

MINUTES OF ACSA EXECUTIVE MEETING
Held on the Gold Coast, Friday 13th March, 2015

Agenda Item 1 Opening of the Meeting

The President declared the meeting open at 9.05am on Friday, 13th March, 2015 and welcomed members of the Executive to the meeting. All members were present and there were no apologies. Administration Officer, Kylie McGrory was present. Observers, Norm Kelly, Sharleen Condon, and Linda Dooner, from Gold Coast Ostomy Association attended the meeting for a period as did David Nott from the Department of Health.

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

The President asked Executive members to declare any conflicts of interest. No conflicts of interest were declared.

Agenda Item 2 Department of Health and Department of Humans Services

(i) DoH & DHS issues

David Nott attended the meeting for the Department of Health.

Department of Human Services representatives, Jo Dordevic and Naomi Mikic, contributed to the meeting by telephone.

Naomi commenced the discussion by informing the Executive that, following concerns raised by ACSA during the 2014 executive and general meetings, SAS forms PB049 and PB050 have been checked by their legal team to ensure compliance with National Privacy Principles (2014), particularly with respect to the sharing of information, and that the PB050 Application for Additional Stoma Supplies has been identified as non-compliant. Accordingly, the form is in the process of being updated and should be available imminently. The key change will be a requirement for a member (or their agent) to provide written privacy consent when submitting an Application for Additional Stoma Supplies.

President Geoff Rhodes raised that he was aware that DHS are planning to overhaul their computer systems. Naomi responded that, at this stage, this would not extend to the PBS. Geoff informed both DHS and DoH that the move to a national computer system is well underway and that ACSA will be seeking to interface the system with DHS systems in the future. It was acknowledged that, before this step can be taken, the privacy aspect of sharing members' information needs to be addressed as privacy consent has only appeared on SAS registration forms since 2013.

Treasurer Peter Lopez enquired if DHS were in a position to resume provision of scheme participant numbers to ACSA for the purposes of calculating association voting weight/capitation fees. Naomi responded that DHS will provide participant numbers for the 2014/15 financial year when they come to hand.

Administration Officer, Kylie McGrory, enquired about continuing eligibility for access to the SAS once a scheme registrant leaves Australia and becomes a “non-resident”. David Nott responded that, as Medicare/PBS is based on permanent residency, Australians no longer living in Australia are not eligible to access the SAS. He stated that, in the event that an association is made aware of the non-residency of a member, SAS funded supply to that member must cease as associations were in danger of incurring a liability if it was subsequently found that they knowingly supplied to a non-resident. He reminded that ostomates may be able to access international schemes contingent upon the new country of residence having a Reciprocal Health Care Agreement with Australia.

The review of Group 9 was discussed. David Nott confirmed that 17 submissions in response to the Group 9 Review Discussion paper had been received and that a number of these submissions are now publicly available to view on the DoH website. David stated that options for moving forward with the review are still under consideration.

The impending review of maximum quantities was also discussed with David informing the Executive that DoH are still looking at the best way to proceed with the review.

David raised that some of the data extracted for the group 9 review had highlighted anomalies in pack distribution. Ensuring association compliancy with SAS guidelines was discussed and it was agreed that a mechanism for monitoring compliancy should be considered as an integral future feature of the national computer system.

Geoff thanked the DoH and DHS representatives for attending the meeting and for their continued support of associations and the SAS.

Agenda Item 3 Minutes of previous meetings held on Gold Coast, 2014

It was resolved that the minutes of the previous meeting held on the Gold Coast in October, 2014 as previously circulated would be accepted as a true record of the Executive meeting held.

Agenda Item 4 Business arising from the minutes of the previous meeting

There was no business arising from the minutes of the previous meeting other than that carried over for discussion during general business.

Agenda Item 5 Correspondence

The Secretary tabled a list of correspondence received since the last Executive Meeting on the Gold Coast in October, 2014 together with copies of the correspondence items. The correspondence was received and accepted.

Business Arising from Correspondence.

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

Agenda Item 6 Reports

i. Treasurer's Report

The Treasurers Report covering the period 1/7/2014 to 31/1/2015 was received and accepted.

The Treasurer explained the key aspects of the reports. He informed that, since preparation of the report, Convatec had paid their outstanding account.

It was noted that 10 associations had not yet provided financial reports for the 2013/14 financial year. The Administration Officer informed the Treasurer that association financial reports should be publicly available through the ACNC charity portal.

