

**AUSTRALIAN COUNCIL OF STOMA ASSOCIATIONS INCORPORATED**  
**45th GENERAL MEETING**

**Held on the Gold Coast, Queensland on Saturday, 11<sup>th</sup> October, 2014**

**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:

**ACT & District Stoma Association**

*Peter Fuller  
David Ramsey*

**Colostomy Association of NSW**

*Eugene Tomczy  
Michael O'Connell*

**Ostomy NSW Ltd**

*Tom Flood  
Stephan Grange*

**Ostomy Tasmania**

*Sue Hoyle  
Maree Mills*

**Cancer Council of Northern Territory**

*apology*

**Bendigo and District Ostomy Association**

*David McCauley*

**Colostomy Association of Victoria**

*Nancy Gough  
Brendon Smith*

**Geelong Ostomy Association**

*apology*

**Ileostomy Association of Victoria**

*Janice Anderson  
Wendy Taylor*

**Ostomy Association of Melbourne**

*Ian Samuels  
Sue Read*

**Peninsula Ostomy Association**

*Chris Terdich*

<b>Victorian Childrens Association</b>	<i>Amanda Bradley</i>	-
<b>Warrnambool Ostomy Association</b>	<i>apology</i>	
<b>Ostomy Association of South Australia</b>	<i>Ruth Horne</i> <i>Alison Luscombe</i>	
<b>Ileostomy Association of South Australia</b>	<i>Ian Draper</i> <i>Val Macey</i>	
<b>Gold Coast Ostomy Association</b>	<i>Warren Rayment</i> <i>Norm Kelly</i>	
<b>North Queensland Ostomy Association</b>	<i>Gwenda Williams</i>	
<b>Queensland Colostomy Association</b>	<i>Bernie Preuss</i> <i>Jocelyn Stocker</i>	
<b>Queensland Stoma Association</b>	<i>David Munro</i> <i>Gerry Barry</i>	
<b>Toowoomba &amp; SW Ostomy Association</b>	<i>Robert Schull</i> <i>Rebecca Jenkins</i>	
<b>Wide Bay Ostomy Association</b>	<i>Barry Elliott</i> <i>Trina McRae</i>	
<b>Western Australian Ostomy Association</b>	<i>Jess Whitehouse</i> <i>David Tennant</i>	

Association Voting Entitlements were:

<b>ASSOCIATION</b>	<b>2014</b>	<b>VOTES</b>
<i>ACT &amp; Districts</i>	821	2
<i>Colostomy Association of NSW</i>	5434	11
<i>Ostomy NSW Ltd</i>	6296	13
<i>Ostomy Tasmania</i>	1578	4
<i>Cancer Council of Northern Territory</i>	253	1
<i>Bendigo and District Ostomy Association</i>	983	2
<i>Colostomy Association of Victoria</i>	1557	4
<i>Geelong Ostomy Association</i>	842	2
<i>Ileostomy Association of Victoria</i>	960	2

<i>Ostomy Association of Melbourne</i>	5110	11
<i>Peninsula Ostomy Association</i>	1864	4
<i>Victorian Childrens Association</i>	217	1
<i>Warrnambool Ostomy Association</i>	190	1
<i>Ostomy Association of SA</i>	2167	5
<i>Ileostomy Association of SA</i>	1973	4
<i>Gold Coast Ostomy Association</i>	1261	3
<i>North Queensland Ostomy Association</i>	1072	3
<i>Queensland Colostomy Association</i>	2127	5
<i>Queensland Stoma Association</i>	2536	6
<i>Toowoomba &amp; SW Ostomy Association</i>	451	1
<i>Wide Bay Ostomy Association</i>	552	2
<i>Western Australian Ostomy Association</i>	<u>3605</u>	<u>8</u>
	<b>41961</b>	<b>95</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, Geelong Ostomy Association, and Life Member Ed Webster.

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 Hobart in October, 2013 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**

#### **Travel Insurance**

The President enquired whether Ostomy NSW Ltd delegate Stephan Grange was able to find a Travel Insurance provider who offered cover to persons with a stoma. Stephan Grange informed that he was unable to identify any reliable travel insurance broker who was definitively prepared to offer travel insurance cover to ostomates.

