

Minutes of the Appliance Officers Meeting
Held on the Gold Coast, Friday 10th October, 2014

Meeting Commenced 2pm

Welcome Coordinator 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

Meeting Opening:

AGENDA ITEM 1: MINUTES OF PREVIOUS MEETING

The Minutes of the meeting held in Hobart during October, 2013 and circulated previously were received.

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

AGENDA ITEM 2: BUSINESS ARISING

It was noted that the matter of the small print size of codes on Coloplast Brava products remains unresolved despite assurances from Coloplast management at our October 2013 meeting that the problem would be addressed.

Matt Dalton and Jenelle Guest responded on behalf of Coloplast to inform that, while the matter was yet to be resolved at an international level, relabelling stickers are available from Coloplast if necessary.

AGENDA ITEM 3: GENERAL BUSINESS

- 1. Negative financial impact to associations of current (not out of date) SAS products held in stock that have been superseded by new improved products (e.g. Sensura Mio) or products that members no longer use after consultation with an STN (raised by CA Vic, QSA)**

It was discussed that, due to changes made by STNs to the products members use, the introduction of newer products by suppliers, and modern surgical procedures, associations can be left with the burden of surplus stock. It was raised that the cost of this stock is unrecoverable because suppliers do not usually accept return of this stock for credit.

A suggestion was made that, in the event that a new product intended to supersede an existing product within the same range (eg Mio) is approved for listing on the SAS schedule, suppliers should be prepared to accept stocks of the superseded product back for full credit. Matt Dalton responded on behalf of Coloplast to inform that, in the case of Mio, Coloplast is happy to consider stock returns on a case by case basis.

It was also suggested that ACSA should bring this matter to the attention of STNs but subsequently acknowledged that, in most cases, product changes are driven by necessity not choice.

2. Advertising of Support Garments - inclusion of precautionary statements in advertising (raised by IA Vic).

It was discussed that the “precautionary statement” qualifying the appropriate use of most support garments is not published in a way that is easily viewed by member ostomates prior to ordering a garment. For example, Statina’s precautionary statement is retrospective as it is found in the booklet that comes with the garment and Omnigon’s is included in their product catalogue which is more than likely not read by members.

It was raised that suppliers should be asked to include a precautionary statement on all advertising material (posters, flyers, Ostomy Australia Journal) within which support garments are mentioned/contained. Richard Ward responded on behalf of Omnigon to inform that changes to current advertising content have been initiated to include a precautionary statement (of sorts). Richard also informed that telephone enquirers are advised to refer back to their STN before ordering support garments.

It was discussed and agreed that members enquiring about support garments to associations should be referred back to their STN or Medical Professional.

Ian Samuel (OAM) cautioned Appliance Officers about becoming too involved in marketing content and suggested that this was a matter for industry to drive, not ACSA. Ruth Horne (OASA) that a general disclosure about members seeking the advice of a qualified professional before trialling products advertised in the journal was provided in the front of Ostomy Australia.

3. Carriage of dangerous items by Australia Post– Convatec’s new “Niltac” adhesive remover has a monthly allowance of 2 items, but Australia Post has a limitation of 1 per parcel. How can this be managed by Associations or will Convatec seek a review by Australia Post? (raised by QSA)

Australia Post Contract Coordinator Kylie McGrory informed that, following the listing of this agenda item, confirmation had been received that the approved carriage quantity of Niltac has been increased to a total of 1 litre per consignment.

Kylie reminded Appliance Officers that exempt dangerous goods are required to be packaged in a way that met the requirements of the Australia Post Dangerous Goods policy. It was agreed that a copy of this policy should again be circulated with the Appliance Officers minutes.

4. Clarify Time Period for Retaining paperwork eg DoH/DHS forms associated with membership, financial records for ATO purposes (raised by CAVic)

Colostomy Association of Vic raised that, while the Operational Guidelines for Stoma Association (clause 8.5) obligated associations to retain members orders for a minimum period of 2 years, it did not specify how long other records needed to be retained. It was discussed that ACNC record keeping requirements obligated associations to retain financial records for 7 years. Sue Hoyle informed that while the ATO generally requires financial records be kept for 5 years, she had received advice from her auditor that, as an auditable entity, records are required to be retained for 10 years.