The Treasurer took the opportunity to inform the Executive of his impending retirement at the 2015 South Australian Conference. It was acknowledged that, as the Treasurers retirement will be mid tenure, an appropriately qualified replacement will need to be found before 2016 nominations. The Treasurer agreed to prepare a position description and to send it to the Administration Officer for circulation with a request for applications through the hub.

Business arising from Treasurer's report

There was no business arising from the Treasurers report.

ii. IOA/ASPOA

A verbal IOA/ASPOA report was submitted by President Geoff Rhodes

Geoff provided the executive with a summary of the ASPOA meeting held in Vietnam in October 2014. Geoff informed that his attendance at the meeting highlighted the need for Australia to continue to be part of the ASPOA, particularly with respect to

our role as welfare providers through the Australia Fund.

Norm Kelly (GCOA) spoke about the plight of the fledgling PNG association who are having difficulty locating affordable (and suitable) premises to coordinate donated appliance distribution. Norm informed that current market leasing costs are not sustainable long term for the association and that association administrator, Janet Yaki, is having difficulty navigating local bureaucracy.

It was agreed that Geoff Rhodes should raise the matter with a colleague working in PNG to investigate further options.

iii. SPAP

A verbal SPAP reported was submitted by ACSA SPAP Representative Geoff Rhodes.

Geoff informed the Executive that SPAP confidentiality provisions prohibit him from providing detailed feedback about SPAP business. He did reiterate however that the analytical approach of the SPAP is helping to ensure that it continues to operate effectively and efficiently.

It was noted that the next SAS schedule update will be released imminently for an effective date of 1 May, 2015.

iv. Appliance Officer

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

It was acknowledged that problems continue to be experienced with CH2 deliveries and it was agreed that the matter should be further discussed during general business.

v. Editor of Ostomy Australia

The Executive received the report from the Editor of Ostomy Australia and noted the information included therein. In his report the Editor highlighted difficulty obtaining a legal review of the April issue of Ostomy Australia which had the potential to delay its distribution. President Geoff Rhodes informed that the legal matter has since been resolved.

vi. Administration Officer (including Webmaster and Australia Post Contract Coordinator)

The Executive received the report from the Administration Officer and noted the

information included therein.

It was agreed that further discussion about Australia Post/E-parcel should be held during general business.

vii. Australia Fund/Relief Coordinator

The Executive received the report from the National Relief Coordinator of the Australia Fund and noted the information included therein.

It was noted from Sharleen's report that the Australia Fund now has a Memorandum of Understanding in place with the Mongolian Ostomy Association and that the ACT and Districts Ostomy Association has agreed to temporarily co-ordinate the Mongolian Project throughout the test parcel phase.

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

Agenda Item 6 General Business

(i) National Computer System Update

President Geoff Rhodes confirmed that acquisition of the TOMAS IP is progressing. He advised that Ostomy NSW Ltd.'s calculation of TOMAS related expenses has now been received (approx \$106K incl GST) and referred to an external auditor for verification. An IP assignment document has also been prepared and agreed with Ostomy NSW Ltd for the transfer of the IP to ACSA.

It was resolved that, if the final costing for TOMAS is less than the \$110K including GST approved by council at the 2014 ACSA General Meeting, a lawyer specialising in Intellectual Property will be engaged to scrutinise the IP assignment document and to review the Contract for Sale developed by Ostomy NSW Ltd.

It was also resolved that an ACSA Term Deposit will be closed to free up funds to pay for the TOMAS IP acquisition when required.

(ii) National Computer System Operating Budget

The President confirmed that TOMAS IP acquisition, migration and training costs are on track to fall within the council approved budget of \$250K.

It was also discussed that once the system is implemented across the association network, an annual operating budget will be developed.

(iii) SAS Supplier Terms and Conditions of Sale

President Geoff Rhodes informed the Executive that Liberty Medical are in the process of implementing a “Liberty Medical Terms and Conditions of Sale for Associations” across the association network. Terms of sale include maximum FIS deliveries per month, strict returns guidelines and minimum order value.

It was agreed that associations should be informed that the T&C are not ACSA mandated and that associations should negotiate terms and conditions of sale with all suppliers independently as was the general desire of associations at the 2014 ACSA meeting.

