

POLICIES AND GUIDELINES FOR CAV OPERATIONS AND PROCEDURES

# CAV HANDBOOK

# 2019

**ABN** 25 638 423 194

**REG NO** A0103505D as of July 2018 after amalgamation of COLOSTOMY ASSOCIATION OF VICTORIA INC and ILEOSTOMY ASSOCIATION OF VICTORIA INC. Prior to that date - A0018200J

**LOCATION AND CONTACT DETAILS**

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**MEMBERSHIP FEES – 2018 / 2019**

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

**COMMITTEE MEMBERS AS AT JULY 1 2018**

<b>PRESIDENT</b>	Terry Carver
<b>VICE-PRESIDENT</b>	Ian Scholes
<b>TREASURER</b>	John Nicholls
<b>SECRETARY</b>	Gerard Nicholls
<b>COMMITTEE MEMBERS</b>	Kathleen Allan Kerry Bird Giovanna Ruiu Graeme Mackenzie Terry Roberts

**CAV LIFE MEMBERS AS AT JULY 1, 2018**

Kathleen Allan  
John Nicholls  
Barry Morgan  
Nancy Gough  
Noel Tait

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**OUR VISION, OUR MISSION, OUR PURPOSE**

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, certain that the CAV will provide them a suitably efficient ordering and distribution service for the medical supplies provided on the Stoma Appliance Scheme that ostomates require to function daily. While medical professionals and Stomal Therapy Nurses (AASN) provide ostomates with their medical aDVICE, the CAV complements their services by providing support as service as required.

**OUR CHARITABLE PURPOSES**

The *Charities Act 2013* (Cth) lists twelve charitable purposes:

- advancing health
- advancing education
- advancing social or public welfare
- advancing religion
- advancing culture
- promoting reconciliation, mutual respect and tolerance between groups of individuals that are in Australia
- promoting or protecting human rights
- advancing the security or safety of Australia or the Australian public
- preventing or relieving the suffering of animals
- advancing the natural environment
- promoting or opposing a change to any matter established by law, policy or practice in the Commonwealth, a state, a territory or another country (where that change furthers or opposes one or more of the purposes above), and
- other similar purposes 'beneficial to the general public' (a general category).

The CAV focuses on these purposes:

- advancing health
- advancing education
- advancing social or public welfare
- advancing culture
- promoting or protecting human rights
- promoting or opposing a change to any matter established by law, policy or practice in the Commonwealth, a state, a territory or another country (where that change furthers or opposes one or more of the purposes above), and
- other similar purposes 'beneficial to the general public' (a general category).

**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 colostomates 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 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 in turn help 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 if they have paid an annual SAS ACCESS FEE to an association. The Department of Human Services approves appliances for the scheme, negotiates the price with the suppliers and sets the maximum allowable quantity that can be supplied monthly.

**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.

**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.



**CAV CONSTITUTION**

The CAV CONSTITUTION can be viewed ONLINE or at the CAV office by appointment. It was most recently updated in 2014 and was accepted and tabled with CONSUMER AFFAIRS VICTORIA as part of the legal procedures relative to the JULY 2018 amalgamation of the IAV and the CAV.

**DUTIES OF RESPONSIBLE PERSONS SERVING A CHARITY**

The ACNC requires charities to meet governance standards. Under governance standard 4 charities must make sure its responsible persons are suitable, and under governance standard 5 they must ensure their responsible persons are aware of their duties and comply with them.

Under GOVERNANCE STANDARD 5 responsible persons must:

- act with reasonable care and diligence
- act honestly and fairly in the best interests of the charity and for its charitable purposes
- not misuse their position or information they gain as a responsible person
- disclose actual or potential conflicts of interest
- ensure that the financial affairs of the charity are managed responsibly, and
- not allow the charity to operate while it is insolvent.

**WHO QUALIFIES TO SIT ON THE CAV'S COMMITTEE OF GOVERNANCE?**

Any person who may be interested in doing so who

- is aged 18 years or over
- is willing to undertake a POLICE CHECK if required.
- is invited to do so by the CAV COMMITTEE and also meets the criteria above.
- follows the procedures and protocols laid down in the CAV CONSTITUTION relevant to elections.

**WHO WOULD BE DISQUALIFIED FROM SITTING ON THE CAV'S COMMITTEE OF GOVERNANCE?**

Any person convicted of any of the following:

- a serious ('indictable') offence that involves making or participating in making, a decision that affects the whole or a substantial part of the business of a corporation (including an Aboriginal and Torres Strait Islander corporation)
- a serious ('indictable') offence for actions that could significantly affect a corporation's (including an Aboriginal and Torres Strait Islander corporation's) finances
- an offence that is a contravention of the Corporations Act or the *Corporations (Aboriginal and Torres Strait Islander) Act 2006* (Cth) that is punishable by imprisonment for more than 12 months
- an offence involving dishonesty that is punishable by imprisonment for at least three months, or
- a serious offence against the law of a foreign country that is punishable by imprisonment for a period greater than 12 months.

These include offences against the law of a foreign country.

Any person who has:

- ever been bankrupt (under Australian or any foreign law) **and** has not been discharged from this bankruptcy, or
- made a 'personal insolvency agreement' **and** not complied with the agreement.

Any person who has:

- had a New Zealand court order made against you preventing you from being a director or being involved in the management of a foreign company, or
- been disqualified by an Australian court, ASIC or ORIC and this disqualification is still current?

**CAN RELATIVES AND FRIENDS OF CURRENT CAV COMMITTEE MEMBERS SIT ON THE CAV COMMITTEE?**

Yes, the CAV welcomes the members of our wider ostomate community who are interested in serving our association.

**CAN RELATIVES AND FRIENDS OF CAV COMMITTEE MEMBERS PLAY ANY ROLE AT THE CAV**

Yes they can, in fact we welcome them to our team.

**WHAT ARE RELATED PARTY TRANSACTIONS?**

RELATED PARTY TRANSACTIONS occur when charities sometimes undertake transactions with related parties. It is good governance for charities to carefully manage these transactions and ensure that they transparent and appropriately recorded. This document provides general guidance for charities on developing policies or processes on related party transactions.

Related parties are not defined in the ACNC legislation. The term related party is defined in Australian Accounting Standards (AASB) 124 Related Party Disclosures refers to the following are related parties in relation to a registered charity:

- a person that is connected to the charity, such as a responsible person or a close member of their family that has control or joint control of the charity;
- an organisation that is connected to the charity and that has control or significant influence over the charity, such as a parent-entity of the charity
- an organisation that the charity has control or significant influence over, such as a subsidiary-entity.
- any organisation and the charity that are members of the same group (e.g. fellow subsidiaries)
- a member or a close member of their family of the key management personnel of the charity (the people with authority and responsibility for planning, directing and controlling the activities of the charity directly or indirectly).
- an associate (an entity over which the charity has significant influence) or joint venture (a joint arrangement whereby the charity with another entity/ies have joint control of the arrangements have rights to the net assets of the arrangement)

Related party transactions can include:

- purchases, sales, donations
- receipt of goods, services or property – SALES OR LEASES
- transfers of property including intellectual property
- loans and guarantees
- provision of employees on a paid or complementary basis

**SPECIAL CAV GUIDELINES FOR FINANCIAL TRANSACTIONS INVOLVING RELATED PARTIES**

The CAV already requires TWO signatories on every cheque payment. The CAV signatories are usually the President, Vice-President, Treasurer and Secretary. If two or more of these signatories are related, then only ONE can be a signatory on any one cheque. Any payment made by the CAV to any individual or any company that has a relationship with any CAV signatory cannot be signed by any CAV committee member who is a related party.

**RELATED PARTY TRANSACTIONS MUST BE DISCLOSED AND RECORDS KEPT**

The CAV has contractual agreements with many companies and individuals. It is expected that any committee member will inform the CAV of any RELATED PARTY INTEREST if such should occur with any CAV contractor. This must be done in writing addressed to a member of the CAV COMMITTEE EXECUTIVE who is not involved in any way with the RELATED PARTIES.

## **CAV PRIVACY POLICY**

The Colostomy Association of Victoria (CAV) abides by The Privacy Act 1988 and the Australian Privacy Principles (APP) and has developed this APP Privacy Policy to outline our ongoing obligations with respect to how personal information provided to the CAV is managed. Members can access this CAV PRIVACY POLICY on the CAV website.

### **Compliance with the National Privacy Policy**

There are ten Australian Privacy Principles (APPs) (previously the National Privacy Principles (NPPs) contained in the Privacy Act 1988 (the Privacy Act). These came into effect on 21 December 2001 and govern the way in which the CAV can collect, use, disclose, store, secure and dispose of Personal Information.

CAV has adopted 9 of these 10 APPs as the CAV is unable to fully comply with APP #8 (Anonymity - Wherever it is lawful and practicable, individuals must have the option of not identifying themselves when entering transactions with an organisation) as CAV must specifically identify and verify the eligibility of all individuals wishing to claim ostomy appliances via the Federal Government's Stomal Appliance Scheme (SAS).

### **What is Personal Information and why does the CAV collect it?**

Personal Information is information that identifies an individual.

Examples of Personal Information collected by the Organisation include: names, addresses, email addresses, phone numbers, facsimile numbers, third party contacts, Medicare and concession card numbers and information related to your participation in the Stoma Appliance Scheme. This Personal Information is obtained in many ways including through interviews, correspondence, by telephone, by facsimile, by email, via the CAV website, through SAS appliance order placement and from third parties. CAV does not use cookies but cannot guarantee other website links or the policy of authorised third parties.

The CAV collects Personal Information for the primary purposes of providing services to members and for providing information to members. CAV may also use your Personal Information for a secondary purposes closely related to the primary purpose in circumstances where the member would reasonably expect such use or disclosure.

### **What is Sensitive Information?**

Sensitive information is defined in the Privacy Act as information or opinion about such things as an individual's racial or ethnic origin, political opinions, membership of a political association, religious or philosophical beliefs, membership of a trade union or other professional body, criminal record or health information. Examples of sensitive information that may be collected by the CAV include information related to a member's stoma including type of stoma and a record of products used.

Sensitive information will be collected and used by the CAV only:

- for the primary purpose for which it was obtained;
- for a secondary purpose that is directly related to the primary purpose;
- with the consent of the member; or where required or authorised by law.

### **Third Parties**

Where reasonable and practicable to do so, the CAV will collect Personal Information only from the member or the member's medical practitioner. In some circumstances the CAV may be provided with information by third parties such as a family member or medical professional. In such cases the CAV will take all reasonable steps to ensure that the member is made aware of the information provided to the CAV by such a third party.

### **Disclosure of Personal Information**

It is the policy of the CAV not to disclose a member's Personal Information except where:

- the member would reasonably expect the CAV to disclose the information for a secondary purpose and the secondary purpose is closely related to the primary purpose;
- a permitted health situation exists in relation to the use or disclosure of the information by the CAV to the member's Stomal Therapy Nurse or Medical Professional;
- CAV is required to disclose a member's information for purposes related directly to that member's eligibility to receive stoma products funded by the Stoma Appliance Scheme.
- A member consents to the use or disclosure of his or her Personal Information to a third party; or
- it is required or authorised by law.

**CAV PRIVACY POLICY continued****Security of Personal Information**

A member's Personal Information is stored in a manner that reasonably protects it from misuse, loss, unauthorised access, modification or unauthorised disclosure.

When a member's Personal Information is no longer needed for the purpose for which it was obtained, CAV will take all reasonable steps to destroy it or to permanently de-identify it. However, some Personal Information is required to be kept by law and will be stored in our files and kept by us for a minimum of 7 years.

**Access to your Personal Information**

Members have a right to access the Personal Information CAV hold about them and to update and/or correct it, subject to certain exceptions. If a member wishes to access his or her Personal Information, a request must be made in writing to the CAV SECRETARY.

CAV will not charge any fee for access requested by a member to his / her Personal Information, but may charge an administrative fee for providing any evidence of that Personal Information in any written or electronic form.

In order to protect Personal Information CAV requires identification before releasing such information.

**Maintaining the Quality of a member's Personal Information**

It is an important part of providing CAV services to members that Personal Information is up to date and CAV will take all reasonable steps to make sure that members' Personal Information is accurate and complete.

To assist with this process, it is important that members advise CAV at the earliest opportunity of any changes to Personal Information so that CAV records can be updated.

**Policy Updates**

This Policy may change from time to time. Members can contact the CAV SECRETARY to access a copy of this policy.

**Privacy Policy Enquiries**

If members have any queries about the CAV's Privacy Policy, they can contact the CAV SECRETARY.

**Complaints**

Complaints about any alleged breach of the CAV Privacy Policy must be made in writing to:

THE SECRETARY  
COLOSTOMY ASSOCIATION OF VICTORIA  
PO Box 65  
FLINDERS LANE POST OFFICE  
MELBOURNE, VIC, 8009

**RELEVANT REGULATORS**

Commonwealth	Legal structure (incorporation) www.asic.gov.au	Australian Securities and Investments Commission (ASIC) Telephone: 1300 300 630
	Tax concessions www.ato.gov.au	Australian Taxation Office (ATO)
	Victoria	
	Legal structure (incorporation) www.consumer.vic.gov.au	Consumer Affairs Victoria Telephone: 1300 558 181
	Fundraising www.consumer.vic.gov.au	Consumer Affairs Victoria Telephone: 1300 558 181
	Tax concessions www.sro.vic.gov.au	State Revenue Office Telephone: 13 21 61

**ACNC STANDARDS – AUSTRALIAN CHARITIES AND NOT-FOR-PROFITS COMMISSION**

The CAV must meet the ACNC's Governance Standards to remain registered with the ACNC and must be able to provide evidence of having met those Standards if and when requested to do so.

The Governance Standards are a set of core, minimum standards that deal with how charities are run (including their processes, activities and relationships) – their governance. The Standards require charities to remain charitable, operate lawfully, and be run in an accountable and responsible way. They help charities remain trusted by the public and continue to do their charitable work.

**Standard 1: Purposes and not-for-profit nature**

The CAV must remain a not-for-profit organisation and work towards its charitable purpose. The CAV must be able to demonstrate this and provide information about its purposes to the public. All funds must be applied solely to further the CAV's purpose.

**Standard 2: Accountability to members**

The CAV has members and so must take reasonable steps to be accountable to its members and provide them with adequate opportunity to raise concerns about how the charity is governed.

