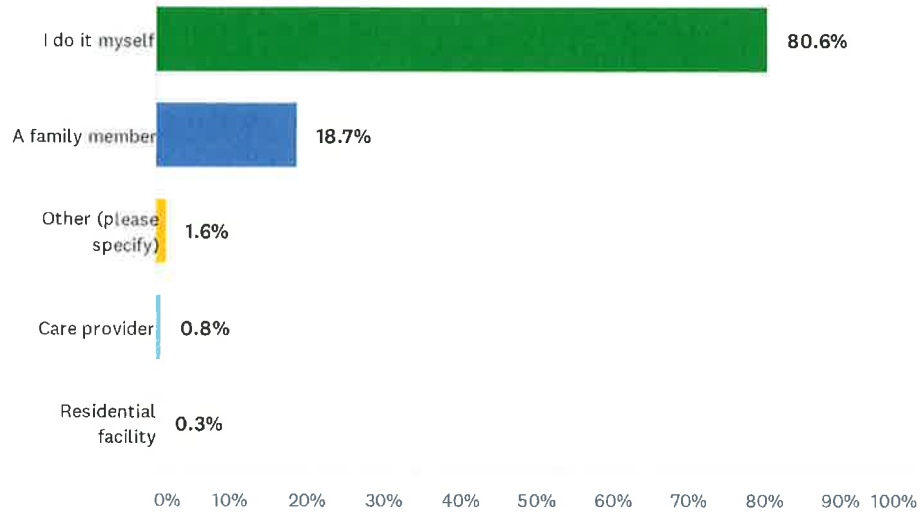




**AUSTRALIAN COUNCIL OF STOMA ASSOCIATIONS
OSTOMATES FEEDBACK SPECIFIC TO OSTOMY NSW LIMITED
COMPLETED AUGUST 2021**

Q1 Who orders your stoma products?

Answered: 1,149 Skipped: 2



ANSWER CHOICES

I do it myself

A family member

Other (please specify)

Care provider

Residential facility

Total Respondents: 1,149

RESPONSES

80.6%

18.7%

1.6%

0.8%

0.3%

926

215

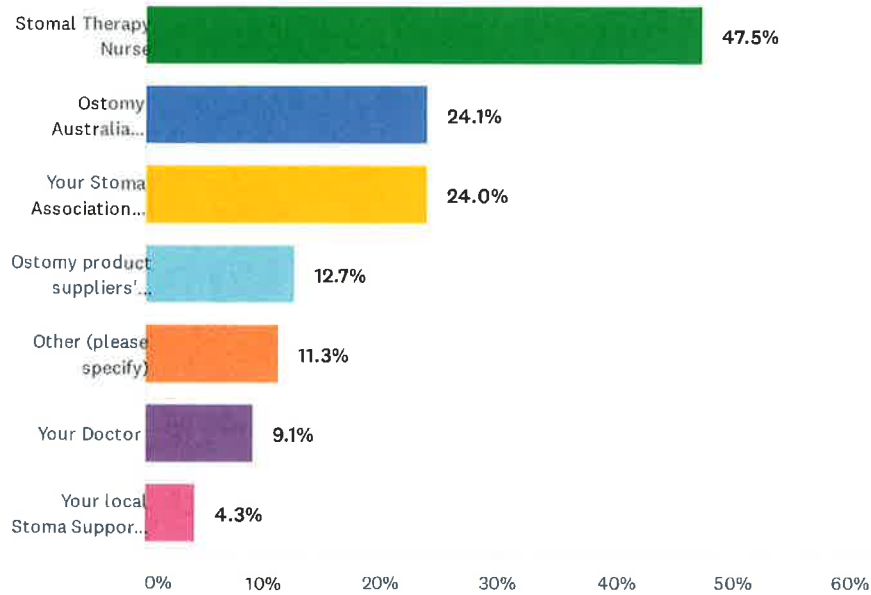
18

9

3

Q2 What is your primary source of information on managing your stoma?

Answered: 1,145 Skipped: 6



ANSWER CHOICES

Stomal Therapy Nurse
 Ostomy Australia Journal
 Your Stoma Association (website, newsletters etc.)
 Ostomy product suppliers' websites
 Other (please specify)
 Your Doctor
 Your local Stoma Support Group
 Total Respondents: 1,145

