



## Celebrating 60 years serving our members

### Ostomy NSW: We serve our members every day

- Skilled employees and volunteers – staff with over 100 years combined experience; volunteers between 2 and 7 years' experience; 8 directors with 60 years combined service.
- Operating on SAMS latest software for Stoma Appliance Scheme.
- **Over \$500,000 inventory held and 1500 items in stock.**
- Delivery via Australia Post eParcel all over Australia; order tracking provided with an email address.
- **Online ordering via revamped website.**

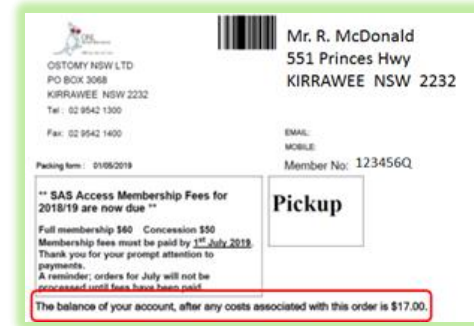
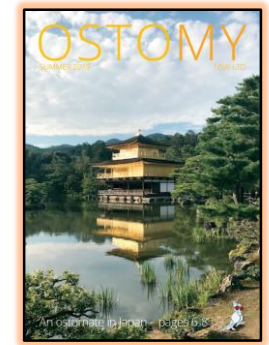
*"I have been using your services for over 25 years and have nothing but praise and the greatest admiration for the work you all do. You have never let me down! Thank you!!"*

- Helen, member

- **Consistently dispatch 80% of orders in two days, and over 90% of orders in three days.**
- Over 500 member pick ups per month; txt message sent for collection.
- **Excellent order accuracy – each order checked before dispatch.**
- **Support for hardship members.**
- Fast tracking new member orders.
- **Stomal Therapy Nurse on site.**

## Services we provide

- Website – newly updated with online ordering.
- Magazine four times per year.
- Packing slip with orders includes money in credit or owing.
- Regional meetings 3 times per year.
- STN Scholarship.
- STN on site monthly.



### Contact us:

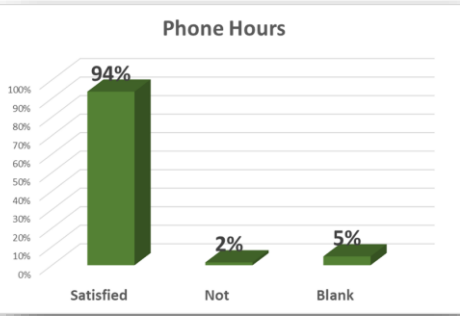
Stephen Lardner – Manager

Colleen Lamond – Office Supervisor

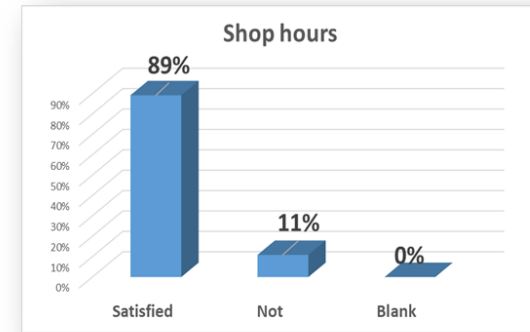
Phone: (02) 9542 1300 | Fax: (02) 9542 1400

e. [orders@ostomynsw.org.au](mailto:orders@ostomynsw.org.au)

w. [www.ostomynsw.org.au](http://www.ostomynsw.org.au)