**Standard 3: Compliance with Australian laws**

The CAV must not commit a serious offence under any Australian law or breach a law that may result in a penalty of 60 penalty units (currently \$10 200) or more.

**Standard 4: Suitability of Responsible Persons**

The CAV must take reasonable steps to:

- be satisfied that its Committee Members are not disqualified from managing a corporation under the Corporations Act 2001 (Commonwealth) or disqualified from being a Responsible Person of a registered charity by the ACNC Commissioner, and
- remove any Responsible Person who does not meet these requirements.

**Standard 5: Duties of Responsible Persons**

The CAV must take reasonable steps to make sure that Responsible Persons are subject to, understand and carry out the duties required of them by regulatory bodies.

**OPERATIONAL RECORDS THAT MUST BE MAINTAINED**

An operational record is any information about the CAV's activities that shows that the CAV complies with the ACNC Act and tax laws, and that the CAV continues to be a charity or continues to be entitled to be registered as a particular subtype, for example, as a public benevolent institution (PBI).

Some examples of basic operational records include:

- **Governing documents** – such as a constitution, rules or trust deed – filed in the GOVERNANCE folder in the office.
- **Meeting minutes** – filed in a folder labelled CAV MINUTES OF MEETINGS
- **Operating policies and procedures** – are detailed in the CAV HANDBOOK
- **Annual reports, donor reports or other reports** – for example on results of programs, projects or services
- **Strategic plans and program plans** – minuted as part of CAV committee meeting minutes
- **Monitoring and evaluation reports** – filed as required in CAV office – ACSA / ACNC / WORKSAFE
- **Contracts and agreements** – including funding and other agreements – filed as required in CAV office.
- **Memoranda of Understanding**
- **Media releases / Flyers** – all included in CAV MINUTES folder.
- **Charity promotional materials** – including pamphlets, posters – all included in CAV MINUTES folder.
- **Records to show the CAV is working towards its charitable purpose**

**LETTER OF APPOINTMENT OF A PERSON TO THE CAV COMMITTEE****Appointment as a responsible person for the COLOSTOMY ASSOCIATION OF VICTORIA INC.**

Congratulations on your appointment to the governing body of the CAV. In your role, you have a special opportunity to contribute to the work and life of the COLOSTOMY ASSOCIATION OF VICTORIA.

As a member of the committee of a charity registered with the Australian Charities and Not-for-profits Commission, you have duties and responsibilities that come with your role. You may also have other obligations and duties under / to other government agencies or under other laws.

The ACNC governance standards set core, minimum governance standards that all charities must meet. Governance standard five requires that charities take reasonable steps to make sure that the members of their governing body know and understand their legal duties and carry out their duties.

The duties are:

- **To act with reasonable care and diligence**
- **To act in good faith in the best interests of the charity and for a proper purpose.**
- **Not to improperly use information or position.**
- **To disclose conflicts of interest**
- **To ensure that financial affairs are managed responsibly.**
- **Not to allow the charity to operate while insolvent.**

You can find more information about the duties of those who manage charities on the ACNC's website [www.acnc.gov.au](http://www.acnc.gov.au) and we ask you to carefully read the ACNC's guide *Governance for Good* which is available on the ACNC website. If you have any concerns about meeting these duties, contact the ACNC for information. The ACNC has resources and people available to help you to better understand and meet your duties.

Thank you for donating your time and expertise.

**COMMUNICATION WITH MEMBERS**

The CAV publishes FOUR NEWSLETTERS each year – AUTUMN, WINTER, SPRING and SUMMER. These are distributed to members when they collect their supplies from the CAV COUNTER or a copy is placed in every parcel that is posted to members over the three month seasonal period.

**GRIEVANCES**

Any CAV MEMBER who has any grievance may alert the CAV in writing; posted, emailed or faxed to the CAV SECRETARY or the CAV PRESIDENT. Initially the matter will be referred to a member of the COMMITTEE EXECUTIVE – President / Vice- President / Treasurer / Secretary – to a person not directly involved in the matter.

The person who has made the grievance known will be contacted by a CAV COMMITTEE MEMBER if further information is required, otherwise the grievance will be addressed and the matter handled as the CAV COMMITTEE sees fit. Should the grievance centre on the CAV COMMITTEE then the matter will be forwarded to A.C.S.A.

**ANNUAL GENERAL MEETING**

According to the CAV CONSTITUTION, a CAV ANNUAL GENERAL MEETING must be held each year within 5 months of the end of the financial year. The CAV ANNUAL GENERAL MEETING is usually held on the last Saturday in November at the CAV premises. The date of the CAV AGM is published to members via the CAV NEWSLETTERS, the CAV WEBSITE and EMAIL.

The rules applicable to a CAV ANNUAL GENERAL MEETING are set out in the CAV CONSTITUTION. The CAV CONSTITUTION is available to download or read on the CAV WEBSITE. A copy is stored in the CAV OFFICE. Members may contact the CAV SECRETARY if requiring to view that CAV CONSTITUTION at the CAV.

**SPECIAL GENERAL MEETINGS**

A SPECIAL GENERAL MEETING can be called by the CAV COMMITTEE or by any member who can convince the CAV COMMITTEE to agree to call a SPECIAL GENERAL MEETING, or by any member who can get 10% or more of the CAV members to sign a petition to call a SPECIAL GENERAL MEETING. At a SPECIAL GENERAL MEETING the only item of business will be the item / purpose for which the meeting was called. The rules applicable to a CAV SPECIAL GENERAL MEETING are set out in the CAV CONSTITUTION

**INSURANCES**

The CAV holds an insurance policy that covers volunteers. Details of the insurance policy are filed in the INSURANCE folder. All volunteers at the CAV must have AMBULANCE VICTORIA COVER.

**OCCUPATIONAL HEALTH AND SAFETY**

Volunteers must be safe while attending the CAV. The CAV COMMITTEE must appoint an OCCUPATIONAL HEALTH AND SAFETY OFFICER. That position is one of the CAV POSITIONS OF RESPONSIBILITY and is an appointment that, if accepted, requires the individual to report to the CAV COMMITTEE regularly.

**POLICE CHECKS FOR CAV VOLUNTEERS**

The CAV requires that unknown individuals who apply to volunteer at the CAV must undergo, or provide proof of having undergone, a recent VICTORIAN POLICE CHECK. Many Victorian professional bodies require that members undergo POLICE CHECKS. If a person wishes to volunteer who is a member of, for example the AMA or the VIT or any other professional association that requires their members to undergo POLICE CHECKS, then the CAV would accept professional accreditation as sufficient proof of an individual's lack of criminal activities. Volunteers who come to the CAV through the BRIGIDINE ASYLUM SEEKERS PROGRAM have all undergone ASIO checks.

**AMBULANCE VICTORIA**

The CAV requires that all volunteers are members of AMBULANCE VICTORIA and that each volunteer provides proof, annually, of having AMBULANCE VICTORIA membership. Should a volunteer not be a member of AMBULANCE VICTORIA then the CAV will act to ensure that the volunteer's monthly allowance is used to pay for the membership.

**APPOINTMENT TO THE CAV VOLUNTEER ROSTER**

The CAV COMMITTEE are responsible for the safety and well-being of all volunteers and members. For that reason there must be some process in place to establish if an individual who wishes to volunteer at the CAV would be a suitable addition to our volunteer team.

Any applicant for a CAV volunteer position must be interviewed by a member of the CAV COMMITTEE. During that interview it is necessary to establish if the applicant will be able and willing to meet the requirements of the position and follow CAV guidelines while being a suitable ambassador for the CAV.

Foremost in the mind of the CAV COMMITTEE member interviewing the applicant must be establishing that the applicant has adequate communication, literacy and numeracy skills to successfully do whatever task will be assigned.

It must be made clear to new volunteers that the first month on the roster is a trial period, after which, if the individual has not been able to meet CAV standards and requirements then that individual will no longer be rostered to volunteer duties

At this interview stage volunteer applicants will be asked to complete a VOLUNTEER PERSONAL INFORMATION FORM. Primarily this information will be used should there be a health emergency, so it focusses on health issues such as allergies etc – worst case scenario is a volunteer unconscious and an ambulance is called -CAV must be able to provide some very basic health and residential data to the medics.

**SUSPENSION FROM DUTIES**

Any volunteer who fails to abide by any of the CAV guidelines for professional behaviour or deliberately ignores CAV procedures and protocols will be suspended from duties. Notification of suspension will be received from the President, Vice-President, Treasurer or Secretary. The suspended volunteer will be able to address the matter, initially in writing addressed to the CAV COMMITTEE and then, if the CAV COMMITTEE see fit, a meeting may be scheduled at which the matter can be discussed and the matter finalised. The suspension may be lifted or ratified.

**IDEAS AND ISSUES – COMPLAINT RESOLUTION**

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 place a written complaint about another volunteer, the CAV SECRETARY or a member of the CAV EXECUTIVE, after consulting you regarding the issue, may then inform that volunteer about your complaint and asks for a response from that volunteer. Other volunteers may also be interviewed regarding the matter. The CAV COMMITTEE will then meet and establish what, if any, further action will be required.

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.

**FINANCIAL MANAGEMENT AND SECURITY**

The COLOSTOMY ASSOCIATION OF VICTORIA, as per the ACNC regulations, is a medium sized "charity" and therefore must be audited annually. Prior to 2013, the CAV auditor was the firm HENDERSON AND VARALLA. Since 2013 the CAV auditor has been MR JATEEN KUMAR, who has been appointed to audit the accounts of the newly amalgamated (as of July 1, 2018) CAV.

All payments made to creditors must be confirmed by the TREASURER prior to payment.

COLOSTOMY ASSOCIATION OF VICTORIA pay creditors by cheque and each cheque must be signed by TWO of a possible FOUR signatories, thereby nullifying any possibility of financial fraud or mismanagement.

The CAV TREASURER is required to provide CAV COMMITTEE members with quarterly financial updates, detailing (as at the end of each quarter) all current assets of the association and all current liabilities of the association.

**ASSOCIATION LEGAL REPRESENTATION**

The COLOSTOMY ASSOCIATION OF VICTORIA is represented by BULLARDS SOLICITORS, QUEEN STREET MELBOURNE. The primary contact at the firm is partner MR DAVID BULLARD.

**ASSOCIATION INSURANCES**

All insurance needs for the COLOSTOMY ASSOCIATION OF VICTORIA (equipment, third party and volunteer insurances) are brokered by MCKENZIE ROSS INSURANCE BROKERS. All documents are filed in the INSURANCE folder in the CAV OFFICE.



**THE MANAGEMENT AND OPERATIONAL STRUCTURE OF OUR ASSOCIATION****VOLUNTEERS**

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.

If, after an initial training period, it is established that a volunteer is not capable of meeting the requirements of his or her volunteer position, the volunteer will be notified by the CAV PRESIDENT or CAV SECRETARY of the CAV's intention to not place that volunteer on future rosters.

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)

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 and if required to the ATO or CENTRELINK

**COMMITTEE MEMBERS**

The CAV COMMITTEE is elected at the ANNUAL GENERAL MEETING usually held on the last Saturday in October. Individuals may be appointed to the committee throughout the year as deemed necessary by the CAV COMMITTEE.

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, and Consumer Affairs Victoria, the auditor, Block Arcade management, SAS suppliers and CAV members.

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 RESPOSNSIBILITY 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 management of the CAV is managed by a team of individuals who hold POSITIONS OF RESPONSIBILITY. These individuals are paid an honorarium for meeting the responsibilities they hold. TWO of the listed PORs- TREASURER and SECRETARY- **must** be held by the committee members elected to those committee positions. The committee oversees the appointment of volunteers to all the other PORs. Other PORs can be held by any CAV volunteer.

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 any 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 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

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](http://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 –

- 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.

### **OFFICE SERVICE AND OPENING HOURS**

Monday to Friday            9am – 2pm

### **VOLUNTEER HOURS AND ROSTER**

Volunteers begin at 9am and finish at 2pm, unless negotiated otherwise with the OFFICE MANAGER. Breaks are arranged by consultation with other team members. CAV will try to accommodate volunteer requests when the monthly roster is organised. The roster is emailed to volunteers in the last week of each month.

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. If a volunteer cannot attend the CAV as rostered the CAV asks that the volunteer notifies the OFFICE MANAGER.

### **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.

### **CAV SPENDING – PETTY CASH**

The STOCK MANAGER P.O.R. is responsible for PETTY CASH. Refer to the FINANCE section of this HANDBOOK.

### **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, who may consult with other members of the executive before authorising the purchase.

Spending over \$20,000 - Two quotes must be obtained and these quotes must be presented to the Treasurer who 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 OR STOMA ADVICE**

Volunteers are not to offer ANY medical or stoma 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)

**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.

**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 a volunteer is presented with a private gift and wishes to keep it private, be aware of others' sensibilities and keep the gift private. Alternatively that volunteer could accept the accolades and thanks, then share the gifts with all the other "unknowns" – those volunteers who work to support our members.

**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 extinguisher. 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. Obey all instructions from Fire Wardens and emergency service personnel. CAV volunteers should move to the emergency assembly area marked on the map on the emergency evacuation displays. This assembly area is in Collins Street, on the northern side, up near the corner of Collins St and Swanston St (near the TOWN HALL)

**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

**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**

Treat faxes as you would mail – process through the relevant pigeon holes in the MEMBER’S SERVICES area.

**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 then place the document to be faxed in the fax machine FACE DOWN, dial the recipient’s fax number.

**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.

**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. 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 \$12.**

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 - \$1 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”.

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”.



**DISPUTE OF PREPAID POST DETAILS**

If members dispute our JANT records, let the members know we can to 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 eh 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 – 1<sup>st</sup> 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

**MEMBERSHIP – STOMA APPLIANCE SCHEME ANNUAL ACCESS FEE**

The term “membership” may be misleading, the proper term is the SAS ANNUAL ACCESS FEE. It is the \$60 or \$50 that an ostomate pays to the CAV in order to be able to access the stoma supplies they need and have those supplies paid for by MEDICARE (monthly and annual limits apply on all products on the scheme)

The SAS ANNUAL ACCESS FEE falls due on JULY 1 each year. CAV ostomates are constantly reminded that the FEE is due on JULY 1 each year. This information is placed on each of the four newsletters and is also printed on CAV ORDER FORMS.

The CAV does not invoice this fee, as payment is optional. An ostomate can chose to not pay the fee, but if that choice is made then the ostomate will need to pay retail prices for any stoma products he or she requires. If makes great sense to pay the SAS ANNUAL ACCESS FEE.