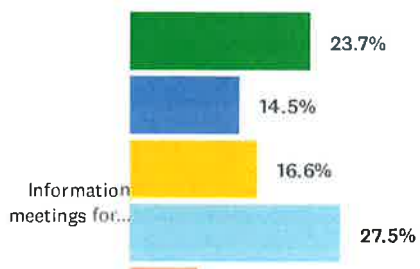
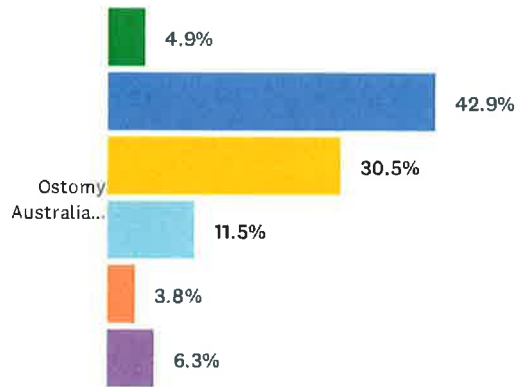
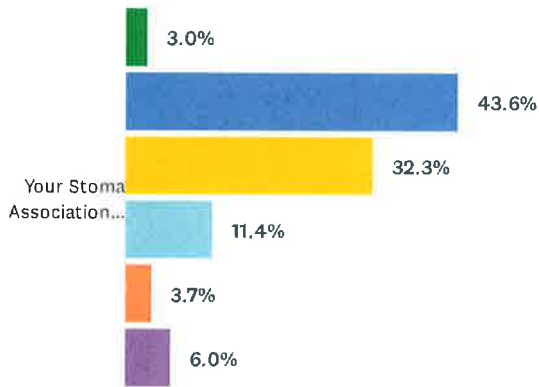
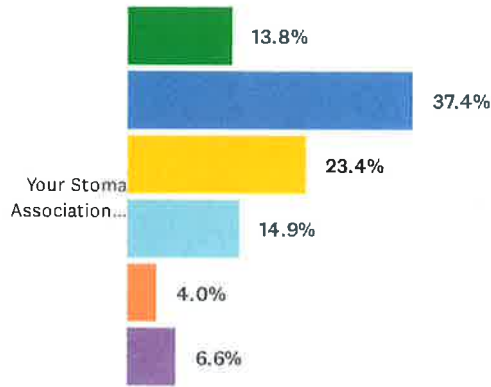
RESPONSES

47.5% 544
 24.1% 276
 24.0% 275
 12.7% 145
 11.3% 129
 9.1% 104
 4.3% 49

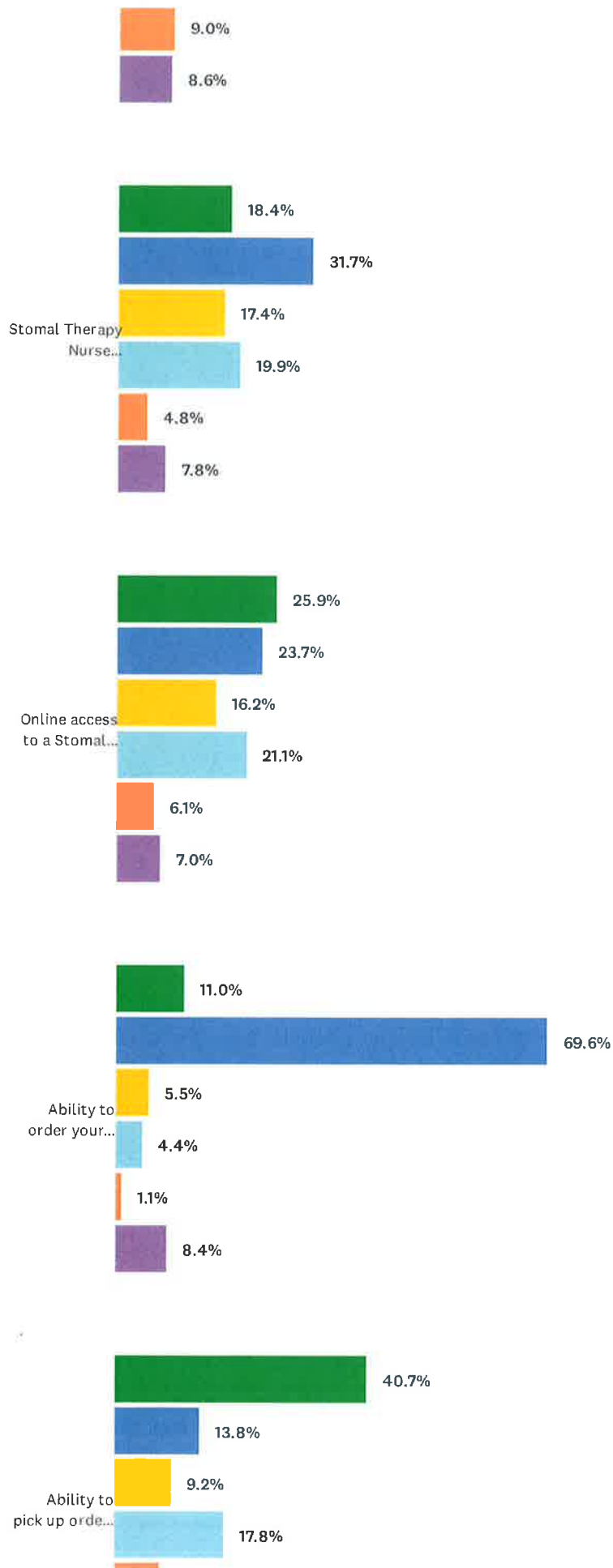
Australian Council of Stoma Associations Ostomates' Feedback Survey

Q3 Please indicate how important the following services are to you.