#### **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.

Warren Rayment (GCOA) addressed Council. Warren raised the point that he had identified a common thread across the reports which evidenced that many similar operational challenges were being faced within the association network. Warren encouraged associations to read each other's reports and to share information for mutual benefit. Warren also introduced the Gold Coast Ostomy Seminar which is to be held on Saturday, 14<sup>th</sup> March, 2015 and invited all delegates and observers to attend.

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

*At 9.30am, the meeting was adjourned for a presentation by Guest Speaker, Dianne Jones OAM, who provided delegates with an interesting presentation on "Advances in Endoscopy Technology"*

*The meeting resumed at 10.30am*

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

##### Motion 1:

A motion to amend the ACSA Bylaws and Guidelines was tabled by the President on behalf of the Executive Committee.

It was moved that Guideline 4 – Guidelines for ACSA Executive Expenditure Reimbursement be amended from:

*"Travel will be by the most appropriate means of transport. Air travel, where possible, should be arranged with advance purchase fares, seniors rate or conference fare rate. The airfare, taxis and all incidental costs will be borne by ACSA", to*

*"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"*

The rationale given was that the guideline in its present form was no longer relevant when considered within the context of current airline fare options.

The motion was seconded by: Sue Hoyle (Ostomy Tasmania)

The motion was carried by a majority.

## **Agenda Item 7                      General Business**

### **1. Proposed Computer Management System**

Computer Subcommittee members Geoff Rhodes and David Munro introduced the discussion about the National Stoma Appliance Scheme Management System by highlighting some of the operational and financial benefits that a national system will deliver to associations.

Geoff Rhodes reiterated the outcome of investigations into a national computer system which had previously been delivered to Council following the 2014 Annual General Meeting. In summary, the study had identified that:

- TOMAS (the computer claiming system developed by Ostomy NSW) represents the best prospects for a national system in terms of technical integrity and functionality
- Ostomy NSW believes that an acquisition of the TOMAS IP can be achieved
- Ostomy NSW are prepared to sell the IP on a cost recovery basis (indicative value on this basis currently \$100K) and to have their valuation independently audited
- Ostomy NSW are prepared to relinquish all ownership and control of the IP following a sale
- Ostomy NSW are prepared to assist other associations during the transition phase on a cost recovery basis.

Geoff informed Council that the ACSA Computer Subcommittee has recommended to the Executive that ACSA proceed with the acquisition of the TOMAS IP from Ostomy NSW for an agreed sum which is fair to both parties.

President Peter McQueen informed Council that the ACSA Executive Committee has accepted the recommendations of the Computer Subcommittee.

The following motions were tabled by the Executive:

#### **Motion 1:**

*“that an amount of up to \$250K be allocated for the acquisition and implementation of a National Stoma Appliance Scheme Management System. This amount is inclusive of the \$50K allocated for the feasibility study in 2013”*

## **Motion 2:**

*“that, on behalf of member associations, ACSA acquire the intellectual property of TOMAS to form the basis of the National Stoma Appliance Scheme Management System. The purchase price of TOMAS is to be based on independently certified payments made by ONL to its development, testing, data migration and training but excluding ONL specific operational support ”*

Following discussion by Council, the motion was amended to:

*“that, on behalf of member associations, ACSA acquire the intellectual property of TOMAS to form the basis of the National Stoma Appliance Scheme Management System. The purchase price of TOMAS is to be based on independently certified payments made by ONL for its development, testing, data migration and training but excluding ONL specific operational support. The total cost is not to exceed \$110,000 plus GST. Any variation to the above terms are to be referred back to Council for decision by electronic vote”*

## **Motion 3**

*“that two subcommittees be established for the purpose of implementing and managing the National Stoma Appliance Scheme Management System across the association network:*

- 1. The System Implementation Committee*
- 2. The Configuration Control Committee*

*Each subcommittee will consist of 3 members, each drawn from separate member associations, one of whom will be either be the ACSA President or the ACSA Vice President.”*

## **Motion 4**

*“that an ACSA Strategic Directions Subcommittee be established to define the strategic direction of the National Stoma Appliance Scheme Management System and that, for the first two years, the committee should consist of members of the System Implementation Committee and the Configuration Control Committee”*

## **Motion 5**

*“that ACSA reimburse any National Stoma Appliance Scheme Management System associated staff training and data migration costs of those associations who implement the system within two years from the date that the System Implementation Committee deems it to be ready for implementation “*

The motions were seconded by: Ian Samuel (OAM)

The motions were carried by a majority.