During the first few months of the financial year, the CAV will process an order for an ostomate who has not paid the SAS ANNUAL ACCESS FEE and attach a YELLOW REMINDER SLIP to the ostomate’s ORDER. When the ostomate collects supplies, or when the ostomate opens the posted parcel, the reminder slip will be clearly displayed.

CAV ostomates in any aged care facility will never be denied supply of any order placed, but each order will be sent along with a YELLOW REMINDER SLIP, in the hope that the ostomate will pay the SAS ANNUAL ACCESS FEE.

**PROCESSING A NEW MEMBER**

In the OFFICE AREA part of the EMAIL DESK is set aside as the NEW MEMBER DESK. CAV maintains a written NEW MEMBER LEDGER as well as the electronic data stored on JANT.

Enrolling a NEW MEMBER takes around 20 minutes and when a volunteer is undertaking this task then NO OTHER INTERRUPTION can be allowed. Focus solely on getting the job done correctly.

In the NEW MEMBER CORNER there are plastic folders that provide STEP BY STEP instructions for this process. Volunteers who follow those instructions carefully, and always check the data they have entered or written, will successfully enrol a NEW MEMBER on JANT.

**MEMBERSHIP GROUPS**

An ostomate enrolled in the SAS with the CAV will be recorded on JANT in one of the following groups

F	Full
P	Concession / Pensioner
S	State Trustee
T	Traffic Accident Commission.
V	Veterans’ Affairs

**MEMBERSHIP FOR DEPARTMENT OF VETERANS AFFAIRS**

Ostomates in groups S, T and V might be eligible for government financial assistance to pay for SAS ANNUAL ACCESS FEE and also possibly for POST. When the ostomate is enrolled a CAV representative will need to contact the appropriate government department and establish if the ostomate’s cost associated with the SAS will be subsidised – fully, partly or not at all. It is during that contact that the CAV usually finds out the individual’s ID NUMBER for that government department – CAV needs that ID NUMBER in order to invoice the government department at the end of each financial year.

**MEMBERSHIP FOR STATE TRUSTEES**

Ostomates in groups S, T and V might be eligible for government financial assistance to pay for SAS ANNUAL ACCESS FEE and also possibly for POST. When the ostomate is enrolled a CAV representative will need to contact the appropriate government department and establish if the ostomate’s cost associated with the SAS will be subsidised – fully, partly or not at all. It is during that contact that the CAV usually finds out the individual’s ID NUMBER for that government department – CAV needs that ID NUMBER in order to invoice the government department at the end of each financial year.

**MEMEBRSHIP FOR TRAFFIC ACCIDENT COMMISSION**

Ostomates in groups S, T and V might be eligible for government financial assistance to pay for SAS ANNUAL ACCESS FEE and also possibly for POST. When the ostomate is enrolled a CAV representative will need to contact the appropriate government department and establish if the ostomate’s cost associated with the SAS will be subsidised – fully, partly or not at all. It is during that contact that the CAV usually finds out the individual’s ID NUMBER for that government department – CAV needs that ID NUMBER in order to invoice the government department at the end of each financial year.

**MEMBERSHIP CLASSES**

Each ostomate enrolled in the SAS with the CAV is placed in a CLASS.

		LOCAL	A class
		COUNTRY	B class
	PERMANENT STOMA	INTERSTATE	C class
CONCESSION			
	TEMPORARY STOMA	LOCAL	E class
		COUNTRY	F class
		INTERSTATE	G class
		LOCAL	J class
		COUNTRY	K class
	PERMANENT STOMA	INTERSTATE	L class
FULL			
	TEMPORARY STOMA	LOCAL	N class
		COUNTRY	P class
		INTERSTATE	Q class
	STATE TRUSTEE		S class
	TRAFFIC ACCIDENT COMMISSION		T class
	VETERAN’S AFFAIRS		V class
	WORKSAFE		W class
	AGED CARE		Z class

CAV uses these classes to SEARCH for a those ostomates in each of the classes. This may be required for a MAIL OUT. CAV could also use the COUNTRY and INTERSTATE classes to establish higher postage charges for those members if that were required in future. Ostomates are placed in GROUP and CLASS by the volunteer who enrolls the NEW MEMBER on JANT.

**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
2. Check if the order is for a VETERAN, STATE TRUSTEE or TAC member, if so, ignore ALL finances.
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 – CLAIMS establish that member is financial – if not, a purple box will show just to the right of the member’s name near the top of the screen. If the member is financial write “F” on the member’s order form
2. Check if the order is for a VETERAN, STATE TRUSTEE or TAC member, if so, ignore ALL finances.
3. Check on JANT to establish that the member has a Prepaid Post balance of at least \$12.
4. 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.
5. 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.
6. 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.
7. If member is not financial or has insufficient funds for post, put the order in the ORDER WAITING FOR \$\$\$ file.
8. If ALL GOOD TO GO then place the order form in the ORDERS tray at the CLAIMS WORKSTATION.

**PARCELS NOT DELIVERED – MISSING**

Access the Australia Post eParcel website. Determine the POST CODE of the suburb in which the member lives and the members full name. Search ARTICLES by entering the suburb details and the selecting the member from the list. The eParcel portal will provide detailed delivery history for the most recent parcel.

**COUNTER SALES**

There is a GREEN folder at each workstation. Prices are listed – general public prices and prices for CAV members.

1. Payment will be required before we order the product.
2. Under no circumstances will the CAV post counter sales to clients
3. Sales of medical goods are non-refundable and non-exchangeable.
4. Have the customer complete an order form (located on the counter) (all personal details must be completed)
5. Determined the price - refer to COUNTER PRICE LIST folder found on the counter and write all prices on order.
6. The customer must sign the order form, confirming the details to be correct and the price accepted.
7. Refer to the STOCK MANAGER to determine if the stock is available or needs to be ordered.
8. Discuss collection date / time with customer.

**COUNTER SALES – CASH**

Receipt the payment on JANT. If stock is onshelf 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.

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

**COUNTER SALES – CREDIT CARD**

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

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 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

**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 PAPALEO, 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	GEEELONG VIC 3220

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

**TRANSFERING 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

**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.



**SPECIAL ORDERS – DOUBLE ORDERS / HOLIDAY ORDERS**

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.

**STOMA APPLIANCE SCHEME – GROUPS**

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.

**CERTIFICATES – PB050 FORM – APPLICATION FOR ADDITIONAL SUPPLIES**

When an ostomate required more product than the SAS will permit each month, the ostomate can visit an STN who might provide the ostomate with what we call a CERTIFICATE. When a CERTIFICATE is received at the CAV there is a process that must be followed.

In the NEW MEMBER CORNER a volunteer will find plastic folders that have CERTIFICATE at the top of a bright yellow A4 page. This document provides STEP BY STEP instructions to a CAV volunteer who must process a CERTIFICATE. Read the instructions carefully and follow them. Volunteers must always check their work.

**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 15<sup>th</sup> of each month.

MEDICARE DOUMENTATION 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.

**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 \$12 x THE NUMBER OF 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.

**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

**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. 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 DUPLICATE 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 filing cabinets around the office, draws labelled with a month of the year. Each draw holds two years of PBS DUPLICATE FORMS. For example the JAN draw (in March 2017) holds the PBS DUPLICATE FORMS for January 2017 and January 2016. In March 2017 the NOV draw will hold the PBS DUPLICATE FORMS for November 2016 and November 2015.

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

**STORING THE PACKING FORMS SIGNED BY CAV MEMBERS AFTER COLLECTION**

There are 24 drawer files behind the COLLECTION COUNTER against the corridor wall. When a member collects an order, there are two PACKING SLIPS with the products – one must be signed and filed, the other is for the member. CAV must keep the signed copy for two years so there are 24 drawers in the filing system – each drawer is clearly labelled.

In 2020 volunteers will need to remove the papers from the appropriate drawer, shred the documents and therefore clear up the appropriate drawer for current signed PACKING SLIPS.

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

**MAKE SURE ALL ORDERS HAVE BEEN PROCESSED THAT STILL NEED TO BE PROCESSED**

Go to FUTURE OR REPEAT CLAIMS file and check for 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

DO today's PRINTOUTS – send to stock room and the ZERO

**START PROCESSING SAS APPLICATION FORMS**

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

AT THIS STAGE – LEAVE ALL SAS PAPERWORK IN THE PLASTIC FOLDERS – SEPARATED BUT SECURE – remember they are not stapled so if you remove them from the plastic folders too soon it will become confusing very quickly!

**COMPLETE ALL NEW MEMBER PROCESSING AND CLAIMING – STEP BY STEP**

1. The member's SAS ENTITLEMENT NUMBER must be written on each SAS APPLICATION FORM
2. The CAV IDENTIFIER (C0004Y) must be written on each SAS APPLICATION FORM
3. Grab all NEW MEMBER APPLICATION / SAS forms and also grab the NEW MEMBER LEDGER BOOK.
4. 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.
5. 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.
6. 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.
7. 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)
8. Fix any anomalies. If we are missing paperwork from an STN, immediately send an email politely apologising for any inconvenience and requesting a copy be faxed to CAV as soon as possible.

Place SAS APPLICATION FORMS in alphabetical order THEN REMOVE THEM FROM THE PLASTIC FOLDERS. Make sure that ONLY SAS forms are in the pile – remove any other papers eg fax cover pages, CAV forms etc.

**MAKE SURE ALL ORDERS THAT NEED TO BE CLAIMED BUT NOT ORDERED ARE CLAIMED, THEN ZERO – NEW MEMBERS THAT HAVE NOT YET BEEN CLAIMED, ORDERS FOR MEMBERS ON HOLIDAY ETC, THEN PRINTOUT, THEN ZERO**

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

**START PROCESSING SAS CERTIFICATES**

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 THEN REMOVE THEM FROM THE PLASTIC FOLDERS. Make sure that ONLY SAS forms are in the pile – remove any other papers eg fax cover pages, CAV forms etc.

**"ORIGINALS" TO TASMANIA**

SAS FORMS - "ORIGINALS" - to TASMANIA – place an elastic band around the SAS APPLICATION FORMS and an elastic band around the PB050 CERTIFICATES and place them in the box we will be sending to MEDICARE

**PREPARE PBS CLAIM FORMS FOR TASMANIA**

- 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 box.

**FINALISE THE CLAIMS AND FORMAT THE USB CORRECTLY**

Grab a USB from the bottom rear of the large drawer on the right of the CLAIMS DESK. Insert it in the closest USB port of the black computer box closest to you on your left.

Eventually you will see a prompt to OPEN – REMOVABLE DISK E – OPEN FOLDER TO VIEW FILES (1 left click) Minimise that window for the time being (top right hand corner) but leave USB in the USB port

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:" and "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)

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.

If 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.

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. OPEN the document again – check that all is aligned correctly – sometimes after the data has been saved it goes nuts!! No idea why. See above paragraph for guidance.

**ENVELOPE TO TASMANIA**

Grab an envelope and write the following on it

COLOSTOMY ASSOCIATION OF VICTORIA CLAIM JULY 1 – 15 2018

10718 or 20718

The 1 denotes FIRST HALF OF MONTH, the 2 denotes SECOND HALF OF MONTH

The 07 denotes JULY – the seventh month of the year

The 18 denotes 2018

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”).

CANCELLED CLAIMS – 456 to 459 / 763 / 1045 to 156 (or NO CANCELLED CLAIMS

To find cancelled claims STOCK – LIST CANCELLED CLAIMS – select claims period

PRINT THIS PAGE and staple it to the envelope

The envelope can be completed - COLOSTOMY ASSOCIATION OF VICTORIA, C0004Y, CLAIM PERIOD ZXXYY, CLAIMS 0001 – XXXX, CANCELLED CLAIMS

INSIDE THE ENVELOPE WE NEED TO PLACE THE LOADED INFO” USB

Grab a PBS COVER FORM pad (large drawer to your right as you sit at CLAIMS DESK), 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 BOX – on top of the CALIM FORM 0001

**BOX TO TASMANIA**

IN THE MEDICARE BOX

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

Take MEDICARE BOX to packing area, seal it and cover it with brown paper.

Ensure that the parcel is posted to

STOMA APPLIANCE SCHEME  
MEDICARE  
GPO BOX 9822  
HOBART, TASMANIA, 7001

**BANKING – CASH**

If receipts have been managed effectively, **the COUNTER CASH TIN should contain exactly \$50 more than has been receipted at the counter** All cash received should have been recorded on the COUNTER CASH SALES form **AND RECEIPTED TO JANT** before it was placed in the COUNTER SALES TIN.

1. 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 sheet, complete the "BANKING DETAILS" section. The CAV 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 – if there is no PINK FORM available simply write TOTAL BANKED \$.....SUBS \$.....POST \$.....SALES \$.....DONATION \$..... as required.
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 coins and small denomination notes to facilitate the future provision of change to customers.
7. 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 "clean" COUNTER CASH SALES forms on the clipboard.

**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 then initial the 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 on the black line.
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
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 CHEQUES / MONEY ORDERS RECEIVED FORM in the CBA EXPRESS DEPOSIT 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 a box of APPLIANCES, we first check if we have any boxes on our shelves. If there are boxes of that appliance on our shelves, 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.

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.

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.

**WHAT THE CAV REQUIRES OF THE PERSON APPOINTED AS STOCK MANAGER**

The person appointed to the P.O.R. STOCK MANAGER must be an experienced volunteer who can understand handle the logistics of the CAV distribution centre as detailed in this CAV HANDBOOK.

The person appointed to the P.O.R. STOCK MANAGER will need excellent communication skills. The stock manager will need to contact suppliers / manufacturers / STNs / members / families of members / courier companies / Australia Post.

While it is preferable that a stock manager can volunteer 5 days per week, it is also possible for two or more experienced volunteers to share the responsibility as long as each person follows the protocols and processes put in place by the CAV in order to function efficiently.

The STORE MANAGER must be able to lead and direct a team of volunteers while meeting very strict deadlines for placing orders and providing a new ostomate with a first order.

The STORE MANAGER is responsible for every piece of stock that is ordered and delivered, or not ordered and not delivered as may be the case. The STORE MANAGER must work closely with the TREASURER and must follow the Treasurer’s directions.