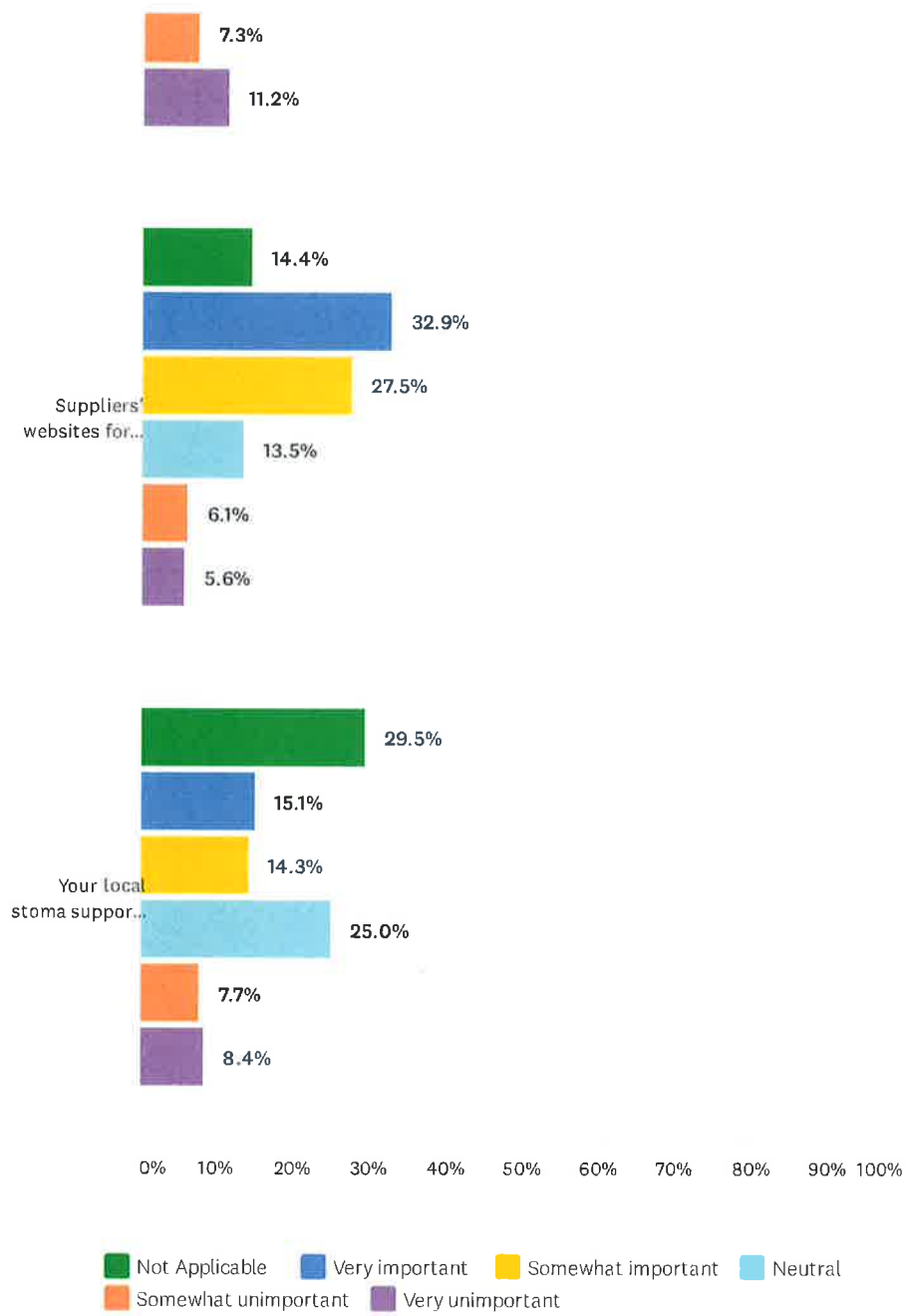
Answered: 1,144 Skipped: 7



Australian Council of Stoma Associations Ostomates' Feedback Survey



Australian Council of Stoma Associations Ostomates' Feedback Survey

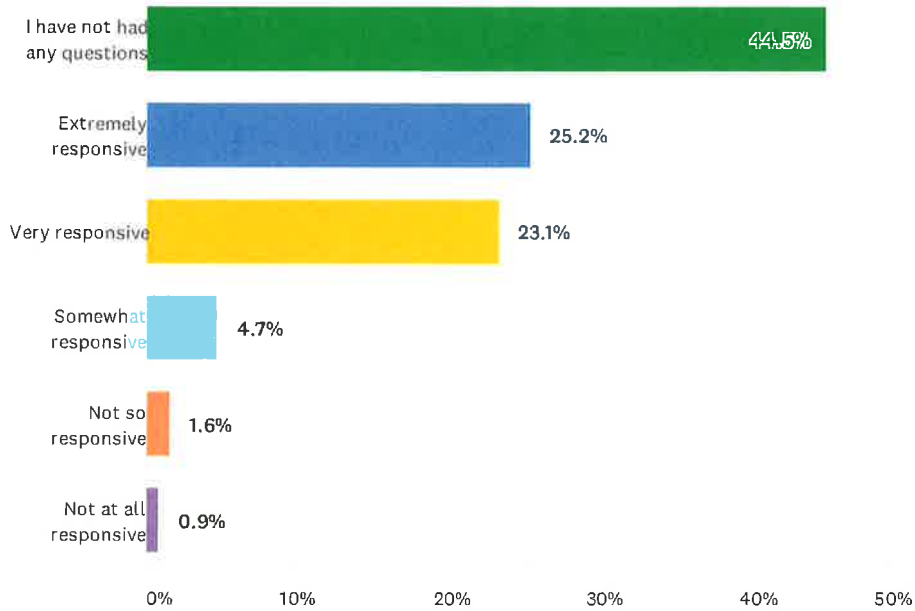


Australian Council of Stoma Associations Ostomates' Feedback Survey

	NOT APPLICABLE	VERY IMPORTANT	SOMEWHAT IMPORTANT	NEUTRAL	SOMEWHAT UNIMPORTANT	VERY UNIMPORTANT	TOTAL
Your Stoma Association website to provide resources	13.8% 142	37.4% 386	23.4% 241	14.9% 154	4.0% 41	6.6% 68	1,012
Your Stoma Association Newsletter	3.0% 32	43.6% 465	32.3% 345	11.4% 122	3.7% 39	6.0% 64	1,067
Ostomy Australia Journal	4.9% 53	42.9% 461	30.5% 328	11.5% 124	3.8% 41	6.3% 68	1,075
Information meetings for ostomates run by your Stoma Association	23.7% 244	14.5% 149	16.6% 171	27.5% 283	9.0% 93	8.6% 88	1,028
Stomal Therapy Nurse consultations made available by your Stoma Association	18.4% 194	31.7% 334	17.4% 183	19.9% 210	4.8% 51	7.8% 82	1,054
