

Looking after your team



We are a proud family owned and
operated Australian company.



team medical supplies





Looking after your team.

Team Medical is a proud family owned and operated Australian company.

GET ONLINE WITH US

Everything you need at your fingertips

With a teammed.com.au login you can access over 7,000 products, place orders, create order templates, pay invoices, track your orders and so much more.

For feel-good ordering register online today.

Find Team Medical Supplies and BP Medical online services at www.teammed.com.au



CONTACT DETAILS



Team Medical Customer Service

Phone 1300 22 44 50

Fax 1300 22 44 60

Email info@teammed.com.au

Customer Service Opening Hours:

Monday - Friday 8:30 - 17:00

BP Medical Customer Service

Phone 1300 33 55 60

Fax 1300 33 55 70

Email info@bpmedical.com.au

Customer Service Opening Hours:

Monday - Friday 8:30 - 16:30

Follow us Online



MY ACCOUNT INFORMATION

Account Number:

Team Rep Name:

Web Login:

Web Password:

Team Rep Mobile:

WELCOME TO OUR 2022 CATALOGUE

Thanks for being part of the team

It's hard to believe that we're already up to volume 7 of the Team Medical Supplies Catalogue. In this latest edition, you will find over 4,000 products featured across over 400 pages. While browsing our extensive product range, say hello to our fantastic team members of over 110 from all over Australia.

A lot has happened since our last edition. In August, our Sydney Team Medical Family Home (Head Office) moved to a new purpose-built facility in Western Sydney. We also celebrated 1 year as a B1G1 - Business for Good, topping over 5 million giving impacts over the first 12 months. We can't forget our partnership with PracticeHub allowing us to deliver even greater efficiencies and value to our customers.



We are a family owned and operated company, where everybody belongs. We share responsibilities and success. We get the job done, and we have fun doing it.

Since day one, our focus has been on providing premium service and quality products, and we're proud to say this is still our main focus today. Our vision has kept evolving as we create solutions to build a better and healthier world.

Thank you for your continued support of Team Medical Supplies and BP Medical. It's great to have you as part of our journey.



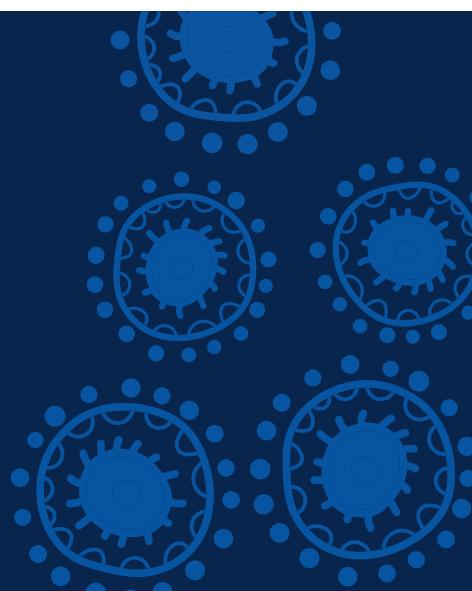
ACKNOWLEDGEMENT OF COUNTRY

In the spirit of reconciliation Team Medical Supplies and BP Medical acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community.

We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander people today.



Team Medical offices and warehouses operate from the land of the Dharug, Turrbal, Yuggera, Woiworung and Wajuk nations.



TERMS AND CONDITIONS

See page 396-397 for a summary of our terms and conditions.

For our complete terms please visit our website - www.teammmed.com.au

All prices are subject to 10% GST unless marked with * (GST Free) and are subject to change without notice.

Bulky Freight charges will apply when you see this icon

ABN 26 923 058 165

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We accept: (no surcharge)



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WE'VE MOVED

New Sydney Facility

In August, our Sydney Team Medical Family Home (Head Office) moved to a new purpose-built facility in Western Sydney. This move has put all of our Sydney-based Team Members under one roof with plenty of space to work, eat and play together.

