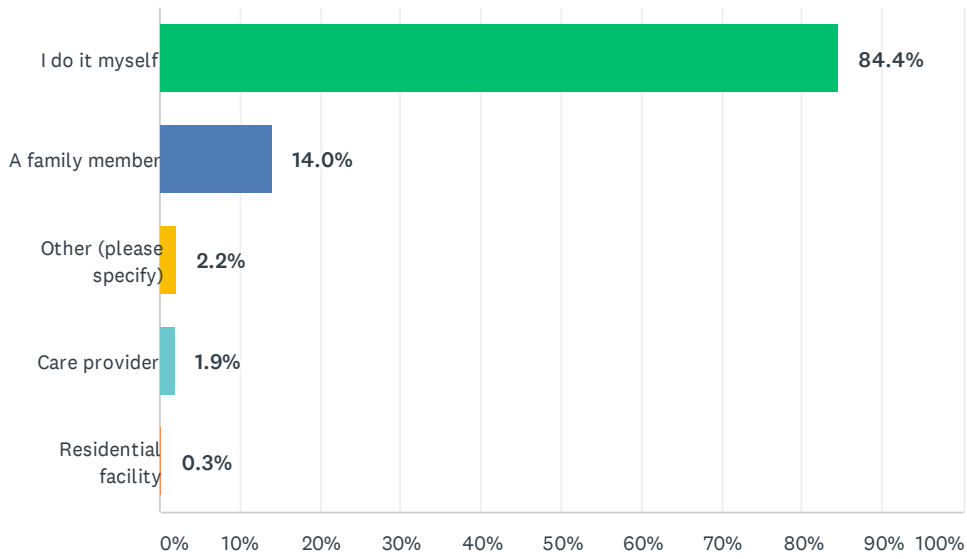


Q1 Who orders your stoma products?

Answered: 321 Skipped: 1

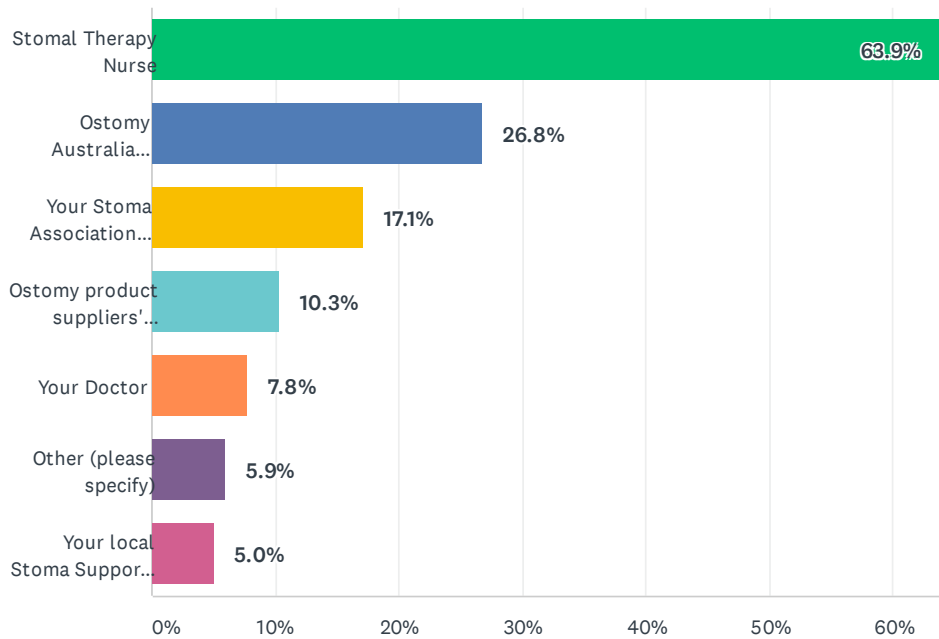


ANSWER CHOICES	RESPONSES
I do it myself	84.4% 271
A family member	14.0% 45
Other (please specify)	2.2% 7
Care provider	1.9% 6
Residential facility	0.3% 1
Total Respondents: 321	