Ostomy NSW Ltd and Western Australian Ostomy Association abstained from voting. QLD Stoma Association Inc voted against the motions.

## **2. ACSA- The Future**

ACSA Vice President Geoff Rhodes tabled his discussion paper “Discussion Points for the ACSA the Future Workshop” which had previously been circulated as an addendum to the ACSA General Meeting Papers. Geoff informed that the motivation behind his paper was a concern about the ability of associations to continue to meet the support needs of ostomates in the face of rising SAS appliance distribution demands.

President Peter McQueen informed council that delegates and observers will be given an opportunity to provide responses/suggestions to the issues identified by the discussion paper at the ACSA the Future workshop which is scheduled to be held later in the meeting (time permitting)

## **3. Patron (The Governor General's acceptance)**

Council were informed by the President that incoming Governor General, the Hon General Peter Cosgrove, has accepted an invitation to assume the Patronage of ACSA.

## **4. Stoma Products Assessment Panel (SPAP) representation**

Vice President Geoff Rhodes provided clarity around his role as the ACSA Representative to the Stoma Products Assessment Panel. Geoff reminded that, while he is bound by confidentiality and therefore cannot feedback about meeting discussions and outcomes, public summary documents are published after each meeting and available to view on the [www.health.gov.au/stoma](http://www.health.gov.au/stoma) website.

## **5. Youth sponsorship**

Ostomy Association of South Australia enquired whether “Youth Sponsorship” was still in the budget and, if so, what the application process was.

It was clarified to Council that youth sponsorship was not a budget item but rather a balance sheet (liability) item.

Council were reminded that the majority of funds held for youth sponsorship within the accounts of ACSA had been donated by Convatec for the specific purpose of being applied towards a youth camp (refer Notes to the Financial Statements Note 6). Convatec had recently confirmed their desire that monies held should be used for a youth camp, conference or similar.

Council were informed that, while there was no defined Terms of Reference or application process, submissions to access the funds for a project which meets the purpose of the donated funds should be made in writing. The submission should include a summary of the project (who, what, where, when, how), a project plan, and a project budget. Submissions would be assessed by the ACSA Executive in consultation with Convatec Representatives.

## **6. Distribution of Ostomy Australia to all STN's**

It was discussed that the responsibility for the distribution of the journal to STN's should be left to associations as many also included a newsletter pertinent to those STN's working in their area.

Council were informed that a generic landing site for the current version of Ostomy will be been placed on the ACSA website and that associations are welcome to link to the landing site to avoid having to upload new Ostomy editions as each edition is released.

## **7. Great Comebacks**

President Peter McQueen provided Council with an update of Convatec's planned launch of the Great Comebacks Program in Australia. Peter informed that an Australian Ambassador (Paul Omond- Convatec employee and ostomate) has been chosen to lead the launch and that a website is in development with an expected live date of late October 2014. Other stakeholders in the program are expected to be AASTN, ACCA, BGK and Bowel Cancer Australia. It was discussed that it was Convatec's intention at this stage to hold the first awards dinner in October 2015.

Peter also informed Council that Administration Officer Kylie McGrory has received an invitation to be the ACSA Representative on the Great Comebacks Awards Committee.

Peter moved that:

*"Administration Officer Kylie McGrory be endorsed as the ACSA representative on the Great Comebacks Awards Committee"*

The motion was seconded by: Sue Read (OAM)

The motion was carried by the majority.

## **8. Conference structure and Sponsorship**

Ostomy Association of South Australia (OASA) raised that the decrease in conference duration had not resulted in an improvement in attendance and suggested that the conference format be reviewed to streamline proceedings to allow for fuller discussions on vital issues.

It was discussed that, as the existing format had been in place for only two years, changing it again may be premature. It was agreed that the existing conference structure should remain in place.

Ostomy Association of South Australia also raised a concern that the current conference sponsorship structure is inadequate in that it only covers the cost of the complimentary sponsorship package inclusions.

It was acknowledged that the current inclusions for each sponsorship level are quite generous and so, if the current arrangement for the Executive to liaise with industry with regards to conference sponsorship is to continue, the inclusions of each level should be reviewed prior to the 2015 SA Conference.