An exciting step in our continued growth, our new facility has created high-level efficiencies for operations and will allow for continued scalability and most importantly better service for our customers.

Take a virtual tour of our new facility



Increased Storage Space



Improved Office Set-Up



New Staff Facilities

TIMELINE OF TEAM MEDICAL

A lot has changed over the past 11 years. Our commitment to look after our customers hasn't.



2011

Team Medical starts from a Pennant Hills Lounge Room with a team of 10.



2012

Team Medical moves into distribution and office facility in Dural, NSW.



2013

Launch of our customer focused online ordering platform.

THE FAMILY IS GROWING - THE TEAM IS GROWING

It's our people that makes Team Medical work. We're one big group of family and friends. We have fun and we enjoy working together.

Just how Marijke started the company: with two handfuls of friends and family. And that's how we've grown to now more than 110 team members.

Many of us have worked alongside each other for well over a decade. Others are lifelong friends and family. This creates experience, commitment and accountability that sets us apart as a company.

In our daily work, we nurture opportunities for our team members to develop and grow their skills as we grow. **As our company grows, our team grows and our family grows.**



The family sure is growing. Check out this throwback pic from 2015.



2015

Team partners with Perth based medical wholesaler BP Medical.



2016

Brisbane Warehouse and Customer Service Centre opens.



2018

Melbourne Warehouse opens growing our national footprint.



2022

We move into our new state-of-the-art Sydney Head Office and Warehouse



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OUR STORY

Team Medical was established in April 2011. Starting as a team of ten from our founder - Marijke's living room.

By the start of 2012, the team had doubled and outgrown Marijke's living room (and the orange couch). Team Medical moved to a new facility in Dural, NSW.

Pieter (Marijke's brother, Matt's dad) joined Team Medical in 2012, bringing over 30 years of experience in Medical Sales and Management. Tom (Pieter's son) joined the team in 2013 making Team Medical truly a family company.

In 2015, we partnered with BP Medical in Western Australia. A company that shares similar values, culture, and philosophies. Today our teams work coherently side-by-side.

To meet the needs of our rapidly growing national customer base, our Brisbane Warehouse and Customer Service Centre opened in 2016. Closely followed by our Melbourne Warehouse in 2018.

Social impact has always been at the core of what we do. Last year we became a Business for Good with B1G1 and created 5,156,832 giving impacts in Australia and all over the world in our first year. We're proud and excited to contribute to a better world by going about our everyday business.

This year, the Team Medical Sydney head office moved to a new state-of-the-art facility. Today, Team Medical employs over 110 team members based throughout Australia.

As a team, we are committed to looking after you and your team.

The Orange Couch

Why orange? It's a colour that is vibrant, fun, and bursting with enthusiasm - just like us

Everyone is welcome and can be themselves on the couch.

The orange couch has been with us since the beginning.

Not so long ago, the whole team could fit on the couch.

MISSION STATEMENT

To provide our customers with a trusted supply partner who always puts service first.

Delivering excellent service partnered with flexibility, reliability, and trust.

Our team looking after your team.



WHY CHOOSE TEAM MEDICAL?

Over the past 11 years, Team Medical Supplies has become one of the most trusted distributors of medical supplies throughout Australia.

We are proud to be an Australian owned and operated company and we maintain a strong relationship with our customers. This allows us to offer a level of flexibility others simply can not match.

Specialising in supplying to the Primary Healthcare market, our customers include General Practitioners - ranging from small GP Clinics to large Healthcare Groups, Dermatologists, Cardiologists, Day Surgeries, and many more.

We regularly supply to over 10,000 customers throughout Australia. We aim to provide customers with a reliable supply partner who always puts service first. Delivering premium service, quality products and being flexible to our customers' requirements. We listen to our customers and understand their needs.

Our extensive product range includes diagnostic equipment, wound care, surgical instruments, furniture and fittings, pharmaceuticals and vaccines.

Join the Team that delivers – create an account today.



