

CAV HANDBOOK

2018

ABN 25 638 423 194

REG NO AOO 18200J

LOCATION AND CONTACT DETAILS

Suite 221, Level 2, 98 Elizabeth Street
MELBOURNE, VIC 3000

PO BOX 65
Flinders Lane Post Office
MELBOURNE, VIC 8009

Telephone 9650 1666
Email info@colovic.org.au

Fax 9650 4123
Website www.colovic.org.au

MEMBERSHIP FEES – 2018 / 2019

| | | |
|-----------------|---------|----------------|
| Full membership | \$60.00 | Financial Year |
| Pensioners | \$50.00 | Financial Year |

IMPORTANT CONTACTS

| | | | | | | |
|--------------------------|---|--|---------------|-----|------|--|
| KYLIE MC RORY | ACSA | 07 3359 7570 | PRESS 4 | | | |
| NOEL PATCHETT | JANT | 0408 572 810 | | | | |
| ACNC | #PJAB1765co | CHARITIES PORTAL – ANNUAL REPORTING REQUIRED - SECRETARY | | | | |
| myCAV | #PJAB1765co | CONSUMER AFFAIRS VICTORIA – ANNUAL STATEMENT - SECRETARY | | | | |
| NETBANK | 79419028 | PJAB1765CO | | | | |
| SAS TASMANIA | 1800 700 270 | PRESS 2 | ASK FOR JANET | | | |
| SAS CARDS ETC | Ph (02) 9933 4456 Fax (02) 99334444 | | | | | |
| STATE TRUSTEES | THE CAMERONS GROUP | P.O. BOX 6001 | MINTO BC | NSW | 2568 | |
| VETERANS AFFAIRS | invoices@stl.com.au | | | | | |
| TAC | mepi.and.payments@dva.gov.au | | | | | |
| JUDGE AND PAPALEO | cip@tac.vic.gov.au 7 / 189 FLINDERS LANE, MELBOURNE VIC 3000 | | | | | |

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OUR VISION AND MISSION

While meeting the requirements of the National Stoma Appliance Scheme, the Department of Human Services, Medicare and the Australian Council of Stoma Associations, the CAV serves all ostomates with empathy, compassion and efficiency so that they may live dignified, healthy and integrated lives in our community.

OUR HISTORY

The first meeting of ostomates forming the CAV was convened on February 20, 1960. It was attended by 44 colostomates who accepted the proposition that QT Australia (eventually to become the ILEOSTOMY ASSOCIATION OF VICTORIA) did not serve the needs of ostomates and so the Colostomy Association of Victoria was formed.

In early 1962 the Commonwealth Health Department approved the listing of eight pharmaceuticals for the treatment of conditions associated with operations and stoma management. By mid-1962 the Health Department allowed Stoma Associations to supply these pharmaceuticals under the Pharmaceutical Benefits Scheme (P.B.S.), rather than ostomates presenting prescriptions at chemists. In the early 1970s the Health Department negotiated with manufacturers to supply pharmaceuticals at a fixed wholesale price to associations. For many years ostomates, their associations, colorectal surgeons and nurses lobbied the government to extend the scheme to cover appliances (pouches or bags). In 1975 the scheme was extended to cover appliances.

The CAV and Australia's twenty other stoma associations formed the AUSTRALIAN COUNCIL OF STOMA ASSOCIATIONS in order to present a unified lobby to the Federal Government departments associated with the Stoma Appliance Scheme.

THE STOMA APPLIANCE SCHEME (SAS)

The SAS is unusual in that voluntary, ostomate run associations, not chemists, are the distributors of the appliances and pharmaceuticals that are required by ostomates and subsidised by Medicare. The scheme runs exceptionally well and saves the government millions of dollars annually, money that can be in turn provided to fund the scheme. Ostomates are asked to test new appliances and Stomal therapists submit evaluations of new products to the Health Department. Suppliers also make representations to the Department to include their products on the Stomal Appliance Scheme.

The essence of the scheme is that ostomates receive their appliances subsidised by MEDICARE (which really means every Australian tax payer) if they have paid an annual SAS ACCESS FEE to an association. The Department approves appliances for the scheme, negotiates the price with the suppliers and sets the maximum allowable quantity that can be supplied monthly.

CAV CONSTITUTION

A copy of the 2014 CAV Constitution can be viewed on our website – FORMS page.

CAV COMMITTEE

The committee is elected at the AGM, held on the last Saturday of November at the CAV premises. The EXECUTIVE comprises the PRESIDENT, VICE PRESIDENT, SECRETARY and TREASURER. The STOCK MANAGER and APPLIANCE OFFICER are appointed from other elected committee members.

The CAV committee is a governing statutory body that ensures that the CAV meets all ACSA, Consumer Affairs, ACNC, DHS and MEDICARE requirements. It must meet four times per year and meet all legal requirements set by legislation.

OFFICE SERVICE HOURS

Monday to Friday 9am – 2pm

INSURANCES

The CAV holds an insurance policy that covers volunteers up to 80 years of age. Details of the insurance policy are filed in the INSURANCE folder on the treasurer's desk. All volunteers at the CAV must have AMBULANCE VICTORIA COVER.

THE SYSTEM – WHERE THE CAV FITS IN

ACTION ONE – A Stomal Therapist Nurse (STN) enrolls a patient in our association. The CAV posts the appliances and pharmaceuticals prescribed by the STN to the new member.

ACTION TWO – To qualify for ongoing provision of appliances, a patient pays an annual subscription /membership fee.

ACTION THREE – A member is entitled to a certain quantity of appliances and pharmaceuticals each month and can order as many times in a month as they wish as long as the quantity limit is not exceeded. If an APPLICATION FOR ADDITIONAL SUPPLIES (medical certificate) is provided by an STN a member can order “extra”. A member can order up to 6 months supplies at once. For orders over 2 months copies of travel documents are required by MEDICARE. A member, a member’s family or friend, or any member of the community can purchase supplies at retail prices listed on file at the counter.

ACTION FOUR – CAV checks and places the member’s order. Supplies ordered that aren’t on the scheme or are over the scheme limit must be paid for before the items are ordered. This doesn’t apply to VETERANS, TAC or STATE TRUSTEE members – their orders are recorded and at the end of each financial year the CAV invoices

ACTION FIVE – the member decides whether to collect the supplies or have them posted. A member must have funds in, or deposit funds into, his or her CAV PREPAID POST ACCOUNT – reconciled in JANT

ACTION SIX – the CAV stock manager processes the member’s order with supplies in stock or by ordering stock. One bulk order is placed with our 6 major suppliers before 12pm each day, for delivery the next working day.

ACTION SEVEN – Stock managers process stock deliveries carefully then sort bulk deliveries into individual orders. “Collections” are placed in labelled boxes in the collection area, “Posts” are packed, recorded and posted to the member.

ACTION EIGHT – The CLAIMS staff processes and forwards required documents to MEDICARE.

ACTION NINE – The CAV then pays our suppliers and other creditors with the funds received from memberships, donations, counter sales and Medicare commissions.

VOLUNTEER HOURS AND ROSTER

Volunteers begin at 9am and finish at 2pm, or begin at 10am and finish at 3pm. Breaks are arranged by consultation. We appreciate your efforts and we will try to accommodate your requests when the monthly roster is organised.

SIGN IN SHEET

In the staff dining area there is a DAILY SIGN IN SHEET. It is important that this simple task is done for safety purposes. In an emergency this SIGN IN SHEET will be used by emergency personnel. This sign in sheet is used by the TREASURER to determine the monthly allowances paid, so please ensure that the form is completed accurately.

OFFICE KEYS AND BUILDING ACCESS FOBs

Are managed by the CAV SECRETARY. During office hours access to all public areas of the arcade for our volunteers is permitted without a security fob. Access to the arcade outside office hours can only be gained with an electronic fob.

MONTHLY ROSTER

A detailed monthly roster is forwarded to all volunteers in the third week of every month.

CHANGES TO THE ROSTER DURING THE ROSTER PERIOD

Volunteers might be contacted by a manager trying to replace an unavailable volunteer. It might also be necessary, with at least 24 hours’ notice, to ask volunteers not to attend as rostered.

THE OPERATIONAL STRUCTURE OF OUR ASSOCIATION

VOLUNTEERS

CAV does not “pay” its volunteers – it provides them an allowance to cover those “foreseeable expenses”, even if those expenses are not incurred. PARKING \$28, MORNING TEA \$7, LUNCH \$15. Each volunteer is responsible for declaring that allowance as required to the ATO or CENTRELINK. The CAV holds no responsibility to declare individual’s allowances to any organisation.

Volunteers are trained for the specific tasks they perform. Volunteers are rostered Monday to Friday, 9am to 2pm to attend to members’ needs and facilitate the logistics of orders, deliveries, picking and packing.

On any roster day, there should be a committee member rostered. That committee member is the “team captain” for the day. Just like when a sports team is on the field, the captain’s job is to encourage and support team members and to see that all players remain focussed on the team plan. The Captain is the team’s management rep on the field. The Captain (senior rostered volunteer) must make decisions based on what he or she knows about the coaches’ plans (CAV POR holder), the board’s plans (CAV COMMITTEE) and the rules of the game (ACSA etc)

COMMITTEE MEMBERS

The Committee meets on at least four occasions per year. A meeting is usually scheduled four to five weeks after the end of each quarter of the financial year. This is to allow the Treasurer time to prepare a financial report.

The Committee is responsible for ensuring that the CAV meets its obligations to ACSA, DHS, PBS, MEDICARE, CAV (Consumer Affairs Victoria), the auditor, the landlord and Block Arcade management, SAS suppliers and, most importantly, to CAV members.

Many of these responsibilities are handled on a day to day basis by those who hold POSITIONS OF RESPONSIBILITY – Store, Office, PBS, Treasurer, etc. Those who hold POSITIONS OF RESPONSIBILITY are directly responsible to the oversight of the CAV COMMITTEE.

The Committee is reported to by each person who holds a POSITION OF RESPONSIBILITY at each of the four major committee meetings. These reports are tabled 7 days prior to the meeting and forwarded to committee members, allowing all committee members the opportunity to discuss or respond to any matters arising from each report.

It is not a requirement that a person who holds a POSITION OF RESPONSIBILITY is a member of the CAV COMMITTEE. If a P.O.R. holder is not a committee member, then the committee can request that the P.O.R. holder attends a committee meeting if and when required.

POSITIONS OF RESPONSIBILITY

The CAV is managed by a team of individuals who hold POSITIONS OF RESPONSIBILITY. These individuals are paid an honorarium. The total of the Honorariums paid each month is \$1,600. This means that the CAV is managed efficiently and responsibly for just under \$20,000 per year.

Only TWO PORs **must** be held by committee members – TREASURER and SECRETARY. All but two of the POSITIONS OF RESPONSIBILITY (POR) can be held by any volunteer. A volunteer who holds a POR, other than the PORs of SECRETARY and TREASURER, does not need to be an ostomate, a CAV member, or a committee member. The committee oversees the appointment of volunteers to all the other PORs.

The person who holds a P.O.R. can attend to duties whenever that person wishes. A person who holds a P.O.R. does not need to be rostered as a volunteer Monday to Friday, 9am to 2pm. In fact, a person who holds a P.O.R. and who is also rostered to CAV duties should only attend to P.O.R. duties during rostered times when able to do so without losing focus on rostered duties.

Individuals appointed to any of these positions are expected to provide a written report to the CAV SECRETARY one week prior to each committee meeting. The report must inform the committee members about how that particular facet of CAV management / operations has fared in the months since the last meeting. The report will be shared with committee members prior to the meeting and committee members may contact the individual for any clarifications. The individual holding the P.O.R. may be invited to attend the committee meeting.

P.O.R. - LIAISON – ACSA

\$50 per month (\$600 per year)

Responsibilities include, but are not limited to –

- Ensuring the CAV meets its ongoing obligations to ACSA.
- Representing the CAV at the ACSA conference held annually

ACSA NEW MEMBER END OF MONTH SURVEY

- Blank forms are available in the END OF MONTH SURVEY FILE on shelves to right of fireplace
- Use the information in the green NEW MEMBER ledger book to complete this form and fax to

ACSA ANNUAL CONFERENCE ASSOCIATION REPORT

- CAV statistics can be accessed JANT – UTILITIES – SEARCH MEMBER DATA BASE – MAG
- N = non pensioners, P = pensioners, V = veterans
- New members – membership numbers starting with – 155.....
- TOTAL from JANT - OUTPUTS – CENSUS
- VOLUNTEERS – use the roster or the monthly sign form to count

P.O.R. - LIAISON – HOSPITAL STNs

\$50 per month (\$600 per year)

Responsibilities include, but are not limited to ensuring that –

- The CAV makes personal contact with the Stomal Therapy Nurses in Melbourne hospitals.
- The CAV committee and those who hold relevant P.O.R.s are aware of any STN feedback.
- The CAV has a working relationship with the **Australian Association of Stomal Therapy Nurses.**

P.O.R. - OCCUPATIONAL HEALTH AND SAFETY

\$50 per month (\$600 per year)

Responsibilities include, but are not limited to ensuring that –

- The CAV provides a safe environment for its volunteers.
- A CAV representative attends Block Arcade Fire Warden training sessions
- The First Aid Kit is kept stocked according to the information in the CAV HANDBOOK
- The Incident Book is kept in a handy position and that all volunteers are familiar with its use.
- Each volunteer completes an INCIDENT ACTION FORM only to be accessed in an emergency.
- INCIDENT ACTION FORMS are kept up to date and filed accordingly
- All CAV volunteers are enrolled in AMBULANCE VICTORIA
- All CAV volunteers are aware of and follow the CAV ILLNESS ON PREMISES POLICY

P.O.R. - CAV SECRETARY - SECRETARY

\$100 per month (\$1,200 per year)

The duties associated with this POR are -

- Record and file all external correspondence (IN and OUT) other than orders / cheques
- CAV volunteers will file email correspondence in the SECRETARY folder
- MEETING AGENDA AND MINUTES
- Prepared and forwarded to all committee members one week prior to scheduled meetings
- Minute meetings and provide a copy of the minutes to committee members.
- File and display minutes of all meetings after ratified at subsequent meeting.
- FILE – ANNUAL CONSUMER AFFAIRS REPORT
- FILE – ANNUAL ACNC REPORT– AUSTRALIAN CHARITIES AND NOT-FOR-PROFITS COMMISSION –
- Log on – 25638423194 – that is the CAV’s ABN number - Password – Mon2563@25

P.O.R. - FINANCE MANAGER - TREASURER

\$400 per month (\$4,800 per year)

This is a complicated POR. The duties associated with this POR are detailed in the CAV HANDBOOK. This is a simple overview of the P.O.R. Detailed duties are set out in the FINANCE section of this handbook.

All accounts are with the CBA. The Treasurer must ensure that the signatories for the accounts are updated accordingly after each AGM. THE CBA will provide the required forms.

The CAV manages a TERM DEPOSIT that must be reinvested at the end of term.

All income and expenditure for all accounts must be recorded and accounted for, in such a way as to provide quarterly reports to committee and annual accounts to the auditor in September.

All creditors must be paid in a timely manner that meets the credit arrangements in place.

Accounts must be kept to facilitate the completion of quarterly BAS returns.

All statements, invoices must be processed per accounting standards and filed appropriately.

Petty Cash must be recorded and administered

Monthly payments to volunteers must be made, processed and recorded.