**WHAT STOCK SHOULD THE CAV HOLD ON SHELVES**

CAV does order thousands of dollars of PHARMACEUTICALS in a bulk order each month. The quantities ordered are established by studying how the quantities ordered (on average) over the past year and it is also important to note if there has been any reduction in ordering of the product over the past 12 months. For example, if CAV ostomates usually order 200 boxes of WAD060 each month, then it would be reasonable to bulk order 200. But if the number of people ordering that product starts dropping (perhaps due to a new product on the SAS list) then CAV would consider reducing the bulk order to perhaps just 80% of the quantity order “last month”.

Mistakes happen, CAV orders the wrong “stuff” and so CAV does end up with stock on the shelf rather than returning the stock to the supplier. Keep or return will be dependent upon how many CAV ostomates order that product and how often it is ordered. If it is reasonable to assume that the products will be ordered within a month or two, then CAV would keep that product on the shelf.

**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. 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  
At bottom write "PLUS" then 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. Then 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 send through a SECOND ORDER to any supplier on any day, no problem – just add a LETTER to the ORDER NUMBER e.g. – 999-A for a second faxed order to a supplier, 999-B for a third faxed order to a supplier.

EMAIL orders to suppliers. All EMAIL ADDRESSES are stored in both the office email and the store email. After sending, the 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

**SUPPLIERS**

AI	AINSCORP / SALTS	service@ainscorp.com.au (for orders)
CT	COLOPLAST	primarycare@ch2.com.au (for orders)
CC	CONVATEC	convatec.orders@convatec.com (for orders)
	LIBERTY MEDICAL	vanessa.cooper@libmed.com.au (DA and HO products)
DA	DANSAC	sales@dansac.com.au (for orders)
HO	HOLLISTER	sales@hollister.com.au (for orders)
OG	OMNIGON	orders@omnigon.com.au (for orders), erin@omnigon.com.au
MM	MC FARLANE MEDICAL	<u>mcstaff@macfalanemedical.com.au</u> , andrewj@mcfarlanemedical.com.au (for orders)
AM	AUSTRALIAN MEDICAL SCIENTIFIC	orders@amsl.com.au (for orders)
AN		TH-15.5-1 TH-23-1 ANGELMED BELT
DB	DENBEY	DBBDC1, DBBNC1, DBFF5
ES	EBOS HEALTHCARE	VERNAGEL ABSORBENT GRANULES ES 450MA100
FS	FUTURE ENVIRONMENTAL	health@futenv.com.au (for orders)
HD		CS8-15/30/60 CS10-15/30/60 CS 12-30/60/100 CS14-30/60/100
SN	SMITH AND NEPHEW	andrewj@mcfarlanemedical.com.au (for orders) 412200 / 420400 / 443500 / 403100 / 3346E / 3391/ CALM20G
UM	UNOMEDICAL (CATHETERS)	373130C / 381551S / 003-20-040 / 002- 18-040
NP	NICEPAK	56907 – SUDOREME is the only product we buy from NP
ST	STATINA	sales@statina.com.au (for orders)
	STOMA STOPPERS	ACE 10/100, ACE 12/100, ACE 14/100. ACE 16/100. ACE 18/100
SM	SUTHERLAND MEDICAL	orders@sutherlandmedical.com.au (for orders) SM 829 to SM 837 / TR1020 / TR1028 / TR1035 / TR1060 TR201 / TR204 / TR 205 / SCF / SCM / SCP / SM

**THE SCHEDULE FOR PROCESSING, ORDERING, DELIVERY AND DISTRIBUTION OF STOCK**

It usually takes FOUR DAYS for the CAV to fully process a member's order IF suppliers / couriers / CAV volunteers are all working efficiently on each day.

- DAY 1 Up to 100 orders are claimed and a PRINTOUT of stock to be ordered is produced.  
The PRINTOUT and PACKING SLIPS (1 per member's order) are delivered to the STORE MANAGER
- DAY 2 The PRINTOUT is analysed to establish which products on the list need to be ordered by the CAV.  
The CAV orders only the products that are NOT LAREADY on the CAV shelves.
- DAY 3 Suppliers courier the products ordered to the CAV, usually to arrive before midday  
The STORE MANAGER, assisted by volunteers, checks that the order placed has been provided.
- DAY 4 A MEMBER ORDER is dealt with – items are picked / packed for collection or for post.

**Take WEDNESDAY JUNE 14 as an example of DAY 1 – how does the schedule work?**

On Wednesday June 14, the office will be CLAIMING order #504 and will process Mr Z's order

On Thursday June 15 the STORE MANAGER will send bulk order #504 to suppliers

On Friday June 16 couriers will deliver the products ordered as #504

On Monday June 19, CAV volunteers will place Mr Z's order on shelf or in post.

**Now overlay the schedule on ONE SELECTED DAY – Wednesday June 14**

OFFICE - will be CLAIMING order #504

STORE MANAGER will be ORDERING order #503, that was CLAIMED on Tuesday June 12

DELIVERY of #502 ordered the day before – Tuesday June 13 – to CAV – checked and displayed.

STORE will PACKING order #501 – CLAIMED Friday June 9, Ordered Monday June 12, Delivered Tuesday June 13

**On every work day in the storeroom –**

- Volunteers enter to see stock displayed on tables. That stock needs to go to the shelves or to the post.
- While that is being done, couriers will be delivering bulk orders to the store room – nothing is done at this stage other than accept the delivery.
- Only after ALL stock has been removed from display and ALL orders have been PICKED / PACKED should any delivery be opened UNLESS by the STORE MANAGER who knows there is stock in a delivery that is required ONE DAY EARLY. The STORE MANAGER would only remove the required stock and NOTE that action carefully.
- At some point (usually around midday) the STORE MANAGER will EMAIL / FAX A BULK ORDER.

IF ALL MEMBER ORDERS HAVE BEEN PICKED AND SENT TO SHELF OR POST ROOM AND THERE ARE STILL PRODUCTS ON DISPLAY THEN A PICKING ERROR HAS OCCURRED AND NEEDS TO BE FIXED.

IF CAV IS STILL HOLDING A MEMBER'S ORDER (PACKING SLIP) AND THERE IS NO PRODUCT ON DISPLAY TO FILL THAT ORDER, THEN AN ERROR HAS OCCURRED SOMEWHERE ALONG THE LINE AND CAV NEEDS TO FIGURE OUT WHAT WENT WRONG AND FIX IT – BEFORE MOVING ON TO THE NEXT TASK.

HURRYING DOES NOT IMPROVE EFFICIENCY – IT CAN EASILY CREATE CONFUSION

THE CAV POLICY OF "THINK 7" – 7 days to process an order – has been communicated to all members on several occasions, so there is no need to rush.

Take things STEP BY STEP and avoid confusion, overlapping and mistakes.

**NEW MEMBERS (PINK CLIPBOARD)**

NEW MEMBERS are processed OUT OF SYSTEM. A PINK CLIPBOARD will be delivered to the STOCK MANAGER – on that clipboard there will be a NEW MEMBER INFO PACK, a MAIL LABEL that details to where the FIRST PARCEL will be delivered and a LIST OF PRODUCTS to be ADDED TO AN ORDER immediately.

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.

**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 ADD product details / quantities to the PRINTOUT / FAX before sending off to supplier.

BEWARE – check if CAV is also ordering the OUT OF SYETEM 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 needed and write it all CLEARLY under PLUS

**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. It needs to be filled in, completed, faxed off to supplier and then placed in the FUTURE CLAIMS file on the CLAIMS DESK.

**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.

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, SEND 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

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. Send 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 all relevant documents together.

At close of day (2pm) if all suppliers have delivered as required, the store room will have ALL DELIVERED STOCK on display, having been checked and waiting for volunteers the next morning to come in a begin PICKING / PACKING.

This is ONE IMPORTANT STEP in our CAV PROCESS CHECK. If all logistics are in place, then when the final PAKCING SLIP is picked up by a volunteer and that order is filled, then there will be NO PRODUCT remaining on display and all orders will have been PICKED and either on the COLLECTION SHELVES, on display in the BACKORDER AREA or in the POST ROOM.

**PICKING AND PACKING STOCK FOR DELIVERY TO MEMBERS BY POST (AUSTRALIA POST)**

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

- 1 x A5 MEMBER ORDER FORM
- MAILING LABEL

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

- 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 and place in a tidy pile in 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, bagged or boxed.
- 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.
- When able to do so, we send out a MAGAZINE or a NEWSLETTER 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.
- Tape the MAIL LABEL to the parcel
- Take the parcel to the MAILING LISTS (Metro / Country / Interstate) near the scales,

ePARCEL

- CAV uses ePARCEL (AUSTRALIA POST)
- The 'postie' comes at around 1pm.
- A CAV VOLUNTEER on each day will manage the AUSTRALIA POST ePARCEL computer work and label printing.
- ePARCEL processes are clearly displayed on the wall next to the ePARCEL COMPUTER.

**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, have one more careful look for it, then check with the STORE 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 a NUMBERED PLASTIC POCKET.
- On a POST IT size piece of paper write the number that is on the PLASTIC POCKET and stick paper to the plastic tub.
- Plastic tub goes on the shelf in the appropriate spot according to its PLASTIC POCKET NUMBER
- The PLASTIC POCKET (holding the A5 PACKING SLIPS) is placed in the file to the left of the COUNTER.

**BACK ORDERS**

When a supplier cannot supply a product we have ordered they put it on BACKORDER - B/O – 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 and we must make sure that CAV has not been charged for any product 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.

ANY MEMBER ORDER affected by a BACKORDER must be displayed clearly in a SIGNPOSTED PLACE “BACKORDERS” – 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. Any OFFICE VOLUNTEER must be able to come to the BACKORDER AREA and be informed

- Whose orders are on BACKORDER
- Which products have not been supplied?
- When is the supplier planning to deliver the product on BACKORDER

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.

**NOTIFYING A MEMBER THAT A PRODUCT IS ON BACK ORDER**

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 (\$12 per parcel). As long as they are OK with that, we will do as asked.

**CAV VOLUNTEERS CANNOT RECOMMEND A MEMBER CHANGES AN ORDER FOR A BOACKORDER PRODUCT**

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.

**RETURN OR KEEP?**

Products must be returned to suppliers within 14 days of delivery. 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 the product.

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".

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.

**STOCKTAKES**

A stocktake is taken at the end of each financial quarter to assist the CAV TREASURER to establish an accurate financial position for the association at the end of each quarter. STOCK must be counted by TWO separate teams or individuals, after which a comparison must be made. Any discrepancies must be noted and checked and the stock quantities agreed upon by both parties. A written and detailed STOCKTAKE must be provided to the CAV TREASURER at close of business, final working day of the financial year.

Leading up to the major STOCKTAKE at the end of the financial year (as close to June 30 as is possible) the store manager is required to minimise the stock held on shelf and to not have any order pending delivery at midnight June 30. This may require that the CAV does not place bulk orders with suppliers in the final days of the financial year, and that any orders placed on the final working day of the year are placed for DIRECT COURIER to the member by the supplier.

**RECORD OF ORDERS TO SHELF OR POST - THE MAILING LIST AND PROCESSING OF ORDERS SENT TO SHELF ONTO JANT**

At the end of each packing day

- PRINT 2 copies of the CONSIGNMENT LIST. One copy to the AUSTRALIA POST rep, the other copy is filed at the CAV.
- Orders that are placed on SHELF must be recorded on JANT – CLAIMS PAGE – NOTES – enter SHJA, SHF, SHMAR, SHAP, SHMAY, SHJUN, SHJUL, SHAU, SHS, SHO, SHN, SHD in top corner of NOTES.
- The ePARCEL portal is used to search for the whereabouts and progress of a member's parcel.

**AUSTRALIA POST CONSIGNMENT SUMMARY SHEET**

A printout of the members to whom CAV has posted a parcel that day. AUSTRALIA POST will take a copy of the CONSIGNMENT SHEET along with the mail and parcels. Two copies need to be printed – one is sent with the postie, the other is filed at the CAV.

**CREDIT NOTES**

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

A CREDIT NOTE is as important a document as an invoice. File it accordingly in the supplier files on the store room. File it with the original invoice to which it refers and along with the PROBLEM ORDER FORM.

**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.

It is also possible to view how many of that product CAV has ordered in each of the past 12 months. That data is displayed at the bottom of the page.

**ORDERING AND DELIVERY OF BOXES FOR POST**

ACE PACKAGING in FAIRFIELD. A CAV rep visits the supplier and checks what is “on offer”.

SECONDS are boxes that may already have printing on them – there is nothing wrong with the boxes themselves, maybe a spelling error was made so the company refused to take the product. Of course, we would need to check what is printed on the SECONDS – make sure there is nothing offensive in any way to an ostomate.

If there are no SECONDS available then we can chose between

300 cube box @ \$0.76 per box

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

If NOT ordering “seconds” the CAV usually orders 6000 boxes – negotiate price with company representative – and also negotiate for those products to be delivered to the CAV in 2 deliveries.

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.

**ORDERING AND DELIVERY OF PLASTIC BAGS 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 chose between



**FINANCE****RESPONSIBILITY FOR THE FINANCIAL MANAGEMENT OF THE CAV**

All members of the CAV Committee share the responsibility to ensure that the finances of the association are managed to meet all legal requirements and all accounting standards set for any small Australian business and also for a medium sized charity as required by the AUSTRALIAN CHARITIES AND NOT-FOR-PROFITS COMMISSION (ACNC)

**THE CAV TREASURER**

The CAV TREASURER is responsible for ensuring that all financial records are maintained as required by Australian law. The CAV TREASURER must ensure that all financial records are prepared and in order in the weeks after the end of each financial year and handed to the auditor – organised and transparent.

The CAV TREASURER must provide a FINANCIAL REPORT to the CAV COMMITTEE for each quarter. These reports are

- FIRST QUARTER report to committee mid to late November
- SECOND QUARTER report to committee mid to late February
- THIRD QUARTER report to committee mid to late May
- FOURTH QUARTER report to committee mid to late August.

The CAV TREASURER should have experience in accounting or bookkeeping and be able to keep and maintain accurate and transparent financial records.

The CAV TREASURER may delegate responsibility for certain facets of the financial management of the CAV to any CAV volunteer who is capable of doing that particular task efficiently. For example, the day to day banking of cheques and cash can be delegated to volunteers who must follow the clear guidelines prepared by the CAV TREASURER.

The CAV TREASURER may delegate the ongoing STOCK DOCUMENTS – daily invoices for example – to the STORE MANAGER, who must follow the very clear directives set down by the CAV TREASURER.