Online access to a Stomal Therapy Nurse	25.9% 265	23.7% 243	16.2% 166	21.1% 216	6.1% 62	7.0% 72	1,033
Ability to order your supplies online	11.0% 119	69.6% 750	5.5% 59	4.4% 47	1.1% 12	8.4% 91	1,078
Ability to pick up orders from your Stoma Association Office	40.7% 420	13.8% 143	9.2% 95	17.8% 184	7.3% 75	11.2% 116	1,033
Suppliers' websites for information	14.4% 150	32.9% 342	27.5% 286	13.5% 140	6.1% 63	5.6% 58	1,039
Your local stoma support group	29.5% 304	15.1% 156	14.3% 147	25.0% 258	7.7% 79	8.4% 87	1,031

Q4 Generally, how responsive has your Stoma Association been to your questions or concerns?

Answered: 1,139 Skipped: 12



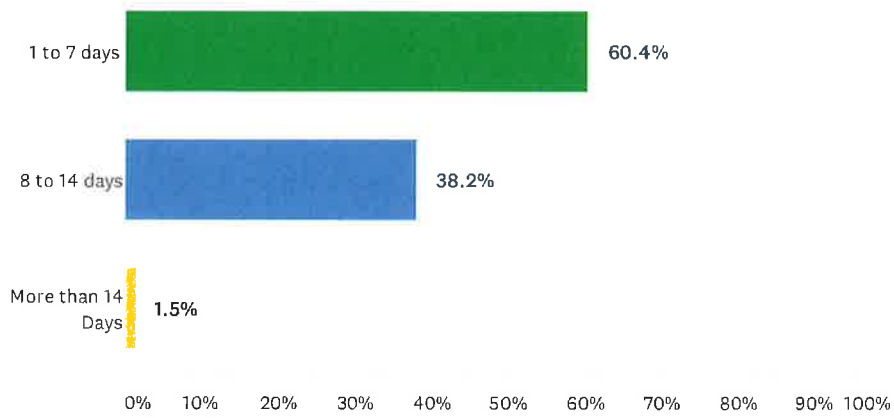
ANSWER CHOICES

RESPONSES

I have not had any questions	44.5%	507
Extremely responsive	25.2%	287
Very responsive	23.1%	263
Somewhat responsive	4.7%	54
Not so responsive	1.6%	18
Not at all responsive	0.9%	10
TOTAL		1,139

Q5 On average how long does it take for you to receive your order?