KEY BENEFITS OF WORKING WITH TEAM MEDICAL



Industry leading Customer Service



Highly experienced Sales Team



Extensive product range over 16,000 products



Fast and reliable delivery



User friendly online ordering system



Experts in cold chain vaccine storage and delivery



Warehouses in Sydney, Brisbane, Melbourne and Perth



Competitive pricing on quality products



Temperature controlled warehouses



IT'S ALL IN THE DETAILS

Quality Products

We choose to stock quality products from brands that you know and trust. We pride ourselves on being able to offer our customers a range of quality products at competitive prices. We keep a wide range of products in stock at all times, ensuring you get what you need; when you need it.

Cold Chain Deliveries

We are experts in cold chain deliveries, ensuring over 2 million vaccines have been delivered on time. All orders are processed inside our coolrooms, ensuring the correct temperature is maintained throughout the entire process. All our cold chain deliveries include heat **and** freeze monitors, whether delivered by cold truck or esky. See page 144 for more on our cold chain procedure.

Air conditioned warehouses

All our warehouses are air-conditioned. Not only does it keep our warehouse staff happy, it also ensures all therapeutic goods are stored to their requirements. If your product says store below 25° or 30°C, you can be sure that it was stored that way with us.

Batches, expiry dates and serial numbers

We record batches, expiry dates and serial numbers of our products.

Your invoice will show you all this information.

It assists with returns, warranties and product recalls.

National Distribution Network

Team Medical operates from four warehouses throughout Australia, allowing us to have complete national coverage. Our warehouses are located in Sydney, Brisbane, Melbourne and Perth.

Our nationwide delivery platform is built on accuracy and fast turn-around times, driving efficiencies for our customers.



GOING ABOVE AND BEYOND

Team Medical aims to provide a seamless customer experience that exceeds your expectations.

Our service model is based on flexibility, reliability and trust. We focus on listening and understanding our customers' needs.

Our experience allows us to help our customers in the best possible way. Providing our customers with the best advice to create the best outcome.

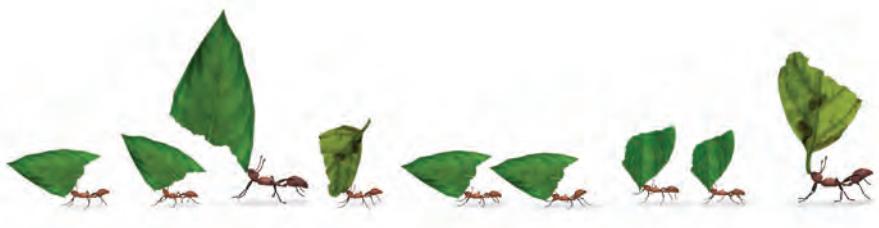
By listening to our customers' feedback and empowering our employees, we continually improve the customer experience through innovation.

Our promise to you is to always deliver great service.



NO SET-UP IS TOO BIG OR TOO SMALL

SETTING UP A NEW PRACTICE? WE'RE THE RIGHT TEAM FOR THE JOB.



We understand that when it comes to large scale purchases, it is important that customers are given the right advice and helped throughout the entire process.

Our experience allows us to help our customers in the best way possible. We aim to always provide the best advice to create the best outcome.

We can assist with setting up single doctor practices, through to large scale super clinics and health hubs with 50 or more rooms.

On average, Team Medical assists with the set up or upgrade of three surgeries per week.

We understand that while planning your set-up is important, sometimes things can be left a little late. This is why we hold significant stock for our set-up orders. It allows us to quickly turn around even the most urgent set ups.

Allow us to take the stress out of setting up your new practice.



Need a Quote Today? Use our online set-up calculator for a quick estimate

Our online set-up calculator was developed to provide customers with the ability to estimate their set-up costs before having to do anything else. Simply enter some basic details and it will provide a cost estimate for you. From there we can get in contact with you to start the set-up process.

Find the link on our home page or scan the QR Code.



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MEET OUR TEAM

Have you met all of our teams? Who do you know well – and who have you only heard stories about?