The CAV TREASURER may delegate responsibility for PETTY CASH to the STORE MANAGER, who must manage the PETTY CASH TIN as required by the CAV TREASURER. Guideline for the management of PETTY CASH are detailed in this document.

The CAV TREASURER is responsible for all CAV SPENDING and must be able to explain and justify every expense other than PETTY CASH PURCHASES.

**FINANCIAL RECORDS THAT MUST BE KEPT IN ORDER**

- General account books – including general journal and general and subsidiary ledgers
- Cash book records – including receipts and payments
- Banking records – including bank and credit card statements, deposit books, cheque butts and bank reconciliations
- Creditors' records – including creditors ledger, invoices and paid bills)
- Debtors' records – including debtors ledger, invoices and receipts
- Details of any contracts – including service agreements, office equipment leases, property rental agreements
- Tax invoices and other relevant tax records
- Stock records
- Records of expenses – for example, motor vehicle expenses, petty cash
- Records of payments relating to employees – including 'pay as you go' (PAYG) withholding, superannuation and fringe benefits provided
- Assets list or register

**CAV INCOME – WHERE DOES THE CAV GET ITS MONEY?**

**SAS ANNUAL ACCESS FEES** – we call that “membership” and it is payable to an association.

**PBS ALLOWANCE** – an ostomate orders products, the CAV buys those and distributes them to the ostomate. The CAV then CLAIMS the cost of those products from MEDICARE. PBS / MEDICARE pays an association the money for the COST OF THE PRODUCTS (that’s called the REBATE) PLUS an ALLOWANCE (inc GST) of 2.75% - we could call it a commission on sales That’s \$27,500 for every million dollars of stock the CAV provides to ostomates.

The CAV “puts in” 2 claims to MEDICARE each month – FIRST HALF (on the 15<sup>th</sup>) and SECOND HALF (on the 28<sup>th</sup>, 29<sup>th</sup>, 30<sup>th</sup> or 31<sup>st</sup> as is the case). The CAV “puts in” two CLAIMS in order to improve CASH FLOW – we have found that 70% of orders are processed and CLAIMED in the first 15 days of each month, so we try to get the allowance (as well as the rebate) for those claims as early as possible and hopefully well before we have to pay suppliers

**DONATIONS**

**INTEREST EARNED AT BANK**

The CASH MANAGEMENT ACCOUNT is a higher interest account into which the MEDICARE / PBS deposits funds. The TERM LOAN or TERM DEPOSIT earns higher interest for funds locked in for a term.

**PREPAID POSTAGE INCOME**

CAV members pay \$12 per monthly order they wish to have delivered to them. How does the CAV set that price? Take out GST paid to ATO of \$1.20. The average “cost” charged by AUSTRALIA POST per parcel was around \$8.00. A box costs \$0.80. That’s \$10.00 already. One volunteer pack about 25 parcels in one day, so that’s a “labour” cost of \$2.00 per parcel. Now we’re at \$12.00 Now factor in the SPACE the CAV needs to RENT to provide this service – we rent 150sqm and about one quarter of that space is the POST ROOM. One quarter of CAV rent is about \$15,000, and we sent out just over 7.000 parcels in the year prior to amalgamation – so there is a final \$2.00 spent – to make the total per parcel \$14.00 – ballpark figures. The CAV is “losing” on PARCEL POST.

In the year prior to the amalgamation of the CAV and IAV, the CAV’s income was (approximately)

<b>SAS ACCESS FEES</b>	\$ 90,000
<b>PBS ALLOWANCE (NETT)</b>	\$ 100,000
<b>DONATIONS</b>	\$ 2,000
<b>INTEREST</b>	\$ 8,000
<b>PREPAID POST</b>	<u>\$ 95,000</u>
<b>TOTAL APPROXIMATE</b>	<b>Income of around \$ 295,000</b>

**CAV EXPENSES GUIDE (OTHER THAN STOCK) – WHERE DOES THE CAV’S MONEY GET SPENT?**

The CAV has major expenses as indicated below

	<b>Approx yearly expense</b>	<b>% of income</b>	<b>Future Budgeting %</b>
		<b>Approx.</b>	<b>Approx.</b>
AUDITING / GOVERNANCE FEES	\$ 3,000	1.0%	1.0%
BANK FEES	\$ 1,500	0.5%	0.5%
RENT	\$ 60,000	20.0%	20.0%
ELECTRICITY	\$ 1,500	0.5%	0.5%
PHONE / FAX / INTERNET / WEBSITE	\$ 3,000	1.0%	1.0%
OFFICE STATIONERY AND EQUIPMENT	\$ 15,000	5.0%	4.0%
COMPUTERS AND PRINTERS	\$ 15,000	5.0%	4.0%
VOLUNTEER ALLOWANCES	\$ 120,000	40.0%	35.0%
PROVISION OF STOMAL THERAPY CLINIC	\$ 15,000	5.0%	5.0%
POSTAGE	\$ 69,000	23.0%	25.0%
STAFF TRAINING AND WELFARE	\$ 1,500	0.5%	0.5%
INSURANCE	\$ 3,000	1.0%	1.0%
CONFERENCES AND TRAINING	\$ 3,000	1.0%	1.0%
AFFILIATIONS	\$ 3,000	1.0%	1.0%
OTHER	\$ 1,500	0.5%	0.5%
<b>TOTAL</b>	<b>Expenses of around \$ 313,000</b>		

**CAV METHODS OF PAYMENT**

CAV pays creditors by cheque, other than TPG INTERNET and ALLARD SHELTON (rent) - which are paid by direct debit. Cheques require two signatures. The signatories to the accounts are usually the President, Vice-President, Secretary and Treasurer, unless two or more of those positions are held by members of the same family.

**CAV CBA ACCOUNTS**

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

The CAV must be able to access the funds that would be required to pay for the purchase of TWO months of stock (on average). The CAV needs these funds "in hand" in case there is any delay in payments from MEDICARE and PBS.

**MANAGEMENT OF TRANSFERS BETWEEN ACCOUNTS**

On a monthly average, the CAV draws cheques for over \$500,000.00. 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 (\$15,000)

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

**OUR BUSINESS PARTNERS**

Currently our suppliers that require a monthly payment include –

Ainscorp	HIC appliance scheme
AMSL	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 / Freya Leeming	Stomal Therapists
WKH Maintenance	Office structural maintenance / phone lines
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 office stationery and equipment is the responsibility of the OFFICE MANAGER.  
 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)

**PETTY CASH**

The PETTY CASH is managed on a daily basis by a volunteer who must ensure that when funds are taken from the PETTY CASH TIN that is recorded, and after a purchase has been made a receipt and correct change is returned to the PETTY CASH TIN and the details of the transaction are recorded on the CAV PETTY CASH FORM.

**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.

**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 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.

**APPOINTMENT OF THE CAV AUDITOR**

This matter is dealt with as an agenda item at each CAV ANNUAL GENERAL MEETING. Under no circumstance can any nominated auditor have any personal or business relationship with any person involved with the management of the CAV. An auditor is appointed at each ANNUAL GENERAL MEETING to audit and report on the finances of the CAV at the end of the financial year.

**MONITORING OF CAV ACCOUNTS AND REPORTING TO COMMITTEE MEMBERS**

The CAV has three accounts held with the COMMONWEALTH BANK OF AUSTRALIA. The TREASURER is responsible for monitoring and reconciling on a monthly basis each of those accounts, and for preparing a clear and understandable report to the CAV COMMITTEE on a quarterly basis.

The CHEQUE ACCOUNT – is the daily working account. All expenses (other than rent ALLARD SHELTON and TPG INTERNET which are paid by DIRECT DEBIT form the CHEQUE ACCOUNT) are paid by cheque. Cheques must be signed by TWO of the FOUR signatories. If two signatories are related by blood or by law, then those two persons may not sign the same cheque if the cheque is payable to any entity other than those with which the CAV holds contractual agreements.

**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 THAT WERE 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 in the ACCOUNTS FILE – office - fireplace

**INCOMING TAX INVOICES (STOCK)**

A tax invoice should have been received for every delivery to the CAV from any supplier and should have been checked against the CAV order form before being filed in the pigeon holes clearly marked in the stock area.

In the first week of each month a volunteer working in the finance area will go to the pigeon holes and collect all invoices issued for stock that was ordered in the previous month and transfer those invoices to the Finance area, ensuring they are in date order (most recent to the top) and placed in the left hand set of drawers – TOP DRAWER - on the treasurer's desk.

When CAV receives the statement via email or in the mail, those statements are to be filed in the ACCOUNTS PIGEON HOLE (fireplace). A volunteer in the finance area will collect them and clip the relevant supplier's statement to the invoices and return all to the drawer to await processing by the TREASURER.

**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 / email 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, add up all the invoices ticked and all the credits ticked. Subtract the credit total from the invoice total – that's the amount that the CAV will pay.
4. Produce a PAYABLES RECONCILIATION list detailing the invoice numbers and amounts paid or credited. Also list those not paid or taken up. A copy of this reconciliation must be sent to the supplier along with payment
5. Draw the cheque legibly and complete all details on the cheque butt. Cross the cheque NOT NEGOTIABLE.
6. If there is a REMITTANCE ADVICE section on the statement, cut it off. Otherwise photocopy the statement
7. Write the cheque details – cheque number and value - clearly and legibly on the statement that CAV keeps
8. Stock invoices CAV is paying are filed in cabinets behind TREASURER'S DESK, most recent to the front.
9. Invoices not being paid are returned to the QUERIES file to be queried in the next month.
10. Remove the cheque from the cheque book and clip it, the remittance advice or the copy of the statement and the addressed envelope together and place in the CHEQUES TO SIGN BOX
11. Cheques can be signed by the President, Vice-President, Secretary or Treasurer. Notify those people that cheques are waiting in the CHEQUES TO SIGN BOX on the treasurer's desk.
12. The TREASURER or any volunteer assigned to the task will collate all cheques and remittances, place them in the correct envelopes and post or take the cheques to be paid over the counter at a retail outlet or a bank.
13. 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 ACCOUNTS file to await processing.
2. If further investigation is required return the invoice to the ACCOUNTS 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 most likely be posted.
5. Write details of the cheque number and value on all relevant paperwork and on the cheque butt.
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.
7. Place the cheque, along with the remittance advice, in an envelope and post.
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 volunteer allowances is banked prior to midday on the last working day of any 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 any changes to 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 payment envelopes, hand over the envelope to a 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. The Stock Manager will manage the payment.

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 at the beginning of each 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.

On the final working day of the financial year, using the EMAIL computer when required.

- **PETTY CASH must be attended to and must hold \$500 at midnight June 30.**
- **All cheques must be banked.**
- **All cash must be banked (leaving \$50 float in the CASH TIN)**
- **BACK UP JANT**
- **A printout of FULL MEMBERS who have paid the SAS ANNUAL SERVICE FEE for the next financial year.**
  - MANAGEMENT / UTILITIES / SEARCH MEMBERS DATABASE  
Click on small box next to GROUP (tick will appear)  
Type in F into data field to the right of the tick  
Click on small box to the right of SUBS PAID  
Type 062019 (June 2019) – 365 days after the current date  
Click on SEARCH  
Print list portrait
- **A printout of CONCESSION MEMBERS who have paid the SAS ANNUAL SERVICE FEE for the next financial year.**
  - MANAGEMENT / UTILITIES / SEARCH MEMBERS DATABASE  
Click on small box next to GROUP (tick will appear)  
Type in P into data field to the right of the tick  
Click on small box to the right of SUBS PAID  
Type 062019 (June 2019) – 365 days after the current date  
Click on SEARCH  
Print list portrait
- **A printout of FULL MEMBERS who have not yet paid the SAS ANNUAL SERVICE FEE for the past year.**
  - MANAGEMENT / UTILITIES / SEARCH MEMBERS DATABASE  
Click on small box next to GROUP (tick will appear)  
Type in F into data field to the right of the tick  
Click on small box to the right of SUBS PAID  
Type 062017 (June 2017) – 365 days before the current date  
Click on SEARCH  
Print list portrait
- **A printout of CONCESSION MEMBERS who have not yet paid the SAS ANNUAL SERVICE FEE for the past year.**
  - MANAGEMENT / UTILITIES / SEARCH MEMBERS DATABASE  
Click on small box next to GROUP (tick will appear)  
Type in P into data field to the right of the tick  
Click on small box to the right of SUBS PAID  
Type 062017 (June 2017) – 365 days before the current date  
Click on SEARCH  
Print list portrait
- **A printout of all members who owe money to the CAV**
  - OUTPUTS / SCREEN AND PAPER  
Click on Members in debt  
Print portrait
- **A printout of the members whose POST IS NOT EQUAL TO ZERO**
  - MANAGEMENT / UTILITIES / SEARCH MEMBERS DATABASE  
Bottom of the right hand column, click on POST NOT EQUAL TO ZERO  
Open a WORD document  
Open PAGE 2 of the JANT POST NOT EQUAL TO ZERO data, copy that and paste to the WORD DOCUMENT  
Open PAGE 3 of the JANT POST NOT EQUAL TO ZERO data, copy that and paste to the WORD DOCUMENT  
Save the WORD document to the desktop as PREPAID POST JUNE 20XX  
Print the WORD document.