(iv) ACSA – The Future

It was discussed that, over the coming years, a reduction in the number of Australian associations may occur as SAS compliancy becomes more robust and volunteer resources become more difficult to engage.

It was agreed that the ACSA Executive will support any associations seeking to merge (to the extent practicable).

(v) Youth Sponsorships

The importance of encouraging youth involvement in ACSA activities was discussed within the context of ACSA succession planning.

The President expressed his desire to reignite the 20/40 Focus group in Australia and informed that a call for a volunteer to take on a national role as 20/40 Focus Group coordinator is included in his President’s Report in the April 2015 issue of Ostomy Australia.

(vi) Great Comebacks

Kylie McGrory provided the Executive with an update of the Great Comebacks program implementation. The Executive were informed that the first awards ceremony is now expected to be held in 2016 (not 2015) and that Convatec are currently working with other potential stakeholders to broaden the awards panel. It was also discussed that the Australian Crohns and Colitis Association are unlikely to be part of the Great Comebacks Program due to concerns raised (by them) that promotion of the GC program may impact on their own advocacy programme.

Kylie informed the Executive that Rachael Tiberi has been replaced by Jane Corkhill as the Convatec representative for Great Comebacks.

(vii) Conference structure and sponsorship

It was discussed that, while the SA Conference organising committee has not yet prepared a firm budget for the 2015 ACSA Conference, previous levels of sponsorship are likely to be inadequate in consideration of known conference delegate and trade table hire costs.

It was agreed that, pending further consultation with the 2015 ACSA Conference committee, sponsorship levels for 2015 should be:

Gold \$ 2,500.00

Inclusions:

3 x complimentary 2 day registrations

3 x welcome function entry

1 x Trade display table

Opportunity to address the Appliance Officers meeting

Silver \$1,750

Inclusions:

2 x complimentary 2 day registrations

2 x welcome function entry

1 x Trade display table

Bronze \$1,250

Inclusions:

1 x complimentary registration

1 x welcome function entry

1 x Trade display table

Additional trade display space can be acquired for \$500 for the 2 days (subject to Ruth's agreement)

The guest speaker for the SA conference will be Janelle Soloman of Mitrofanoff Support Australia.

Saturday evening MC will be Comedian/Ostomate Luke Escombe who will also provide the entertainment for the evening.

It was agreed that a request should be made to the SA organising Committee to submit a budget as a priority.

(viii) Australia Post/E-parcel

Kylie confirmed that she had recently received pricing for the 2015/16 ACSA Australia Post contract renewal and informed that pricing will increase under the new contract by an average 4.6% for metropolitan associations. The increase for “non metro” associations however will be far greater due to the removal of a “local area” rate from the contract. While Kylie has expressed a deep concern for the impact that this change will have on affected associations, Australia Post are adamant that the local area rate will not be reintroduced. Kylie informed the executive that she has contacted the affected associations by email to inform them of the change and to suggest that either their own postage charges be urgently reviewed or an alternative carrier such as Fastway Couriers be engaged for the carriage of local parcels.

Kylie informed the Executive that Colostomy Association of NSW had recently converted to e-parcel and preliminary findings were that it had reduced the incidence of parcel displacement. Kylie also confirmed that QSA have been using the e-parcel system for a week and are happy with the system so far.

(ix) ACNC Update

Administration Officer Kylie McGrory informed the Executive that consultation on the ACNC repeal bill (no 1) 2014 has closed and a consultation report (Dec 2014) prepared to consolidate feedback. The Department of Social Services is currently assessing the feedback and it is expected that an amended ACNC repeal bill will be tabled later this year.

(x) ACSA Awards

It was discussed that the current protracted illnesses of an ACSA Awards committee member may impact on the 2015 ACSA Award nomination assessment process.

It was resolved that the situation will be reviewed once the award submission date (30 June 2015) has passed and, if necessary, a substitute committee member temporarily appointed.

(xi) World Ostomy Day

President Geoff Rhodes, announced that World Ostomy Day 2016 will be held on Saturday 3rd October, 2015.

It was agreed that associations should be encouraged to recognise World Ostomy Day through a local event. It was resolved that the ACSA Vice President, David Munro, will coordinate association World Ostomy Day celebrations.

(xii) ASPOA Representative/Contact

It was resolved that past president Peter McQueen will continue in the role of ACSA ASPOA representative/contact for the next two years.