Over the following few pages, you'll see all of our teams. Yes, all of our teams because at Team Medical, everyone belongs and plays a role in getting your orders to you.

Throughout the catalogue, you'll get a chance to learn a bit more about some of us; our pet peeves or favourite food, maybe? As we know this is sought-after, we've helped you find the "Meet our Team" snippets with page numbers alongside the pictures.

Enjoy getting to know us all a little better. If we haven't met you yet, we look forward to meeting you soon!



MANAGEMENT TEAM

Leading the way with experience, diversity, ambition and fun.

To lead a growing team and business takes a strong team with the right mix of professional skills. Their diverse knowledge and insights help lay the groundwork for a highly productive team.

Our management team collaborates and innovates in an atmosphere of mutual trust and respect. With plenty of ambition and commitment to our continued success, our management team keeps each other on their toes.

As a team, we are keen to succeed in spreading our culture focused on people first and service excellence – while creating solutions to build a healthier world. Of course, with lots of fun along the way.



SALES TEAM

Your Expert Partner

Team Medical has one of the largest Sales Teams in the country, with team members on the road across four states.

Many of our sales reps have been in the healthcare industry for decades, bringing a wealth of experience. Others have journeyed through our company, bringing product knowledge and a deep passion for service.

Together, they have created a highly experienced group of trusted advisors. Continually drawing from each other's experiences and knowledge to give you, our customers, the best solutions. They are a team we're genuinely proud of!

The Team Medical difference:

- 18 people on the road
- Over four centuries of combined experience
- In-depth product knowledge
- Personalised service from a trusted partner



ON THE ROAD IN NSW



ON THE ROAD IN QLD



ON THE ROAD IN VIC



ON THE ROAD IN WA



NATIONAL IN-HOUSE SPECIALISTS AND MANAGEMENT

Connect with your local rep today. Customers trust our team for accurate, practical and reliable advice. Our Sales Team is ready to assist you with:

- ✓ Any size surgery set-up
- ✓ Product recommendations
- ✓ Quotes and prices
- ✓ Product information
- ✓ Samples and demos



CUSTOMER SERVICE TEAM

Champions of Customer Service

From day one, Team Medical has promised to provide the best customer service in the industry. Because you, our customers, deserve the best.

Our Customer Service Team is renowned for their commitment to service excellence. They have an excellent understanding of all our processes and regular product and system training for continued knowledge development. Ensuring they are equipped to answer almost any customer questions.

We value our Customer Service Champions, located across the country, allowing fast response times for all customers. In addition, our team offers personalised service; they are here to listen to and support you.

The Team Medical difference:

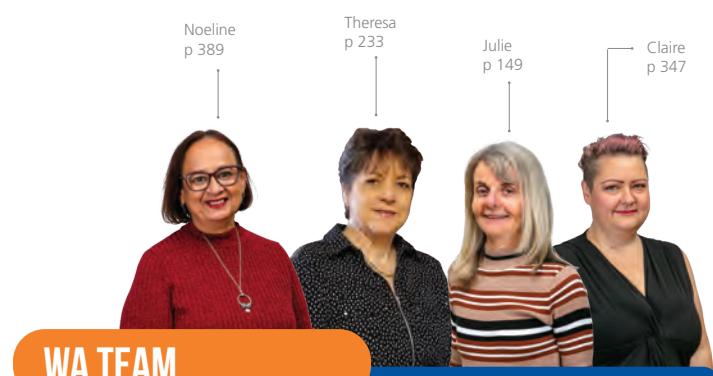
- 17 fun and dedicated team members
- National team based in Sydney, Brisbane and Perth
- Committed to the best customer outcomes
- Available 8.30 am to 5 pm Mon-Fri (Perth till 4.30 pm)



NSW TEAM



QLD TEAM



WA TEAM

Our Customer Service Team is here to help you with:

- ✓ Practice set-ups
- ✓ Using the www.teammed.com.au customer portal
- ✓ Placing orders
- ✓ Tracking your deliveries
- ✓ Taking payments
- ✓ Problem solving
- ✓ Any customer inquiry

OUR TEAMS BEHIND THE SCENES

A business can only thrive when all departments are well-oiled machines. We think our in-house teams are the best in the industry, and they step up to the challenge of an ever-evolving company every day.