- **A printout of all members who are STATE TRUSTEES**
  - MANAGEMENT / UTILITIES / SEARCH MEMBERS DATABASE  
Click on small box next to GROUP – a tick will appear  
Type in S to the data field to the right of the tick  
Click on SEARCH  
Print the list  
NOW check that list against the JANT CLAIMS PAGE members list – are there any members with ST beside their surname who are not on the printed list? This means that S has not been input to the JANT MEMBER page. Go to that member’s JANT MEMBER PAGE and input S in the GROUP field – SAVE CHANGES.  
When the list has been fully checked, print a second STATE TRUSTEES list and staple both lists together.
- **A printout of all members who are TAC**
  - MANAGEMENT / UTILITIES / SEARCH MEMBERS DATABASE  
Click on small box next to GROUP – a tick will appear  
Type in T to the data field to the right of the tick  
Click on SEARCH  
Print the list  
NOW check that list against the JANT CLAIMS PAGE members list – are there any members with TAC beside their surname who are not on the printed list? This means that T has not been input to the JANT MEMBER page. Go to that member’s JANT MEMBER PAGE and input T in the GROUP field – SAVE CHANGES.  
When the list has been fully checked, print a second TAC list and staple both lists together.
- **A printout of all members who are DVA – VETERANS AFFAIRS**
  - MANAGEMENT / UTILITIES / SEARCH MEMBERS DATABASE  
Click on small box next to GROUP – a tick will appear  
Type in V to the data field to the right of the tick  
Click on SEARCH  
Print the list  
NOW check that list against the JANT CLAIMS PAGE members list – are there any members with VET beside their surname who are not on the printed list? This means that V has not been input to the JANT MEMBER page. Go to that member’s JANT MEMBER PAGE and input V in the GROUP field – SAVE CHANGES.  
When the list has been fully checked, print a second DVA - VETERANS list and staple both lists together.
- **A printout of all members who are WCOV – WORKCOVER**
  - MANAGEMENT / UTILITIES / SEARCH MEMBERS DATABASE  
Click on small box next to GROUP – a tick will appear  
Type in W to the data field to the right of the tick  
Click on SEARCH  
Print the list  
NOW check that list against the JANT CLAIMS PAGE members list – are there any members with WCOV beside their surname who are not on the printed list? This means that W has not been input to the JANT MEMBER page. Go to JANT MEMBER PAGE and input W in the GROUP field – SAVE CHANGES.  
When the list has been fully checked, print a second WORKCOVER - list and staple both lists together.
- **For ST TAC DVA WCOV members -**
  - Go to each member’s CLAIMS page  
If the member is deceased write DECEASED next to the member’s name.  
If the date that CAV was notified of the death is recorded in NOTES record that on the printout.  
Write down the PREPAID POST BALANCE for that member  
Click on HISTORY  
Next to each member’s PREPAID POST BALANCE, write down the months in which we have posted a parcel to the member - JA F MAR AP MAY JUN JUL AU S O N D  
If CAV sent two parcels in the same month record that as AU(x2)  
Eg SMITH, Norman owes \$66 JUL S O D JAN F MAR AP MAY  
WELLS, Peter DECEASED JAN 2018 owes \$55 JUL AU S O DEC

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 cash held in the PETTY CASH TIN and the COUNTER SALES TIN – itemised separately
- All unrepresented 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 the amount outstanding of any 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) – see above.
- 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) – see above.
- The stock in circulation on the premises (but not in plastic containers waiting for collection and not returned stock)
- Any member who is not financial and the month each of those memberships was due – see above.

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 bank (CASH SHEET)
- 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.

#### **ACNC CHECKLIST – IS THE CAV COMPLIANT?**

#### **HOW DOES THE CAV RESPOND TO THESE PROMPTS? HOPEFULLY “YES” OR “WE’LL GET ON TO THAT ASAP”**

- We have records that show all of our financial transactions.
- We have records that show our activities as a charity.
- We have a specific role in our charity responsible for record-keeping.
- We have a procedure that describes how our records (for example, written, print-outs, electronic, other?) are kept and secured and who is responsible for record-keeping.
- Our record keeping policy describes where our records will be kept and who is responsible.
- Our record keeping procedure describes our filing system and how this is maintained.
- Our record keeping policy describes how we keep sensitive records secure and who is authorised to access sensitive records.
- We keep a back-up of our records in a different and secure place to our computers.
- We organise paper records into files, boxes, folders or envelopes.
- We separate different paper records into categories (bank statements, communication, bills, receipts).
- We separate the paper records by reporting periods (financial years)?
- Our record keeping policy includes the requirement to keep all records for seven years.
- We have enough storage space (which may include electronic storage) to keep the records for seven years.
- Our record-keeping policy recognises our other record-keeping compliance requirements under state or Commonwealth legislation, statutory contracts or accreditation requirements.
- Our board receives at least an annual update of whether we are meeting record-keeping requirements or not.

This GLOSSARY OF TERMS is provided to all volunteers to help clarify many of the terms that could be encountered daily.

MEDICARE	Australian Federal Government scheme that gives eligible individuals access to publicly funded healthcare.
HOBART, TASMANIA CLAIM	The MEDICARE office to which we send our claims A member orders a product, we purchase and supply it – we need to get the \$\$\$ back from MEDICARE. CAV sends a PBS CLAIM FORM to MEDICARE in TASMANIA. CAV sends two CLAIMS PERIODS per month – FIRST HALF and SECOND HALF. The payment from MEDICARE for the CLAIM PERIOD is usually deposited in CAV account within 3 weeks
PBS	Pharmaceutical Benefits Scheme. A list of health products the cost of which is subsidised by the Australian Federal Government so that the products can be afforded
SAS	Stoma Appliance Scheme. A list of stoma health products the cost of which is subsidised by the Australian Federal Government.
REBATE ALLOWANCE	CAV is rebated by MEDICARE for the products purchased and supplied to our members The Australian Federal government realises that associations have considerable expenses – rent. Electricity, phones. Faxes, computers, printers SO they pay an ALLOWANCE – 2.75% of the amount we paid to suppliers for products. If CAV orders and supplies \$100,000 of product in a month, then CAV is paid an ALLOWANCE of \$2,750 – inc GST
GST	GOODS AND SERVICES TAX. Medical products are GST free – CAV pays no GST when it purchases medical products. CAV pays GST when it purchases paper, pens, and computers. CAV collects GST on PREPAID POST and on the MEDICARE ALLOWANCE
ATO	CAV meets its obligations to the ATO by sending BAS RETURN quarterly.
ACNC	AUSTRALIAN CHARITIES AND NOT-FOR-PROFITS COMMISSION. The CAV is registered as a SELF HELP GROUP sp qualifies for the tax exemptions afforded under the law to charities.
DONATIONS	Donations over \$2 are tax deductible.
SAS ANNUAL ACCESS FEE	MEMBERSHIP - \$60 full / \$50 concession – due July 1 each year. Paid to the association. It works out to be \$5 per month – sort of a co-payment – similar to the \$\$ you pay when you get a prescription filled, when you pay a fraction of the cost of that heart medicine and the government pays the rest. On average, each Australian ostomate orders over \$2,000 of products annually.
FINANCIAL MEMBER	CAV member who has paid the SAS ANNUAL ACCESS FEE.
SAS NUMBER	6 numerals and one letter - assigned to ostomate upon enrolment in an association.
MEMEBRSHIP CARD	Provided to ostomate upon enrolment in an association. Any ostomate with a MEMBERSHIP NUMBER can place an order with any association.
A.C.S.A.	Australian Council of Stoma Associations - 21 associations Australia wide formed ACSA to provide representation to ostomy suppliers and relevant Government departments. The Federal Government requires ACSA to enforce compliance upon associations.
MEMBERHSIP GROUPS	Members are grouped in either FULL (F) or CONCESSION (C)
FULL	(F) Any person who does not hold am Australian government HEALTH CARD
CONCESSION	(C) Any pensioner, or HEALTH CARD holder
PERMANENT STOMA	(P) There is no plan for any further surgery aimed to reverse the stoma procedure.
TEMPORARY STOMA	(T) Surgery is planned to reverse the stoma and return body functions to normal
MEMBERSHIP CLASS	Members are placed in a CLASS – A B C D E F J K L M N S T V X - see HANDBOOK
AASTN	Australian Association of Stomal Therapist Nurses
STN	Stomal Therapist Nurse Mondays at CAV – Freya Leeming – consults - free of charge for CAV members Wednesdays at CAV – Joan Donohue – consults - free of charge for CAV members Appointment sheets are on a GREEN CLIPBOARD in the centre of the OFFICE AREA Make sure you clearly record MEMBER NAME and CONTACT NUMBER

**GLOSSARY OF TERMS USED AT CAV****PAGE 2 of 6**

This GLOSSARY OF TERMS is provided to all volunteers to help clarify many of the terms that could be encountered daily.

PRODUCT REPS	Each manufacturer has reps out on the road visiting hospitals and associations. If an INDUSTRY REP wishes to make an appointment to visit out STN, OK – ONE REP PER DAY - Record NAME, COMPANY, CONTACT. Inform rep that if a CAV member needs that appointment time the rep will lose the appointment. CAV will contact the rep to inform when cancellation of their appointment is necessary.
MEMBER	Ostomate who has been enrolled in an association and is FINANCIAL, therefore eligible to order supplies on the SAS and have the cost paid by MEDICARE through the PBS
DVA	Department of Veterans' Affairs (Group V, Class V) Some members have some of their financial affairs managed by this government body. If you see VET on screen after member's surname - the DVA looks after all \$\$\$\$. CAV allows VETs to "go into the red" – postage and membership. CAV invoices the DVA after the end of each financial year.
TAC	Traffic Accident Commission (Group T, Class T) Some members have some of their financial affairs managed by this government body. If you see TAC on screen after member's surname - the TAC looks after all \$\$\$\$ CAV allows TACs to "go into the red" – postage and membership. CAV invoices the TAC after the end of each financial year.
ST	State Trustees (Group S, Class S) Some member have some of their financial affairs managed by this government body. If you see ST on screen after member's surname - the ST looks after all \$\$\$\$ CAV allows STs to "go into the red" – postage and membership. CAV invoices the ST after the end of each financial year.
OP / OPERATION	Colostomy, Ileostomy, Urostomy
COLOSTOMY	Operation performed to connect the COLON to the abdominal wall.
ILEOSTOMY	Operation performed to connect the ILEUM to the abdominal wall.
UROSTOMY	Operation performed in which a piece of small intestine (ileum) is used as a conduit for urine. The ureter, or the tube that carries urine from the kidneys to the bladder, is diverted through this piece of small intestine
REVERSAL	Subsequent surgery that removes the stoma. If a member has a REVERSAL scheduled, advise the member to keep ordering in case the surgery is delayed.
FISTULA	A fistula is an abnormal connection between two hollow spaces (technically, two epithelialized surfaces), such as blood vessels, intestines, or other hollow organs
STOMA	Surgically constructed conduit allowing body waste to exit the body and be collected. The stoma opening allows waste product to flow out of the body and into an ostomy pouch.
DOUBLE STOMA	An ostomate who has two stomas – only has to pay ONE x SAS ANNUAL ACCESS FEE
POUCH / BAG	A POUCH or BAG is secured over the stoma to collect waste products leaving the body.
CLOSED	A CLOSED POUCH or CLOSED BAG must be removed from the body when full,
DRAINABLE	A DRAINABLE POUCH or DRAINABLE BAG has some sort of tap or system whereby the wearer can open the bag to allow waste products to drain out into an appropriate receptacle such as a toilet bowl, then the tap can be closed or the pouch / bag resealed.
OPAQUE	The contents of the pouch or bag cannot be seen – the bag is NOT SEE THROUGH.
CLEAR	The contents of the pouch or bag can be seen- the bag is SEE THROUGH,
ONE PIECE SYSTEM	One appliance is placed over the stoma – one pouch or bag placed directly on the skin.
TWO PIECE SYSTEM	Two appliances are used – one BASEPLATE / WAFER and on POUCH / BAG.
BASEPLATE / WAFER	Appliance that remains attached to the skin ON TO WHICH a pouch / bag is connected.
DIAMETER	The diameter of the hole in the pouch / bag or wafer / baseplate. Diameter of a product is measured in millimetres e.g. 15, 20, 25, 28, 29, 30, 35, 40, 50
CUT TO FIT	CTF – some pouches / bags and baseplates / wafers are constructed so that the user can use scissors to cut the hole to a particular size suitable for the user's stoma size or shape. CTF 20 – 35 – means that the product is designed to allow the user to cut a hole from 20mm up to 35mm in the product that is placed on the skin around and over the stoma.

**GLOSSARY OF TERMS USED AT CAV****PAGE 3 of 6**

This GLOSSARY OF TERMS is provided to all volunteers to help clarify many of the terms that could be encountered daily.

CONVEXITY	Baseplates / Wafers can be shaped sort of like a shallow dish. When in place, the skin around the stoma forms a convex dish like shape.																																														
FLAT	Baseplates / Wafers that have no convexity – they are flat.																																														
JANT	The software program CAV uses to deliver SAS to our members and meet PBS guidelines.																																														
ORDER	Members can place a written order – online, email, post, fax, at the counter. CAV hopes that members place only ONE order per month																																														
SAS PRODUCT GROUPS	<table> <tr> <td>1A</td> <td>BASEPLATES / WAFERS</td> </tr> <tr> <td>1B, 1C, 2A, 2B, 3A, 3B</td> <td>POUCHES</td> </tr> <tr> <td>4A, 4B, 4C, 4D, 4F</td> <td>BASEPLATES / WAFERS</td> </tr> <tr> <td>5A, 5B, 6A, 6B, 7A, 7B</td> <td>POUCHES</td> </tr> <tr> <td>8A</td> <td>RESTRICTED ITEMS – PLUGS AND STOPPERS</td> </tr> <tr> <td>8B</td> <td>IRRIGATORS,</td> </tr> <tr> <td>8C</td> <td>CATHETERS – SOME ITEMS IN 8C ARE RESTRICTED</td> </tr> <tr> <td>8D</td> <td>DENYER PRODUCTS – RUBBER WAFER / RUBBER POUCH</td> </tr> <tr> <td>9A</td> <td>STRIPS / FLANGE EXTENDERS</td> </tr> <tr> <td>9B</td> <td>BELTS</td> </tr> <tr> <td>9C</td> <td>CLAMPS</td> </tr> <tr> <td>9D</td> <td>REMOVER WIPES</td> </tr> <tr> <td>9E</td> <td>SEAL INSERTS</td> </tr> <tr> <td>9F</td> <td>SKIN CREAMS</td> </tr> <tr> <td>9G</td> <td>DEODORANTS</td> </tr> <tr> <td>9H</td> <td>STOMA SUPPORT BELTS / BOXERS / BRIEFS / HERNIA SUPPORT</td> </tr> <tr> <td>9I</td> <td>NIGHT DRAINAGE BAGS</td> </tr> <tr> <td>9J</td> <td>STOMA POWDERS / GELS</td> </tr> <tr> <td>9K</td> <td>BARRIER WIPES</td> </tr> <tr> <td>9L</td> <td>SEALS</td> </tr> <tr> <td>9M</td> <td>RESTRICTED DEODORANTS</td> </tr> <tr> <td>10A</td> <td>INFANT SUPPLIES</td> </tr> <tr> <td>11A</td> <td>HIGH OUTPUT / WOUND / FISTULA POUCHES</td> </tr> </table>	1A	BASEPLATES / WAFERS	1B, 1C, 2A, 2B, 3A, 3B	POUCHES	4A, 4B, 4C, 4D, 4F	BASEPLATES / WAFERS	5A, 5B, 6A, 6B, 7A, 7B	POUCHES	8A	RESTRICTED ITEMS – PLUGS AND STOPPERS	8B	IRRIGATORS,	8C	CATHETERS – SOME ITEMS IN 8C ARE RESTRICTED	8D	DENYER PRODUCTS – RUBBER WAFER / RUBBER POUCH	9A	STRIPS / FLANGE EXTENDERS	9B	BELTS	9C	CLAMPS	9D	REMOVER WIPES	9E	SEAL INSERTS	9F	SKIN CREAMS	9G	DEODORANTS	9H	STOMA SUPPORT BELTS / BOXERS / BRIEFS / HERNIA SUPPORT	9I	NIGHT DRAINAGE BAGS	9J	STOMA POWDERS / GELS	9K	BARRIER WIPES	9L	SEALS	9M	RESTRICTED DEODORANTS	10A	INFANT SUPPLIES	11A	HIGH OUTPUT / WOUND / FISTULA POUCHES
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MONTHLY LIMITS	Limits apply on every product on the SAS. Limits apply to SAS PRODUCT GROUPS																																														
ANNUAL LIMITS	Some products have a calendar yearly limit applied watch out for “A” on JANT screen. The ANNUAL LIMIT goes with the SAS GROUP not PRODUCT CODE. A member can’t order 6 white pants then another 6 black pants!																																														
CERTIFICATE	Officially APPLICATION FOR ADDITION STOMA SUPPLIES - FORM PB050 If a member requires supplies IN EXCESS of the SAS MONTHLY LIMIT, he or she must visit an STN who will complete this 3 page form and forward it to the CAV. D1 D2 D3 D4 D5 D6 – JANT “talk” for Doctor’s certificate, 1 month, 2 month etc																																														
RESTRICTED ITEM	Some products on the SAS require SPECIAL PERMISSION from a medical practitioner A letter is sent to the CAV – we copy and file it and then send the original to MEDICARE.																																														
COLLECT / PICK UP	Members can collect the products they ordered from the CAV. No charge for collection.																																														
DELIVERY / POST	Members can chose to have the products they ordered posted to them via Australia Post.																																														
PREPAID POST	Parcels are only posted to a member who PREPAID for the service. Members pay \$\$ to the CAV marked PREPAID POST and we receipt those payments on JANT. In 2018 the cost to have an order delivered is \$12. JANT records all transactions from the member a																																														
THINK 7	The CAV can require up to 7 days to supply an order to the shelf after having received it. NO COLLECTION of a monthly order before the 7th day of that month.																																														
THINK 7 + 7	That’s 14 days from receiving an order to it being delivered to the member’s address.																																														
ePARCEL	Software system used in PACKING ROOM – trackable via ePARCEL website.																																														