Ensure that the CAV accurately invoices VETERANS AFFAIRS, TRAFFIC ACCIDENT COMMISSION and STATE TRUSTEES for all expenses incurred by CAV member's managed by those organisations.

Prepare and present the Annual financial report at the CAV AGM.

P.O.R. - PBS / MEDICARE MANAGER

\$50 – Mid month PBS \$50 – mid month PBS \$200 – CLAIMS
(Total - \$3,600 per year)

The PBS / MEDICARE MANAGER, if not a member of the CAV Committee, may choose to attend committee meetings but will not be able to participate in any voting

The PBS / MEDICARE MANAGER is responsible for making sure that CAV members

- have all the documentation they need (certificates etc) to get the products they requested
- Mid-month an END-of-month processes are followed for sending claims to MEDICARE
- Returns from MEDICARE are reconciled with JANT data
- All paperwork is filed and stored appropriately

MEDICARE / PBS SIGNATORIES

If a change to current signatories is required, then a form must be forwarded to MEDICARE
Hard copies are filed on the MANAGEMENT SHELVES – labelled MEDICARE SIGNATORIES

PROVISION OF "APPLICATION FOR STOMA APPLIANCE SCHEME: FORMS – form pb050

Download from website – humanservices.gov.au/spw/health-professionals/forms/resources

Official forms / cards are ordered from - THE CAMERONS GROUP

PO Box 6001

MINTO BC, NSW 2566

Fax (02) 9933 4444

Phone (02) 99334456

Blank order forms for THE CAMERONS GROUP are stored in the folder

| | | |
|-----------|-------------------------------|-----------------------|
| FORM 4031 | Stoma Appliance Authority | 500 forms in a batch |
| FORM 4032 | Single Stoma Entitlement Card | 100 cards in a batch |
| FORM 4059 | Dual Stoma Entitlement Card | 10 cards in a batch |
| FORM 4095 | Supply PB Stoma Appl (sheet) | 1000 forms in a batch |
| FORM 4027 | Claim Pad PB / Appliance | 1 pad |

MID-MONTH AND END OF MONTH CLAIM FORM RETURNS TO MEDICARE TASMANIA

P.O.R. - BANKING

\$50 per month (\$600 per year)

ALL PAYMENTS – processed through office procedures, through JANT and then to CBA

P.O.R. - I.T. MANAGEMENT

\$100 per month (\$1,200 per year)

Responsibilities include, but are not limited to ensuring that –

- Ensuring that the JANT software system is updated as required
- Ensuring that the computer system (hardware and software) is integrated and functioning
- Back-ups of CAV files
- Website updates
- Email system management

P.O.R. - MEMBER CARE OFFICER

\$50 per month (\$600 per year)

Responsibilities include, but are not limited to ensuring that –

- Four events are organised each year with a guest speaker, followed by questions / chat
- All MEMBER SUPPORT GROUP procedures are documented in the CAV HANDBOOK

P.O.R. - OFFICE MANAGEMENT

\$100 per month (\$1,200 per year)

Responsibilities include, but are not limited to ensuring that –

- The CAV communication systems meet the needs of the association
- The CAV contracts with suppliers are suitable for CAV needs
- The office and store area are set up to promote efficient practices.
- Efficient practices are followed throughout the office system.
- All necessary forms are available for volunteer and member use.
- All OFFICE protocols and procedures are clear and documented in the CAV HANDBOOK
- The monthly volunteer roster is published and forwarded to volunteers.
- Ordering processes / forms are clear and understood by senior volunteers.

P.O.R. - STOCK AND STORE MANAGER

\$300 per month (\$3,600 per year)

The STOCK AND STORE MANAGER, if not a member of the CAV Committee, may choose to attend committee meetings but will not be able to participate in any voting.

The STOCK AND STORE MANAGER is responsible for making sure that

- Members are supplied the correct products, as ordered and claimed, in a timely manner
- Members are informed of any delays in provision of their orders.
- Suppliers deliver the correct products to the CAV – the products we ordered.
- Suppliers charge the CAV correctly for the products we order
- All supplier invoices are checked and reconciled
- All errors are fixed and paperwork is correct.
- The protocols and processes of the store area, as per the CAV handbook, are followed.
- Rostered volunteers understand their roles and what is required of them.
- Any mistakes involving CAV funds are documented for the Treasurer at the end of the month.

P.O.R. - AUSTRALIA POST MANAGEMENT OF INVOICES

\$50 per month (\$600 per year)

Responsibilities include, but are not limited to ensuring that –

Picker / Packers complete the AUSTRALIA POST daily form correctly

The YELLOW copy of the AUSTRALIA POST DAILY form is filed appropriately

The AUSTRALIA POST daily invoice that is emailed to the CAV is filed appropriately

Each invoice (daily statement) is reconciled with a YELLOW AUSTRALIA POST DAILY form.

CAV SPENDING – PETTY CASH

Petty Cash is controlled by the volunteer who holds the STOCK MANAGEMENT P.O.R. All receipts must be signed. If you use your own funds to purchase for the CAV, keep a receipt and bring the receipt and the product to the area manager who OKed the purchase. That manager can sign the docket, place it in the PETTY CASH TIN and then refund you

CAV SPENDING – OTHER SPENDING

Those individuals who hold P.O.R.s may authorise spending up to \$300 on items required each month. This spending must be justifiable and justified if requested to do so by the Treasurer.

Spending over \$300 per month can be authorised by any volunteer holding a P.O.R. after consultation with the Treasurer. Should the Treasurer wish to do so, he or she may consult with other members of the executive before authorising the purchase.

Spending over \$2000 can be authorised by any volunteer holding a P.O.R. Two quotes must be obtained and these quotes must be presented to the Treasurer prior to any purchase being made. The Treasurer may wish to consult with other members of the executive before authorising the purchase.

CONFIDENTIALITY

All CAV volunteers will honour the confidentiality of members, employees, volunteers and suppliers. Information must never be disclosed to unauthorised individuals or organisations. (ACSA policy)

PROFESSIONALISM

Workers will be asked to assume certain responsibilities and to be accountable for activities undertaken on behalf of the CAV. It is expected that all duties will be performed in a professional and empathetic manner. (ACSA policy).

UNFINISHED TASKS AND THINGS OTHER VOLUNTEERS NEED TO KNOW

If you have been dealing with a task that you are unable to finish, always document the task, document what you have done and also what still needs to be done. Another volunteer can then refer to your notes if necessary.

OFFERING MEDICAL ADVICE

Volunteers are not to offer ANY medical advice to members. Refer members to an STN or doctor. CAV volunteers may be sympathetic and compassionate but must never diagnose or prescribe.

NON-DISCRIMINATION / EQUITY (ACSA policy).

Discrimination against or harassment on the grounds of race, creed, colour, place of origin, ethnic origin, ancestry, citizenship, political or religious affiliation, gender, sexual orientation, age, marital status, family relationship, economic status or disability will not be tolerated. All workers and visitors to the CAV will be treated with dignity, care and respect.

SEXUAL HARRASSMENT (ACSA policy)

Workers must not engage in any conduct which could be regarded by another person as having sexual implications. This includes the use of inappropriate language or subject matters. Invasion of personal space must be avoided. Inappropriate touching will not be tolerated. Any actions by a worker which makes another worker or visitor feel uncomfortable or threatened, whether that is the implied intent or not, contravenes these rules and must not occur. Should you feel that you are being sexually harassed, immediately inform a volunteer in whom you trust. Also write down what occurred and ensure that a member of the CAV executive receives a copy of your statement immediately.

ALCOHOL AND DRUG USE (ACSA policy)

Workers must not perform duties on behalf of the CAV while under the influence of alcohol or illegal drugs, or when under the influence of prescription/over the counter medications which may impair the user's performance. Consumption of alcohol on the premises is prohibited unless prior authorisation is given by the Executive Committee.

DRESS CODE

We ask all volunteers to dress professionally and wear shoes that provide sensible ankle / heel support and toe protection.

IMPARTIALITY

Workers must never make statements which judge the surgical procedures or professional care being provided to a member. Workers must never offer healthcare advice or make referrals concerning healthcare professionals and must never criticise the stoma management protocol that has been established by the Stomal Therapy Nurse. Members must be advised at all times to contact their Stomal Therapy Nurse for any stoma management problems. (ACSA policy)

GIFTS FROM MEMBERS

Gifts are often presented by members to thank the CAV volunteers for the efforts that ALL volunteers make, so we expect that the gifts will be shared with other volunteers. Even if one volunteer is named on a card as recipient, the gift can still be shared. Many members only know one or two of our volunteers and so will gift items addressed to the volunteers they know. If you are presented with a private gift at any stage, be aware of others' sensibilities and keep the gift private.

Every single volunteer helps very single member. It is so unlikely that one volunteer takes a member's order, claims that order, rings the supplier to order the products, unpacks the delivery upon arrival at the CAV, then puts the order on the shelf for collection or packs the order for post – maybe 10 times a year?

By all means accept the accolades and thanks. Then share the gifts with all the other "unknowns" – those volunteers who work to support our members.

INJURED OR FALLING ILL WHILE VOLUNTEERING

If you are experiencing health issues that make it uncomfortable for you at work, notify a fellow volunteer immediately. If you are injured while volunteering, fill in the ACCIDENT AND INJURY BOOK. This book is stored with the FIRST AID KIT.

FIRE AND OTHER EMERGENCIES

Emergency evacuation details are displayed near the lifts. There is a fire extinguisher in the kitchen area and another in the store area. Familiarise yourself with the use of these extinguishers. Instructions are printed on the extinguisher. Follow the instructions of emergency personnel and Block Arcade fire wardens. In the event of fire do not use the lifts. Those unable to use the stairs should wait in the stairwell for emergency workers. Those able to descend the stairs must immediately inform the emergency workers that there are CAV members waiting for assistance in the stairwell on the second floor.

STAFF DINING AND KITCHEN AREA

We ask that if you use the kitchen and dining room then you leave it tidy and clean.

STAFF TOILETS

Keys for staff toilets hang in the office area. The BLUE key ring is for the Male toilets on the first floor, the PINK tag is for the female toilets on the second floor. There are no public toilets in the Block Arcade. If one of our members asks to use a toilet, accompany the member to the toilet, unlock the door and allow entry. A WHEELCHAIR ACCESSIBLE facility is available on the first. A key is required to unlock a toilet door for entry, but no key is required to exit the toilet.

FIRST AID

The First Aid kit is stored in the kitchen area. If you notice any short comings in the kit please notify the committee.

Very small workplaces (e.g. fewer than 10 employees) with very low levels of risk need only provide a first aid kit that includes the contents prescribed in Option 1. The Code considers a low-risk micro-business to be one where:

- employees are not exposed to hazards that might require immediate medical treatment such as those associated with plant, hazardous substances, dangerous goods, confined spaces and hazardous manual handling
- The business is located where medical assistance or ambulance services are readily available.

The minimum contents of a first aid kit are detailed on the Victorian OH&S website

SUSPENSION FROM DUTIES

Any worker who fails to abide by any of the CAV guidelines for professional behaviour will be suspended from duties. Notification of suspension will be received from the President, Vice-President, Treasurer or Secretary.

IDEAS AND ISSUES

Open and responsible communication is necessary for any organisation's success, so please put any ideas you have that will help the CAV improve its service to members, or any concern arising from your time at the CAV in writing and forward it to the CAV Secretary, who will discuss your correspondence with you and then at committee level if necessary.

If you have place a written complaint about another volunteer, it is only fair that, after consulting you, the Secretary informs that person about your complaint and asks for a response

The CAV has zero tolerance of bullying and harassment. If one volunteer repeatedly and deliberately undermines another volunteer's personal self-confidence, threatens a person's sense of personal safety, perhaps to "improve" their own position in the group or organisation, then that is harassment and bullying. If you witness bullying and do nothing about it then you are participating in it – you are empowering the bully and showing the victim know who you support. Whingeing about one volunteer with another volunteer is a form of bullying. Do not participate in such behaviour.

USING THE TELEPHONE

On the right side of the handset you will see two lines of "buttons". Pick up the handpiece and select a line by pushing one of the top three buttons on the left hand line or buttons. The button will light up to show that you have a line.

Line 1 – for incoming calls. Can be used for outgoing calls

Line 2 – for incoming calls. Can be used for outgoing calls

Hang up to end a call.

To transfer a call press TRANSFER followed by the number of the particular workstation you require.

THE FAX LINE – 9650 4123

One fax is in the MEMBERS' SERVICES office and another is in the STOCK MANAGEMENT office. Treat faxes as you would mail – process through the relevant pigeon holes in the MEMBER'S SERVICES area. Develop the habit of always checking that there is paper in the fax machine when you pass by.

DAY ONE AT THE CAV – GETTING TO KNOW THE PLACE**WHERE ISTHE IMPORTANT STUFF**

THE EMERGENCY EVACUATION INSTRUCTIONS – next to the lift doors
 THE TOILET KEY is hanging on
 THE TOILETS – female just past the lift on CAV's floor, male down to 1st floor turn right out of the lift
 FIRST AID KIT – on the bench to the right of the fridge.
 ACCIDENT BOOK – on the bench to the right of the fridge near the FIRST AID KIT
 DAILY VOLUNTEER SIGN SHEET – on the wall immediately to the right as you enter the kitchen area.
 THE VACUUM CLEANER – it moves around - just search for it.

WHERE IS IN THE KITCHEN AREA?

KITCHEN CLEANING UTENSILS – on the sink and under the sink in the cupboard.
 CROKERY – in the cupboard to the left of the sink

WHERE ISIN THE ADMINISTRATION AREA

ENVELOPES – in the filing cabinet next to the email computer
 A5 PAPER / A4 PAPER – small piles are in various places around the office.
 THE FAX – on the left on the COUNTER DESK. Always check there is paper in the machine as you pass
 THE EFTPOS MACHINE – on the COUNTER DESK
 CASH COUNTER SALES RECEIPT SHEET – on a clipboard with the RECEIPT BOOK to left of COUNTER DESK
 RECEIPT BOOK – on COUNTER DESK
 EFTPOS MACHINE ROLLS – in drawer of the counter desk.
 FILE FOR NEXT MONTH'S MEMBER ORDERS – on top of the white cabinet to the left of the counter desk
 A5 MAIL LABELS FOR CLAIMS COMPUTER - on the fireplace mantle
 THE EMAIL COMPUTER - the computer under the window in the office
 THE STOMA NURSE BOOKING SHEETS – on the green clipboard hanging from the shelves against window wall.
 THE BANKING TRAY – record of all cheques / money orders netbank deposits behind the counter desk
 DAILY MAIL RECORD – sheets are kept in the black clipboard file behind the counter desk
 INSTRUCTION SHEETS FOR SPECIFIC TASKS – displayed on the filing cabinet to your left as you enter the office.
 AUSTRALIA POST INBOX – all correspondence from AUSTRALIA POST is filed in the red file to left of the fireplace
 THE CASH TIN – to the left of the counter desk

WHERE ISIN THE "CLAIMS" AREA – IN THE ADMINISTRATION AREA ON YOU LEFT AS YOU ENTER

LAST MONTH'S PBS FORMS AND MEMBERS' ORIGINAL ORDERS – in the brown box furthest from the computer
 THIS MONTH'S PBS FORMS AND MEMBERS' ORIGINAL ORDERS – in the brown box nearest the computer
 CURENT MONTH ORDERS AWAITING PROCESSING – placed in tray in front of the printers
 CERTIFICATES FOR EXTRA SUPPLIES – in the labelled files above and to the right of the computer
 SAS NEW MEMBER DOCUMENTS – ready to be sent to MEDICARE TASMANIA – in labelled file above screen.

