



SWS GROUP

WORKWEAR | LINEN | HYGIENE | CLEANING | PEST CONTROL



Integrated Accommodation Hygiene Solutions for Cancer Council WA



Client: Cancer Council WA

Services:

-  Accommodation Linen Rental
-  Pest Control Services

**Date services
Commenced:** 2016

Client Bio:

Cancer Council WA provides clean, safe and free Motel-style accommodation for country cancer patients while they access cancer treatment in Perth. Milroy Lodge (29 units) and Crawford Lodge (59 units) offer a range of single, twin and family units in a supportive environment. The organisation also offers free transport to treatment for our patients to Perth's metropolitan treatment centres.

"Ever since SWS Group took over our linen rental system we no longer have to worry about the timely delivery of good quality and clean linen to our Lodges. Furthermore, their excellent client consultation combined with their competitive pricing makes them one of the best linen hire operators in town. Due to their great customer service we also engaged them to deliver our pest control at our Lodges. I highly recommend their services".

Ron ten Hoor,
Accommodation Services Manager | Cancer Council WA

The Scope

Operating as a not-for-profit organisation means always being on the look out for value at every opportunity. When SWS Group approached Cancer Council WA in the provision of managed linen services for their lodges, Ron ten Hoer, Accommodation Services Manager at Cancer Council WA, not only saw the financial savings and value offered by SWS Group, but also felt that the business' values were aligned with those of Cancer Council WA.

That was back in 2016, since then SWS Group has been providing managed Linen and Pest Control Services to Cancer Council WA accommodation lodges at their Milroy (29 units) and Crawford (59 units) Lodges in Perth.

The Value-Add

Ron identified key areas where he felt SWS Group had added the greatest value for the organisation. *'The reliable provision of high-quality, clean and affordable linen hire that we receive through SWS Group services adds real value for our guests at a stressful time in their lives'*, Ron said. He went on to mention that Cancer Council WA *'Appreciated the not-for-profit discount offered'*.

The Lodges provide free accommodation for regional cancer patients undergoing treatment



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here in Perth, so providing the healthiest environment is of the highest importance to Cancer Council WA. For this reason, the low-toxic Pest Control Services which have a low environmental impact was a great fit for the organisation and their guests.

Service Highlights

The following are highlights of the services provided by SWS Group were identified by Cancer Council WA.

- Not For Profit (NFP) discount offered
- High quality linen improves guest's experience
- The outstanding customer service offered by SWS Group
- Nothing too difficult
- Immediate response times

The Result

The provision of high-quality clean linen enhances guests' overall positive experience during their stay at Cancer Council's lodges, at one of the most difficult times in their lives. When going through a cancer journey every little bit of support helps along the way. A room with quality clean linen makes a huge difference to the Cancer Council's Lodge.

SWS Group values are demonstrated consistently throughout their service delivery, and this is noticed and appreciated by Cancer Council WA. Ron noted *'SWS group will respond to any concern with great care and consideration, are professionally run, and they will go the extra mile to form a great partnership in managed Linen and the Pest Control Services.'*

By outsourcing all integrated hygiene solutions to the SWS Group, Cancer Council WA can concentrate on running their organisation in the knowledge that their hygiene requirements are being met, and very often exceeded. Organisations that continue to manage services



through 4 or 5 separate service providers are wasting valuable time and money in managing multiple suppliers. Many organisations, including Cancer Council WA, are now seeing the many benefits of centralising their laundry, hygiene, cleaning and pest control services through a single supplier.

Giving Back

The SWS Group are truly delighted to assist Cancer Council WA through offering our integrated hygiene services and providing donations over the years. It's such a great cause, with latest estimates showing that 1.9 million Australians will have a personal history of cancer by 2040; that's an increase of 72 per cent.

Our support to Cancer Council WA helps them to continue providing a comfortable home-away-from-home for country cancer patients in WA.

As a local business, it's very rewarding to give back to the community that needs it most. Our customers can be assured that we are doing our part in making a change for the better.



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