It was agreed by a show of hands that the existing conference sponsorship arrangement ie: ACSA to liaise with sponsors should remain. It was also agreed that:

1. the Conference Guidelines be changed to allow for annual review of sponsorship levels and inclusions, and
2. the Executive liaise with OASA to discuss sponsorship needs for the 2015 conference

#### **9. Impact to Australia Post contract if Associations move a percentage of deliveries to other couriers.**

Ostomy NSW Ltd enquired about the potential impact to the National Australia Post Contract if the the bulk of their delivery requirements were transferred to an alternative provider.

Administration Officer Kylie McGrory reminded Council that, as noted during her report as Australia Post Contract Manager, the current Australia Post contract pricing volume is 150,000 which is unless just short of the number of parcels sent during the last contract period (approx 155,000). It was discussed that, while the move of a significant number of parcel deliveries to a courier delivery service may impact future Australia Post contract pricing, associations should make their decisions based on what option provided the best outcome for their individual association.

Kylie also informed delegated that Alison Luscombe and Ruth Horne (OASA) had very kindly volunteered to investigate national contract pricing with alternative carriers.

#### **10. Risk Management –follow up**

Associations were asked for a show of hands on how many had developed and implemented Risk Management Policies since the last meeting. A number of associations indicated that Risk Management policies were now in place.

Administration Officer Kylie McGrory reminded associations that Risk Management Strategy and associated documentation templates are available on the association login area of the ACSA website (policy bank).

#### **11. Succession Planning, Staff Training**

Following on from the Risk Management discussion, President Peter McQueen introduced that the recent passing of Geelong Ostomy Association Administrator, Joanne Holmes, has again highlighted the importance of cross skilling staff to ensure that associations can continue to operate in the unexpected absence of key personnel.

#### **12. Stomal Therapy Training**

The President informed Council that attempts to establish worthwhile communications with the Fijian Cancer Society to establish STN training had not progressed.

It was agreed that no further funds should be allocated for Stomal Therapy Nurse training in the current year.

### **13. Australian Charities and Not for Profit Commission (ACNC) Update**

Administration Officer Kylie McGrory informed Council that an ACNC Repeal Bill 2014 has been tabled in Parliament and that the matter is now before the Senate Economics Legislation Committee. Feedback has been sought from the NFP sector on the Governments plans to disband the ACNC and preliminary indications are that most respondents are not in favour of disbanding the commission. Council were further informed that it has been reported by the media that, if the ACNC is to be disbanded, it will not be until such times as a similar body has been formed to assume its core activities.

Associations were advised that, as the ACNC is still very much in operation, they are required to continue to meet their ACNC reporting and governance obligations.

### **10. Noel Dillon Award**

The Executive proposed the “Noel Dillon Award” in recognition of former Ostomy Australia Editor Noel Dillon’s contribution to the ostomy journal over the past 10 years. It was intended that the award be conferred annually on the writer of the best article submitted to Ostomy for the previous year. The Executive informed that the recipient should be announced at the annual ACSA conference and that the award be in certificate format.

Gerry Barry (QSA) rasied that former Editors Barbara Calcott and Judy Lopez should also be recognized as valuable contributors to the development of the journal and so it was agreed that the name of the award be amended to “The ACSA Editors Award” . It was also agreed that the inaugural winner be announced at the 2015 ACSA Meeting.

### **Agenda Item 8                      Gold Sponsor Presentation by Convatec**

Convatec Representative Rachael Tiberi presented a summary of the Great Comebacks Awards Program.

### **Agenda Item 9                      Workshop – ACSA: The Future**

Refer Addendum- “ACSA the Future” - Summary of Workshop Outcomes

### **Agenda Item 10                      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

There were no other matters arising from the Executive meeting requiring Council resolution

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

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

d) Approve Budget for 2014/2015

Delegates were informed by Treasurer Peter Lopez that, as a result of the decisions made during the 2014 Annual General Meeting (Agenda item 5a), and the 2014 General Meeting (Agenda Item 7.1) the following amendments were required to be made to the 2014/15 budget.

1. A transfer of \$10,000 from the accounts of ACSA to the accounts of the Australia Fund
2. The transfer of \$10,000 to the Provision for STN Training
3. The transfer of \$250K to Provision for the National Stoma Appliance Scheme Management System

The Treasurer moved that the amended budget be accepted.