Answered: 1,148 Skipped: 3



ANSWER CHOICES

1 to 7 days
8 to 14 days
More than 14 Days

RESPONSES

60.4% 693
38.2% 438
1.5% 17

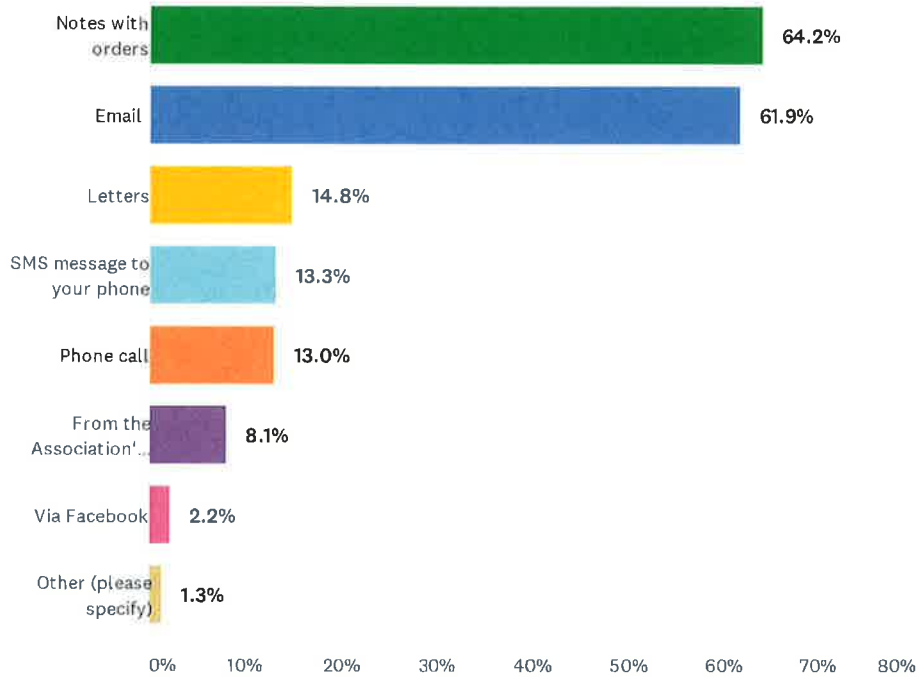
TOTAL

1,148

Australian Council of Stoma Associations Ostomates' Feedback Survey

Q6 What is your preferred method for receiving information from your Stoma Association? You can select more than one.

Answered: 1,146 Skipped: 5



ANSWER CHOICES

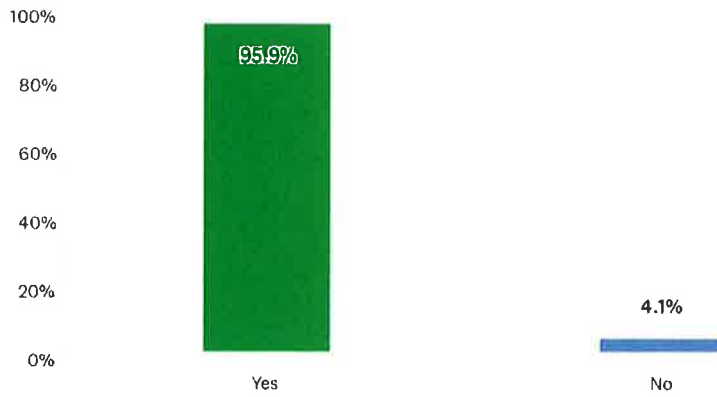
RESPONSES

Notes with orders	64.2%	736
Email	61.9%	709
Letters	14.8%	170
SMS message to your phone	13.3%	152
Phone call	13.0%	149
From the Association's website	8.1%	93
Via Facebook	2.2%	25
Other (please specify)	1.3%	15
Total Respondents: 1,146		

Australian Council of Stoma Associations Ostomates' Feedback Survey

Q7 Do the office hours of your Stoma Association meet your needs at present?

Answered: 1,138 Skipped: 13



ANSWER CHOICES

Yes

No

TOTAL

RESPONSES

95.9%

4.1%

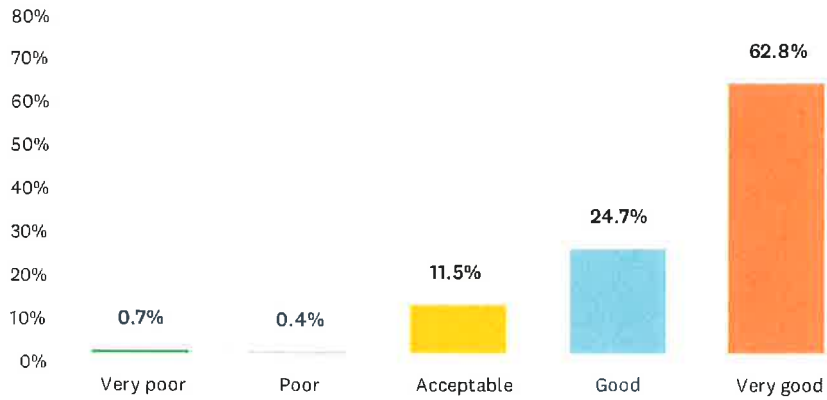
1,091

47

1,138

Q8 How would you rate your Stoma Association's response to COVID-19 in their service provision?