**GLOSSARY OF TERMS USED AT CAV****PAGE 4 of 6**

This GLOSSARY OF TERMS is provided to all volunteers to help clarify many of the terms that could be encountered daily.

DOUBLE ORDER	TWO MONTHS' of products ordered and supplied ONLY if member has been on the SAS for at least 3 months and ONLY if member has ordered the same appliances for at least 3 months. DOUBLE ORDER = DOUBLE POST COST = \$24 (2018) Member cannot order those product again until after the two month period has passed.
HOLIDAY ORDER	UP TO 6 MONTHS OF PRODUCT Member must provide PROOF OF TRAVEL. Copy must be provided along with the order Member cannot order those product again until after the six month period has passed.
URGENT ORDER - A	I NEED IT NOW! (Member's oversight – late order) CAV can do 7 DAYS – cannot do NOW.....option DIRECT COURIER from SUPPLIER – costs \$20 – payable to the CAV – PREPAID
URGENT ORDER - B	I NEED IT NOW! (CAV messed up) DIRECT COURIER from SUPPLIER – costs \$20 – CAV pays – no charge to member.
VISITOR ORDER	An ostomate who is enrolled in SAS at another association can order through the CAV. Prior to placing the order CAV must contact the VISITOR'S association to make sure that VISITOR's order does not "push" him / her over the monthly limits and that the VISITOR has paid his / her MEMBERSHIP to the other association
PROBLEM FORMS	IN THE OFFICE - Use the HOUSTON WE HAVE A PROBLEM FORM IN THE STOCKROOM – Use the PROBLEM DELIVERY FORM
SALES OF PRODUCTS	There is a BRIGHT GREEN FOLDER at each workstation in the CAV office. There are two price structures – CAV MEMBER PRICE and PUBLIC PRICE
RETURNS / EXCHANGE RETURNED PRODUCTS OFFICE – 9am to 2pm	NO RETURNS / NO EXCHANGE – if a member received what was ordered then that's it. To the STN – CAV cannot vouch for their integrity COLLECTIONS are dealt with by the STOREROOM volunteers, so we need "volunteer power" right through to 2pm when we lock the doors. CAV requires at least 3 volunteers in the STOREROOM between 9am and 2pm.
BREAKS	BREAKS are important and INCREASE EFFICIENCY. On 15 minute break in every 2 hours The OFFICE and the STORE TEAMS negotiate breaks amongst themselves on the day.
LAST OUT EACH DAY	Make sure all lights are turned off and that any kettle is turned off. There is an OFFICE KEY (KEY RACK in office) – GOLD – grab it, exit office, lock the door ; shove the GOLD KEY through the mail slot in the door.
VOLUNTEER SIGN SHEET	At the beginning of the month, each volunteer writes their FIRST NAME on the sign sheet When present, the volunteer initials the VOLUNTEER SIGN SHEET on that date,
VOLUNTEER ALLOWANCE	The CAV provides a \$50 cash allowance to volunteers for their 9am to 2pm service Payments are established by using the VOLUNTEER SIGN SHEET. Payments are handed out after the end of each month. If there is a problem with the allowance total, email ATT GERARD to info@colovic.org.au. The CAV provides this allowance to cover the foreseeable expenses that a volunteer may incur when volunteering at the CAV, even if these expenses are not actually incurred. Don't let the signs for \$12 all day parking fool you – that's only if you get there before 7am! Parking from 8,45a m to 2,15pm at Wilson parking across the road costs \$42. Volunteers can "opt out" of the CAV ALLOWANCE – just let the CAV SECRETARY know. It is the responsibility of each individual volunteer to manage their individual financial situation and matters regarding this allowance and their individual responsibilities to the ATO or CENTRELINK.
TOILETS	MALE – first floor – BLUE KEY / FEMALE – second floor – PINK KEY Why is the key on a tea strainer? In theory it is impossible to go home with that a pocket!
TOILETS FOR VISITORS	There are no public toilets in the BLOCK ARCADE DO NOT GIVE KEYS TO ANY CAV VISITOR If a member needs to use a toilet, grab key and escort the member to the toilet, unlock and allow member to enter. Return to the CAV – key is not required to exit the toilets
FIRST AID KIT	In the kitchen / meals area, on the bench to the right of the fridge,



**GLOSSARY OF TERMS USED AT CAV****PAGE 5 of 6**

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ACCIDENT BOOK	Next to the FIRST AID KIT.
KITCHEN / MEALS AREA	Cups, cutlery, fridge, microwave, kettle, water purifier –all there for us to use and CLEAN
TEA ROOM SUPPLIES	In kitchen / meals area. Low on supplies? Notify Mei or Jack, or Terry Roberts or Joanna
GIFTS FROM MEMBERS	We share any gifts from members. Food and snacks – easy – just place them on the table / cupboard as necessary. Drinks – eg bottles of wine – place on the bench – we can have a lucky dip for those who might like to enjoy that type of gift.
OH&S	It is everyone’s responsibility to speak up if any work place safety issue is noticed, Terry Roberts (CAV committee member) is our OH&S officer Terry volunteers on Wednesdays and Thursdays.
SECURITY	Block Arcade security contact is displayed on wall above the FAX MACHINE in OFFICE
OFFICE SUPPLIES	TOTAL OFFICE NATIONAL, Sydney Rd, Coburg. When placing an order, ensure we have spent enough to get FREE DELIVERY If not – ask around to see what we need – staples / A5 paper / A4 paper / Post it notes?
PENS	On top of the filing cabinet to the left of the IAV ARCHIVED COMPUTER
STAPLES	In the STATIONERY CUPBOARD (white cupboard near window near email computer.
EMAIL COMPUTER	Only one computer in the office and one computer in the store room access emails EMAIL COMPUTER is the one on the right as you enter the office.
INCOMING EMAILS	Delete spam and rubbish Anything for STORE ROOM – fwd to stock@colovic.org.au then delete Anything for ACCOUNTS / TREASURER – print and place printout in ACCOUNTS FILE Anything for CAV SECRETARY – print and place printout in SECRETARY FILE Anything for CAV PRESIDENT – print and place printout in PRESIDENT FILE Anything from ACSA – print the cover page and place printout in the ACSA FILE. Anything from MEDICARE or the PBS – print the cover page and place in PBS FILE FILE THE ABOVE EMAILS IN THE EMAIL FILING SYSTEM. LEAVE NO EMAIL THAT HAS BEEN “ACTIONED” IN THE INBOX ORDERS – check if there is an attachment – open the attachment and print the order ORDERS – no attachment – the order is in the text? – print the email order. If the order is for current month – place it on the CLAIMS DESK in the order file If the order is for a future month – file it in the rack behind you on the filing cabinet. REMEMBER – once an email has been “actioned” get it out of the INBOX
RECEIPTING A PAYMENT	All volunteers process, record and receipt PAYMENTS. Members pay the CAV in a number of ways – EFTPOS, DIRECT DEPOSIT, CHEQUE, and CASH. All income is recorded on PAYMENT SHEETS – CHEQUE or CASH or DIRECT CREDIT SUMMARIES. Every PAYMENT sheet is easy to complete – just follow the written instructions.
BANKING	BANK the CHEQUES and CASH when a PAYMENT SHEET is filled; 1 sheet = 1 bank. Not possible? When BANKING occurs, one PAYMENT SHEET is filed and another started. FINISHED PAYMENT SHEETS are placed in the BANKING TRAY
CASH TIN	Cash payments are receipted (ORANGE RECEIPT BOOKS – receipt provided to person paying, and the CAV record is on the CASH PAYMENT SHEET.
JANTING PAYMENTS	THE MOST IMPORTANT ACTION when processing a payment is that it is ACCURATELY RECEIPTED to JANT – to the correct member
DAILY DIRECT DEPOSITS	Each day a DIRECT DEPOSIT summary is emailed to the office DIR DEP TO CAV CBA CHQ ACC TO 9AM - PRINT IT then RECEIPT THE PAYMENTS TO JANT – initial next to each payment that you receipt. Check that you are receipting payment to the correct member and receipting correct amount.
POST OFFICE BOX	FLINDERS LANE POST OFFICE – any time after 8:30am Exit to ELIZABETH ST turn left and cross COLLINS ST then turn left 50m to LINDT STORE, enter arcade to the right of the LINDT store and walk straight ahead – between the lifts

**GLOSSARY OF TERMS USED AT CAV****PAGE 6 of 6**

This GLOSSARY OF TERMS is provided to all volunteers to help clarify many of the terms that could be encountered daily.

	then veer left (not into AUST POST STORE) – there is a passage in which you will find the POST BOXES. There are two POST OFFICE BOXES – the CAV's and ILEO's (until it expires) The keys are clearly marked and hanging on the key rack near the office fireplace. Empty both POST BOXES and return to CAV - return the keys to the CAV KEY RACK
BLOCK ARCADE MAIL BOX	Exit CAV, turn left, follow passageway, cross the bridge and you're there.
INCOMING MAIL / FAXES	On the STATIONERY CUPBOARD you will see a BLACK PLASTIC FILE. On it there are MAIL RECORD SHEETS. Every letter and fax CAV receive is recorded on these sheets. Just follow the steps and work through the mail. Orders are placed either on the CLAIMS DESK (current month) or in the FUTURE ORDERS FILE.
CHEQUES RECEIVED	Record on the CHEQUE PAYMENT SHEET CLIPBOARD and receipted to JANT.
I'LL FINISH IT LATER	NO – finish it now, then you know it's done. Later? What if the building is evacuated? ESPECIALLY – receipting any payment to JANT – DO IT AT THE TIME!
ONE JOB AT A TIME	People can wait while you finish a task before you attend to them. "Please take a seat" "COLOSTOMY ASSOCIATION OF VICTORIA, can you hold the line please?"
NEW MEMBER CORNER	On the LEFT SIDE of the EMAIL COMPUTER DESK
JANTING NEW MEMBER	ONLY to be undertaken by experienced JANT operators. STEP BY STEP INSTRUCTIONS are provided on the NEW MEMBER plastic files NO SHORTCUTS – NO SKIPPING A STEP – IT MUST BE DONE CORRECTLY READ INSTRUCTIONS – FOLLOW INSTRUCTIONS
NEW MEMBER ORDERS	When a CAV volunteer is JANTING a NEW MEMBER – no other task should interrupt If a volunteer has followed the instructions on the NEW MEMBER FILE then the order for a NEW MEMBER will be delivered to the STORE MANAGER on a PINK CLIPBOARD with all relevant data provided, and all paperwork file correctly.
NEW MEMBER DELIVERY	The first delivery for new members is paid for by the CAV – free of charge to member. CAV will deliver that FIRST ORDER to wherever the NEW MEMBER needs it delivered. If the NEW MEMBER requires that FIRST ORDER be delivered to him / her at the hospital prior to discharge then CAV will deliver as required. There is no point posting stoma supplies to a new member's residence in Coburg if that new member is going into rehab, or is going to be looked after by a relative – any arrangement that may not yet be finalised or might actually change within a week or two. The best place for the FIRST ORDER of stoma supplies is with the ostomate.
ADVICE NOT TO GIVE	No CAV volunteer can give any advice to any member about stoma medical health.
ADVICE TO GIVE	What advice can we give? "Get your order in early". "Make sure you have a month's supply up your sleeve!" "Phone the office between 9am and 2pm" "Make sure you pay for your post before you place your order"
NEW MEMBER SUPPORT	2nd Wednesday of every month CAV runs a NEW OSTOMATE SUPPORT GROUP This is organised by CAV volunteers Colin Hunter and Susan Wood and our STNs Joan Donohue and Freya Leeming. Details are provided to each NEW MEMBER via the INFORMATION PACK that we send with the FIRST ORDER.
CAV MISTAKES	We are human – we make them – we don't mean to or want to – and we feel bad when we find out we have made them. If CAV has "messed up" then the CAV must "tidy up" – at our expense and ASAP.
TOO BUSY?	Stay calm and determine what needs to be done – TRIAGE – do the most important thing first, then go on to the second most important "fix".
MEMBER MISTAKES	"I know this is an anxious situation for you, so let's just take things one step at a time, and let's see what can be arranged to help you get this fixed as quickly as possible" – DIRECT COURIER – does the member have \$\$\$ in PREPAID POST – if so the member can use those \$\$\$\$. No \$\$ in PREPAID POST – CREDIT CARD (plus \$1) CAV does not action any order unless payment has been secured.