WHERE ISIN THE "NEW MEMBERS" AREA – on table to the left of the EMAIL COMPUTER

NEW MEMBER LEDGER BOOK – end of desk
 PROCESSED STOMA APPLIANCE SCHEME (SAS) and CAV APPLICATION FORMS – in files on desk

WHERE IS IN THE COLLECTION COUNTER AREA?

SIGNED CLAIMS OF MEMBERS WHO HAVE COLLECTED – placed in drawers to the left of the counter.
 ORDERS READY FOR COLLECTION – on the shelves in alphabetical order (always check up and down, sideways)
 ORDERS NOT READY FOR COLLECTION – on the shelves as you enter the stock room.

WHERE IS IN THE STOCK AREA?

PHOTOCOPIER – in the corner near the desk
 SUPPLIER INVOICES – completed – in the pigeon holes at the bottom of the MONDAY-FRIDAY FILES
 SUPPLIER INVOICES – incomplete - on the green clipboards and displayed on hooks
 PRIORITY ORDER / OUT OF SYSTEM ORDERS – PINK CLIPBOARDS – in the centre column MONDAY-FRIDAY FILES

WHERE IS IN THE MAIL AREA?

LETTER DROP – any letter for postage is placed behind the scales – let the picker / packer know it is there.
 PICKED ORDERS AWAITING PACKING AND POST – are placed on the bench under the windows.
 TAPE AND OTHER STUFF – stored on the shelves to your left as you enter the mail area from the stock area.
 TOOLS – in the filing cabinet under the bench to left as you enter the MAIL AREA

EMAILS – DAILY TASKS

- Delete ALL spam emails. If an email does not have a com.au, org.au or.com domain, do not open it.
- Print all remaining emails and then process as mail – see MAIL COLLECTION AND PROCESSING
- If an email from an STN requires action for several members – print a copy for each MEMBER THAT REQUIRES action required and highlight only ONE MEMBER for action on each email printout – 1 person per printed sheet
- Use the email filing system to remove emails from the INBOX as you go along.

SENDING A FAX

CLEARLY note the CAV contact details, the date, your name, the name of the organisation and the name of the person to whom you are sending the fax as well as the total number of pages you will be faxing.

Place the document to be faxed in the fax machine, dial the recipient's fax number. Check the fax machine LED screen to see if the fax was sent successfully then write the date/time at which the document was faxed on the document before filing

HANDLING MEMBERS' COMPLAINTS

If you find yourself dealing with a complaint, remain calm and inform the caller that you are unable to resolve the problem immediately but you will take note of all details and pass them on to a manager. Listen carefully and document the complaint so as to establish exactly what problem or issue the member has. This documentation can later be used by other volunteers who might become involved in helping the member.

If you cannot solve the problem after having listened and documented the problem in writing, take the member's contact details and inform the member that the matter will be investigated and that a representative of the CAV who will be able to assist will be in contact. Ensure that the notes you took during the call are clear and forward. On JANT – MEMBERSHIP – you will find NOTES. Click on NOTES and type in a summary of your conversation with the member. Be sure to include the date and contact details. Go to FILE and SAVE prior to EXIT.

PREPAID POSTAGE GUIDELINES

CAV offers all members postage as an optional / self-funded service. Any member, or any member's family member or friend can collect an order from the CAV office at no charge. Having a parcel delivered is a cost associated with having made that choice - per **monthly order – see website for up to date costs. In 2018 the cost to have each monthly order posted is \$11.**

If a member chooses to have part of an order posted before all the stock required has arrived at the CAV then the member will need to pay for the products delivered and pay again when the other required stock arrives at the CAV.

The CAV delivers each new members FIRST ORDER free of charge. **NOTE – an adjustment** will be required to that new member's JANT PREPAID POST ACCOUNT because it will show a negative balance after the order is processed - CLAIMS – TRANSACTIONS – ADD –type in "post adj new member" into the box, press ENTER, then use the drop down number keyboard to enter "#" and right click mouse on the next available line on the ledger CREDIT column

Sometimes our volunteers are faced with a stressful situation – perhaps our members have no more funds for postage and are in an aged care facility or hospice, or are known to be unable to manage their own affairs and definitely not able to get funds to the CAV in time to get their monthly orders. We would allow the members' accounts to go "into the red".

Inform the member that the PREPAID POST balance is low and that the member can pay using one of the following options -

- Credit Card over the phone – card number, card holder's name and expiry date - \$2 processing fee.
- Netbank (CAV banking details are displayed above each workstation). Be sure to tell the member to provide the teller with the CAV membership number and surname.
- Deposit at a Commonwealth Bank branch into account 06 3001 0090 8831. Be sure to tell the member to provide the teller with the CAV membership number and surname.
- Post in a cheque or money order
- Come in to the CAV office and pay cash.

You can telephone, email or fax a member, just note your actions in JANT – NOTES - top right hand corner there is a note field, click on the field and type in details e.g. "tried to contact member 13/12/2014 to inform no postage funds".

DISPUTE OF PREPAID POST DETAILS

If members dispute our JANT records, let the members know we can't prove them right but we need to ask for details -

- The date on which the member contends payment was made
- The amount the member contends was paid and the method by which it was paid

Confirm the member's contact details and inform the member that CAV will phone after an investigation has been made.

- If the member claims payment was made by cheque, go to the BANKING TRAY, find the CHEQUES AND MONEY ORDERS RECEIVED form for the period. Any cheque banked will be recorded there.
- If the member claims that the payment was made over the counter with cash you can go to the BANKING TRAY and check the COUNTER CASH SALES FORM for that period.
- If the member claims that the payment was made by credit card you can go to the CREDIT CARD PAYMENT FORM for that date and determine if the payment was processed.
- If the member claims that the payment was made by direct deposit or transfer you can check DIRECT DEPOSIT FORM in the BANKING TRAY for that period and determine if the deposit was processed to our account.

If you do find that the member has paid yet CAV has not processed the payment correctly then please make necessary changes to JANT and telephone the member apologising for our oversight. If you cannot find proof that the member has paid, place detailed notes in president's in tray marked DISPUTE – POST

EFTPOS – CREDIT CARD PAYMENTS – COUNTER DESK

Payments can be made using a credit card, just follow these steps –

1. Full details of each transaction need to be recorded on the ONE FORM FOR ALL
2. Process payment on EFTPOS machine by following the instructions on the desk next to the EFTPOS machine
3. \$32.00 will be entered WITH NO DECIMAL POINT - 3200. Check the screen.
4. If unable to process a transaction, contact member to arrange alternative payment method.
Be aware that if the STORE ROOM fax machine is being used the EFTPOS machine will not connect.
5. Staple CAV receipt (EFTPOS printout) to the CREDIT CARD PAYMENT FORM.
6. RECEIPT payment in JANT – the \$1 fee is receipted in OTHER
7. File the CREDIT CARD PAYMENT FORM in the metal box near the EFTPOS machine
8. Complete the next line of the DAILY CREDIT CARD SUMMARY FORM for each payment processed

At the end of each day follow the instructions on the DAILY SETTLEMENT display file sitting on top of the computer at the COUNTER DESK.

MAIL COLLECTION AND SORTING

CAV mail is delivered to either of these two mailboxes-

- PO BOX 65 FLINDERS LANE – exit BLOCK ARCADE into Collins St. The Flinders Lane post office is in the building directly across Collins Street from the BLOCK ARCADE exit - past the LINDT CAFÉ.
- Block Arcade – 1st floor – exit lift, turn left, follow passage, cross connecting walkway. Mail boxes to your right.

The keys for both boxes are in the MEMBERS SERVICES office.

Record all incoming mail on the DAILY INWARD MAIL SHEET – on the black clipboard stored near the email printer

Any cheques / money orders or cash payments must be recorded as per our office procedures and details input to JANT.

Process any NON MEMBER ORDERS mail into the "CAV mailboxes" found in the centre of the MEMBERS SERVICES office.

PROCESSING PAYMENTS FOR MEMBERSHIP – BANKING AND JANT

The payment from the member must first be recorded on the **appropriate payment form**, one of –

- **DIRECT DEPOSIT FORM** – printed out by a TEAM LEADER each morning.
- **CHEQUES AND MONEY ORDERS RECEIVED FORM** – this recording form, along with the cheques / money orders is stored above the secure cabinet, on the fireplace, in the office area.
- **CREDIT CARD PAYMENT FORM – THE ONE FORM FOR ALL** – copies of this form can be found at each office workstation. Instructions are found next to the EFTPOS machine
- **COUNTER CASH PAYMENTS FORM** – if member paying with cash – this form is displayed on clipboard at the counter. Instructions are printed on each form. The COUNTER CASH TIN is secured in the lockable cabinet.

1. Enter JANT – MEMBERSHIP – CLAIMS - RECEIPT
2. On the left of the new screen there is a list of possible payments – click on MEMBERSHIP
3. To the right of the payment list you will find a calculator style number keyboard, left mouse click on the numbers to enter the payment amount. Clicking on “4” then on “0” will enter \$40. There is no need to enter the decimal point or any “cents”. You can use RESET if you make an error.
4. To the right of the number keyboard you will see an excel style table, double left mouse click on the cell to the right of the cell that now reads MEMBERSHIP and the full details of the payment will appear.
5. Underneath the table you will see a banner with methods of payment highlighted in green. Click on the circle next to the method of payment used (example – CASH, CREDIT CARD, CHEQUE etc.)
6. If a receipt is required click on PRINT RECEIPT – this is not usually necessary, as members may have already been provided a hand written receipt at the counter.
7. If a receipt is not required, click on RECORD WITHOUT PRINTING and details will be saved.
8. Click on EXIT and you will return to the MEMBERSHIP – CLAIMS page.
9. Click on “TO MEMBERS” top right hand corner of screen to return to MEMBERSHIP page

PROCESSING PAYMENTS FOR PREPAID POST

The payment from the member must first be recorded on the appropriate payment **banking form**, one of –

- **DIRECT DEPOSIT FORM*** – if member has direct deposited to CBA – this form will be emailed to the CAV by the treasurer with instructions as to required office procedures.
- **CHEQUES AND MONEY ORDERS RECEIVED*** – if member paying with cheque or money order – this form is displayed above the secure cabinet, on the fireplace, in the office area.
- **CREDIT CARD PAYMENT FORM THE ONE FORM FOR ALL** – if member paying with credit card – copies of this form are at each workstation.
- **COUNTER CASH PAYMENTS FORM** – if member paying with cash – this form is on a clipboard at the counter.

1. Enter CLAIMS by clicking on “CLAIMS” top left hand corner and click on RECEIPT – top middle of screen
2. On the left of the new screen there is a list of possible payments – click on POSTAGE
3. To the right of the payment list you will find a calculator style number keyboard, left mouse click on the numbers to enter the payment amount. Clicking on “8” then on “1” will enter \$81. Do not enter the decimal point
4. To the right of the number keyboard you will see an excel style table, double left click on the cell to the right of the one that now reads POSTAGE and the full details of the payment will appear.
5. Underneath the table you will see a banner with methods of payment highlighted in green. Click on the circle next to the method of payment used (example – CASH, CREDIT CARD, CHEQUE etc.)
6. Click on PRINT RECEIPT if a receipt is needed or click on RECORD WITHOUT PRINTING and details will be saved
7. Click on EXIT and you will return to the MEMBERSHIP – CLAIMS page.

WHAT TO DO WHEN PAYMENTS ARE MADE TO THE CAV

CHEQUE MONEY ORDER

CASH

DIRECT DEPOSIT

EFTPOS

Netbank 79419028 opened by volunteer PJAB1765CO
 Search by date CREDIT ONLY - day prior
 Print direct payment to CBA
 Volunteer ensures that payment details are input to JANT
 Volunteer initials each payment after input to JANT
 Put printout in BANKING TRAY

Customers paying cash must be provided a cash receipt. Receipt books are under the counter.
 Record payment and all relevant details on the COUNTER CASH SALES FORM
 Cash is kept in the COUNTER CASH TIN
 RECEIPT payment to JANT - if payment is from a NON-MEMBER use the Mr A. A. file.
 Volunteer must initial the COUNTER CASH FORM when JANT has been updated.
 Cash will be banked daily
 CAV CBA SOCIETY CHEQUE ACCOUNT 06 3001 0090 8831

Secure cheques and money orders to the CHEQUES MONEY ORDERS RECEIVED clipboard
 Record the name of the member for whom the payment is made on back of cheque
 Enter details of the payment on to the CHEQUES MONEY ORDERS FORM
 RECEIPT payment on JANT - if payment is from a NON-MEMBER use the Mr A. A. file.
 Initial the CHEQUE MONEY ORDER RECEIVED FORM when JANT has been updated.
 Return the CHEQUE MONEY ORDERS RECEIVED clipboard to the BANKING TRAY.
 Cheques and Money Orders will be banked daily
 CAV CBA SOCIETY CHEQUE ACCOUNT 06 3001 0090 8831

Complete a CREDIT CARD PAYMENT FORM for each transaction
 Ensure that the service fee of \$1.00 is included.
 Process the payment on EFTPOS - detailed instructions are found near the machine.
 Always check that the amount entered is correct - check the LED during the process.
 Always check that the transaction has been approved - look at the EFTPOS receipt
 Staple the EFTPOS receipt to CREDIT CARD PAYMENT FORM, file behind machine.
 RECEIPT the payment to JANT - if paid by a NON-MEMBER use the Mr A. A. file.
 Complete the DAILY CREDIT CARD TRANSACTIONS FORM
 At the end of the day perform DAILY SETTLEMENT to reconcile all payments.
 DAILY SETTLEMENT procedures are displayed on the EFTPOS machine.

EFTPOS – DAILY SETTLEMENT – BEST DONE AT 1.45PM – ALLOWS TIME TO FIX THINGS IF NECESSARY

1. Make sure all EFTPOS transactions are recorded on the DAILY CREDIT CARD PAYMENT FORM.
2. Make sure that all payments were APPROVED – check each individual receipt.
3. Total up each of the columns – the most important total is HOW MUCH DID PEOPLE PAY BY CARD TODAY?
4. EFTPOS SETTLEMENT – simply press “fn” (function) on the EFTPOS machine and follow the prompts. The password / PIN is written on the bottom of the machine.
5. PRINTOUT – the daily settlement figure should match the TOTAL on your DAILY CREDIT CARD PAYMENT FORM.

Reconciled? All good – staple the SETTLEMENT PRINTOUT to the DAILY CREDIT CARD PAYMENT FORM.

Does not match – figure out what went wrong and rectify.