Answered: 1,139 Skipped: 12



ANSWER CHOICES

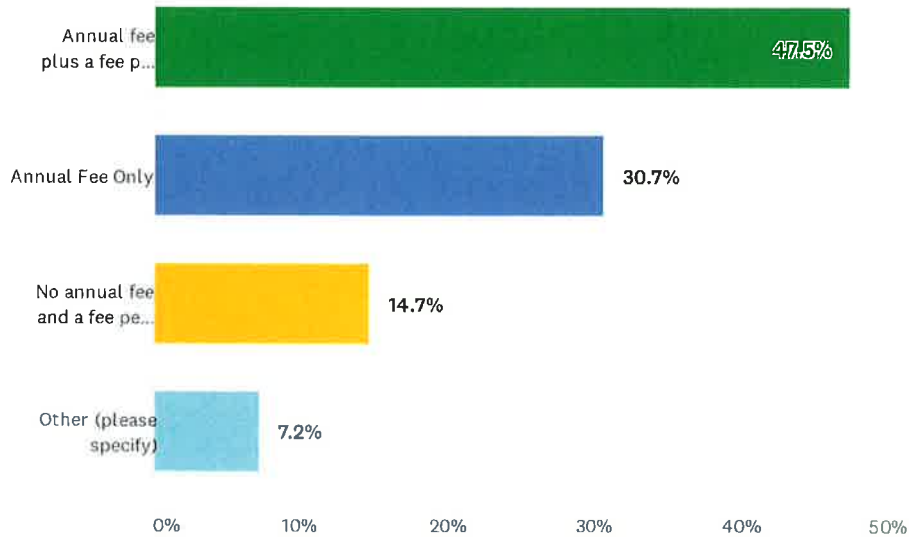
Very poor
Poor
Acceptable
Good
Very good
TOTAL

RESPONSES

0.7%	8
0.4%	4
11.5%	131
24.7%	281
62.8%	715
	1,139

Q9 If the payment structure of the Stoma Appliance Scheme were to change, how would you prefer to pay for your portion of the cost of providing supplies and support?

Answered: 1,138 Skipped: 13



ANSWER CHOICES

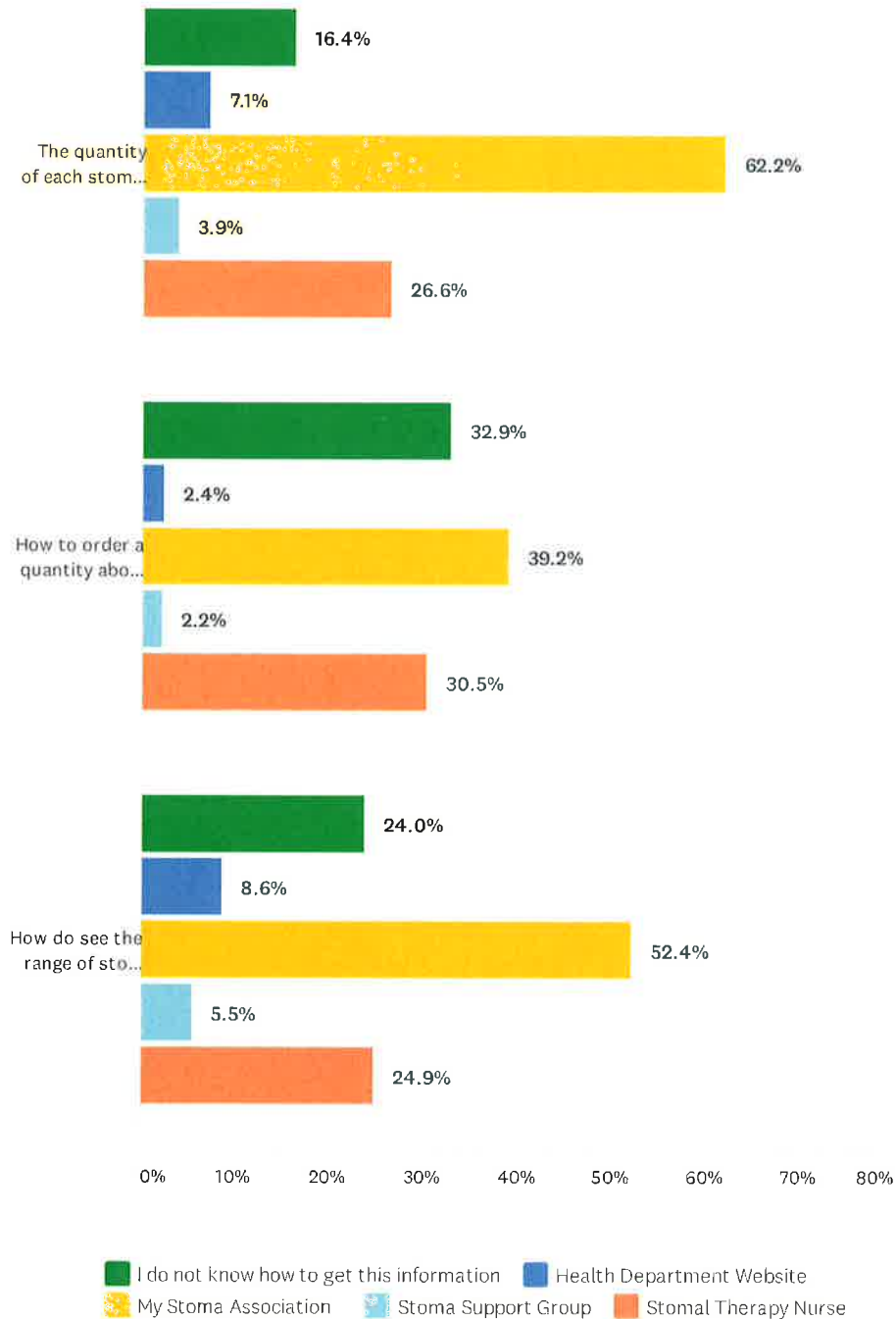
- Annual fee plus a fee per order (both pick up and post)
- Annual Fee Only
- No annual fee and a fee per order only (both pick up and post)
- Other (please specify)
- TOTAL