It was agreed that a practical approach to record keeping should be taken by all associations. It was also confirmed that electronic record keeping is adequate.

5. Online ordering (raised by Peter McQueen)

National Appliance Officer Sue Hoyle asked for a show of hands from those associations who offer online ordering either through a website or by email. Five associations indicated that they offer an online ordering facility. President Peter McQueen suggested that, as online ordering is likely to be the way of the future, all associations should consider adopting this practice in the near future.

6. Stoma Industry Forum (Q&A with Company personnel)

a. Stoma Appliance Scheme Schedule–

It was raised by both JANT and Samson representatives that product descriptions for new listings (e.g. Additions 1 October 2014) are practically incomprehensible for users. It was suggested that, once product/s are approved for listing on the SAS schedule, suppliers should provide a comprehensive list of products and short descriptions to associations.

All suppliers agreed to meet with this request.

b. Hollister/Dansac/Ainscorp backorders (raised by IA Vic, Peninsula Ostomy)

- will these backorders impact on association Christmas orders?
- why does it take over 10 days to airfreight from the UK
- why does it take days to get an email reply from the UK with estimated delivery times
- why advise suitable alternatives which are then also out of stock
- should the stance taken by associations be to recommend the clients go back to their STNs to be reassessed for a product that is more readily available?

Annette Kirne responded on behalf of Liberty to confirm that Liberty does acknowledge the angst for associations created by backorders and informed that Liberty are doing their best to expedite resolution of the backorder situation.

Fiona Ainsworth from Ainscorp also responded that, while industry in Australia is unanimously committed to resolving backorder issues quickly, sometimes they just simply don't have control over the backorder situation.

c. Hollister service quality (raised by IA Vic) –

Association representatives informed the Hollister representative that, similar to complaints raised at the 2013 Appliance Officers meeting, problems with order processing are still being regularly experienced (eg keying errors, picking errors, deliveries to wrong associations, mistakes with backordered stock). Enrique (Liberty Medical) confirmed that Hollister are aware of the problem and are working to improve the situation.

d. Coloplast launch of New Sensura Mio range

It was noted that new product listed on the 1 October 2014 SAS schedule will not be available for orders until **early November** which was contrary to expectations that product will be available from listing date.

Matt Dalton on behalf of Coloplast explained that, because of recent ambiguity associated with the SAS approval process and the very short time frame between listing approval and the release of the new schedule, Coloplast have been caught with insufficient stock of the new product available in Australia for the 1 October release date. Matt informed appliances officers that active marketing of the new Mio product will not commence until stock is available to minimise the impact on associations.

e. Coloplast Pallet Delivery Height (raised by QSA)

Judy Longden on behalf of QSA informed that, over recent months, Coloplast pallet deliveries had been stacked as high as 2400mm. Judy raised that Workplace Health and Safety guidelines recognised that handling items above shoulder height increases the risk of musculoskeletal disorders, particularly of shoulders, arms, neck and back. Some photos of a recent Coloplast delivery to QSA were shown to demonstrate.

It was agreed by Coloplast that pallet heights will be limited to a "reasonable" height no greater than 1800mm.

f. Coloplast outsourcing of the warehouse- (Ostomy Tas)

Appliance Officers discussed that, since the outsourcing of the Coloplast warehouse function to CH2, multiple problems are being experienced including huge backorders without ETAs, missing stock, multiple deliveries for one order placement etc. It was raised that this is significantly impacting on the efficiency of some associations.

Matt Dalton (Coloplast) acknowledged that some teething problems are being experienced but that Coloplast are working with CH2 to overcome these problems in the shortest time frame possible. Matt informed associations that in the event that associations continue to have problems, the following persons should be contacted:

Matt Dalton 0412 059 699

Maree or Kelly (CH2) 1300242362

Coloplast Customer Care: email: au.care@coloplast.com

Matt informed Appliance Officers that most associations will be visited by CH2 reps during the week of 27th October to discuss any unresolved issues still being experienced.

g. SIG Efficiency proposals

A robust discussion was held between Appliance Officers and Stoma Industry Group representatives about proposed Efficiency Guidelines (refer attached).