#	OTHER (PLEASE SPECIFY)	DATE
1	Family or Friend wife	6/10/2021 12:45 PM
2	Stoma Association I phone Karen and she notes my requirements. Karen - Ostomy Tasmania	5/24/2021 12:15 PM
3	Stoma Association Call Stoma Association (Ostomy Tasmania)	5/12/2021 10:55 AM
4	Stoma Nurse DISTRICT NURSE	5/5/2021 12:09 PM
5	Family or Friend Friend	5/2/2021 10:49 AM
6	Stoma Nurse Occasionally stromal nurse	5/2/2021 10:40 AM
7	Family or Friend My sister used to order them for me but has since moved out so I do it myself.	4/8/2021 2:57 PM

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

Answered: 321 Skipped: 1



ANSWER CHOICES	RESPONSES
Stomal Therapy Nurse	63.9% 205
Ostomy Australia Journal	26.8% 86
Your Stoma Association (website, newsletters etc.)	17.1% 55
Ostomy product suppliers' websites	10.3% 33
Your Doctor	7.8% 25
Other (please specify)	5.9% 19
Your local Stoma Support Group	5.0% 16
Total Respondents: 321	

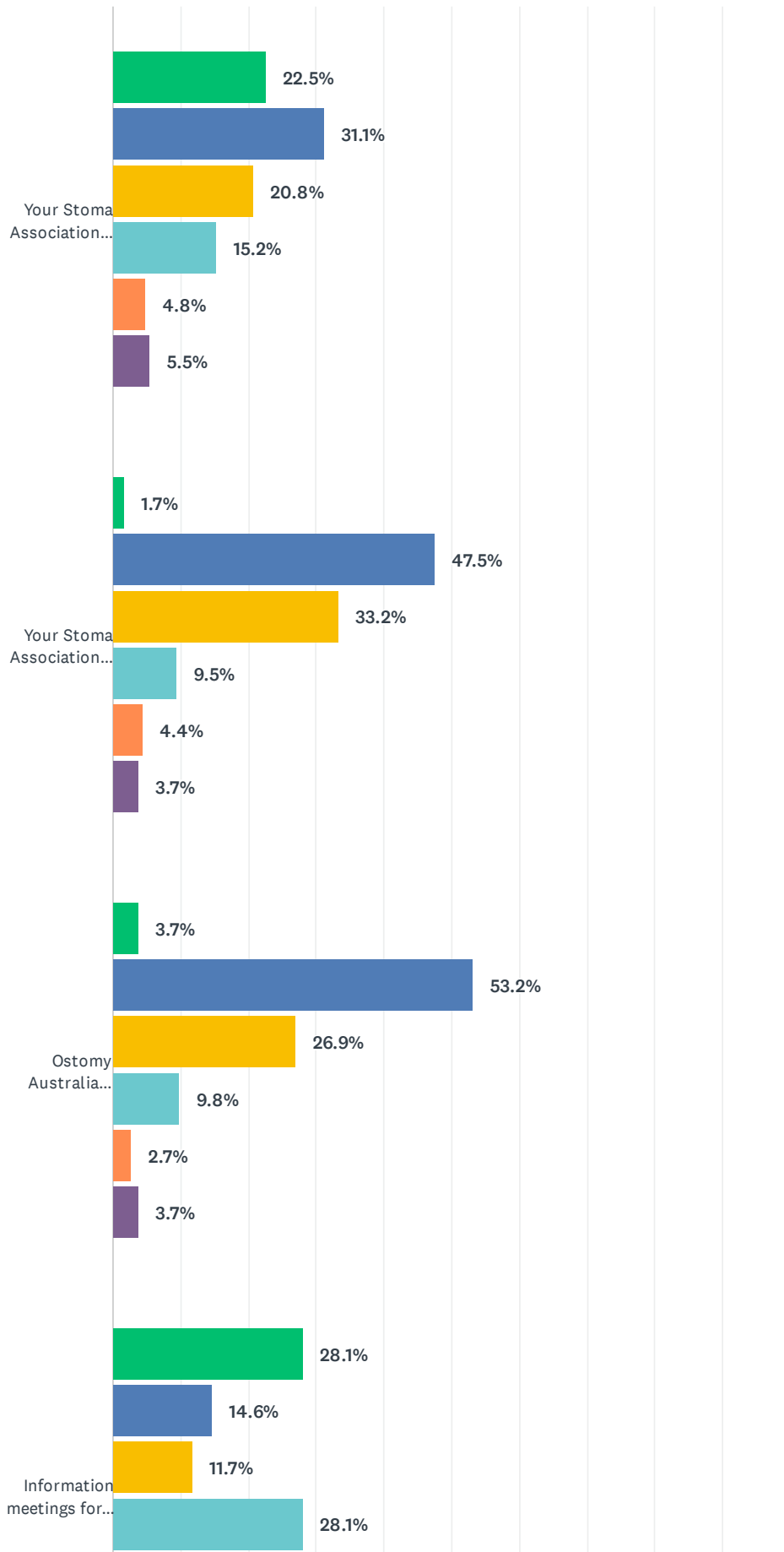
#	OTHER (PLEASE SPECIFY)	DATE
1	NA	7/14/2021 11:58 AM
2	Myself 37 years with a stoma	7/5/2021 10:14 PM
3	My surgeon	6/29/2021 10:43 AM
4	Suppliers at Support Group Meetings	6/10/2021 12:45 PM
5	Ostomates meetings - suppliers attend	5/27/2021 9:12 PM
6	Myself I have no problems	5/27/2021 8:39 AM
7	specific wholesale distributors	5/25/2021 1:11 PM
8	Internet online forms and trial and error.	5/25/2021 1:03 PM
9	Stoma Nurse originally and she was excellent	5/24/2021 12:15 PM
10	Myself No one	5/2/2021 3:28 PM
11	My wife was an RN	4/27/2021 4:38 PM
12	All of the above	4/27/2021 10:41 AM
13	Myself years of experience self managing my stoma for 19 years	4/26/2021 1:53 PM

