hoyle welcomed all delegates, observers and guests including representatives from the Department of Health and Ostomy product supply companies.

**Apologies:** No apologies were received.

**AGENDA ITEM 1: MINUTES OF PREVIOUS MEETING**

The Minutes of the meeting held on the Gold Coast during October, 2014 and circulated previously were received.

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

**AGENDA ITEM 2: BUSINESS ARISING FROM THE MINUTES OF THE PREVIOUS MEETING**

I. **Product descriptions on Stoma Appliance Schedule**

It was discussed that confusing product descriptions continue to appear on the SAS schedule and that DoH have clarified that associations/ACSA should deal directly with suppliers to obtain alternative descriptions if required. Input was invited from representatives of Stoma Appliance Industry Group members but declined.

II. **SIG Efficiency proposals**

National Appliance Officer Co-ordinator Sue Hoyle enquired if any associations have been detrimentally affected by what have now become the Liberty Medical Efficiency Guidelines. No problems were reported.

III. **Coloplast pallet heights**

Judy Longden (QSA) confirmed that higher than acceptable pallets are still being

received from Coloplast/CH2 and Liberty Medical. Representatives of both suppliers agreed to follow through with this issue.

### **AGENDA ITEM 3: PRESENTATION BY GOLD SPONSORS**

On behalf of the Stoma Industry Group, Matt Dalton (Coloplast) and Pierre Binette (Convatec) delivered a presentation on what they believe to be the current situation with Stoma Appliance Scheme expenditure and the proposed DoH tender for Groups 1-3 products.

Following the SIG presentation, Matt Dalton presented a short video on the development of Coloplast and Rachael Tiberi (ConvaTec) presented an update of the Great Comebacks Australia and New Zealand Awards program.

### **AGENDA ITEM 4: GENERAL BUSINESS**

#### **1) New Member Data capture – dual ostomates**

The treatment of “dual” ostomies within the context of New Member Capture data was discussed and it was agreed that the formation of a dual stoma will be treated as a “new stoma” for the purposes of data collection.

#### **2) Update on Group 9 Review**

Refer to the “Department of Health Presentation” – addendum to the Minutes of the ACSA Annual General Meeting.

#### **3) Discussion on proposed DoH Tender for SAS Groups 1, 2 and 3**

Refer to the “Department of Health Presentation” – addendum to the Minutes of the ACSA Annual General Meeting.

#### **4) Application of “More than 4 times” rule (DoH)**

Refer to the “Department of Health Presentation” – addendum to the Minutes of the ACSA Annual General Meeting.

#### **5) Sale of SAS product to non-members (QSA)**

The sale of SAS listed products to non-members was discussed with some associations informing that products are sold “at cost” and others confirming that a mark-up is applied to each sale.

It was agreed that the decision to sell products to non-members and any mark-up applied to that sale should be at the discretion of each individual association.

## **AGENDA ITEM 5: STOMA INDUSTRY FORUM**

### **a) Manual Handling – Product deliveries - Weight limit for boxes**

Omnigon carton size and weight was discussed. Dean Libertone (Omnigon) informed that the issue will be taken up with his distribution centre.

### **b) Clifford Hallam invoicing system (QSA)**

It was raised that the current Clifford Hallam method of invoicing (ie: multiple invoices for each consignment – sometimes from deliveries originating from the same warehouse) makes reconciling consignments extremely difficult and time consuming. It was further raised that, if more than one order is placed at a time, for example a bulk order plus a special order for new members, the orders are often mixed together in a pallet and/or the invoices get mixed up and packaged with the wrong product. Also, shipper quantities are still being spread across multiple boxes originating from the same warehouse. It was noted that Coloplast and Clifford Hallam representatives had left the meeting and could not respond to these issues.

Judy Longden (QSA) raised that stock arriving from Clifford Hallam was often covered (internally) with a black dust and/or oily residue. No other association reported having the same issue. It was suggested that QSA should keep written records of these problems, taking particular note of the originating warehouse and carrier and take up with CH2 directly.

### **c) Liberty Medical orders (QSA)**

It was raised that picking slips accompanying Liberty Medical orders do not show a purchase order, making it very difficult to identify the order when more than one order is outstanding.

Enrique Gudino responded on behalf of Liberty Medical to inform that this matter should now be resolved. Joss Stocker (QLD Ostomy Association Inc) responded that picking slips received as late as the last few days still did not display their purchase order number. Enrique agreed to follow up.

### **d) Picking errors/Keying errors (QSA)**

The continuing problem of picking errors (particularly with Liberty and Clifford Hallam) was discussed.

Enrique Gudino and Mike Cassar (Liberty Medical) informed that internal staffing changes within Liberty Medical should help to resolve this issue. An urgent letter detailing the restructuring of Liberty Customer Service Team was read to the meeting.

**e) Backorders (QSA, OTI)**

National Appliance Officer Sue Hoyle tabled a letter from Australasian Medical and Scientific (AMSL) informing that their backorder situation (ace stoppers and dressings) should be resolved by the end of October, 2015. It was discussed that AMSL have repeatedly extended their ETA to the effect that some products have now been on back order for nearly 12 months. It was noted that no alternative for AMSL products is available on the scheme. Lynda Hurley confirmed that DoH are aware of and monitoring the situation.

A letter from Convatec was tabled which provided an update of their Autolock backorder situation.

**f) Unacceptable delays for Credit notes (QSA, OTI)**

The continuing issue of protracted resolution of outstanding credit claims (Liberty, Convatec and Clifford Hallam) was discussed.

Enrique Gudino spoke on behalf of Liberty Medical and informed that the Liberty Medical finance team are working to resolve the situation as a priority. Enrique reminded associations that, when asking for a credit, to provide as much information as possible to expedite resolution.

Mike Cassar stated that it was his belief that the RGA situation has been largely resolved with only those raised within the last 5-6 weeks still outstanding. Mike also asked associations to provide a cheque remittance advice with payments if short paying an account in lieu of an RGA.

**AGENDA ITEM 6: OTHER BUSINESS**

**1. Clarification of the rules for combining annual allocation products (eg Coloplast 12020 Barrier Spray, Omnigon WBS050, Convatec TR104) with monthly allocation items with the same purpose.**

It was discussed that, when a member has had their annual allocation of a product within a calendar year, they cannot have any other products that have the same purpose including monthly products for the rest of that year. For example: once a member has had 6 cans of 12020 Coloplast Brava Barrier spray during a calendar year, they cannot have any more barrier products during that year, including wipes, unless they produce an authorised Application for Additional Supplies.

It was agreed that barrier sprays with a maximum annual issue of 6 should be issued on the basis of 1 can per 2 month period otherwise it will result in an oversupply. These particular products are listed with a maximum issue of 6 per annum because they are approximately double the quantity of the No-Sting 3346 which is listed at 1 per month.

**AGENDA ITEM 7: DATE AND TIME OF NEXT MEETING**

It was agreed that the next meeting of Appliance Officers would be held in Canberra in October, 2016

The meeting ended at 4.15 pm.

Confirmed:

**Sue Hoyle**  
**Appliance Officer Coordinator**