RESPONSES

47.5%	540
30.7%	349
14.7%	167
7.2%	82
	1,138

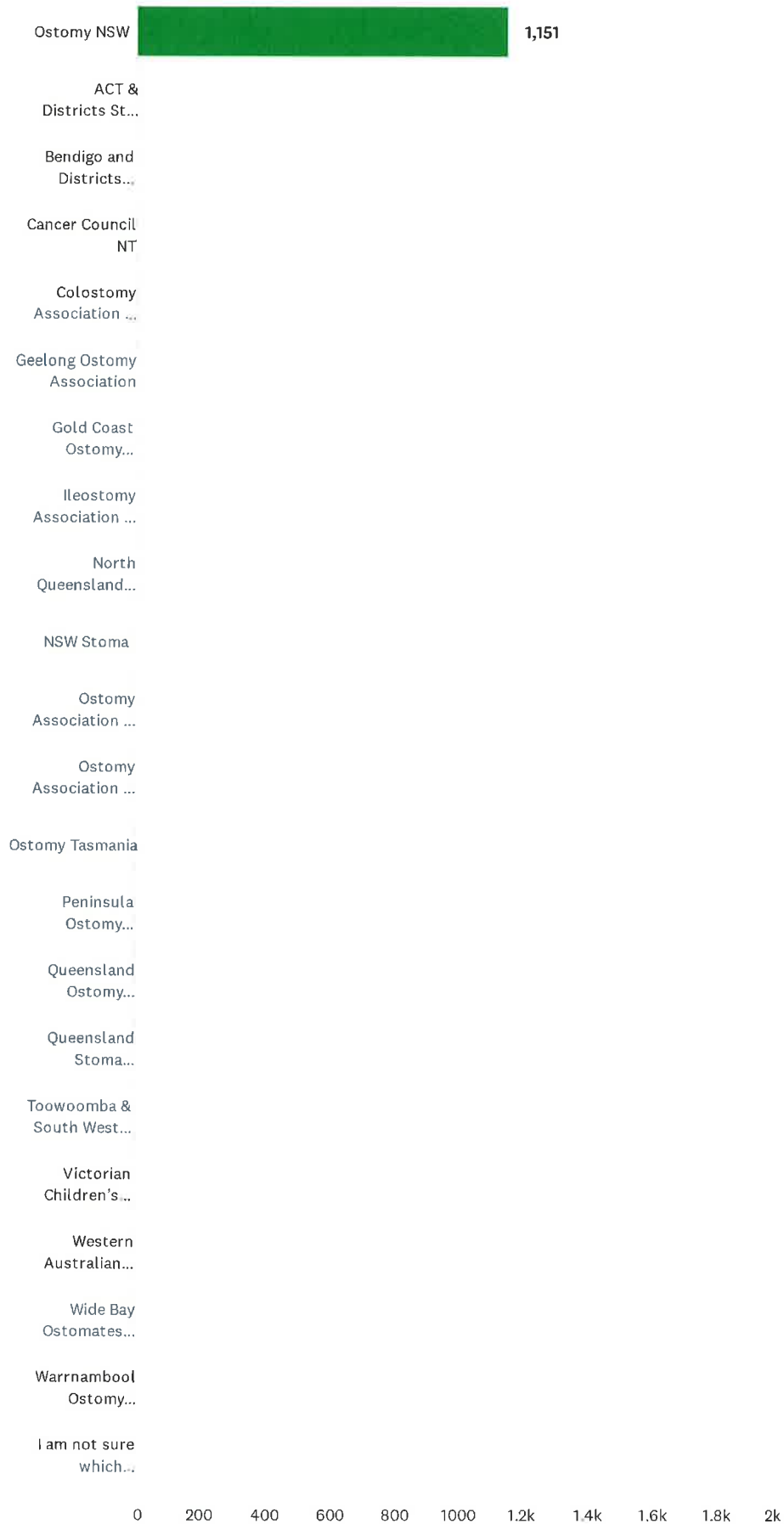
Q10 What is the source of your information on the following aspects of the Stoma Appliance Scheme? You can nominate more than one source for each option.

Answered: 1,139 Skipped: 12



Q11 Which Stoma Association do your place your orders with?