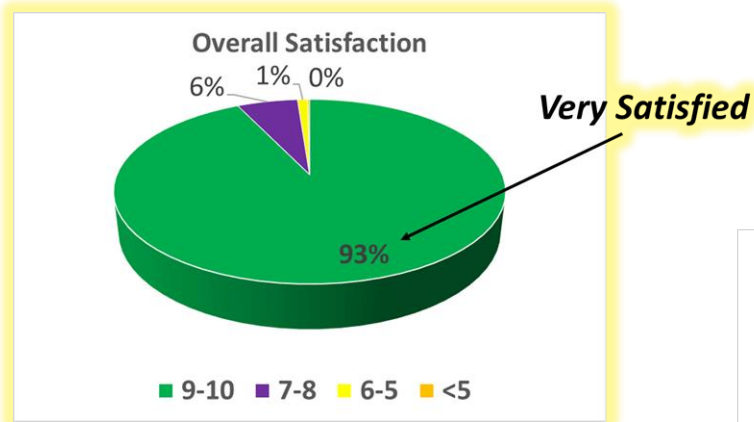
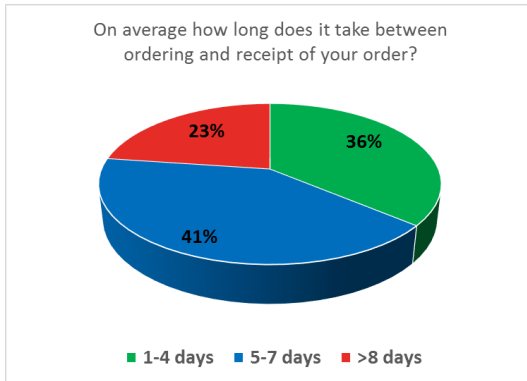


*"You are my life savers - all of you. You are there when we need you with hands of help, information or very good support in every way. Thank you a wonderful group of hidden angels. All my love, respect and thank you for your wonderful back up."*  
**Gail, member over 10 years.**

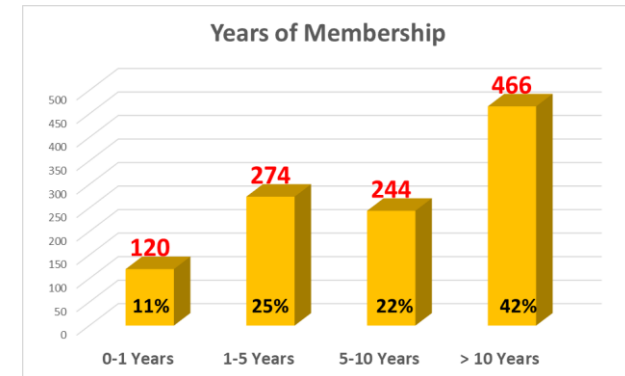


## What do members say about our service?\*

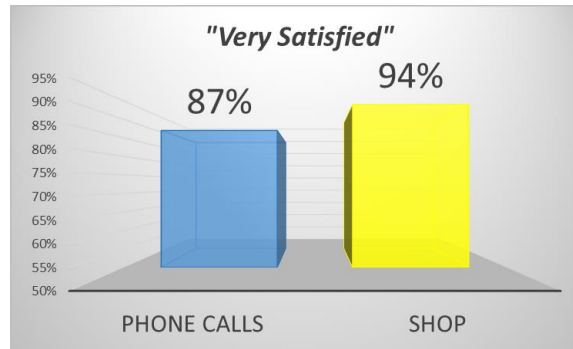
*"I find ONL are more than helpful. Very polite. Also steered me in the right direction. I was very worried to have a stoma put in but I would recommend this to anyone and wished I would have it done 7 years ago. Well done to all of you."* **Ann, new member.**



*"I just wish all customer service was as efficient, pleasant and dedicated. Love you all."* **Lynda, member over 10 years.**



*"Staff answering phone enquiries very professional and friendly - thanks for your help. "*  
*"Very happy with the service. When I ring ONL nothing seems a problem."*  
**Len and John, members 5 to 10 years.**



*"I really appreciate the prompt attention to my emails and delivery of my requirements."*  
*"Great service. Super friendly and efficient staff."*  
**Bev and Chris, new members.**

\* Source: ONL Member survey March – May 2019. n=1110.