Perhaps a payment of \$60.00 membership was put through as \$600.00 or as \$0.60 or even \$0.06

PROCESSING ORDERS FOR COLLECTION – THE FIRST STEP – ELIGIBILITY

1. JANT – MEMBERSHIP - Check on JANT to establish that member is financial. Centre screen near the bottom, there is a field with a date – this date is the month / year to which the member has paid subs. If the member is not financial this field will have a purple background.
2. Check if the order is for a VETERAN, STATE TRUSTEE or TAC member, if so, ignore the financial status
3. If the member is financial write “F” on the member’s order form.
4. If the member is not financial determine who is responsible for payment. The member might be in an aged care facility, or have affairs managed by a family member or even a legal firm.
5. Contact the member or the member’s representative by phone and inform that “access to the National Appliance Scheme is dependent upon ostomates being financial members of an association. Your membership has lapsed, so before we can supply products you need to pay your membership .
6. If the member is financial place the order form in the topmost ORDERS tray at the CLAIMS WORKSTATION

PROCESSING ORDERS FOR DELIVERY – THE FIRST STEP – ELIGIBILITY

1. JANT – MEMBERSHIP - Check on JANT to establish that member is financial. If you are on the CLAIMS page in JANT, a purple box will show just to the right of the member’s name near the top of the screen.
2. Check if the order is for a VETERAN, STATE TRUSTEE or TAC member, if so, ignore the financial status. If the member is a VETERAN, STATE TRUSTEE or TAC then the CAV will allow the member’s Prepaid Post balance to be negative
3. If the member is financial write “F” on the member’s order form
4. Check on JANT to establish that the member has a Prepaid Post balance of at least \$11.
5. If the member is not financial or has no funds in prepaid post, determine who is responsible for payment. The member might be in an aged care facility, or have affairs managed by a family member or even a legal firm.
6. If the member is NOT FINANCIAL – contact the member or the member’s representative and inform that “access to the National Appliance Scheme is dependent upon ostomates being financial members of an association. Your membership has lapsed, so before we can supply products you need to pay your membership by credit card, direct deposit our direct deposit into our CAV account, by posting a money order or a cheque, or paying cash. When your membership is up to date we can process your order”. If the member cannot be contacted by phone then email.
7. If the member has insufficient funds in Prepaid Post – contact the member or the member’s representative by phone and inform that “CAV only posts to members who have funds in a prepaid post account. Currently you have insufficient funds in your account, so please pay by credit card, or direct deposit into our CAV account, by posting a money order or a cheque, or coming in and paying cash. When your prepaid post is up to date we can send your order”. If the member cannot be contacted by phone then notify in writing.
8. Not having money in prepaid post does not mean that the member will not receive the order – the member or a representative of the member could come into CAV and collect the order if the member so chooses.
9. If member is not financial or has insufficient funds for post, put the order in the ORDER WAITING FOR \$\$\$ file.
10. If the member is financial and has funds for postage, mark the order a FINANCIAL and POST then place the order form in the ORDERS tray at the CLAIMS WORKSTATION.

PARCELS NOT DELIVERED - MISSING

NO PARCEL IN THE HANDS OF AUSTRALIA POST IS DEEMED "MISSING" UNTIL 10 WORKING DAYS HAVE PASSED SINCE POST DATE. If a member telephones the CAV to inform us that a parcel has not been received, you can follow the step by step instructions on the fireplace mantelpiece.

- Check on JANT – CLAIMS – HISTORY to determine the date on which the parcel left the CAV
- If the member has not received the parcel within five days of the parcel being processed at the CAV ask the member to check their mailbox to see if there is any documentation from AUSTRALIA POST as to the whereabouts of the parcel. AUSTRALIA POST couriers will not leave a parcel at an uninhabited address.
- If there is no documentation and no parcel after five days, ask the member to go to the nearest post offices and enquire there – sometimes the couriers do not leave a calling card.
- After 10 days with Australia Post, check which date the order was posted (JANT - HISTORY)
- Go to the STOCK ROOM and go through the DAILY POST SHEETS searching for the member's name.
- Alongside the name there will be a REGISTRATION NUMBER – write it down
- Ring AUSTRALIA POST and provide the REGISTRATION NUMBER
- Australia Post will be able to provide some information as to where the parcel might be located.

COUNTER SALES

There is a GREEN folder titled – RETAIL PRICES – and products on the SAS are listed at CAV RETAIL prices. CAV retail prices are marked up on wholesale but are still much less than the prices any person would pay if purchasing products directly from a supplier. The prices listed in the folder are for the public - 15% can be taken off the listed price for a CAV member

1.Guidelines –

- a. Payment will be required before we order the product.
 - b. Purchases requiring stock to be ordered from a supplier can be collected 7 days after being ordered.
 - c. Under **no circumstances** will the CAV post counter sales to clients
 - d. Sales of medical goods are non-refundable and non-exchangeable.
2. Have the customer complete an order form (located on the counter) (all personal details must be completed)
 3. Determine the price - refer to COUNTER PRICE LIST folder found on the counter and write all prices on order.
 4. The customer must sign the order form, confirming the details to be correct and the price accepted.
 5. Photocopy the order form
 6. Ask the customer to wait while you find out if the stock is available or needs to be ordered.
 7. Establish with STOCK MANAGEMENT if stock is available on shelf or needs to be ordered.

COUNTER SALES – CASH

Receipt the payment on JANT

If the stock is on the shelf it can be purchased and taken after the processing of the payment.

If stock needs to be ordered and the customer agrees to the sale – process the payment first.

- a. Advise the client to phone to confirm goods are available for collection after 5 working days.
- b. Hand the copy of the order form to the customer clearly marked PAID IN FULL and you sign it.
- c. hand the original order form to stock manager.

COUNTER SALES – CREDIT CARD

Receipt the payment on JANT

Process the credit card payment (see EFTPOS) and provide appropriate receipt.

If stock needs to be ordered

- a. Advise the client to phone to confirm goods are available for collection after 5 working days.
- b. Hand the copy of the order form to the customer clearly marked PAID IN FULL and sign it.
- c. hand the original order form to stock manager for ordering.

COUNTER SALES – PAYMENT BY CHEQUE

No. Never. Not ever! Mai. Jamais. That's a DEFINITE NO NO! NEVER NEVER NEVER

DONATIONS AT THE COUNTER – CASH

Receipt the payment in JANT (if from a NON MEMBER receipt under A A)
Accept the donation gratefully and provide a receipt, clearly marking the receipt as a donation
Fill in the CASH COUNTER SHEET accurately and place money in the CASH SALES TIN

DONATIONS VIA MAIL – CHEQUE OR MONEY ORDER

Receipt the payment in JANT (if from a NON MEMBER receipt under A A)
Process for banking as cheque or money order.

DONATIONS AT THE COUNTER – CREDIT CARD

Receipt the payment in JANT (if from a NON MEMBER receipt under A A)
Process the donation as a credit card payment but DO NOT CHARGE THE \$1 CAV FEE
Complete the CREDIT CARD PAYMENT FORM accurately and file appropriately.

MEMBERSHIP PAYMENT AT THE COUNTER – CASH

Receipt the payment in JANT
Fill in the receipt book clearly marking the receipt as MEMBERSHIP TO "MONTH" "YEAR".
Place payment in the CASH SALES TIN

MEMBERSHIP PAYMENTS AT THE COUNTER – CREDIT CARD

Receipt the payment in JANT - the \$1 fee is receipted as OTHER
Inform the member that the CAV charges a \$1 service fee per EFTPOS transaction,
Complete the CREDIT CARD PAYMENT form – be sure to itemise the membership and the fee
Follow the instructions next to the EFTPOS machine and the LED display.
Staple the CAV's EFTPOS receipt to the back of the CREDIT CARE PAYMENT form.
File the CREDIT CARD PAYMENT FORM in the file box to the rear of the EFTPOS machine.

INVOICING MEMBERSHIP FEES

CAV invoices VETERANS AFFAIRS, the TAC, STATE TRUSTEES and certain other companies for membership fees for some members. Other members are not sent invoices. Every order form informs members that memberships are due JULY 1 each year and the same information is on the CAV website.

INVOICING

One off invoices can be handwritten. Use the INVOICE form filed on the desk in Jack's corner. Fill in as required.
Every invoice needs to be photocopied and filed in the ACCOUNTS FILE. An invoice must include –

- The date the invoice is produced
- Invoice number – 8 digits – YYYYDDMM e.g. 20140404) followed by four letters to denote the invoice (e.g. ACSA)
- The full name and address of the individual or company being invoiced
- An itemised list of products or services and prices being invoiced
- The total price being invoiced including total GST component (there is no GST on stoma items)

If a member demands an invoice, collect one from the file in Jack's corner and fill in as required.

INVOICING GOVERNMENT AGENCY MEMBERSHIP AND POST FEES – ANNUAL INVOICE

The government organisation is sent one invoice per year, in the last weeks of the financial year in which payment is requested for membership for the upcoming year and for all postage costs attributable to its members.

Each CAV member whose financials are managed by this government organisation is listed in alphabetical order (name and CAV membership number) on the invoice, with itemised details for membership, postage and other sales –

JANT keeps track of post – VETS, TAC, ST, JUDGE AND PAPAEO, PRISONS will have a negative post balance. JANT data and the hand kept record need to be compared (perhaps a Vet required two parcels to have an order delivered in one particular month) before collating the data manually to determine the amount each VET is invoiced for postage and other sales. This data is input manually into the EXCEL invoice pro-forma.

| | | |
|--------------------|---------------------|-----------------------------|
| VETERANS'S AFFAIRS | STATE TRUSTEES | TRAFFIC ACCIDENT COMMISSION |
| CLAIMS DEPARTMENT | ACCOUNTS PROCESSING | CLAIMS DEPARTMENT |
| GPO BOS 9228 | GPO BOX 1461N | PO BOX 742 |
| MELBOURNE VIC 3001 | MELBOURNE VIC 3001 | GEELONG VIC 3220 |

A copy of the invoice must be filed in the INVOICES PENDING folder stored on the treasurer's desk.

INVOICING MEMBERS' PREPAID POST

When a member places a monthly order to be posted, take note of the balance in the member's PREPAID POST account. If the balance is getting low, inform the member that a deposit of funds will be necessary if postage will be required in the future. A BLUE PREPAID POST slip / form will be attached to the member's order by the CLAIMS OFFICER, so the member will receive a written reminder.

TRANSFERRING A MEMBER TO ANOTHER ASSOCIATION

There is a CAV transfer form on the counter desk in the office area. Complete as required.

There are FOUR orange folders in the office area – one on each word desk. Familiarise yourself with the forms in those folders and follow the instructions on the form.

PROCESSING A REVERSAL, DECEASED MEMBER,

There are FOUR orange folders in the office area – one on each work desk. Familiarise yourself with the forms in those folders and follow the instructions on the form.

MEMBERS' ENTITLEMENTS UNDER THE NATIONAL APPLIANCE SCHEME

A member is limited in what can be ordered in any month or year. The JANT system provides detailed information as to the MONTHLY MAXIMUM orders and ANNUAL MAXIMUM orders for appliances and pharmaceuticals.

Should a member require more supplies than the scheme permits in any one month then the member needs to visit an STN and forward to the CAV a certificate for extra supplies before any such order can be placed.

Sometimes a member might want to order two months supplies at one time. This is possible and the two month order will be processed as a "T" order. The member cannot place another order until after the two month period has passed.

Sometimes a member might be heading off on a holiday, and if the member can provide proof (eg copy of tickets) to the CAV, then the member can order his / her next (up to) three months of supplies at one time as a "HOLIDAY" order. The member cannot place another order until after that "holiday" period has fully passed.

Items on the Stoma Appliance Scheme are organised into groups – one example might be pouches. Usually, for closed pouches the maximum per month is 3 boxes – 30 in a box – 90 pouches total. The monthly maximum for drainable pouches might be 1 box – 30 in a box – 30 pouches total. If a member wants 3 boxes of closed pouches and 1 box of drainable pouches in a monthly order then a certificate will be necessary. A certificate can be valid for up to 6 months.

NO EXCHANGE OR REFUND OF ANY PRODUCTS SUPPLIED

If the CAV supplies the products ordered by the member then the member cannot request an exchange of product.

MONTHLY SCHEDULE FOR STOMA APPLIANCE SCHEME

From the first of the month – orders received for that month are processed. CAV members can order whenever they need.

MEDICARE DOCUMENTATION COMPLETED – FIRST HALF OF MONTH – CLAIMS FINALISED - the 15th of each month.

MEDICARE DOCUMENTATION COMPLETED – SECOND HALF OF MONTH – CLAIMS FINALISED - final working day of the month.

END OF MONTH ACSA REQUIREMENTS completed and forwarded on the final working day of the month.

Orders that arrive at the CAV for the following month are known as EARLY ORDERS and are filed.

PROCESSING COUNTER ORDERS – THE FIRST STEP – READY TO GO

- Have the member produce an order form (or a copy of the order being collected if the same being ordered)
- Check that the member is financial while the member waits at the counter.
- Have the member sign the order form.
- Clearly mark PICK UP or COLLECT on the order form.
- Place the order in the ORDERS tray at the CLAIMS WORKSTATION or in the NEXT MONTH ORDER FILES.

PROCESSING TELEPHONE ORDERS – THE FIRST STEP – READY TO GO

- Generate a packing slip – use the member's JANT – CLAIMS – page to identify product codes
- Clearly note COLLECT or POST on the order form
- Make sure the member is financial has PREPAID POST FUNDS if post has been requested
- Read the member's order back to the member over the phone to confirm the order.
- Place the order in the ORDERS tray at the CLAIMS WORKSTATION or in the NEXT MONTH ORDER FILES.

PROCESSING MAIL / EMAIL / FAX ORDERS – THE FIRST STEP – READY TO GO

- Make sure you have a "hard copy" in your hand.
- Place the order in the ORDERS tray at the CLAIMS WORKSTATION or in the NEXT MONTH ORDER FILES.

PROCESSING ORDERS FOR COLLECTION – THE SECOND STEP – CLAIMING AND GENERATING THE ORDER

- In JANT, enter CLAIMS and click on PICK UP for the month the order is being processed.
- Using JANT, check that items ordered by the member comply with the rules laid down by Medicare
- If the member requires more supplies per month than are permitted by the scheme then the member must have a certificate. The certificate will state what extra appliances a member can order.
- If a member has a certificate, the details should be entered in the NOTES – top right hand of screen as well as on the JANT screen (RECORD APPLIANCES AFTER ENTERING ANY CERTIFICATES)
- Sign the top half of the PBS form
- Mouse left click on ORDER FORM two times. Wait for 2 order forms to print.
- Mouse left click on CLAIMANT CERTIFIED once. Wait for the blue PBS form to print.
- Two of the white A5 order forms need to be stapled together and forwarded to stock manager
- The member's original order form is stapled to the back bottom half of the A4 blue PBS form.
- The PBS form is placed, face down, in the tray to the right of the computer.
- Orders to be forwarded to the STOCK MANAGER are placed in the file.

PROCESSING ORDERS FOR DELIVERY – THE SECOND STEP – CLAIMING AND GENERATING THE ORDER

- In JANT, enter CLAIMS and click on POST for the month the order is being processed.
- Using JANT, check that items ordered by the member comply with the rules laid down by Medicare
- If the member requires more supplies per month than are permitted by the scheme then the member must have a certificate. The certificate will state what extra appliances a member can order.
- If a member has a certificate, the details should be entered in the NOTES – top right hand of screen.
- Mouse left click on PACKING SLIP once.
- Mouse left click on AGENT CERTIFIED once.
- A blue PBS form, a white A5 order form and a MAIL LABEL will have printed on the three printers to your left.
- Check that the address label is clear and accurate.
- The member's original order form is stapled to the back bottom half of the A4 blue PBS form.
- Sign the top half of the PBS form.
- The white A5 order form and the MAIL LABEL are stapled together back to back a
- If there is any information the member needs (Prepaid Post funds low / subs due) write a note on the A5 sheet that is stapled to the Mailing Label.
- Orders to the STOCK MANAGER are placed in the file.
- The PBS form is placed, face down, in the tray to the right of the computer of the STOCK MANAGER file

EMERGENCY ORDERS – MEMBER NEEDS SUPPLIES NOW!