It was also resolved that, in addition, the representatives will be the ACSA Vice President in his/her capacity as Australia Fund committee member and a nominated Australia Fund representative.

(xiii) Amendment to ACSA By-laws and Guidelines to address key ACSA coordinator travel to annual meetings

It was agreed that, to consolidate decisions previously ratified by the Executive with respect to coordinator travel to ACSA meetings, the ACSA guidelines should be updated to reflect those decisions. Accordingly, it was resolved that the following changes will be made to the ACSA guidelines.

Guideline 4 will be amended to

GUIDELINES FOR ACSA EXECUTIVE EXPENDITURE REIMBURSEMENT

The following guidelines will be used by members of the Executive in making claims for payment or reimbursement of expenditure incurred in carrying out their ACSA Inc. duties.

1. Effective from the August 2003 Executive Meeting, a daily traveling allowance sufficient to cover reasonable out-of-pocket expenses will be paid to members of the Executive traveling on ACSA business. The allowance will be equivalent to that paid to the base level Senior Executive Officers in the Commonwealth Public Service and meet the requirements of the appropriate Taxation Ruling on travel allowances. The allowance will not be paid to any Executive member who is normally resident in the city in which he/she is required to perform an ACSA-related duty, but such a member may claim out-of-pocket expenses related to such duty.
2. Domestic travel will be by the most appropriate means of transport. Air travel should be arranged as soon as practical following confirmation of travel dates and should be at the cheapest fares on offer at the time. When booking a non flexible fare, travel insurance should be obtained.

International travel will be by the most appropriate means of transport. Air travel should be arranged as soon as practical following confirmation of travel dates and should be at the cheapest fares on offer at the time. When booking all international travel, travel insurance should be obtained.

The airfare, taxis and all incidental costs will be borne by ACSA.

3. Where an Executive member chooses to travel other than by air, an allowance in lieu of airfares will be paid but will not exceed the

equivalent cost of the appropriate air travel plus an amount for incidental expenses approved by the Executive. Incidental expenses shall not include any allowance for overnight accommodation en route other than in the case of an emergency and with approval of the Executive.

3. Travel and accommodation costs excluding incidentals will be reimbursed on the basis of single Travel and hotel occupancy. Executive members accompanied by partners will be responsible to meet any rates in excess of single rates.
5. Where extended travel is undertaken as an adjunct to reimbursable ACSA duties, only that part related to ACSA duties will be reimbursed,.
6. Where the nature of any official ACSA or ACSA-related function requires an Executive member to be accompanied by his/her partner, costs of the function for both member and partner will be met by ACSA.
7. An allowance shall be made to Members of the Executive who are asked to use their private motor vehicle for ACSA purposes. The allowance shall be at the Commonwealth public service rate for all such usage.

A new guideline will be inserted as Guideline 5

GUIDELINES FOR ACSA CO-ORDINATOR EXPENDITURE REIMBURSEMENT

To effectively carry out the business of ACSA, it is essential for the key ACSA coordinators to attend annual ACSA Conferences to keep delegates up to date with current activities. Accordingly, those key coordinators not funded by their local association to attend ACSA conferences will be funded by ACSA following prior approval by the Executive Committee (*Ratified - Executive Committee Meeting May,2013*).

Where more than one coordinator or representative exists for an ACSA subcommittee (eg: The Australia Fund), ACSA programme or other activity, only one representative will be funded to attend the annual conference. The funded representative will be responsible for reporting to Council and for chairing subcommittee meetings (*Ratified – Executive Committee Meeting October, 2013*).

The following guidelines will be used in making claims for payment or reimbursement of expenditure incurred in carrying out ACSA. Duties:

1. Domestic travel will be by the most appropriate means of transport. Air travel should be arranged as soon as practical following confirmation of travel dates and should be at the cheapest fares on offer at the time. When booking a non flexible fare, travel insurance should be obtained.

International travel will be by the most appropriate means of transport. Air travel should be arranged as soon as practical following confirmation of travel dates and should be at the cheapest fares on offer at the time. When booking all international travel, travel insurance should be obtained.

The airfare, taxis and all incidental costs will be borne by ACSA.