Australian Council of Stoma Associations Ostomates' Feedback Survey

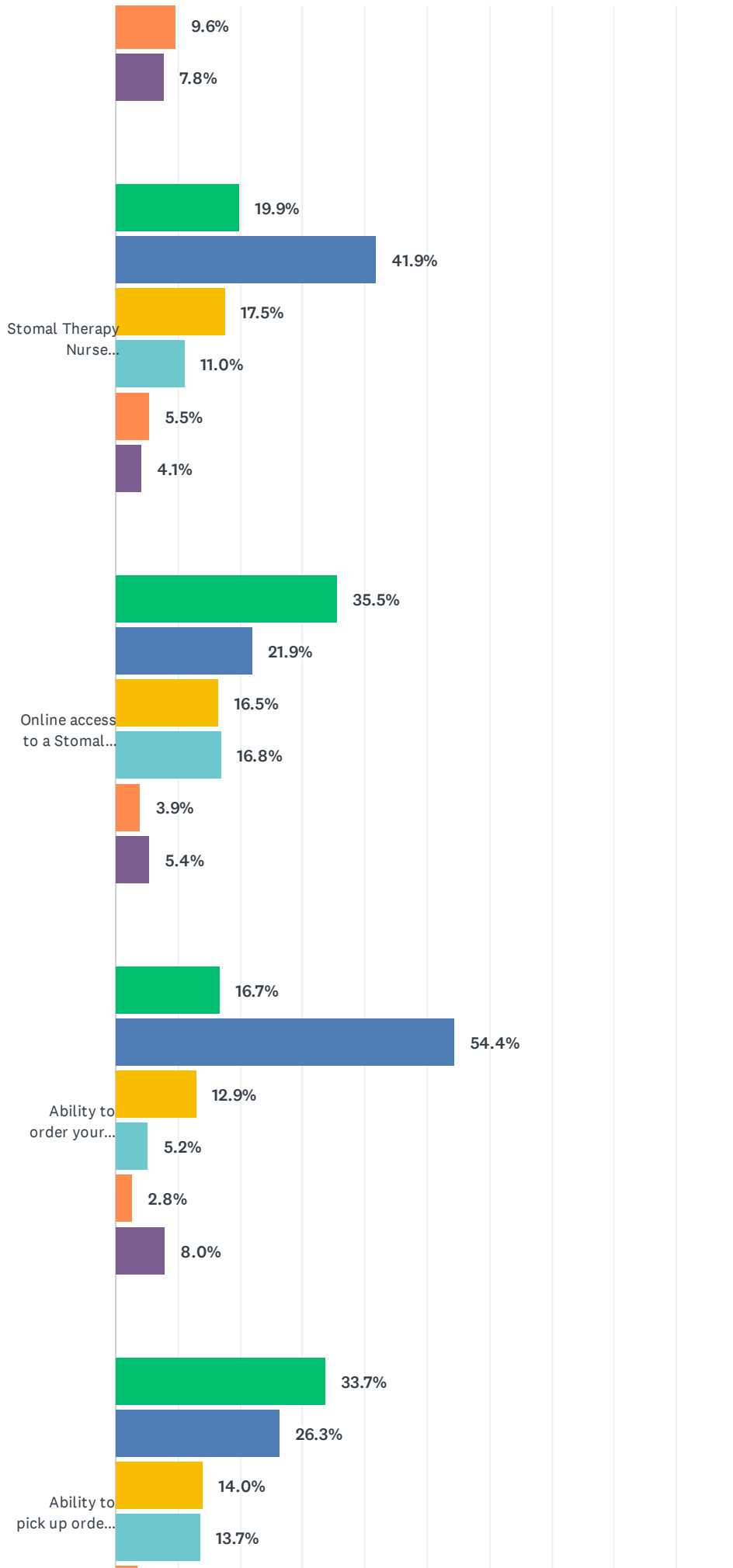
14	Internet	Facebook site " Colontown Downtown" an online community of cholorectal patients and caregivers	4/25/2021 6:22 PM
15	Myself	37 years of experience	4/13/2021 9:11 AM
16	Internet	Facebook group	4/9/2021 9:14 PM
17	Internet	Facebook groups	4/9/2021 5:23 AM
18	Internet	Google	4/8/2021 2:08 PM
19	Myself	My Self	4/8/2021 1:36 PM

