

NSW Stoma Ltd Charter of Service

PURPOSE

The purpose of this document is to outline the services offered by NSW Stoma Ltd and to inform our members of the quality and level of service they can expect from us.

SCOPE

This policy applies to board members, staff, volunteers and all our members

POLICY

Who we are

NSW Stoma Ltd is a not-for-profit, member-based organisation that aims to improve the quality of life for ostomates by providing support, representation, information and medical supplies. NSW Stoma is a member of the Australian Council of Stoma Associations

What we do

- Issue stoma-related products on behalf of the Australian Government, free of charge under the guidelines of the [Stoma Appliance Scheme](#) (SAS);
- Provide support to members through our Stomal Therapy Clinic and Support meetings
- Provide information to members through our website, our journal and Education and Information Days and Online Meetings
- Provide additional products for sale at prices set by NSW Stoma Ltd

Who can access our services

- All financial members of NSW Stoma Ltd who meet the [eligibility requirements](#) of the Stoma Appliance Scheme have access to products through the Scheme
- All members, their family and carers may access our clinic, support meetings and information days
- Information on our website and in our journal is freely available to everyone who wishes to access it
- Membership is not required to purchase products from the association

What members (including their family members and/or carers) can expect from our service

- Responsiveness – all queries will be answered in a timely manner and orders processed within published guidelines.
- To be valued and treated with courtesy, dignity and respect;
- Confidentiality and privacy in accordance with our [Privacy policy](#);
- Accessibility – members will be offered a variety of ways to communicate with us and to place their orders.
- Professionalism and quality;
- have their unique individuality recognised and their culture, diversity, values and beliefs respected
- receive support and assistance, including where financial hardship may be a barrier.

- receive timely information that is responsive to their needs, in a manner that best fosters informed choice and understanding.
- Accountability - we will monitor our services, guidelines, and respond to feedback and evaluation
- Timeframes for processing of orders are published on our order forms and on our website and members are notified of any delay with orders not processed within those timeframes;
- Stoma Appliance Scheme guidelines and rules are followed and orders processed through the scheme are compliant with those rules and guidelines.

What do we ask of members?

- Treat our staff and volunteers with respect and courtesy
- Place your orders within the specified time frames and within the guidelines of the Stoma Appliance Scheme (SAS)
- Familiarise themselves with those guidelines
- Understand that we are not able to provide products through the SAS if those orders exceed the limits set by the SAS.
- Comply with our [Member Code of Conduct](#)
- pay any and all fees applicable to access NSW Stoma Services when they fall due, unless an alternative arrangement has been made with the NSW Stoma Board or Manager

Compliments and General Suggestions for Improvement

- Tell us if there are improvements we could make (and better still if you had a good experience)

Concerns and Complaints

- Tell us if you have concerns with our services. To make a complaint refer to our [Complaints Policy](#)

Contact Information

- Email: info@nswstoma.org.au
- Post: PO Box 164 Camperdown NSW 1450
- In person: Unit 5, 7-29 Bridge Rd, Stanmore NSW 2048

Key Dates:

First approved Date	20/03/2025
Last Change Approved	20/03/2025
Next Revision Due Date	20/03/2028