Dean Libertone from Omnigon spoke on behalf of the SIG and provided a rationale for the suggested guidelines which included increasing delivery associated costs coupled with reducing SAS related revenue.

Ian Samuel (OAM) raised a concern that the level of assistance and support of associations by Industry was diminishing. He also raised that the matter of efficiency should have been discussed directly with each association (not ACSA) consistent with the commercial agreement between suppliers as providers and associations as their customers.

Warren Rayment acknowledged the commercial nature of all SIG group members and reminded that the ostomy sector in Australia represents an atypical market. Warren informed that GCOA recognises the merit of some of the suggestions but stated that others should be open for negotiation.

Richard Ward from Omnigon thanked associations for providing SIG with the opportunity to consult. Richard raised that over the last 4-5 years, significant financial pressure has been placed on industry and the suggested efficiency guidelines were an attempt to maintain sustainability within the ostomy industry.

It was agreed that the way forward with the SIG Efficiency document was for industry to negotiate directly with associations for mutually beneficial outcomes.

AGENDA ITEM 6: OTHER BUSINESS

Convatec Niltac and Silesse Products:

Alison Luscombe (OASA) pointed out that the product codes appearing on the packaging of Niltac and Silesse products did not match the product codes listed on the SAS Schedule.

Rachael Tiberi from Convatec confirmed that Convatec are aware of the problem and are working to have the codes corrected before the release of the next schedule.

AGENDA ITEM 7: DATE AND TIME OF NEXT MEETING

It was agreed that the next meeting of Appliance Officers would be held in Adelaide in October, 2015

The meeting ended at 4.15 pm.

Confirmed:

Sue Hoyle
Appliance Officer Coordinator

7 EXEMPTED DANGEROUS GOODS

Australia Post accepts, under contract conditions, packaged dangerous goods in quantities that are “exempted” under Regulation 1.1.7. (2), of the NTC Model Subordinate Law for carriage by surface transport.

Regulation 1.1.7 of the Model Regulations exempts certain dangerous goods from the requirements of the Code if the goods are:

In a consignment where the total quantity of dangerous goods is less than the quantity for which an inner package is required by the ADG Code to be marked with a proper shipping name or the technical name of the substance (refer ADG Code 5.2.1.8.).

“Exempted” dangerous goods are excused from normal marking requirements of the Code, however it is an Australia Post requirement that ‘exempted’ articles must have affixed an Australia Post **‘ROAD TRANSPORT ONLY – NOT TO BE MOVED BY AIR’** label on the outer surface of each package containing such goods.

Figure 1 Australia Post - Road Transport Only Label



Note: Normal addressing details apply

7.1 Quantity Limits for Exempted Dangerous Goods

Quantity limits for dangerous goods exempted by Regulation 1.1.7 (2) of the Model Subordinate Law are as specified in subsection 5.2.1.8, Table 5.1 of the Code.

The quantities shown in Table 5.1 below are the maximum quantities per consignment from any one consignor.

Figure 2 Exempted Quantity Limits

Packing Group	Class or Division												
	2.1 ^a	2.2 ^a	2.3	3	4.1	4.2	4.3	5.1	5.2	6.1	6.2	8	9
I				20 ml	20 g	20 g	20 g	20 g(ml)		20 g(ml)		20 g(ml)	—
II	30 ml	100 ml	30 ml	150 ml	2 kg	500 g	150 g	1 kg(L)	150 g(ml)	500 g(ml)	^c	500 g(ml)	2 kg(L)
III				300 ml ^b									

^a Aerosols should be marked in accordance with AS 2278
^b 2 L if the Class 3, packing group III substance is Manufactured Product
^c Division 6.2 Category A must be marked for all quantities

Note: Exempted dangerous goods are excused from all marking, labelling and documentation requirements associated with most dangerous goods.

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.

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 (th) 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 IMDGCode 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 IMDGCode (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 IMDGCode, 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