CAV can arrange for supplies to be delivered within 48 hours. DIRECT COURIER from a supplier \$20. If a member needs products from multiple suppliers, then multiples of \$20 must be paid.

DOUBLE ORDERS – FOR TWO MONTHS – THE CURRENT MONTH AND ONE MONTH IN ADVANCE

The CAV prefers to NOT offer this ordering cycle, however if a member is adamant that this is the preferred ordering cycle then we can chose to allow the order to be processed.

Members who have had their stoma for over 6 months are able to order two months' supplies at the one time. This could mean that a member orders 6 times each year rather than 12 times each year. On JANT, to process a DOUBLE ORDER, it is necessary to click on "T" for TWO MONTHS. If a member orders a DOUBLE ORDER, then no subsequent order can be placed until the two months have passed. ONE LAST THING TO DO – make sure \$22 has been debited from the PREPAID POST ACCOUNT for the DOUBLE ORDER. PREPAID POST clearly states - \$11 per monthly order.

HOLIDAY ORDERS

Members are able to order up to 6 month's "HOLIDAY" supplies at one time if the member can provide proof (copies of tickets etc) of the upcoming trip. On JANT, to process a HOLIDAY ORDER, it is necessary to click on H for HOLIDAY ORDER then click on the red icon next to WANTED to increase / decrease order numbers . ONE LAST THING TO DO – make sure \$11 x THE MONTHS ORDERED has been debited from the PREPAID POST ACCOUNT for the HOLIDAY ORDER.

MEDICAL CERTIFICATE REQUIREMENTS FOR MONTHLY SUPPLIES IN EXCESS OF SCHEME

To be able to place a monthly order for supplies in excess of the Stoma Appliance Scheme provision, a member must visit a doctor or stoma nurse and forward an APPLICATION FOR ADDITIONAL SUPPLIES form to the CAV. This form is now 3 pages and MUST include the member's signature where required.

A CAV volunteer must never lead a member to believe that a certificate is a matter of course – a CAV volunteer can only inform a member that the extra supplies wanted cannot be provided until the member has been examined by a doctor or STN and the health professional has provided a certificate. The CAV's STN cannot produce certificates without having first consulted with a member.

PRINTING AN ADDRESS LABEL

At the CLAIMS COMPUTER, in JANT, enter MEMBERSHIP – CLAIMS – find the member’s JANT PAGE and click on LABEL – A5

TRANSFERING ORDERS TO STOCK MANAGEMENT TEAM

At 11.30am each day, the CLAIMS MANAGER will print the DAILY ORDERING SHEETS – for AINSCORP, CONVATEC, COLOPLAST, DANSAC, HOLLISTER, OMNIGON and OTHERS. These will be complied with the A5 MEMBER PACKING SLIPS and delivered to the STOCK MANAGER. NB – it is vitally important that after printing these documents that the STOCK ON SHELF is returned to ZERO and that the STOCK LESS THAN ZERO is returned to ZERO. Print proof that we are @ ZERO.

At EMAIL computer – JANT STOCK – ORDERING – print out FAX ORDER SHEETS for store and send the AI CC CT DA HO OG and OT printouts and A5 order forms to store. THIS IS THE LAST ORDER THROUGH JANT FOR THE CLAIM PERIOD.

THE ACTUAL CLAIM

The CAV CLAIMS MANAGER holds a member’s order and does the following –

- Checks that the member is financial
- Checks that the order is for POST or PICK
- Checks that the order meets PBS and SAS regulations – that CERTIFICATES are in place,
- After entering the WANTED details on JANT the CLAIMS MANAGER then prints 2 PACKING FORMS, and clicks on CLAIMANT CERTIFIED for pickups, or on AGENT CERTIFIED for posts.
- A BLUE PBS FORM will print – staple the member’s original order form to the rear of the bottom half of the BLUE PBS FORM and sign the form. Place the blu PBS form face down in the PBS tray
- The 2 PACKING FORMS are stapled together
- The MAIL LABEL (if a POST) is stapled (back to back) to the PACKING FORMS
- Forms are placed in the STORE ORDER tray – to be delivered to the STORE MANAGER after printout.

HOW TO PROCESS THE BLUE PBS FORMS

The top half of the PBS form goes to MEDICARE in Tasmania. The bottom half of the PBS BLUE FORM (to which the member’s original order is stapled) remains at the CAV, so separate the two halves of the form. The bottom half (make sure these are kept in order and kept at the CAV) is placed in the CURRENT MONTH file to the far right of the CLAIMS DESK. These can be referred to if there is any question arising about any order. The top half (make sure these are kept in order) is placed in the PBS TASMANIA file

When the CLAIMS are FINALISED in the middle of the month or at the end of the month the PBS forms in the PBS TASMANIA go to MEDICARE TASMANIA. The BLUE PBS FORMS that stay at the CAV remain on the CLAIMS DESK for the month following the month they were claimed. We do this so that if we need to check on any order when a member contacts us

STORING THE PBS FORMS KEPT AT THE CAV

There are four filing cabinets to the right of the fireplace, each draw labelled with a month of the year. Each draw holds two years of PBS BLUE FORMS. For example the JAN draw (in March 2017) holds the PBS BLUE FORMS for January 2017 and January 2016. In March 2017 the NOV draw will hold the PBS BLUE FORMS for November 2016 and November 2015.

The CAV – according to very clear SAS GUIDLEINES – needs to keep the BLUE PBS CLAIM FORMS for 24 months.

STORING THE PACKING FORMS SIGNED BY CAV MEMBERS AFTER COLLECTION

There are four filing cabinets to the right of the fireplace, each draw labelled with a month of the year. Each draw holds two years of SIGNED PACKING FORMS. For example the JAN draw (in March 2017) holds the SIGNED PACKING FORMS for January 2017 and January 2016. In March 2017 the NOV draw will hold the SIGNED PACKING FORMS for November 2016 and November 2015. When the November 2017 forms are ready to be filed in the draw of the filing cabinet, the November 2015 forms are removed and disposed of appropriately.

THE LAST WORKING DAY OF EACH CLAIMS PERIOD, 11am – 2pm – PAGE 1 of 2

Should any issue arise use this number DHS – STOMA APPLIANCE SCHEME – 1800 700 270 – recording - press 2

Start this process BEFORE doing the daily PRINTOUT ORDERS for the stock manager.

Go to FUTURE OR REPEAT CLAIMS file and check if there are any orders that must be CLAIMED **AND HAVE PRODUCTS ORDERED** – eg a member in a nursing home who has a STANDING ORDER and CLAIM those orders as part of today's CLAIMS

At EMAIL computer – JANT STOCK – ORDERING – print out FAX ORDER SHEETS for store and send the AI CC CT DA HO OG and OT printouts and A5 order forms to store. THIS IS THE LAST ORDER THROUGH JANT FOR THE CLAIM PERIOD.

Grab a small box (Hollister 5550 box is good size) – this will be referred to as the “MEDICARE BOX”

COMPLETE ALL NEW MEMBER PROCESSING AND CLAIMING – STEP BY STEP

1. The member's SAS ENTITLEMENT NUMBER must be written on every CAV APPLICATION FORM
2. The member's SAS ENTITLEMENT NUMBER must be written on each SAS APPLICATION FORM
3. The CAV IDENTIFIER (C0004Y) must be written on each SAS APPLICATION FORM
4. Grab all NEW MEMBER APPLICATION / SAS forms and also grab the NEW MEMBER LEDGER BOOK.
5. CHECK THAT WE HAVE THE PAPERWORK – for each SAS APPLICATION form you hold HIGHLIGHT the surname on the NEW MEMBER LEDGER. If after this task any surname is not highlighted in the NEW MEMBER LEDGER that means paperwork is missing – track it down. If after this task you are holding paperwork for a NEW MEMBER who is NOT in the LEDGER BOOK - you may be holding a copy of paperwork processed in past months - check past pages of NEW MEMBER LEDGER and check JANT. Yes? Throw away. No luck? Then the paperwork you are holding is for a NEW MEMBER not yet included in the NEW MEMBER LEDGER – enter the details into the LEDGER BOOK and JANT and then process a claim for the new member's products.
6. ENSURE THAT NEW MEMBER IS ON JANT - for each SAS APPLICATION FORM check that ALL data has been entered onto JANT MEMBER PAGE. Once ALL details have been entered (you may have to enter data – make sure you SAVE CHANGES then HIGHLIGHT new member's SAS NUMBER in the NEW MEMBER LEDGER BOOK.
7. CHECK THAT NEW MEMBER HAS MADE A CLAIM – go to HISTORY on the CLAIMS page and check. NO CLAIM? Claim now. Once it has been determined that a claim has been made for a new member, highlight that member's FIRST NAME in the NEW MEMBER LEDGER BOOK.
8. Check the NEW MEMBER LEDGER BOOK – each new member should have three items highlighted – SURNAME (paperwork held) SAS NUMBER (all details on JANT) and FIRST NAME (claim processed)
9. Fix any anomalies. If we are missing paperwork from an STN, immediately send an email politely apologising for any inconvenience and requesting a copy of the paperwork be faxed to CAV as soon as possible.

Check that ALL NEW MEMBERS are on JANT, have had the first claim processed.

Separate the CAV APPLICATION FORMS from the SAS APPLICATION FORMS.

- CAV forms go in the red tray to the left of the fireplace.
- SAS forms – put them in alphabetical order, elastic band around them and place in the MEDICARE box.

Once again, go through the FUTURE OR REPEAT CLAIMS file above and to the left of the CLAIMS COMPUTER – go through these orders and CLAIM the orders that must be claimed BUT MUST NOT HAVE PRODUCTS ORDERED. For example – a member who placed a holiday order (6 months) a few month previously may need to have a claim put through each month but no stock ordered. If it will be necessary to repeat the claim next month, return the order details to the FUTURE OR REPEAT CLAIMS file, otherwise if the claiming is finished dispose of the order..

COMPLETE ALL SAS CERTIFICATE PROCESSING by making sure each certificate -

1. Has member's MEDICARE NUMBER written in the appropriate section.
2. Has C0004Y included as CAV IDENTIFIER in the appropriate section.
3. Has the members SAS entitlement number filled in where appropriate.
4. Has been input to JANT data as D1 D2 D3 D4 D5 or D6 and RECORD APPLIANCES to confirm.
5. Has been noted in the JANT NOTES field. “CERT HO 14405 XTR 30 JUL – DEC”

Place certificates in alphabetical order, an elastic band around them and place them in the MEDICARE BOX.

ZERO the stock (ON SHELF and LESS THAN ZERO) Print out proof that you have done this and file on CLAIMS DESK.

THE LAST WORKING DAY OF EACH CLAIMS PERIOD, 11am – 2pm – PAGE 2 of 2**PREPARE PBS CLAIM FORMS**

- Separate top half (to MEDICARE). Bottom half stays at CAV in boxes to right of CLAIMS computer
- Ensure all TOP HALF forms have been signed and are in numerical order 0001 on top, last claim on bottom
- Place elastic band around the PBS forms that will go to MEDICARE and place them in the MEDICARE box.

Go to the PBS CABINET – the white cabinet with plastic draws to the right of the EMAIL computer – top drawer and grab an envelope that has already been to MEDICARE and has been returned as part of a previous claim. Grab a new envelope and start to fill it in with the details for THIS claim – some information will be determined later.

At the CLAIMS COMPUTER remove the USB from the previous claim envelope and place it in the USB port closest to your left knee. Eventually you will see a prompt to OPEN – REMOVABLE DISK E – OPEN FOLDER TO VIEW FILES (1 left click) You will see a previous claim file (example: 10616) right click on it and then left click on DELETE and left click YES. Minimise or close that window for the time being (top right hand corner) but leave USB in the USB port

YOU ARE NOW READY TO FINALISE THE CLAIMS – MANAGEMENT (1 left click) – UTILITIES (1 left click) – FINALISE THE CLAIMS – using down arrow, scroll through the listed CLAIM PERIODS to find the relevant file (first half month begins with “1”, second half begins with “2”, then two digits for the month – 01 to 12, then followed by the year)

dbl left click on the required CLAIMS PERIOD - “C” will appear – double click on that “C” – background must turn blue.

Left click on DOWN ARROW to right of “c:” “e” will appear, then left click on “e” to turn background blue

Claims period data should be saved to the C drive and to the USB. Open the USB FILES to view (left click on icon at bottom of screen) to view and OPEN the NEW CLAIMS PERIOD FILE (dbl left click) using WORDPAD (dbl left click)

The data needs to be aligned correctly, align the right hand margin (top right of document – move triangular arrow from 15.0 to about 14.5) so that the first line ends with a six digit membership number and one letter of the alphabet (e.g. – 437735D) When everything is aligned the page looks tidy and every line finishes with the membership number.

Scroll down to the last claim and write down the FIRST and LAST claim numbers on the NEW ENVELOPE. Cross check these numbers with the blue PBS forms – the last form should have the same last claim number as is on the computer.

SAVE as a TEXT ONLY FILE. When you EXIT file you will be asked if you wish to save as a TEXT ONLY FILE – YES you do!

Move to the EMAIL COMPUTER – JANT – STOCK – LIST CANCELLED CLAIMS – open the current claim period, left click once on required file – PRINT ON PRINTER. Handwrite the cancelled claims on the envelope along the bottom (write claims 55 56 57 58 59 as “55-59”). The printout goes in the MEDICARE box.

The envelope can now be completed - COLOSTOMY ASSOCIATION OF VICTORIA, C0004Y, CLAIM PERIOD ZXXYY, CLAIMS 0001 – XXXX, CANCELLED CLAIMS and the USB in it. Seal the envelope and place it in the MEDICARE box.

Go to the PBS CABINET, top draw and grab a PBS COVER FORM pad, complete the top form as required - COLOSTOMY ASSOCIATION OF VICTORIA, C0004Y, CLAIM PERIOD ZXXYY, CLAIMS 0001 – XXXX. If your signature is registered, sign the cover form, remove the top form and put it in the MEDICARE

IN THE MEDICARE BOX

- PBS CLAIM FORMS
- PRINTOUT OF CANCELLED CLAIMS
- SAS APPLICATION FORMS
- SAS CERTIFICATES
- LABELLED ENVELOPE WITH USB ENCLOSED

POST TO

STOMA APPLIANCE SCHEME
 MEDICARE
 G.P.O.BOX 7822
 HOBART
 TASMANIA 7001

Take MEDICARE BOX to packing area, seal it and cover it with brown paper. Grab an A5 MAIL LABEL and handwrite the address on it. Leave on the scales.

BANKING – CASH

The CASH COUNTER TIN has a “float” of \$50. When banking always leave \$50 in the CASH TIN - bank only the amount received on the CASH COUNTER SALES form. If sales have been managed effectively, **the COUNTER CASH TIN should contain \$50 more than has been received** at the counter. Leave the \$50 float in coins and small denomination notes to make giving change easier.

All cash received is recorded on the COUNTER CASH SALES form found on the counter before it is placed in the COUNTER SALES TIN kept in the secure cabinet.