2. Where an ACSA co-ordinator or representative chooses to travel other than by air, an allowance in lieu of airfares will be paid but will not exceed the equivalent cost of the appropriate air travel plus an amount for incidental expenses approved by the Executive. Incidental expenses shall not include any allowance for overnight accommodation en route other than in the case of an emergency and with approval of the Executive.
3. Travel and accommodation costs excluding incidentals will be reimbursed on the basis of single Travel and hotel occupancy. ACSA coordinators or representatives accompanied by partners will be responsible to meet any rates in excess of single rates.
4. Where extended travel is undertaken as an adjunct to reimbursable ACSA duties, only that part related to ACSA duties will be reimbursed,
5. Meals and incidental expenses will be reimbursed based on expenditure actually incurred.
6. A decision on the application of these guidelines shall be made on a case-by-case basis by the Treasurer. In the event of any disputation, the matter will be referred to and decided by the Executive.
7. An allowance shall be made to ACSA coordinators or representatives who are asked to use their private motor vehicle for ACSA purposes. The allowance shall be at the Commonwealth public service rate for all such usage.

All subsequent guidelines are to be renumbered accordingly

(xiv) New Member Statistical Data

The Secretary informed the Executive that, for the most part, associations are meeting the 10th monthly new member statistics submission deadline.

The Executive discussed that the 2 years data capture agreement with SIG is due to expire and it was agreed that President Geoff Rhodes should contact a member of the SIG to discuss its renewal at the first opportunity.

(xv) SAS Access fee increase from 1/7/2015

It was resolved that a reminder will be sent by the President to associations about the impending increase in the compulsory SAS access fee. It was agreed that the reminder should include an advice to associations that, unless the association membership fee is at least equal to the current prescribed compulsory SAS access fee, to ensure compliance with the SAS Operational Guidelines for Associations, the SAS access fee will need to be collected by the association from the member *in addition to the association membership fee*.

(xvi) Distribution of Ostomy Australia

It was discussed that a number of complaints had recently been received through the ACSA website contact page from members who had not received a copy of Ostomy Australia, sometimes for several years.

It was agreed that, while it is an expectation that Ostomy Australia will be distributed to all association members, the mechanism for distribution is up to each individual association. Accordingly, any enquiries about non receipt should be referred back to the member's home association.

(xvii) Goods returned to associations

It was discussed that an informal "complaint" had been received that an association may be reissuing stock which had been returned as unwanted. It was discussed that, on occasion, unwanted stock is provided to members in need but that this stock is donated to the recipient by the association from returned goods, not reissued through the SAS.

It was agreed that the next ACSA Updates should include a reminder to associations that returned stock should not be a) taken back into stock and/or b) reissued to members through the SAS.

(xix) 2015 ACSA Conference Workshop topic

It was resolved that the 2015 Conference workshop session should be called "What do you do when?"

The workshop will be in a quiz format and will involve the delivery of a number of scenarios to small groups who should then decide how each scenario should be handled by an association.

Suggested scenarios:

1. Member moving overseas
2. Additional supplies
3. Member taking an extended overseas vacation
4. Privacy of members

Agenda Item 7. Other Business

7.1 CH2 delivery problems

The President informed the Executive that several complaints have been received from associations about problems associated with the delivery of SAS listed Coloplast products by CH2. Problems being experienced include:

- Multiple deliveries (up to 8) for the one order
- Multiple invoices for the one order
- Multiple line items for one product on invoices
- Shipper quantity orders being broken down across several cartons
- Deliveries received with no invoice
- Invoices delivered before stock
- Receiving stock which has not been ordered
- Not receiving stock which has been ordered
- Reconciling stock for a single order across several deliveries/invoices
- Reconciling end of month statement (too many invoices!)

It was agreed that the President should contact Matt Dalton of Coloplast to discuss the concerns of associations with the objective of identifying a pathway to resolution.

It was resolved that, in the event that the CH2 delivery situation did not improve within a reasonable period following discussions with Matt, the matter would be formally raised with DoH.

7.2 ACSA Executive communication

The Secretary raised a concern that some email correspondence may be missed if all members of the executive are not copied in and that it was difficult to know if correspondence had been received if recipients don't acknowledge receipt. The

President asked for Executive members to ensure that a timely response to a request for feedback is given when requested and that all executive members are copied in to ACSA correspondence.

Agenda Item 8. Date and Place of Next Meeting

It was confirmed that the next Executive Meeting will be held the offices of Ostomy Association of South Australia on Wednesday 14th October, 2015 prior to the 2015 ACSA Conference.

There being no further business the President declared the meeting closed at 4.15pm.

Geoff Rhodes
President.