ACCOUNTS TEAM

Seamless Account Management

Flexibility and efficiency are essential when looking after our customers' accounts. We pride ourselves on ensuring that customer and supplier accounts are set up and transact smoothly.

Dedicated and focused, our Accounts Team makes looking after more than 10,000 accounts look seamless. Don't hesitate to get in contact with them for any account related questions.



PURCHASING TEAM

Procurement Specialists

Our Purchasing Team has stepped up to the challenge of our fast growing company. Procuring stock for four warehouses from over 350 suppliers is not an easy task. We think our purchasing team makes it look simple.

Their dedication is the key to our low backorder rates on customer orders.



MARKETING TEAM

Flexible and Focussed

Our Marketing Team enjoys putting together quality material for our industry. They are responsible for our catalogues, specials, websites, conferences, social media and events.

Our marketeers are often at the forefront of creating and executing projects that enhance your customer experience.



IT TEAM

Delivering Practical Solutions

We understand that technology is vital for smooth business operations and customer demand.

Having an in-house IT Team allows our business to quickly adapt with the demands of our customers. We create customised solutions when needed.



OUR TEAMS BEHIND THE SCENES

WAREHOUSE TEAM

The Engine Room

Nothing can happen without prompt deliveries, good logistics and dedicated staff.

We understand efficient systems are key to smooth operations. We are constantly advancing our warehouse processes to ensure quick turnaround times for all customers.

Our warehouse teams are committed to going the extra mile. We aim to deliver on time and without errors. Getting things done right the first time around benefits our team and more importantly our customers.



SYDNEY



MELBOURNE



PERTH



BRISBANE



360,000
parcels dispatched
annually



28,700
cold chain parcels
dispatched annually



96%
of orders delivered
in full, on time, via
our national courier
network



Our strict warehouse
processes allow for
our accuracy rate of
99.97%

We're a national team of locals

Our warehouse, customer service, and sales teams across the country provide friendly, local and personalised service. It also ensures we can offer fast and reliable service from coast-to-coast. For example, if a product is ever out of stock in your local warehouse, we'll ship it from another warehouse (if available) to limit shortages.

SYDNEY



Sydney Manager Anthony and 2IC Brett

BRISBANE



Brisbane 2IC Jodi and Manager Naomi

PERTH



Perth Manager Nathan and 2IC Daniel



MELBOURNE



Melbourne Manager Rafael and 2IC Sam



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SUSTAINABILITY



We understand the importance of reducing the impact our business has on the environment now and in the future. We are working to ensure that our business strives to efficiently manage the resources that we use throughout our operations.

We are focussing on continual improvement and the implementation of key reduction measures across all of our facilities. We also encourage our people to bring forward new initiatives.

HOW WE ARE HELPING THE ENVIRONMENT



76% of vaccine orders sent via specialist cold chain couriers



We recycle 90% of packaging we receive from suppliers



Using 100% recyclable packaging material wherever possible



Our Marketing Team has gone paperless for all editing



Reduction in courier miles by combining deliveries



85% of customer statements are sent electronically



Battery powered forklifts on all sites reducing carbon emissions



All printer cartridges are recycled



BUSINESS
FOR GOOD

We offset the carbon footprint created by our Warehouse, Office and Sales Teams via B1G1 projects.

Learn more about sustainability and information for your practice on page 424.





WE ARE A BUSINESS FOR GOOD.

As a B1G1 Business For Good, we incorporate purpose and meaning to our business through giving. Together, we are making great difference in the world by doing what we do every day.

B1G1 MEMBERS HAVE CREATED

OVER 302 MILLION GIVING IMPACTS TO DATE

GIVING STORIES

Through our giving stories, we are able to create micro-giving impacts simply by doing what we do everyday. For example:

When a customer places their first order, we donate food to farmers in Australia: 3,035 days of food provided.