1. Go to the counter and remove from the COUNTER CASH SALES clipboard any COUNTER CASH SALES form on which payments have been recorded. If there are multiple forms, staple them together.
2. Complete the “TOTALS – JUST FOR THIS PAGE” section at the bottom of each COUNTER CASH SALES form
3. On the topmost stapled COUNTER CASH SALES form, complete the “BANKING DETAILS” section. The treasurer needs to know the total funds banked and how much of that money was for subs, post, sales and donations.
4. Complete one of the PINK FORMS that are in the COUNTER CASH TIN
5. To supply change to customers, the CAV keeps a “float” of \$50 in the cash tin so if there has been no human error, the money in the CASH TIN should be \$50 more than the total received over the counter
6. Leave the \$50 float in the tin in coins and small denomination notes.
7. Take the cash to the bank and deposit to the CAV CBA SOCIETY CHEQUE ACCOUNT 06 3001 0090 8831
8. Ensure that you are provided a receipt that must be stapled to the COUNTER CASH SALES FORM.
9. File the COUNTER CASH SALES FORM in the BANKING tray.
10. Ensure that there are at least three “new” COUNTER CASH SALES forms on the clipboard, each one free of any receipt details. (CASH COUNTER SALES FORM – server J)

BANKING – CHEQUES AND MONEY ORDERS

Cheques and money orders received are clipped to the green CHEQUES / MONEY ORDERS RECEIVED clipboard

1. The details for each cheque received must be recorded on the CHEQUES / MONEY ORDERS RECEIVED FORM.
2. 11 cheques / Money Orders complete one sheet / one EXPRESS DEPOSIT ENVELOPE
3. Ensure that all subs and post payments have been receipted in JANT and initial CAV record.
4. Tally the specific amounts of the deposit allocated to membership, post, donations etc on the form.
5. Cross-check that the individual tallies for membership etc all add up to the total amount banked.
6. Complete required details on a CBA EXPRESS DEPOSIT ENVELOPE – one envelope / 11 cheques / money orders.
Colostomy Association of Victoria, CBA, SOCIETY CHEQUE ACCOUNT 06 3001 0090 8831
The account is a STATEMENT ACCOUNT.
Write the total number of cheques in the QUICK DEPOSIT ENVELOPE
Write the total amount of the deposit on the envelope – you do not need to fill in the left hand tab.
You do not need to fill in the cheque details on the envelope.
7. Cut the CHEQUES / MONEY ORDERS RECEIVED FORM between columns D and E
8. Sections A B C D is placed with the cheques in the EXPRESS DEPOSIT envelope.
9. Sections E F G H J is filed in the BANKING TRAY (yellow workstation).
10. Count the number of cheques in the envelope and make sure the cheques match the CAV form (A B C D) then put cheques and form in the envelope.
11. The CBA section of the envelope that you have filled in (serrated for easy rip) goes in the envelope.
12. Seal the envelope and deposit in an express deposit box at any CBA branch.

STOCK

Stock falls into two categories – appliances and pharmaceuticals.

Appliances are the products that members use to help manage their stomal output – bases, flanges, pouches, closed bags, drainable bags, catheters, cones, irrigation sets etc.

Pharmaceuticals are the products members use to manage their skin health, hygiene and physical well-being – adhesive removers, barrier creams, skin lotions, stoma adhesive pastes etc

When a member orders an APPLIANCE, we first check if that appliance is on our shelves. If it is, and in the required quantity then we do not need **to purchase** that item from the supplier. If the appliance is not on our shelves, we purchase that appliance from the supplier for the member.

We never assume what our members will order in the future. If a stock manager thinks “Mr Mickey Mouse orders DANSAC 924-25 every month, so I will just purchase six months’ worth of supplies now to save time and effort later because they will move off the shelf over the next 6 months”, then the CAV could be thousands of dollars down the drain. What if Mr Mouse passes away, undergoes reversal surgery or changes associations and there is no other CAV member who uses the same appliances? What happens if Mr Mouse’s stoma diameter increases and he needs to change the bags he orders to 924-35? There is a real financial risk involved in ordering months of appliances for any member.

Pharmaceuticals often require ordering in bulk, so the CAV will hold pharmaceutical products on the shelves. Ordering pharmaceuticals in bulk is the responsibility of the STOCK MANAGER, who will have monitored the movement of that pharmaceutical and know when it will be necessary to re-order the product, and the quantity required.

CAV is fortunate to have a very good working relationship with “Ileostomy” on the 3rd floor, as well as other associations. Some suppliers require a “minimum order” to be placed. If we have just one member who uses a particular night drainage system we might be required to order 100 items from the supplier when we know our member only order 20 every year! Before ordering a “bulk order” for a product that perhaps only one CAV member uses, the CAV stock manager can determine if the product can be accessed from any other associations.

Shelf stock should only be stock that -

- A member has ordered, we have supplied to the member, but the member has then returned. This stock is marked with a YELLOW STICKER with RETURN written clearly on it – AS LONG AS IT HAS NOT LEFT THE BUILDING
- Is a Pharmaceutical product that many members order frequently and CAV re-orders frequently.

NEW MEMBERS (PINK CLIPBOARD)

NEW MEMBERS are processed OUT OF SYSTEM. An order form will be delivered to the stock area on a PINK CLIPBOARD.

Check the shelves – do we have the stock to fill the order or do we need to BUY STOCK from a SUPPLIER?

IF we need to BUY STOCK, then MANUALLY ADD product details / quantities to the PRINTOUT FAX before faxing. BEWARE – check if CAV is also ordering the NEW MEMBER’S product for another member – eg is DA 935-45 already listed on the PRINTOUT? If so, cross it out fully and tally the TOTAL quantity of DA 935-45 we need and write it all CLEARLY.

You might need to phone through the order for a product if the PRINTOUT FAXES have already been faxed – ESPECIALLY IF THE ORDER IS BEING DELIVERED TO A HOSPITAL – we need the products within 24 hours!

If a NEW MEMBER PINK CLIPBOARD arrives after PRINTOUT FAXES have been faxed and the order is being POSTED HOME – then do as you see best. On a Thursday afternoon it might be best to get those products ordered for delivery Friday and get the order in the post?

OUT OF SYSTEM ORDERS (BLUE CLIPBOARD)

Some orders are processed OUT OF SYSTEM because there may be some priority issues. Paperwork will be delivered to the stock area on a BLUE CLIPBOARD.

Check the shelves – do we have the stock to fill the order or do we need to BUY STOCK from a SUPPLIER?

IF we need to BUY STOCK, then you can ADD product details / quantities to the PRINTOUT FAX before faxing. BEWARE – check if CAV is also ordering the NEW MEMBER'S product for another member – eg is DA 935-45 already listed on the PRINTOUT? If so, cross it out fully and tally the TOTAL quantity of DA 935045 we need and write it all CLEARLY under PLUS. You might need to phone through the order for a product if the PRINTOUT FAXES have already been faxed – ESPECIALLY IF THE ORDER IS BEING DELIVERED TO A HOSPITAL – we need the products within 24 hours!

ORDERING STOCK

ASSIGN THE CAV ORDER NUMBER FOR THE DAY after referring to the calendar on the STOCK MANAGER'S desk.

Work through each supplier's PRINTOUT individually. (Brought down around 10:30am by the CLAIMS volunteer) Establish what we can provide to the members from our shelves and what we need to purchase for the member.

WE WILL USE A DANSAC ORDER PRINTOUT AS AN EXAMPLE. The printout lists EVERY item that has been CLAIMED for our members – so basically the PRINTOUT is the list of ALL products we need to post or put on the shelf a few days later.

EXAMPLE ONE DA 942-35 x 3 is on the PRINTOUT.
There are NONE of this product on the shelf so we need to buy three.

EXAMPLE TWO DA 942-35 x 3 is on the PRINTOUT.
There are TWO on the shelf so we need to only buy 1
Completely cross out the DA 942-35 line on the PRINTOUT
Underneath the last item on the PRINTOUT write "PLUS"
Under the "PLUS" write 942-35 x 1

EXAMPLE THREE DA 942-35 x 3 is on the PRINTOUT.
There are THREE on the shelf so we do not need to buy any
Completely cross out the DA 942-35 line on the PRINTOUT

When you have worked through all the products on the DA PRINTOUT – check to make sure that everything is CLEAR! Make sure a CROSS OUT leaves no uncertainty, and make sure everything you have written under PLUS is clear.

On the bottom of the PRINTOUT write the following as required
COLOSTOMY ASSOCIATION OF VICTORIA
ORDER # 999
FOR DELIVERY MONDAY DECEMBER 25

If it is necessary to fax through a SECOND ORDER to any supplier on any day, no problem – just add a LETTER to the ORDER NUMBER eg – 999A for a second faxed order to a supplier, 999B for a third faxed order to a supplier.

The suppliers' fax numbers are stored in the fax machine on quick dial - listed on the wall next to the manager's desk.

| | |
|----------------------|------------------------------|
| AINSCORP | fax number – fax from office |
| CONVATEC | 2 |
| COLOPLAST | 1800 number |
| DANSAC and HOLLISTER | 3 |
| OMNIGON | 6 |

After faxing, the faxed PRINTOUTS for each supplier and the A5 MEMBER ORDER FORMS that "belong" to those PRINTOUTS are filed in the MONDAY-FRIDAY FILES on white bench

Orders are placed by phone with these suppliers

| | | |
|----------------------|--------------------|---------|
| STATINA | SUTHERLAND MEDICAL | NICEPAK |
| FUTURE ENVIRONMENTAL | McFARLANE MEDICAL | |

SENT DIRECT – ORDERS SENT DIRECT TO THE MEMBER FROM THE SUPPLIER

There is a special form to be completed for an order that CAV wants the supplier to send directly to the member (to NOT come through the CAV stock area). This form is in the office area on the wall above the counter desk computer.

PROCESSING STOCK DELIVERIES UPON ARRIVAL AT CAV

When products purchased from a supplier are delivered, place deliveries from different suppliers in separate areas in the stock room. Always keep each supplier's delivery separated from the deliveries from other suppliers.

You may need to complete a STOCK DELIVERY PROBLEM FORM during this process **WHENEVER AN ERROR HAS BEEN MADE**. Copies are stored next to the FAX machine. Complete one form for each problem you encounter with the delivery. Fax to the relevant supplier, then ring the supplier and figure out a solution. On the STOCK DELIVERY PROBLEM FORM, there are sections for "NOTES". Clearly document any problem – the CAV Treasurer and the Auditor will refer to these notes. Document how the problem was fixed. Staple any STOCK DELIVERY PROBLEM FORM/S to the TAX INVOICE to which it is / they are relevant.

STEP ONE - SELECT ONE SUPPLIER AND SEARCH FOR THE SUPPLIER INVOICE

STEP TWO – IF THE DELIVERY IS FOR CAV BEGIN UNPACKING THE BOXES

STEP THREE – COMPARE OUR FAXED ORDER WITH THE SUPPLIER'S INVOICE – DID THEY "ORDER" WHAT WE ORDERED

STEP FOUR – COMPARE WHAT THE SUPPLIER DELIVERED WITH WHAT WE ORDERED

Every invoice needs to be a CLEAR record of the entire process

The CAV Treasurer and the Auditor need all information recorded clearly

EXAMPLE OF HOW EVERY INVOICE SHOULD RECORD A SUCCESSFUL ORDER

CAV ordered 3, CAV wanted 3, Supplier ordered 3, Supplier delivered 3

CAV ordered 4, CAV wanted 4, Supplier ordered 14, Supplier delivered 14 – go to PROBLEM FORM

CAV ordered 5, CAV wanted 5, Supplier ordered 5, Supplier delivered 15 – go to PROBLEM FORM

CAV ordered 15, CAV wanted 5, Supplier ordered 15, Supplier delivered 15 – go to PROBLEM FORM

STEP FIVE – IF ALL OK – FILE THE SUPPLIER INVOICE IN THE FILES

STEP SIX – IF THERE IS A PROBLEM – COMPLETE PROBLEM FORM, FAX TO SUPPLIER, PHONE SUPPLIER, FIGURE OUT

UNTIL THE PROBLEM IS FULLY SORTED AND DONE – ALL RELEVANT DOCS ARE CLIPPED TO A YELLOW CLIPBOARD.

STEP SEVEN – FILE THE CAV STOCK PURCHASE FAX FORM IN THE FOLDER ABOVE THE STOCK MANAGER'S DESK

RETURN OR KEEP?

All products purchased from suppliers must be returned within 14 days of delivery. If the supplier has made the error – always return immediately. If the CAV has made the error, first establish if the product we are left holding is actually used by any CAV member. If it is likely that the products will move off the shelf within one month then keep, otherwise arrange for return.

If the product is not used by any CAV member, telephone the supplier and establish the full cost involved in returning the product. Find out how much we have been charged for the product on the invoice. If it is going to cost us more to return the goods than we would receive in refund from the supplier then it does not make sense to return the goods – they can be donated to the STN or overseas. Complete a STOCK DELIVERY PROBLEM FORM

If the product is used by CAV members, telephone the supplier and establish the full cost of returning the goods that we ordered by mistake. Consult with the Office Manager or Treasurer to establish whether or not to tie up CAV funds in stock on the shelf then complete a STOCK DELIVERY PROBLEM FORM – detailing all RGA and return arrangements

RETURNING SUPPLIES TO SUPPLIERS

Box all unwanted supplies, include a photocopy of any completed STOCK DELIVERY PROBLEM FORM/S (the RGA number should be written clearly on that form) in the box. On the outside of the box clearly list the products and quantities packed in the box as well as the RGA and "COLOSTOMY ASSOCIATION OF VICTORIA". You can use a MAIL LABEL.

Different suppliers have different policies and charges imposed for return of goods – suffice to say that if the CAV has to return products because we have made an error – over ordered, ordered the incorrect product – then we will be charged a fee to do so. We will be charged for delivery and we will be charged a "re-stocking fee". DANSAC and HOLLISTER charge a re-stocking fee of 25% of the total value of the returned products, minimum charge \$25.

RETURN GOODS AUTHORITY

Before we return unwanted products to the supplier the supplier must agree to take them back and provide us with an "RGA". Document all the steps taken to get the RGA on the STOCK DELIVERY PROBLEM FORM.

BACK ORDERS

When a supplier cannot supply a product we have ordered they put it on BACKORDER – the supplier will deliver it to the CAV when it comes into the warehouse. The SUPPLIER INVOICE should clearly state that a product is on BACKORDER

Any product on BACKORDER should **not be charged on the invoice** – it should be listed as \$0.00. The CAV should not be charged for any product until it has been delivered to us. If this is not the case, using your RED pen, circle the charge made for the BACK ORDERED product. Before doing anything about the backorder, complete a STOCK ORDER PROBLEM FORM and fax to the supplier. You will need the supplier to create a CREDIT NOTE.

The BACKORDER area is inside the white bench against the wall next to the computer. ANY MEMBER ORDER affected by a BACKORDER must be displayed clearly in this area – a tidily written POST IT note will suffice. – MEMBER NAME – the product/s that we are waiting for and the proposed date the supplier has provided us.

PICK the member's order (as much as can be supplied) and place in a BLACK BACKORDER PLASTIC BOX, labelled clearly with the member's name and the product/s that we are waiting for. These BLACK BACKORDER BOXES are placed on the shelves just to the left as you enter the storeroom. These boxes can then be checked by any volunteer and all the relevant information MUST be apparent.