*A resolution to accept the amended budget was approved and carried*

e) Other General Business

1. Supply to hospitals

As a result of advice provided by Department of Health (DoH) Director Lynda Hurley during her presentation, the Executive reiterated that, under no circumstances were supplies to be sent to a hospital. Ruth Horne (OASA) asked for clarification that this advice extended to private hospitals. It was agreed that clarification would be sought from DoH and that the outcome would be circulated accordingly.

2. ACSA Awards

On behalf of the ACSA Awards Committee, Warren Rayment asked Council to consider a recommendation to broaden the ACSA Awards Program from a two tier system to a three tier system to include the ACSA Professional Achievement Award. It was also proposed to change the committee member tenure from three years to two years in line with other ACSA Committee officer bearers.

*A resolution to accept the revised ACSA Award structure was approved and carried*

**Agenda Item 9 Presentation from South Australian Associations for 2015 Conference**

On behalf of the SA Conference Organising Committee, Ruth Horne invited all delegates to participate in the 2015 Conference to be held at the Stamford Grand Hotel, Glenelg between Wednesday 14<sup>th</sup> and Sunday 18<sup>th</sup> October, 2015.

## **Agenda Item 10 Conclusion of Conference**

President Peter McQueen in his closing remarks thanked the Combined Queensland Conference organising committee 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 2015 South Australian Conference.

The President declared the meeting closed at 4.15pm

Confirmed by:

Peter McQueen  
**President**

## **“ACSA the Future” - Summary of Workshop Outcomes**

Delegates and observers broke into four groups to each workshop one of the points raised in the discussion paper previously circulated.

The findings of the workshop groups were:

### **1. Management of an \$80M annual business under the current structure**

#### **a. Is mail distribution through 22 sites the most efficient way of operating?**

The findings of the group were that distribution through 22 associations is not the most effective mechanism for distributing mailed orders. Suggested alternatives were to reduce the number of distribution outlets to seven state warehouses or one national distribution. It was recognised that this approach would present some challenges such as redundant staff and premises.

#### **b. Is there technology available which would improve the efficiency of meeting mail order distribution?**

It was raised that a National Stoma Appliance Scheme Management System should have the capacity to integrate large scale mail distribution operations.

### **2. Access to Volunteers**

#### **a. How can associations attract the required volunteers from an aging membership?**

It was suggested by the group that associations could:

- Ask friends and families for assistance
- Advertise in newsletters for volunteer interest
- Raise a call for voluntary assistance at association meetings
- Include target marketing in parcels
- Invite people to come and try being a volunteer for a day
- Hold regular association open days (morning and afternoon tea)
- Register as a Volunteer Body with Centrelink
- Place an advertisement in a community newspaper for volunteers

#### **b. How can associations ensure that they have adequate succession plans in place for key personnel?**

It was suggested that associations could:

- Take steps to multiskill staff
- Document common processes (procedures manual, position descriptions)
- Offer progressive staff training and retraining
- Provide opportunities to register interest in learning new association roles

### **3. Maintenance of Personal Support Services**

#### **a. How can associations provide personal support services which are of a consistent standard?**

It was discussed that to provide adequate support services to members, associations could consider implementing:

- STN Access to members (in rooms, by email, by mobile or by skype)
- A volunteer visiting service
- Support groups (web based/facebook/online forum)

#### **b. How can those personal support services be best integrated with professional health services?**

It was suggested that the following methods could be used by an association to integrate personal support services with professional health services:

- Education of General Practitioners
- Provision of information to members (Ostomy ABNAE)
- Encourage good working relationships with STN's
- Medic Alert bracelet

### **4. Effective relationships with suppliers**

This group identified that the objective of an association's relationship with suppliers was to achieve collaborative working for best possible delivery.

It was recognised that some of the barriers to these objectives include:

- Competing business needs
- Cost constraints
- Member behaviour
- Reduced delivery frequency
- Communication breakdown
- Need for urgent delivery

The group also identified the following factors as being critical to a successful association/supplier relationship:

- Recognition by both parties that there should be a give and take process to agree on new processes;
- Communication about operational effectiveness (feedback);
- Open discussion about process failures and prompt remediation of those failures; and
- Education of workers, suppliers, STN's, members and associations about the importance of embracing continual change.

: