



Minutes of the Annual General Meeting of the New Zealand Orthotics and Prosthetics Association held on Saturday 7 May 2011 at Bayview Wairakei Resort Taupo

PRESENT: Con Balasglou, Charl Botha, Hiren Champaneri, Harry Dean, David Dolman, Blair Gardiner, Ashley du Toit, Brent Fisher, David Gurr, Moss Henderson, Stephen Hewitt, Cherry Holliday, Mark Leonida, Roger Odey, Chris Pullar, Gary Seaman, Taryn Seaman, Arjun Sharma, Sara Sheehan, Mark Smith, Paul Stopforth, Colin Storey, Alarna Tuck. Werner Sonnendecker

IN ATTENDANCE: Don Searle, Carol Searle, Janette Searle (SeaStarr Management)

The meeting opened at 10.45am

All information presented at the AGM will be posted on the member's only section of the website.

Chris declared the meeting open

APOLOGIES: Sandra Farquhar, Bob Waldron, Adrian Berben, Phillipus Otto, Richard Stephens, Pritpal Sidhu, Harry Wheoki, Neil Derbyshire, Brad George Pratihba Sheet, Shiv Sheet, Mike Steenhuissen, Andre Visser, Dennis Libline, John Polglase, Emily Leong, Mike Batters.

It was agreed that apologies were accepted Alarna

Moved: Werner Sonnendecker **Seconded:** Alarna Tuck

MINUTES OF THE LAST MEETING: Were accepted as a true and accurate record.

Moved: Roger Odey **Seconded:** Colin Storey

MATTERS ARISING: Nil

CORRESPONDENCE: An email sending best wishes and apology for not attending from Pritpal was read to the meeting.

PRESIDENT'S REPORT: Opening Remarks to be considered as President's Report

SECRETARY'S REPORT: Was not required as issues covered in different presentations

TREASURER'S REPORT: Tabled on behalf of Sandra Farquhar and accepted. (attached as Appendix 1)

Moved: Brent Fisher

Seconded: Alarna Tuck

A request was made for the draft budget to be sent out to members so that they are all aware of what is being agreed as expenditure.

A request was made for due dates to be included as part of invoices sent to members.

ELECTION OF OFFICERS

In order to ensure that members could consider the skills required for the new Executive, it was decided that discussion on the proposed new directions would be discussed prior to the election. A copy of the discussion paper is attached as Appendix 2.

The following issues were raised for clarification or to be addressed by the new Executive:

- In order to ensure that no single provider or employing company will have undue influence, a Code of Ethics will be required to guide and direct the Board.
- A good process for conflict of interest will be required.
- Janette spoke to the indicative budget and the opportunity of growing revenue opportunities through web and advertising and potential sponsorship.

- As the new direction includes growing membership from Australia, it will be necessary to change the name of the Association.
- The fee structure may need refinement to ensure that it continues to be relevant to technicians.
- Appropriate use of technology will need to be considered to link members in both countries and take into account the potential of executive members to be located in either Australia or new Zealand.

It was agreed that a programme of work would be completed to address the recommendations made in the discussion paper. Once the work has been completed, a special meeting will be called to present the proposed new structure and associated processes to the membership. Issues to be addressed are as follows:

1. The governance of the NZOPA will be through an elected skill based Board of no more than five people with a three year membership, rotating replacement and with succession planning.
2. A Chief Executive Officer to be appointed to drive a programme of work agreed by the members through their Board. The work programme could include:
 - Increasing revenue opportunities through web based advertising, relationships with suppliers and programme of work undertaken for government agencies;
 - Increasing the recognition of the importance of Orthotic services to patient outcomes and cost effective service delivery;
 - Development of recognised best practice standards including auditing and monitoring.
 - Development of policies and procedures covering all aspects of operating the organisation.
3. Discussions to be held with key people in Australia to include a growing potential membership. The NZOPA could then become an Australasian organisation with a much larger potential membership population.

4. A work programme and service stream covering technicians to be developed as part of the Strategic Plan to address such issues as:
 - Service standards, quality cost effectiveness and timeliness;
 - Learning and development opportunities

5. If a streamlined Executive is accepted as a sound governance structure, people who are elected to office should be paid for their time and expertise. An agreed work programme and budget to be developed to cover the costs of governance.

6. A process for Credentialing is developed in consultation with ACC that could also be adopted by the Ministry of Health. The long term outcome of credentialing would include audit and monitoring and having funders only contract to providers who can demonstrate that they meet credentialing standards.

7. The Rules document is re-written to reflect the current environment and changed way of operating.

Moved: Mark Leonida

Seconded: Roger Odey

PROXY VOTES HELD BY on behalf of:

Chris Pullar on behalf of Sandra Farquhar

Alarna Tuck on behalf of Bob Waldron

Moss Henderson on behalf of Mike Steenhuisen , Prathiba Sheet, Shiv Sheet

PRESIDENT:

Nominations

Paul Stopforth

Moved: Ashley du Toit

Seconded: Blair Gardiner

As there were no other nominations, Paul was declared elected.

VICE PRESIDENT:

Nominations:

Mark Leonida	Moved: Hiren Champaneri	Seconded: Taryn Seaman
Taryn Seaman	Moved: Cherry Holliday	Seconded: Alarna Tuck

An election was undertaken using written voting papers and Taryn Seaman elected as Vice- President.

Secretary:

Alarna Tuck	Moved: Cherry Holliday	Seconded: Chris Pullar
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Treasurer:

David Gurr	Moved: Cherry Holliday	Seconded: Chris Pullar
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Declined

Arjun Sharma	Moved: Chris Pullar	Seconded: Harry Dean
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Education Officer:

Mark Leonida	Moved: Tarryn Seeman	Seconded: Sara Sheehan
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Committee Members: 2 people

Cherry Holliday	Moved: Alarna Tuck	Seconded: Hiren Champaneri
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Moss Henderson	Moved: Mark Leonida	Seconded: Hiren Champaneri
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Board of Certification

Hiren Champaneri stays on as his term is not yet completed

Mark Leonida is a member in his role as Education officer

Charl Botha	Moved: Blair Gardiner	Seconded: Chris Pullar
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It was agreed that ballot papers destroyed.

Moved: Chris Pullar	Seconded: Alarna Tuck
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The AGM portion of the meeting closed at 10.45

WORK PROGRAMME FOR THE NEXT 12 MONTHS OF OPERATING

- Courses for Education that will count for Certification to be provided for all members.

- Suggested that number of case studies should be reduced to 3 with a higher quality.
- Clarification of:
 - of need to 6 case studies
 - Must attend at least 1 training opportunity that NZOPA has organized or sanctioned or accredited.
 - Need a process or guidelines for approving courses disseminated to membership.
 - A magazine article could perhaps be a substitute for a case study.
 - Need clarification of what is required for shared learning
 - Need to make sure the criteria is not too broad that NZOPA affordability is not compromised
 - May have criteria that attendance at the AGM once every two years is a requirement.
 - Consideration of increasing membership fees or achieving additional case studies rather than compelling people to attend meetings - may need to have audits of individual portfolios.
 - Look at broadening what constitutes case studies e.g. looking at research into new methods of treating etc patient management. Shared experience
 - clarification of what currently is required is needed
 - May need to consider payment for the people who are reviewing case studies.
 - May need to look at educational process so that people are educated on the process of what is required.
 - Phase 2 may include randomized checking of case studies.
 - Consider what is required for substantial follow up of long term patients
 - Criteria that educational course is open to all members. Template on website to be used to accredited courses.
 - Need a method for deciding whether funding of courses by NZOPA is value for money
 - Location of next AGM to be set by new Executive and request from floor to consider a main centre. Perhaps consider subsidizing those who have to travel long distances.
 - Team to send out information on process for uploading case studies, extra photos and videos

- For ease of entering case studies onto the website it was suggested that members use the word template provided and email it to the admin team to enter onto the website.
- Do we need to put a timeframe on when case studies are required?
- Perhaps develop another template for technicians or for other broad process issues.
- The new Executive may need to develop a standard for case studies.
- Random audits to be introduced at some time in the future so that all members are audited over a three year period.
- Agreed that for this year some leeway is given for submitting case studies.
- Consideration to be given to awarding certificates as soon as case studies have been contributed.
- Need to ensure that the process is not punitive when the role of the Association is to be supportive Consideration given to awarding certificates as soon as case studies have been contributed.
- Agreed that this year the end of May is the deadline for submitting case studies.

The meeting closed at 12.45

Appendix 1



Financial Report for Year 2010 - 2011

Financial Summary

The balance of the NZOPA Account as at 31st March 2011 was \$11880.62.

This includes the residual of the Board of Certification monies of \$2650.50 which was transferred into the NZOPA account to cover in part the costs in maintaining the Case Study Programme. Board of Certification funds are now nil.

The NZOPA / BOC started the year with \$19212.06 and finished with \$11880.62 a deficit of \$7331.44. This deficit is explained in the main by

1. The cost of the 2010 AGM being \$3599.22 more than the income received and
2. The subsidizing of the Nelson Training Day to the value of \$3045.33.

Membership Summary

The membership of the NZOPA has increased from 48 last year to 51 as at the end of March 2011. Membership Certificates have been produced for financial members of the 2011 / 2012 year.

New Zealand Orthotics and Prosthetics Association

Statement of Financial performance for year ending 31 March 2011

2010		2011
\$	Income	\$
15585.00	Subscriptions received	14975.00
852.26	IRD Tax refund	69.41
263.90	Interest – Cheque Account	159.72
2740.00	AGM	4310.00
5400.00	AGM Sponsorship	4900.00
0.00	Nelson Training	505.00
568.13	BOC Accounting Fee	0.00
2669.93	BOC Operating Costs	2650.50
100.00	BOC Subscription	0.00
0.00	gTwenty	502.88
28179.22	Total Income	28072.51

Expenses		
5920.20	AGM Expenses: Hamilton	0.00
1750.00	Wairakei	12309.22
1125.00	Accountant	1223.44
0.00	Bank Charges	27.18
0.00	Nelson Training Day	3550.33
69.41	Tax RWT	58.07
13484.25	SeaStarr Administration	13706.00
0.00	President Honoraria	0.00
0.00	Secretary Honoraria	0.00
0.00	Treasurer Honoraria	0.00
198.58	Stationery	81.04
1933.67	Executive Expenses	1219.24
936.95	Website	578.93
300.00	Refund of Subs to H. Wheoki	0.00
568.13	BOC Audit fee	0.00
200.00	BOC Refund of Subscriptions	0.00
1153.13	BOC Administration	183.25
1603.13	BOC Case study editing	2467.25
562.50	BOC Web Site establishment	0.00
99.30	BOC Post and Stationery	0.00
29904.25	Total Expenses	35403.95
(1725.03)	Surplus / (Deficit) for Year	(7331.44)

Statement of Financial Position for 2010-2011 Year

2010		2011
\$		\$
	Members Equity	
20937.09	Opening Balance	19212.06
<u>(1725.03)</u>	Surplus / (Deficit)	<u>(7331.44)</u>
19212.06		11880.62
	Represented by Current Assets	
19212.06	ANZ Cheque Account	11880.62
19212.06	Working Capital	11880.62

New Zealand Orthotics and Prosthetics Association

Board of Certification Financial Performance for the 2010/ 2011 Year.

Opening Balance \$2650.50

Income

Nil = **\$2650.50**

Expenditure

Administration \$680.00

Case Study editing \$2467.25 = \$3147.25

(\$496.75)

Note 1. The Administration costs does not include costs of postage or Stationery or a portion of the Web Site fees.

Note 2. The full \$2650.50 was transferred into the NZOPA accounts.
The deficit of \$496.75 was absorbed within the NZOPA Accounts.

Appendix 2



Discussion Paper on

FUTURE DIRECTIONS FOR THE NEW ZEALAND ORTHOTICS AND PROSTHETICS ASSOCIATION (NZOPA)

BACKGROUND

The New Zealand Orthotics and Prosthetics Association (NZOPA) became an Incorporated Society on 10 November 1947. The functions of the NZOPA are defined in a document entitled "Rules of the New Zealand Orthotics and Prosthetics Association Incorporated." Over the years, there have been a number of

amendments to the Rules, which must be agreed at an Annual General Meeting (AGM). The most recent amendments registered are;

- 24 November 2000;
- 15 September 2001; and
- 23 May 2009.

In addition to stating the Objectives of the Association, the Rules outline categories of membership and provide a clear definition of each type of membership (Section 6)

Categories of membership include:

1. MNZOPA - Member of the Association
2. FNZOPA – Fellow of the Association
3. ANZOPA – Associate Member of the Association
4. Hon FNZOPA – Honorary Fellow of the Association

The affairs of the NZOPA are managed by an Executive Committee which the Rules state “will” consist of a:

- President;
- Secretary
- Treasurer,
- Vice-President;
- Education officer ;
- And additional members to make up a total of seven.

The Executive Committee are elected at an AGM and their period of office lasts for 12 months until the next AGM. The rules state that the “President will be the Chief Executive Officer of the Association.”

Membership fees are also set at an AGM and are currently \$300 per person per financial year. When the Association was incorporated in 1947, the majority of members were Orthotists working for a hospital based service. In 2011, there are 50 financial members the membership is comprised of:

- 5 employed in DHBs
- 39 employed by private companies
- 3 who operate overseas (Australia and Saudi Arabia)
- 2 Suppliers
- 1 Prosthetist working outside of a Limb Centre

Board of Certification

The Board of Certification is intended to run as an independent entity but must abide by the NZOPA Rules. Rules of the Board of Certification are included as Schedule 1 of the NZOPA Rules document.

Section 10 of the Rules document states that the Board will be comprised of:

- a) “a representative who is a senior clinician from the prescriber group and who is independent and unbiased to any specific Orthotic practice.
- b) One representative from a primary consumer organisation such as the Assembly of People with Disabilities; and
- c) Three representatives of the NZOPA.
 - One of whom shall act as co-ordinator for the Board and present the President of the NZOPA with an annual report of the deliberations of the Board;
 - One who shall act as Secretary;
 - The other shall be the incumbent NZOPA Executive Committee education officer (as that term is defined in the NZOPA rules).

Other than the N.Z.O.P.A. Education Officer the Association’s representatives on the Board shall not be members of the incumbent Executive Committee.”

Application for Certification was made to the Board of Certificate and a separate fee of \$100 was paid by those seeking Certification. In 2009, the decision was made to increase the membership fee for the NZOPA to \$300 with no additional fee required for Certification. However, in order to become certified a three year work programme was implemented that required, initially, an agreed number of case studies (6) being posted on the member’s only site of the website and approved by the Board of Certification. Currently only 24 members have met the criteria for Certification.

Administration Support

Over the years, administration services including newsletters, secretarial support for the Executive Committee, financial services and contact with membership was undertaken by individuals as a part of being a member of the Executive. As the workforce has become more privatised, the time available for administration services is limited and as a result, the success or failure of maintaining the organisation has been dependent on the availability and drive of individual Orthotists.

In February 2007, SeaStarr Management Solutions was contracted on a fee for service basis to provide administration support for all NZOPA and BOC functions, development of the website, communication and all functions relating to membership and Secretarial services for the Executive Committee.

ISSUES

Professional Body vs. Volunteer run Committee

As funding becomes more difficult to access and people with relevant skills and expertise more scarce, time to provide voluntary services is not a luxury that is available within the profession. Those employed in their own business or private practice risk revenue when not delivering service. Those who work for employers, including government services are finding it increasingly more difficult to be released for professional development and attending meetings that are not seen to be directly work related.

In 2010, a system of work groups with a specific area of interest was established in order to encourage participation of members and progress an agreed Work plan. Teams were established to cover areas such as Communication, ACC and Funders, Board of Certification and Learning and Development. However due to work and life pressures, the work streams have floundered and progress in each area only succeeded when driven by the administration team.

The skills base required to run the NZOPA as a professional body is changing.

There is a need for the NZOPA to:

- be seen to be independent of individual service providers in order to provide advice to funders e.g. quality standards in service contracts so that no individual has a commercial advantage;
- link with similar organisations internationally to encourage shared learning and skill development;
- negotiate with government officials to develop credentialing and best practice standards for service delivery. Orthotists are not currently covered under the Health Practitioners Competency Assurance Act.
- Drive the programme of work required to improve benefits for members;
- Increase the membership base to improve financial viability, benefits for members and the ability to raise awareness of the importance of Orthotics to delivering improved patient outcomes and cost effectiveness within the Health and Disability Sector.
- Increase the use of technology to better serve members.

Membership Numbers, Financial Viability

As there are no training facilities for Orthotists in New Zealand, there is an ageing workforce with new graduates being recruited internationally. Numbers of financial members have fluctuated over the years but since 2007, numbers have been growing steadily as more benefits and opportunities for learning and development are provided for members.

There has been growing interest from practitioners in Australia, particularly as the numbers of technicians is growing within business units. To date, membership of professional organisations internationally has been restricted to those who have attended a recognised school of learning e.g. La Trobe University in Australia or Strathclyde University in Scotland. Those who have come through the industry and learned on the job are precluded from becoming full voting members.

In New Zealand, people who have a recognised qualification have been accepted as full members. However, there have been very few benefits made available to technicians.

Growing Technician workforce and no process to recognise them

In New Zealand and Australia, there is a growing reliance on a skilled technician to work alongside of the Clinical Orthotist. Manufacturing skills are learnt generally on the job. Those skilled technicians who have learnt their craft over years of their working life are at a stage where they cannot afford to take time away from their paid role to train younger practitioners. There are no educational facilities within New Zealand providing courses for technicians or apprenticeship schemes to provide on the job learning.

If the NZOPA is to attract more technicians into the membership, there is a need to develop a work stream dedicated to meeting their professional needs and encouraging shared learning in an environment that is non-threatening.

Work Programme And Commitment From Executive

The current Executive Committee are located in Auckland, Hamilton, Rotorua, Tauranga, Palmerston North, Hastings and Wellington. As travel to meetings is time consuming and expensive, they have held only one teleconference meeting to date this term. A meeting was held in February in Hamilton to work on strategic plans for the next three years and content of the Conference and AGM. All Executive members are employed fulltime and many required to travel to cover the geographical area served by their practice.

People approached to lead individual work streams have been variable in their availability and commitment to driving a work programme. The administration team have tried to initiate some progress in each area with little progress made to date. The best results have been in Learning and Development with a training day held in Nelson, presented by an Australian expert in delivery of quality systems. The presentation was filmed and made available on the website. There has also been some progress in the area of communication.

No Legal Requirement For Certification And Future Credentialing

The NZOPA have spent considerable time and effort in developing a process for certification of members. The system has been changed over the years from a complex system with fees attached to a more practical three year plan starting with presentation of case studies. Certification is seen to be a benefit for individual members in the eyes of their peers but is not compulsory and not recognised by funders.

Some discussions have been held with ACC who have indicated a willingness to consider a proposal for credentialing that could be used to fast track applications from those who meet the criteria. Credentialing would then provide those practitioners who have met the standard approved status to provide a more timely service to their patients.

The Ministry of Health is moving towards outcome measures for service providers and slowly introducing standards to cover health and disability services. Currently Orthotics is not seen to be a service that “causes harm” to patients so is not included under the Health and Safety Practitioners Act. However, there is a need to be proactive and discuss with the Ministry and ACC the benefits of having best practice standards in place when considering future funding of services. It would be sensible for the sector to develop robust standards before they are imposed by people with little understanding of delivery of services.

Compliance with Rules Document

Currently, the NZOPA Executive Committee and Board of Certification are not working within the guidelines set out in the Rules document. The document is out of date and does not provide a structure that is suitable for the way services are delivered and how the profession has developed.

The Board of Certification does not include a clinician from a relevant profession nor does it include a patient representative or person from an organisation such as DPA.

While accountability measures have been put in place for expenditure and reports are provided to members at the AGM, it is not unreasonable to expect that a disgruntled member could challenge how the Executive Committee is currently working.

Funding of Services

Funding for Orthotic services, including equipment/devices is, in the main through individual entitlement under Accident Compensation (ACC) Legislation, approved through ACC Case Managers or through District Health Boards (DHBs). A small amount of funding is available through individual purchasing of devices.

Contracts for Orthotic services in the majority of DHBs are negotiated with individual service providers and are tendered on the Government Tender Site (GETS) approximately every three years. Some District Health Boards provide Orthotic services as a service arm within their hospital setting e.g. Whangarei and Hawkes Bay.

The Service Specifications used by DHBs were written nearly ten years ago and do not take into account the changed contracting environment. The DHBs do not consider funding of Orthotics services a high priority for review or change. Eligibility and access criteria are different for both government funding sources and influenced by interpretation of rules at a local level. Both DHBs and ACC are endeavouring to reduce costs and have put in place strict access criteria. For those seeking ACC funding, it would appear that the greatest number of referrals come from Podiatrists. Payment for services is often protracted with service providers bearing the financial cost of providing equipment to patients and carrying the costs for long periods of time.

RECOMMENDATIONS:

THE FOLLOWING RECOMMENDATIONS ARE MADE FOR DISCUSSION AND CONSIDERATION BY MEMBERS.

1. Professional Body vs. Volunteer run Committee

The governance of the NZOPA be through an elected skill based Board of no more than five people with a three year membership, rotating replacement and with succession planning.

Consideration be given to appointing a person as a Chief Executive Officer to drive a programme of work agreed by the members through their Board. The work programme could include:

- Increasing revenue opportunities through web based advertising, relationships with suppliers and programme of work undertaken for government agencies;
- Increasing the recognition of the importance of Orthotic services to patient outcomes and cost effective service delivery;
- Development of recognised best practice standards including auditing and monitoring.
- Development of policies and procedures covering all aspects of operating the organisation.

2. Membership Numbers, Financial Viability

Discussions should be held with key people in Australia to include a growing potential membership. The NZOPA could then become an Australasian organisation with a much larger potential membership population.

Potential for making positive change to the service delivery environment would be greater with a larger “voice” rather than having individual business interests drive change.

3. Growing Technician workforce and no process to recognise them

A work programme and service stream covering technicians to be developed as part of the Strategic Plan to address such issues as:

- Service standards, quality cost effectiveness and timeliness;
- Learning and development opportunities

4. Work Programme and Commitment From Executive.

If a streamlined Executive is accepted as a sound governance structure, people who are elected to office should be paid for their time and expertise. An agreed work programme and budget to be developed to cover the costs of governance.

5. No Legal Requirement for Certification And Future Credentialing.

A process for Credentialing is developed in consultation with ACC that could also be adopted by the Ministry of Health. The long term outcome of credentialing would include audit and monitoring and having funders only contract to providers who can demonstrate that they meet credentialing standards.

6. Compliance with Rules Document

The Rules document is re-written to reflect the current environment and changed way of operating.