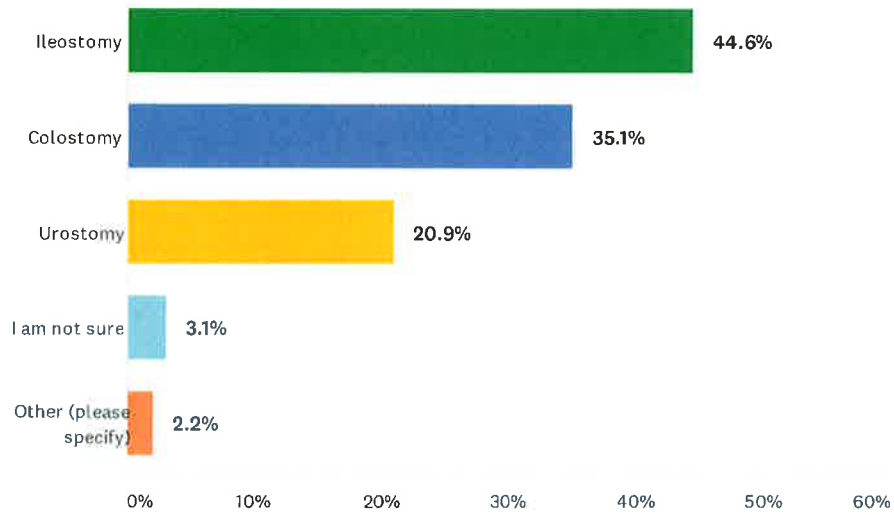
Australian Council of Stoma Associations Ostomates' Feedback Survey



Australian Council of Stoma Associations Ostomates' Feedback Survey

Q12 What type of stoma do you have? You can select more than one.

Answered: 1,147 Skipped: 4



ANSWER CHOICES

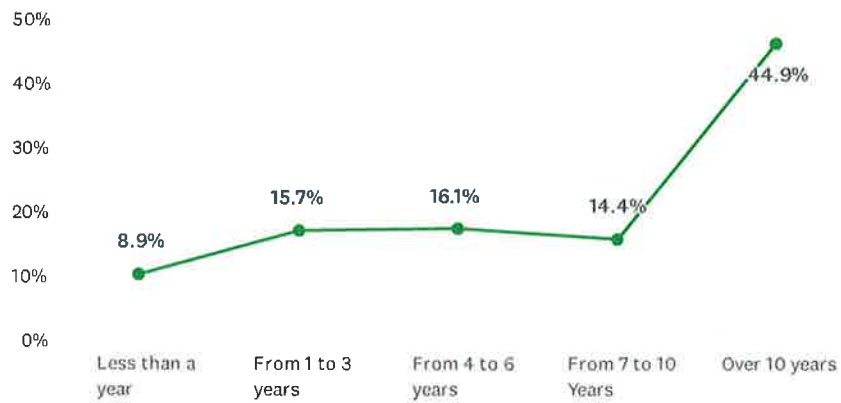
Ileostomy
Colostomy
Urostomy
I am not sure
Other (please specify)
Total Respondents: 1,147

RESPONSES

44.6% 511
35.1% 403
20.9% 240
3.1% 36
2.2% 25

Q13 How long have you had your Stoma?

Answered: 1,145 Skipped: 6



ANSWER CHOICES

- Less than a year
- From 1 to 3 years
- From 4 to 6 years
- From 7 to 10 Years
- Over 10 years

RESPONSES

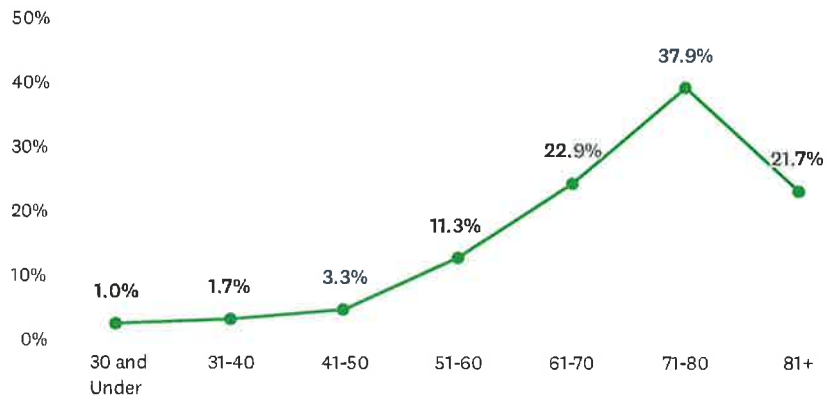
Less than a year	8.9%	102
From 1 to 3 years	15.7%	180
From 4 to 6 years	16.1%	184
From 7 to 10 Years	14.4%	165
Over 10 years	44.9%	514

TOTAL

1,145

Q14 What is your age range?

Answered: 1,146 Skipped: 5



ANSWER CHOICES

30 and Under

31-40

41-50

51-60

61-70

71-80

81+

TOTAL

RESPONSES

1.0%

1.7%

3.3%

11.3%

22.9%

37.9%

21.7%

12

20

38

130

263

434

249

1,146