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

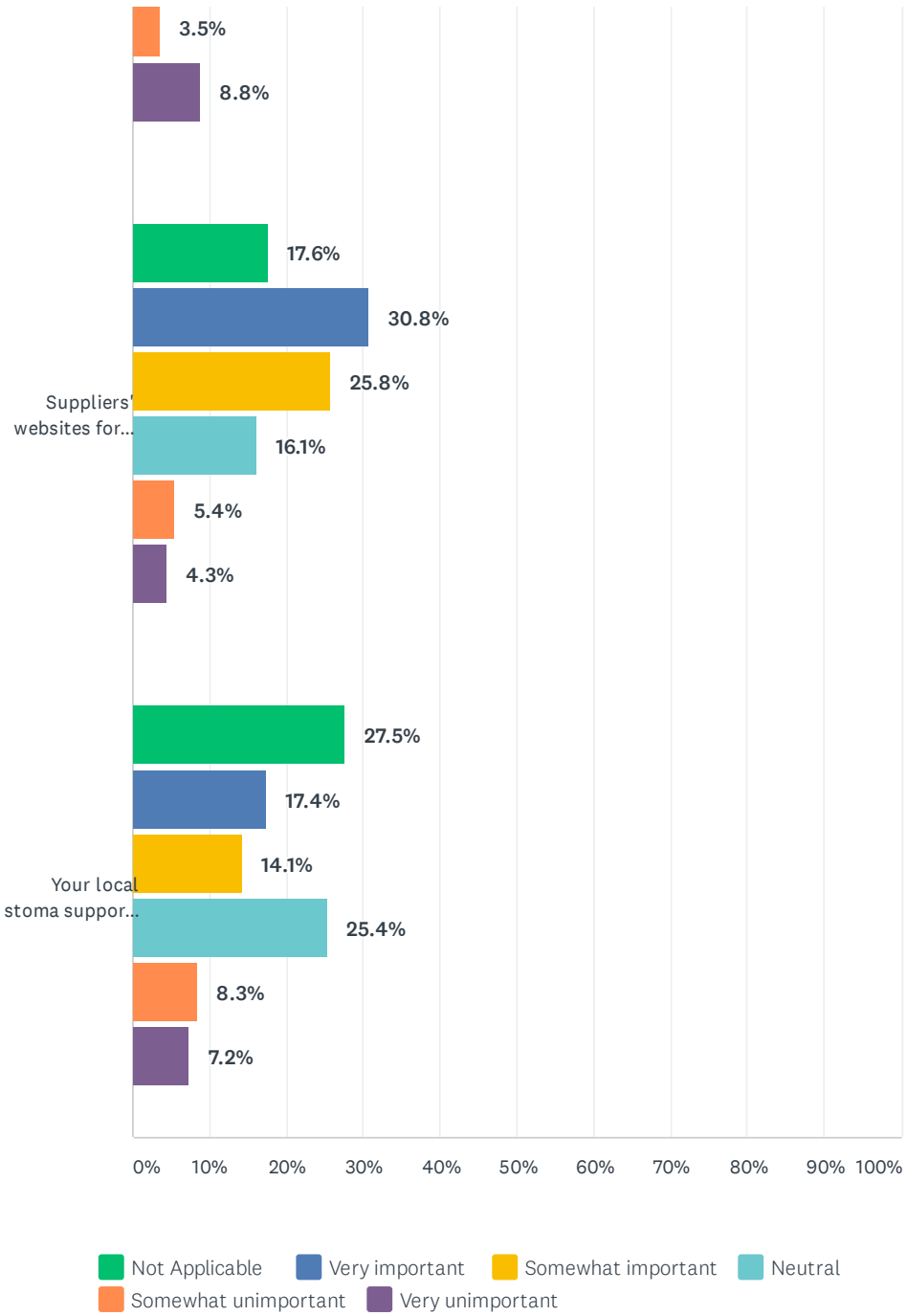
Answered: 318 Skipped: 4



Australian Council of Stoma Associations Ostomates' Feedback Survey



Australian Council of Stoma Associations Ostomates' Feedback Survey

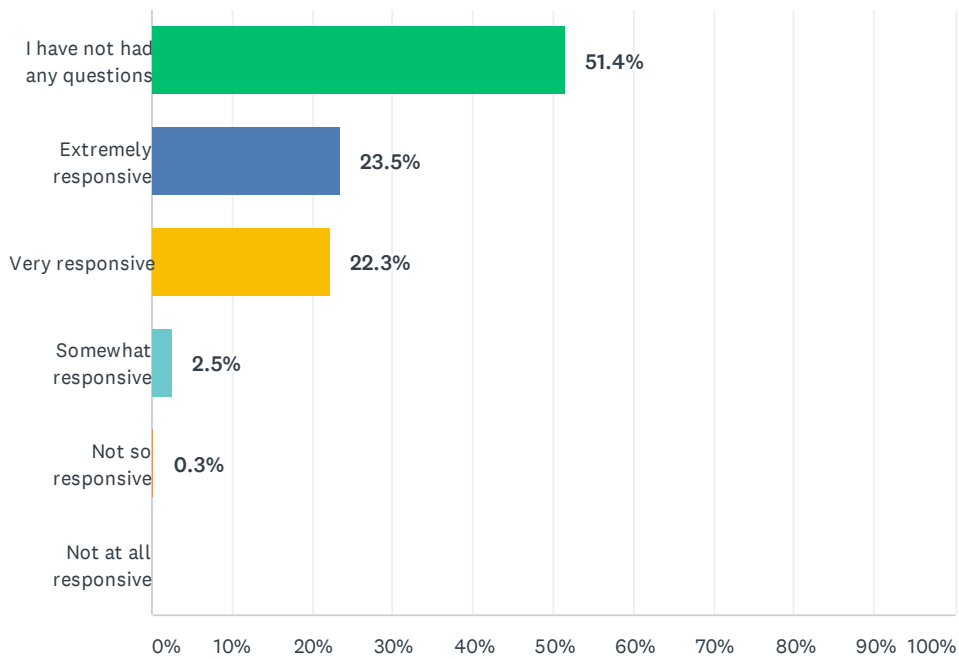


Australian Council of Stoma Associations Ostomates' Feedback Survey

	NOT APPLICABLE	VERY IMPORTANT	SOMEWHAT IMPORTANT	NEUTRAL	SOMEWHAT UNIMPORTANT	VERY UNIMPORTANT	TOTAL
Your Stoma Association website to provide resources	22.5% 65	31.1% 90	20.8% 60	15.2% 44	4.8% 14	5.5% 16	
Your Stoma Association Newsletter	1.7% 5	47.5% 140	33.2% 98	9.5% 28	4.4% 13	3.7% 11	
Ostomy Australia Journal	3.7% 11	53.2% 158	26.9% 80	9.8% 29	2.7% 8	3.7% 11	
Information meetings for ostomates run by your Stoma Association	28.1% 79	14.6% 41	11.7% 33	28.1% 79	9.6% 27	7.8% 22	