When you open one of our marketing emails, we donate literacy education: 18,411 days of literacy education provided so far.



TOTAL GIVING IMPACTS WE CREATED

Giving has become a habit for us. While we have only just started on this journey, we believe that great things can be achieved.

1ST YEAR OF GIVING

5,156,832 LOCAL AND GLOBAL IMPACTS

CREATE A WORLD FULL OF GIVING WITH US



Find out more at www.teammed.com.au/teamgiving



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MORE BENEFITS FOR YOU



and **team** medical supplies

This year Team Medical Supplies partnered with PracticeHub to deliver even greater efficiencies and value to our customers.

An ongoing challenge for many medical practices is compliance: staying on top of policies, accreditation, assets registers and other key areas critical to running a successful clinic and business.

Team Medical helps our customers with a wide range of services and advice, and to ensure the right support and advice when it comes to the behind-the-scenes compliance needs, we can now connect our customers with the team at PracticeHub for trusted advice and solutions.

What is PracticeHub?

PracticeHub is an online medical practice management software that helps you reduce risk and simplify practice processes, so you can deliver a better patient experience. Its technology and services support over 1,000 healthcare practices and 10,000 users, across 40 different specialties.

What do our customers value most about PracticeHub?

- ✓ Having all clinic-related data in one place
- ✓ The asset register
- ✓ Access to updated standards and accreditation information
- ✓ Own policies and procedures in one place for audits
- ✓ Valuable software for practice managers
- ✓ Valuable for multiple practices
- ✓ Links well with new clinic setups
- ✓ Customised dashboard
- ✓ Supportive team



DID YOU KNOW?

If you already have a PracticeHub account, you can link it to Team Medical's online ordering via the PracticeHub portal. This way you are sure to always access Team Medical's extensive range of high-quality products at competitive prices, with the convenience of ordering through the PracticeHub platform.

ARE YOU SETTING UP A NEW PRACTICE? It is a great time to include software investment.

If you're curious to hear more, talk to your local Team Medical Rep and book in a demo with the PracticeHub Team to understand more about the solutions available to you.

Learn more on pages 426-427
of this catalogue

To read more about our partnership with PracticeHub, and how the combined strengths of both brands can further simplify daily operations. Read the article on the news page on our website.



ORDERING SOLUTIONS

We have a range of flexible ordering options that cater to the needs and preferences of all our customers.

Our intuitive online ordering system is the ordering option of choice for over 65% of our customers. It has an extensive range of features that assist with administration, stock control and purchasing for your practice.

However, if you prefer to order via more traditional methods - you can place your order via phone, fax, or email.



WELCOME TO FEEL GOOD ORDERING - WWW.TEAMMED.COM.AU

We strive to bring joy to ordering online. From the moment you log on we want your web experience to be easy. Use your customer log-in to place orders, create order templates, pay invoices, track your orders and so much more.

IT'S ALL ABOUT A GREAT CUSTOMER EXPERIENCE

We have developed our website with all our customers in mind, from single doctor practices to larger corporate customers with multiple sites. Many of our custom features have been built based on the feedback and requirements of our customers.

We work closely with our developers and have an in-house programmer allowing for quick development and implementation of customised solutions.

Our website is fully integrated with our ERP allowing account, stock availability and pricing information in real-time.

Over
8,800
Customers
active Online.



On average
501
orders placed
online per day.



Some of our customer's favourite features include:



Customised
Order Form



Intuitive
ordering to
limit
over-ordering



Automatically
saved cart



Check ETA's on
Backorders



Secure
Payment



Product
Information
including expiry
dates



Download
Statements &
Invoices



Single user
Login for
Multiple
Accounts

GET ONLINE WITH TEAM MEDICAL AT WWW.TEAMMED.COM.AU

Do you have an online account?

To register for an online account, visit our website and click on the 'Register' tab.

If you are a new customer, fill out the application form or use the guest check out option.