If the BACKORDER is going to delay the member's order by more than a few days, we need to inform the member and find out what the member wants us to do. The member might tell us to just send what we have and send the BACKORDER with next month's delivery. The member might tell us to wait until the back order product/s arrives and post it all at once. The member might tell us to post what we have and post the BACKORDER when it arrives. Inform the members that they are asking for two posts (\$10 per parcel). As long as they are OK with that, we will do as asked.

If the BACKORDER cannot be delivered to the CAV within an acceptable period then we can try to arrange for that stock on BACKORDER to be sent directly to the member (at the supplier's expense). This will allow the CAV to get the rest of the member's order together and ready for collection or post.

If the back order is going to delay the delivery to our member by weeks, get on the phone to the supplier, get the supplier to post the BACKORDER product directly to the member (provide the member's name and postal address) and make sure the supplier agrees to accept the cost. The supplier is part of the Stoma Appliance Scheme, they have a contract with the Australian Government to supply their products to our members in a timely manner.

If a STOMA NURSE recommends that a member changes his or her order due to BACKORDER issues, always notify the supplier whose stock is on BACKORDER that CAV is CANCELLING the order for the product completely due to the supplier's inability to supply the products, BEFORE putting in another order for the new product prescribed by the STN

This whole procedure can be confusing and time consuming – just take things one step at a time and document everything.

PICKING AND PACKING STOCK FOR DELIVERY

You must be holding these forms (stapled together) before beginning –

- 1 x A5 MEMBER ORDER FORM
- MAILING LABEL
- PLASTIC TUB if you wish to use one

If the member's PREPAID POST balance is low, or subs are overdue, then MEMBERS SERVICES may also have provided -

- Prepaid Post renewal form
- Subscription reminder.

Picking –

- Check that the ORDER name and address and the LABEL name and address are identical
- Using the ORDER FORM, move around the stock room and collect the products listed on the form. Pay attention to product numbers as well as how many of each product has been ordered.
- Take the A5 ORDER FORM, the A5 MAILING LABEL and the supplies in the tub to the packing area

Packing -

- One more check that the items picked are correct (item codes and quantities)
- Check that the MAILING LABEL matches the name and address on the order form.
- Decide whether the order will be wrapped or boxed. Use the suppliers' boxes if you can.
- Separate the A5 ORDER FORM from the A5 MAILING LABEL and any other correspondence provided.
- Place the A5 ORDER FORM and any other correspondence and a blank order form in the box.
- THREE times per year, we send out a magazine along with the products.
- Make sure the A5 MAILING LABEL is **not** in the box and use the tape to close and secure the box.
- Remove the backing from the sticky label and affix it to the parcel.
- Take the parcel to the MAILING LISTS (Metro / Country / Interstate) near the scales,
- On MAILING LIST, fill in the name and suburb / town on the appropriate mailing sheet - metropolitan, Vic country or interstate. There is a list of postcodes above the scales if needed.
- Affix a TRACKING STICKER to each parcel
- Remove the identifier and stick it on the MAILING LIST next to the MEMBER'S NAME and DESTINATION.
- Write your initials on the mailing list.
- Weigh VIC COUNTRY and INTERSTATE parcels and write the weight on the mailing list in the space provided.
- Parcels are then placed in the metal trolleys for collection at around 1pm by AUSTRALIA POST

PICKING AND PACKING STOCK FOR COLLECTION

You should be holding these before beginning –

- Two A5 white order forms stapled together
- Plastic tub

Now begin

- Using the ORDER FORM, move around the stock room and collect the products listed on the form. Pay attention to product numbers as well as how many of each product a member has ordered.
- If something is missing it may be because it is on BACKORDER – CAV ordered it but the supplier could not supply it. If something is missing check with the team manager.
- If there is any problem and you cannot completely fill the order, transfer supplies to a BLACK PLASTIC TUB and clearly document what the problem is on the top A5 order form and place the tub on BACKORDER shelves.
- No problems and all done? Put the A5 order forms in the tub with the products.
- Stick a label to the plastic tub with the MEMBER SURNAME, INTITIAL and DATE written large and clear.
- On your way to the collection shelves, fill in the TO THE SHELF record sheet.
- Place the tub on the shelf in the collection area according to alphabetical order surname (label showing)

THE MAILING LIST AND PROCESSING ONTO JANT

At the end of each packing day, ensure that the MAILING LIST has been completed accurately and clearly then –

- Ensure that JANT details are updated accurately.
JANT – STOCK – POSTAL MATTERS – OUTGOING
Go through the MAILING LIST - each member who had a parcel sent needs to have JANT updated.
Place a tick clearly on the MAILING LIST next to the member's name when you have updated JANT
For each name on the list, type in the member's name in the search cell and click on the correct member from the drop down list. Just check that the member you have selected lives in the suburb listed on the MAILING LIST.
Right click on the day's date on the left hand calendar, then do the same on the right hand calendar.
Search for the next name on the Mailing List, and repeat
After finishing the last member on the list, **double right click** on EXIT.
- If a member's order required more than one parcel this will be noted on the MAILING LIST. You now need to make the necessary POST ADJUST to the member's PREPAID POST ACCOUNT.
JANT – MEMBERSHIP – CLAIMS – TRANSACTIONS. A ledger appears.
At the bottom right of the ledger click on ADD and a cell appears into which you type SECOND PARCEL and hit ENTER
A keypad appears, click on "1" then "0" then right mouse click on the next available cell on the ledger (left hand column)
The member's PREPAID POST funds should **reduce** by \$10.
- The original sheets go in the white plastic basket above the STOCK MANAGER'S desk.

AUSTRALIA POST SUMMARY SHEET

AUSTRALIA POST will collect the original AUSTRALIA POST SUMMARY SHEET along with the mail and parcels. After calling a halt to packing parcels for the day's pickup, complete the AUSTRALIA POST SUMMARY SHEET very carefully.

Use the details recorded on previous CAV MAILING LISTS to help you complete the document. NOTE – the CAV never sends any letters PRIORITY.

The yellow copy is placed at the workstation nearest the "fireplace" in the MEMBERS' SERVICES office.

CREDIT NOTES

Once we have arranged for an RGA# and the goods have been returned to and processed by the supplier, we will be sent a CREDIT NOTE detailing how much will be credited to our account with the supplier for the products we returned.

*If it was our error – if we ordered the incorrect product or we ordered more than we needed – there might be a charge imposed to cover the cost of returning the goods by courier. Therefore the CREDIT NOTE will note such a charge. The product we are returning might be worth \$300.00 but the credit note might only be for \$280.00 .

FINDING OUT HOW MANY AND WHICH MEMBERS ARE USING A PRODUCT

In JANT go to STOCK – MODIFY STOCK (click inside small circle) – SHOW PRODUCT BY CODE (click inside small circle) A number pad appears to the right side of the screen. At the bottom of that pad, click on RESET

An empty white cell will appear, move the mouse to the cell and left click. Type in the product code for the product you are searching then click on the DOWN ARROW to the right of the strip – click on the one for which you are searching.

Half way down the left side of the screen you will see – NUMBER OF USERS and below that – SHOW LIST OF USERS Click on the circle to the right of SHOW LIST OF USERS, wait a few seconds and the list of members will appear.

WHEN AN ORDER IS COLLECTED

Supplies for collection are stored in boxes in alphabetical order by surname in the collection area near the counter. Collect the box from the shelf and remove the two copies of the A5 ORDER FORM.

Members who are NOT FINANCIAL may not collect their supplies unless they pay the SAS FINANCIAL YEAR ACCESS FEE or they pay the full cost of the products (listed on the bottom of the A5 PACKING FORM)

If something is missing check if we have it in the shelf or if it is on backorder. If on backorder ask the STOCK MANAGER to arrange with the member as to when and how the member will get the product.

If all is in order, ask the member to sign one copy of the order form. Place that signed form in the tray drawers to the left of the counter. The other copy can be taken by the member for reference or can be used to place the member's order for the next month. Write clearly on the NEW ORDER – the MONTH and PICK UP or POST. File in office.

ORDERING AND DELIVERY OF BOXES FOR POST

ACE PACKAGING in FAIRFIELD. A CAV rep visits the supplier and checks what is "on offer". If there are no SECONDS available then we can choose between

300 cube box @ \$0.76 per box

Crystal box (slightly bigger and better cardboard) @ \$0.82 per box.

Order is placed and a delivery time is organised. This is generally after 3pm and therefore, on delivery day, it will be necessary to roster two volunteers to an "afternoon shift" – a "double day". CAV volunteers meet ACE PACKAGING driver in Little Collins St, near corner of Elizabeth / Little Collins. The two CAV crates are used to transport boxes. The driver usually assists by packing one crate while a CAV volunteer takes a full crate upstairs. This is very strenuous work and should never be done by an ostomate.

FINANCE**CAV METHODS OF PAYMENT**

CAV pays creditors by cheque, other than TPG internet paid by direct debit. Cheques require two signatures. The signatories to the accounts are the President, Vice-President, Secretary and Treasurer.

CAV CBA ACCOUNTS

The SOCIETY CHEQUE ACCOUNT into which all members' payments are deposited and cheque payments are made. The CASH MANAGEMENT account is a higher interest bearing account. Medicare PBS payments are deposited in it. The TERM DEPOSIT is used to maximise interest on funds not required to meet our monthly financial responsibilities.

NETBANK 79419028 PJAB1765CO

MANAGEMENT OF TRANSFERS BETWEEN ACCOUNTS

On a monthly average, the CAV draws cheques for just under \$300,000.00. There will never be enough funds available in the cheque account from members' deposits so it is necessary to transfer funds from the CASH MANAGEMENT account to the SOCIETY CHEQUE account to ensure that the funds are available to pay our cheques.

Determine the amount that must be paid to creditors, then determine the amount in the cheque account available. Transfer enough funds to cover all liabilities as well as Petty Cash, Monthly volunteer payments and next month's rent.

The CASH MANAGEMENT ACCOUNT has a cheque facility. PAY – COLOSTOMY ASSOCIATION OF VICTORIA ACCOUNT 063 001 0090 8831. Take this cheque, signed by two signatories (NOT NEGOTIABLE) to the CBA and deposit it with any teller to 063 001 0090 8831. Do not post or forward any cheque to creditors until the transfer of funds has been confirmed (NETBANK)

OUR BUSINESS PARTNERS

Currently our suppliers that require a monthly payment include –

| | |
|-----------------------------------|----------------------------|
| Ainscorp | HIC appliance scheme |
| Coloplast / CH2 | HIC appliance scheme |
| Convatec | HIC appliance scheme |
| Liberty Medical | HIC appliance scheme |
| Future Environmental | HIC appliance scheme |
| McFarlane Medical | HIC Appliance Scheme |
| Nicepak | HIC Appliance Scheme |
| Omnigon | HIC Appliance Scheme |
| Statina | HIC Appliance Scheme |
| Lumo Energy | Electricity |
| Telstra | Phone lines |
| Allard Shelton (Direct Debit CBA) | Rent |
| Australia Post | Parcel deliveries, Postage |

Those below might or might not generate a monthly statement or invoices, or will generate an invoice as required –

| | |
|---------------------------|-------------------------------|
| Hytech Computers | Computers, Printers |
| Joan Donohue | Stomal Therapist |
| WKH Maintenance | Office structural maintenance |
| ACE Packaging and Cartons | Boxes |
| Livingstone International | Stomal Therapy supplies |
| Total Office National | Office Supplies |

ORDERING FROM OUR BUSINESS PARTNERS

All stock orders are the responsibility of the STOCK MANAGER rostered for each working day.

Ordering of is the responsibility of the OFFICE MANAGER . Any order must meet the criteria set down by the TREASURER regarding minimum order requirements. It is not acceptable to order one black marker pen, valued at \$4.50 and incur a \$12.00 delivery charge.

Ordering of cardboard boxes and packaging supplies is the responsibility of the SECRETARY or the STOCK MANAGER.

The STN is responsible for ordering any necessary supplies required for the weekly consultation service.

Ordering of all PBS / Medicare stationery and required equipment is the responsibility of the PBS MANAGER.

No FIXED ASSET (eg printers, fax, photocopier, furniture and fittings) can be purchased without the consent of the executive officers of the CAV committee. (The executive includes the PRESIDENT, VICE-PRESIDENT, SECRETARY and TREASURER)

RECORDING OF INCOME / EXPENDITURE

An accurate CASH BOOK must be maintained. Expenses and income are listed in the month accrued. An excel spreadsheet is maintained by the TREASURER to complete this.

ACCOUNTING PROCEDURES

The CAV accounts are maintained using Excel spreadsheets tailored specifically to meet CAV needs. The charges and ongoing annual charges / costs associated with various accounting programs such as MYOB cannot be justified given that the CAV does not pay wages, superannuation or taxes.

RECORDING OF CHEQUES DRAWN MONTHLY

At the end of each month reconcile a list of cheques drawn for stock and expenses during that month. Cheques paid are divided into two sections – stock and expenses and each of those sections is divided into past month / current month / next month.

BAS RETURNS

The ATO mails the paperwork requiring completion to the office. The CAV completes a quarterly paper BAS return as follows

- November for the July / August / September quarter.
- February, for the October / November / December quarter.
- May, for the January / February / March quarter.
- September, for the April / May / June quarter.

SCHEDULE OF DUTIES – TREASURER**ATO QUARTERLY BAS RETURNS**

The CAV FINANCE SPREADSHEETS provide the necessary data to complete each BAS RETURN for each QUARTER.

CAV AUDIT

Schedule initial meetings in mid-September with auditor at which all financial documents are presented

PAYMENTS TO VOLUNTEERS

A monthly record must be kept with the monthly payments paid to named individuals recorded.

EXTERNAL AUDITS

Suppliers might ask for account information to assist their audits

Each supplier's CAV account must be reconciled each month and up to date.

PREPARE A QUARTERLY "STATEMENT OF FINANCIAL POSITION

Using the template on the CAV Financial Spreadsheets complete a Statement of Financial Position

PREPARATION AND PRESENTATION OF QUARTERLY FINANCIAL REPORTS TO COMMITTEE

Figures will be available for QUARTERLY FINANCIAL reports in committee meetings.

PRESENTATION OF ANNUAL AUDITED FINANCIAL STATEMENT TO COMMITTEE

The annual audit must be completed in time to present it in full at the committee meeting prior to the AGM.

PRESENTATION OF ANNUAL AUDITED FINANCIAL STATEMENT TO AGM

A summary presentation of the annual audited Financial Statement is presented at the AGM.

MANAGE QUARTERLY STOCKTAKES AND ANNUAL STOCKTAKE

The auditor requires that the Treasurer can vouch for and sign off on all stocktakes. The CAV performs stocktakes on the final working days in September, December, March and June.

RECORD AND FILE PRINTOUT - JANT PREPAID POST BALANCES NOT EQUAL TO ZERO

These are required to prepare a detailed list of DEBTORS and CREDITORS for the FINANCIAL SNAPSHOTS

Midnight December 31

Midnight June 30

This list will include members who are VETERANS, STATE TRUSTEES or TAC members.

INVOICING VETERANS AFFAIRS, STATE TRUSTEES AND TAC FOR FUNDS OWED

VETERANS AFFAIRS is sent one invoice in early July, itemised for each member's SUBS for the upcoming year and each member's POST and PRODUCT costs that the CAV has covered throughout the past Financial Year.