**COLOSTOMY ASSOCIATION OF VICTORIA VOLUNTEER APPLICATION FORM**

**Volunteer Contact Details:**

Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 Phone \_\_\_\_\_  
 Email \_\_\_\_\_

**Emergency Contact Details**

Name \_\_\_\_\_ Relationship \_\_\_\_\_  
 Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_

**Ambulance Subscription** Yes [  ] No [  ]

\*In the case of an emergency an ambulance will be contacted and associated expenses are the responsibility of individual staff / volunteers. Everyone is encouraged to have an ambulance subscription.

**Medical Conditions / Allergies - in an emergency ambulance or medical staff will need this information.**

\_\_\_\_\_  
 \_\_\_\_\_

Place a 1,2 or 3 in each box to show your preference (3 = highly preferred / 1 = not preferred)

	Administration
	Stock control
	Parcel processing and dispatch
	Office

**CAV serves our members Monday to Friday, 9am to 2pm.**

How many weekdays would you like to volunteer each week? (*circle*) - 1 day, 2 days, 3 days, 4 days

On which weekdays are you available to be rostered 9am -2pm? (*circle*) MON TUE WED THU FRI

Please highlight the skills, knowledge and or experience you can share with the CAV.

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Signed \_\_\_\_\_ Date \_\_\_\_\_

**DAY ONE AT THE CAV – GETTING TO KNOW THE PLACE****WHERE IS .....THE 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 in the kitchen area to the right of the fridge.  
 ACCIDENT BOOK – on the bench in the kitchen area 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.

**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 IS .....IN THE ADMINISTRATION AREA**

THE EMAIL COMPUTER - the computer screen you can see when at the door (under the window in the office)  
 ENVELOPES – in the metal cabinet in front of the fireplace.  
 A5 PAPER / A4 PAPER – in various places around the office.  
 STATIONERY – in the white cupboard under the window to the right of the EMAIL COMPUTER  
 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  
 PHOTOCOPIER – in the centre of the room.  
 EFTPOS MACHINE ROLLS – in the white drawer under the COUNTER DESK  
 FILE FOR NEXT MONTH'S MEMBER ORDERS – on top of the filing cabinet to the left of the counter desk  
 THE STOMA NURSE BOOKING SHEETS – on the green clipboard hanging from, the NEW MEMBER TOWER  
 THE BANKING TRAY – record of all cheques / money orders netbank deposits to the left of the counter desk  
 DAILY MAIL RECORD – sheets are kept in the black clipboard file to the left of 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 IS .....IN 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 IS .....IN 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 arranged by # assigned.  
 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

## INDUCTION CHECKLIST FOR VOLUNTEER \_\_\_\_\_

INDUCTION COMPLETED BY \_\_\_\_\_

1	The new volunteer is shown around the facility	<input type="checkbox"/>
	<i>The amenities</i>	<input type="checkbox"/>
	<i>Where to secure valuables</i>	<input type="checkbox"/>
	<i>The tea room (how to access water, tea and coffee)</i>	<input type="checkbox"/>
	<i>Shown how to access keys</i>	<input type="checkbox"/>
	<i>Shown where the telephone is located</i>	<input type="checkbox"/>
	<i>Shown the EVACUATION PROCEDURES information board</i>	<input type="checkbox"/>
	<i>Shown where the ACCIDENT BOOK is located</i>	<input type="checkbox"/>
	<i>Shown where first aid equipment is located</i>	<input type="checkbox"/>
2	The volunteer has had the role, purpose and values of the Organisation explained and has been provided with relevant fixtures, newsletter, details of website	<input type="checkbox"/>
3	The volunteer has been introduced to the following procedures and has been provided a Volunteer Handbook with information for further reference.	
	<i>Privacy</i>	<input type="checkbox"/>
	<i>Grievance procedures</i>	<input type="checkbox"/>
4	The new volunteer has had the Organisation expectations explained and what they should be able to expect from others in the organisation	
	<i>Gone through Codes of Conduct</i>	<input type="checkbox"/>
	<i>Taken through the Volunteer Handbook</i>	<input type="checkbox"/>
5	Another member or volunteer is assigned as a Mentor or Buddy to show the new volunteer the specific tasks outlined in the Role Description	<input type="checkbox"/>
6	The new Volunteer has filled in a Registration Form and provided emergency contact details	<input type="checkbox"/>

## RECRUITING FOR DIVERSITY

- The CAV values the role of volunteers as essential to the organisation.
- Volunteers are respected for their skills and talents
- The CAV aims to maximise volunteers' potentials by creating opportunities to utilise their talents and abilities and supporting them to develop social connections
- The CAV will clearly specify the work of volunteers through role descriptions to ensure that roles match volunteers' skills, interests and capabilities
- The CAV will provide induction to volunteers and ongoing support as required
- The duty of care for the volunteer remains with the Committee of Management
- The CAV will provide a safe and healthy workplace as far as is practical
- The CAV will reimburse volunteers for any purchases where receipts can be provided. Volunteers will not be reimbursed for general costs e.g. phone, travel unless approved
- The CAV Committee of Management will ensure an appropriate level of insurance cover for volunteers
- Volunteers will be briefed and provided training on the relevant legislative requirements related to their role e.g. Victorian Information Privacy Act, Working with Children Checks
- All volunteers must adhere to the policies and Code of Conduct and need to understand that failure to do so may result in disciplinary action or dismissal
- All volunteers will be subject to a Probationary Period of 3 months to ensure that the role is right for them and that they are suitable for the role
- Volunteers have the right to refuse work which is outside their role description
- Volunteers have the right to leave their role but should give as much notice as possible. The CAV Committee can decide to terminate a volunteer position for just cause e.g. gross breach of the Codes of Conduct. Dismissal in other instances will be a last resort after other attempts or approaches have failed.

The Volunteer Policy applies to all volunteers at the CAV, long and short-term as well as the Committee of Management.

## VOLUNTEER SAFETY

The CAV will adhere to all safety related directives from its parent body and the Committee e.g. heat policies, head injury policies

Everyone involved with the Organisation is encouraged to contribute to accident prevention by reporting potential risks or dangers on sighting

In the case of an accident occurring where there are no trained personnel present, Organisation representatives will act on the side of caution and will seek medical assistance, or ambulance support

Accidents, incidents and near misses occurring will be documented on an accident register including the actions undertaken by Organisation personnel. This register will be kept by the Secretary and will be regularly viewed by the Committee to inform risk management strategies required

## WELCOME TO OUR ORGANISATION – PLACED ON LETTERHEAD

&lt;insert volunteer name&gt;

&lt;insert address&gt;

Dear &lt;insert volunteer name&gt;

Welcome and thank you for taking on the very important role of <insert role title> within our Organisation.

The position commences from <insert date of commencement> and has <insert length> tenure. The duties and responsibilities for this position can be found in the Role Description Section of this Volunteer Induction Manual. Please note this is not an offer of employment and does not constitute a contract of employment with the Organisation.

Our Organisation highly values its volunteers. This Volunteer Induction Manual outlines the specifics you need to know about the Organisation and your role.

As a volunteer you are subject to the rules and bylaws of the Organisation. Policies relevant to your role can be found in the Policy Section of this Volunteer Induction Manual. If you would like to find out about the Organisation's other policies, please contact <insert contact person – i.e. secretary. Include name, position, email and phone number>.

All staff and volunteers within our Organisation have a responsibility to report any suspicion of child abuse they form in the course of their duties. The procedures for this are outlined in the <insert name of policy e.g. Organisations Member Protection/Child Safe Policy>. If you have any questions about this responsibility please contact <insert contact person – i.e. child safe officer. Include name, position, email and phone number>.

I hope that you will enjoy your time spent with the Organisation and I look forward to working together.

Yours sincerely

<insert signature> \_\_\_\_\_

<insert name and position e.g. President

**Performance assessment and feedback tool**

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Period covered: \_\_\_\_\_

Date: \_\_\_\_\_

	1	2	3	4	5	N/A
<b>ATTENDANCE</b>						
Punctual to start work						
Informs supervisor of absence or lateness						
<b>SENSE OF RESPONSIBILITY</b>						
Listens carefully to instructions						
Follows instructions fully						
Willing to assist with various tasks						
Willing to accept supervision and feedback						
<b>INTEREST</b>						
Shows interest in his/her role						
Shows interest in training						
<b>RELATING TO OTHERS</b>						
Polite and courteous to others						
<b>STANDARD OF WORK</b>						
Worked to capacity						
Staff/volunteers satisfied with quality/quantity of work						
Supervisor satisfied with quality/quantity of work						
<b>Comments</b>						
1 = Poor   2 = Adequate   3 = Good   4 = Very Good   5 = Excellent   n/a = Not Applicable						

Volunteer's signature: \_\_\_\_\_

Date: \_\_\_\_\_

Manager's signature: \_\_\_\_\_

Date: \_\_\_\_\_



## INDUCTION MANUAL FOR COMMITTEE MEMBER

## Make sure:

- The incoming Committee member(s) has been contacted with details of the next meeting
- The incoming Committee member(s) has been provided with an induction pack including past minutes and the next agenda.
- The incoming Committee member has been introduced to other COM members.
- The incoming Committee member has met with the Treasurer for an overview of the financials and the budget

## WELCOME LETTER – PLACED ON LETTERHEAD

&lt;Name&gt;

&lt;Address 1&gt;

&lt;Address 2&gt;

Dear &lt;Name&gt;

Congratulations on your recent appointment to your position as <insert position> for <insert organisation>. Our Committee is made up of people with diverse skills and we look forward to your contribution and thank you for your time.

Our Committee meets <details> at <location> and it is expected that members will attend or issue an early apology to <name> Secretary to ensure we have a quorum for decision-making.

The primary role of the Committee is to provide leadership and direction to the organisation, to ensure that the organisation's financial assets are well managed and that any risk to the organisation, its members or its reputation and mitigated. Our members trust that each Committee Member will act in good faith, always in the interest of the organisation.

Part of your appointment is a proper induction to ensure that you feel comfortable in your role and have the information you require to fulfil it. Please find attached a package of information to provide you with the necessary background and information.

- Contact details for all committee members
- Committee Charter
- Committee Code of Conduct
- Organisation constitution
- Organisation By-laws
- Organisation Adopted Policies and/or Procedures
- Strategic Plan & any current Business Plan
- Annual Report
- Current Financial Year Budget
- Committee Minutes (last two meetings)
- Organisational Chart
- Role descriptions for your position and other committee positions

Please let me know if there is anything else that you feel you need to adequately fulfil your duties as <insert position>. I will catch up with you for a personal chat in a few weeks, but in the interim I trust you enjoy your time on the committee.

Yours Sincerely

&lt;Name&gt;

President &lt; Organisation&gt;

## COMMITTEE CHARTER

Committee Members must all act with integrity, honesty, transparency, and accountability whilst maintaining their fiduciary responsibilities. The Committee's role is to:

- Plan for the future
- Undertake succession planning for our Committee and other key organisation personnel
- Proactively manage our relationship with STNs, ACSA and various government departments
- Balance and develop the skills within our Committee
- Provide leadership for all those in our organisation
- Ensure the fair and efficient management of volunteers
- Promote and develop the highest standard of service possible
- Create an environment which gives all members the opportunity to develop to the best of their ability
- Submit annual reports, quarterly financial statements and recommend changes in by-laws and rules to a higher governing body for approval
- Govern the business of the organisation through Sub-Committees and appointed officers as required on such terms and conditions as it believes appropriate.
- Set budgets and be diligent and accountable for the funds
- In accordance with the Constitution, make decisions for the conduct of its own proceedings, the control of its funds and property, and efficient management of its administration.
- Subject to the relevant Certified Agreements, the Committee may appoint staff as it decides is necessary to maintain efficient operation of the Committee.
- Select, support and manage the performance of employees, including providing adequate resources for them to efficiently carry out all necessary duties.

## TRANSPARENCY AND RESPONSIBILITIES TO MEMBERS

We understand that we are a member based organisation and that we need to work transparently in enacting our responsibilities. To this end as a Committee we will:

- Agree, publish and use both a Committee Charter and a Code of Conduct

Committee Members must:

- Be diligent in their role
- Attend Committee meetings or forward their apology prior to the meeting
- Treat all people associated with the organisation, including members, volunteers, partners, external stakeholders, and other Committee Members with respect
- Attend to their fiduciary responsibility and make decisions based on what is best for the organisation, not for individual interest or gain
- Not take advantage of their position on the Committee in any way
- Declare any Conflicts of Interest as they arrive and act to ensure that these conflicts do not pose a risk to the organisation
- Be open to feedback from members and respond appropriately
- Adhere to the policies and procedures established by the organisation
- Adhere to the legislative requirements of the organisation
- Always look for opportunities for improved performance of the organisation operations and Committee functions
- Always represent the organisation in a professional manner

I agree to adhere to the Codes of Conduct as established

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

**IMPORTANT CAV CONTACTS**

<b>KYLIE MC RORY</b>	ACSA	07 3359 7570	PRESS 4			
<b>NOEL PATCHETT</b>	JANT	0408 572 810				
<b>SAS TASMANIA</b>	1800 700 270	PRESS 2	ASK FOR SALLY			
<b>SAS CARDS ETC</b>	Ph (02) 9933 4456 Fax (02) 99334444					
<b>STATE TRUSTEES</b>	THE CAMERONS GROUP	P.O. BOX 6001	MINTO BC	NSW	2568	
	invoices@stl.com.au					
<b>VETERANS AFFAIRS</b>	mepi.and.payments@dva.gov.au					
<b>TAC</b>	cip@tac.vic.gov.au					
<b>JUDGE AND PAPAEO</b>	7 / 189 FLINDERS LANE, MELBOURNE VIC 3000					