STATE TRUSTEES is sent an individual invoice for each ST CAV member – itemised for SUBS for the upcoming year and for any POSTAGE throughout the past Financial Year

The TRAFFIC ACCIDENT COMMISSION is sent an individual invoice for each ST CAV member – itemised for SUBS for the upcoming year and for any POSTAGE throughout the past Financial Year

INVOICING ACSA AUSTRALIA FUND FOR POSTAGE COSTS

When the CAV has stock that is OUT OF DATE or has been RETURNED, that stock is sent to the ACSA AUSTRALIA FUND (details on ACSA webpage). We do not invoice for the stock, but we do invoice for the cost of POSTAGE.

Ensure that deliveries to the AUSTRALIA FUND are processed on a separate AUSTRALIA POST INVOICE SHEET so that the cost of posting numerous parcels to ACSA AUSTRALIA FUND can be recorded.

THE MONTHLY SCHEDULE – FINANCE DEPARTMENT – PAGE 1 of 2**DAY 1 – IN WEEK 1 OF THE MONTH**

FILE INVOICES PAID LAST MONTH

Supplier INVOICES are filed in the filing cabinets behind the TREASURER'S DESK.

Supplier MONTHLY STATEMENTS are filed in the appropriate folder on the shelves.

COLLECT LAST MONTH'S SUPPLIER INVOICES. These are filed in the pigeon holes in the STOCK area.

COLLATE LAST MONTH'S SUPPLIER INVOICES – by date / invoice number order, most recent to the top

DAY 2 – IN WEEK 2 OF THE MONTH

COMPLETION OF ALL DATA INPUT TO CAV ACCOUNTING SPREADSHEETS FOR PREVIOUS MONTH

CREDITORS TO BE PAID – LUMO ENERGY TELSTRA AUSTRALIA POST

SUPPLIER STATEMENTS – are placed with the invoices when received by email or post.

DAY 3 – IN WEEK 3 OF THE MONTH

RECONCILE SUPPLIER STATEMENTS

Stock personnel should have checked every invoice on the day that the supplies arrived

If any problem occurred, a DELIVERY PROBLEM FORM should have been completed

If an invoice is missing (not in the collated pile or in the stock area) get a copy

When this copy is in your hands you will need to have the STOCK MANAGER determine if it is correct.

When all invoices have been reconciled with the monthly statement determine the amount to be paid

DAY 4 – IN WEEK 4 OF THE MONTH

DETERMINE THE TOTAL AMOUNT TO BE PAID TO CREDITORS UP TO WEEK 3 NEXT MONTH

Include PETTY CASH, VOLUNTEER PAYMENTS, next month's RENT, POST, ELECTRICITY - around \$15,000

TRANSFER OF FUNDS – CASH MANAGEMENT ACC to SOCIETY CHEQUE ACCOUNT – by cheque

Transfer amount = TOTAL CREDITORS plus UNPRESENTED CHEQUES less CURRENT CHQ ACC BLANCE.

DRAW CHEQUES TO BE PAID

DAY 5 – LAST WORKING DAY OF THE MONTH**JOB 1 – VOLUNTEER PAYMENTS**

Collect the CAV SIGN IN form from the kitchen area

Collect a VOLUNTEER MONTHLY PAYMENT FORM and complete CAV VOLUNTEER MONTHLY PAYMENT FORM

Prepare an envelope for each volunteer – MONTH, NAME, # OF DAYS WORKED, P.O.R. RATE MONTH, TOTAL PAID

Draw a CASH CHEQUE for the TOTAL amount – two signatures needed

Take the cheque to the BUSINESS BANKING counter, CBA bank opposite corner to H&M.

Immediately upon returning to the CAV, place each volunteer's payment in the prepared envelope.

Each volunteer must sign the CAV VOLUNTEER MONTHLY PAYMENT FORM when paid.

If there are any issues, problems - in writing - left in the TREASURER'S pigeon hole or emailed.

STOCK MANAGER will hand out envelopes when able and get each volunteer to check and sign

Open "Colostomy Financials 2XXX – 2XXX" to CDM – enter data as and where required.

JOB 2 – NEW SIGN IN FORM FOR THE FOLLOWING MONTH

Open the document and make necessary adjustments for the next month

You might need to add some new volunteers, remove former volunteers

You definitely need to establish which DATES and DAYS the CAV will be working

Print the sign in form and tape it to the small table to the right after entering the kitchen area - SAVE and exit

THE MONTHLY SCHEDULE – FINANCE DEPARTMENT – PAGE 2 of 2**JOB 3 - PETTY CASH**

Complete the paper PETTY CASH FORM for the month

The PETTY CASH TIN should have started the month with \$350 and no receipts

The PETTY CASH FORM will help you establish the value of the CASH CHEQUE to be drawn

Draw a CASH CHEQUE – do not cross NOT NEGOTIABLE – for the amount – two signatures

Take the cheque to the BUSINESS BANKING counter at the CBA bank opposite H&M.

Return to the CAV and place the cash in the tin.

Open “Colostomy Financials 2XXX – 2XXX”

Open the C.D.M. spreadsheet and enter the cheque details

Open the PETTY spreadsheet and scroll down to the month required and complete

Assign the payment to, and manually input the value into, one or more of these expense areas -

STAFF (column H) PRINTING (column J) POSTAGE ((column L) OFFICE (Column N)

The GST amounts will compute automatically

JOB 4 - MISCELLANEOUS

Ensure all cheques have been posted.

Meet with stock manager to discuss the progress of any PROBLEM DELIVERY FORMS not finalised.

Determine with stock manager if all stock for return is out of the building and paperwork is held.

Print a JANT report on MEMBERS POST NOT EQUAL TO ZERO

*TPG Internet is paid once per three month period by direct debit from the cheque account.

RECONCILIATION OF ACCOUNTS

The CAV CBA accounts must be reconciled at the end of each month. This requires careful and detailed listing of all income / transfers / charges / expenditure for each account.

DEBITS AND CREDITS - CHEQUE ACCOUNT

CREDITS AND TRANSFERS - CASH MANAGEMENT ACCOUNT

The Cash Management Account is the account into which the government pays twenty-four PBS payments each year, usually two payments for each month but depending on how the claims are processed in the CAV office there might not be two PBS deposits every month. Sometimes two deposits are combined into one.

When drawing any cheque, first check the balance of the SOCIETY CHEQUE ACCOUNT to ensure funds are available to cover the withdrawal. Remember that Merchant Fees, usually about \$100 are direct debited at the beginning of each month, and that TPG INTERNET direct debit the account at the end of each three month period.

If there are insufficient funds in the cheque account you will need to arrange a transfer of funds from the CASH MANAGEMENT ACCOUNT to the SOCIETY CHEQUE ACCOUNT. The CASH MANAGEMENT ACCOUNT has a cheque book, so a not-negotiable cheque can be drawn to COLOSTOMY ASSOCIATION OF VICTORIA 063 001 0090 8831.

INCOMING STATEMENTS / TAX INVOICES (NOT STOCK)

Some businesses supply a monthly statement (TELSTRA, TELCOBLUE, AUSTRALIA POST etc) while others just send a tax invoice for the work or product supplied. Ensure that the invoiced items have actually been supplied and approved for payment and file in either the TO BE CHECKED FILE on the treasurer’s desk.

PLACEMENT OF INVOICES / STATEMENTS UPON DELIVERY

Invoices and statements, other than for stock, are placed upon delivery in the ACCOUNTS FILE

INCOMING TAX INVOICES (STOCK)

A tax invoice should be included with every delivery from a supplier and be checked against the CAV order form before being filed in the pigeon holes clearly marked in the stock area.

On or around the 5th of each month a volunteer working in the finance area will go to the pigeon holes and collect all invoices for stock for the previous month.

Return current month invoices to the appropriate pigeon hole. Transfer the required invoices to the Finance area, ensure they are in date order (most recent to the top). Place them in the QUERY file on the treasurer's desk.

When CAV receives the statement in the mail, clip the relevant supplier's statement to the invoices and return to the QUERY file for processing.

PROCESSING, PAYING AND FILING INVOICES / CREDITS, LISTINGS AND STATEMENTS – STOCK

1. Ensure that all invoices / credits have been signed and dated by the volunteer who processed the delivery.
2. Chase up any invoice / credit that is on the statement but not in our possession. Check the pigeon holes in the stock area, ask the stock manager, ring the supplier and request a copy of the invoice / credit to be faxed immediately to 9650 4123 – ATTENTION STOCK MANAGER – for checking.
3. Determine which of the invoices / credits on the statement the CAV will pay. Place a tick to the right of the amount of any invoice that the CAV will pay and a tick immediately to the right of any credit the CAV will take up. Similarly, place a cross to the right of any invoice or credit not paid or taken up.
4. Add up all the invoices ticked and all the credits ticked. Subtract the credit total from the invoice total – that is the amount that the CAV will pay in the month. Double check the arithmetic twice.
5. Produce a PAYABLES RECONCILIATION list detailing the invoice numbers and amounts paid or credited. Also list those not paid or taken up.
6. Draw the cheque legibly and complete all details on the cheque butt. Cross the cheque NOT NEGOTIABLE.
7. If there is a REMITTANCE ADVICE section on the statement, cut it off. Otherwise photocopy the statement
8. Write the cheque details – cheque number and value - clearly and legibly on the statement that CAV keeps
9. Stock invoices CAV is paying are filed in cabinets behind TREASURER'S DESK, most recent to the front.
10. Invoices not being paid are returned to the QUERIES file to be queried in the next month.
11. Address an envelope with address details as on the statement.
12. Remove the cheque from the cheque book and clip it, the remittance advice or the copy of the statement and the addressed envelope together.
13. Place all items in a plastic pocket in the CHEQUES AWAITING SIGNATURES booklet.
14. Cheques can be signed by the President, Vice-President, Secretary or Treasurer. Notify those people that cheques are waiting in the CHEQUES AWAITING SIGNATURES booklet on the treasurer's desk.
15. The first signatory takes out a cheque, signs it then replaces it in the plastic pocket from which it came.
16. The second signatory signs cheque then places all the relevant paper work in the addressed envelope.
17. The sealed envelope containing cheque and payment details is posted or delivered by hand
18. File all statements in the appropriate folder on the Treasurer's desk.

PROCESSING, PAYING AND FILING INVOICES AND STATEMENTS – NON STOCK

1. Place all incoming invoices / statements in the QUERIES file to await processing.
2. If further investigation is required return the invoice to the QUERIES file.
3. Draw the cheque and complete all details on the cheque butt. Cross the cheque NOT NEGOTIABLE.
4. Use the information on the invoice to address an envelope – the cheque will be posted
5. Write details of the cheque number and value on all relevant paperwork.
6. Secure two authorised signatures on the cheque. Cheques can be signed by the President, Vice-President, Secretary or Treasurer. Notify those people that cheques are ready to be signed and are on the treasurer's desk. Allow two working days for the statements to be perused and the cheques to be signed.
7. Address the envelope. Place the cheque, along with the remittance advice or the PAYABLES RECONCILIATION or both, in the envelope and post by placing the sealed envelope in the packing area for inclusion in the daily Australia Post pick up. If uncertain as to where to leave the envelope, hand it to one of the packers.
8. File the statement / invoice in the appropriate folder above the treasurer's desk – most recent to the top.

PROCESSING MONTHLY PAYMENTS TO VOLUNTEERS

In order to reconcile the ledger accounts and the bank accounts, and facilitate accruals, it is important that the cheque for this expense is drawn and cashed before the last working day of the month.

Step 1 – Collect the attendance sheet from the staff kitchen area.

Step 2 – Count the number of days each volunteer has worked. If uncertainties arise, consult with team leaders.

Step 3 – Use the PAYMENTS TO VOLUNTEERS FIGURING SHEET (EXCEL DOCUMENT) to determine how much is due to each volunteer. The sheet is set up to formulate the total amount payable. Input POSITIONS OF RESPONSIBILITY

Step 4 – Total the amounts to be paid to all volunteers for the month.

Step 5 – Draw one CASH cheque for the total amount. Write on the reverse side of the cheque how many notes of each denomination you require. How many individual payments end with a "5" = that is how many \$5 notes you will need. What is the total number of "hundreds" in the list – \$265 is two hundreds, and 1345 is thirteen hundreds. Tally up how many \$100 notes you will need. The remainder – get that in \$10 notes. Head over to the CBA with the cheque.

Step 6 – Cash the cheque with the Business Banking teller (the signatures will be checked)

Step 7 – Upon return to the CAV office, count out each volunteer's monthly payment, placing each in an envelope labelled with the volunteer's name, the number of days for which payment is made, the month and the amount.

Step 8 – Take the VOLUNTEERS' PAYMENTS FOR THE MONTH form and the envelope containing payment to each volunteer and get a signature from each recipient next to his or her name to prove that a volunteer accepted the funds

Step 9 – If a volunteer is not present on "pay" day then the envelope containing payment is placed in the secure petty cash tin, along with the VOLUNTEERS' PAYMENTS FOR THE MONTH form.

Step 10 – When all payments have been handed out, collect the VOLUNTEERS' PAYMENTS FOR THE MONTH form from the Petty Cash tin and file in the folder marked – VOLUNTEERS

RECONCILING BANK ACCOUNTS MONTHLY

The monthly reconciliation tracks every cent of the money deposited and withdrawn from accounts, starting with the opening balance in each account. The opening balances are the closing reconciled balances from the previous month.

There are two purposes in completing a monthly account reconciliation. The first is to check if CAV records match the banking records and if not, why not? The second is to attribute income and expenditure to various areas of CAV business.

This process can be difficult if accurate and clear records are not kept, especially the records of cheques, money orders, credit card payments and cash payments from members for membership and prepaid post.

END OF YEAR FINANCIAL REQUIREMENTS

Before close of business all banking must be completed, leaving \$50 float in the COUNTER CASH TIN and \$350 in the PETTY CASH TIN.

At close of business on June 30 the following must be recorded –

- The balance in each of the CAV banks accounts at midnight
- The total amount of cheques drawn for the year.
- The total amount of funds debited from CBA accounts through DIRECT DEBIT examples – Bank Charges, TPG Internet
- The cash held in the PETTY CASH TIN
- The cash held in the COUNTER SALES TIN
- All unpresented cheques
- All invoices received relevant to the financial year just ended that have not been paid
- Any amounts owed to CAV by our trade partners examples are - ATO. TAC for Sandra Brown, an indication from JANT as to any outstanding PBS rebates and handling fees
- The amount held on JANT for post (printout from JANT required detailing individual's post balances, in debit and in credit)
- The amount Veterans' Affairs, TAC and State Trustees members owe for postage throughout the financial year just ended (printout from JANT will display these amounts)
- The stock in circulation on the premises (but not in plastic containers waiting for collection and not returned stock)
- The stock not in circulation – OUT OF DATE stock.
- Any member who is not financial and the month each of those memberships was due.

The following detailed documents relevant to the financial year must be completed and available for audit in September

- Profit and Loss Ledger for the financial year
- Details of debits and credits in each CBA account, including details of how these have been accounted for.
- Details of the JANT PREPAID POST LEDGER – how much money do we hold in trust for members?
- Details of the JANT PREPAID POST LEDGER – how much money do our members owe the CAV?
- CBA statements – accounts and merchant fees
- Financial year income and expenditure as at the bank
- Cheques drawn monthly documentation
- List of cheques drawn throughout the financial year but not yet presented.
- List of invoices to the CAV for goods or services provided during the financial year that are yet to be paid.
- List of organisations that have been invoiced for costs incurred during the financial year but have not yet paid.