Stomal Therapy Nurse consultations made available by your Stoma Association	19.9% 58	41.9% 122	17.5% 51	11.0% 32	5.5% 16	4.1% 12	
Online access to a Stomal Therapy Nurse	35.5% 99	21.9% 61	16.5% 46	16.8% 47	3.9% 11	5.4% 15	
Ability to order your supplies online	16.7% 48	54.4% 156	12.9% 37	5.2% 15	2.8% 8	8.0% 23	
Ability to pick up orders from your Stoma Association Office	33.7% 96	26.3% 75	14.0% 40	13.7% 39	3.5% 10	8.8% 25	
Suppliers' websites for information	17.6% 49	30.8% 86	25.8% 72	16.1% 45	5.4% 15	4.3% 12	
Your local stoma support group	27.5% 76	17.4% 48	14.1% 39	25.4% 70	8.3% 23	7.2% 20	

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

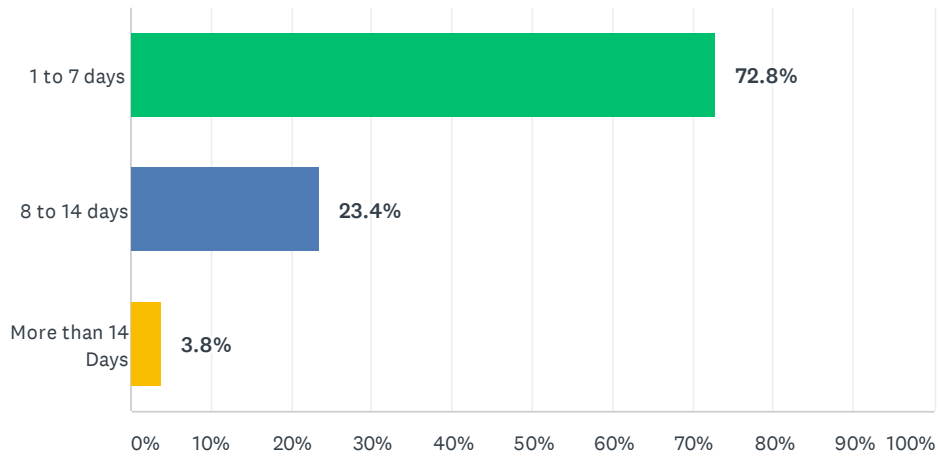
Answered: 319 Skipped: 3



ANSWER CHOICES	RESPONSES	
I have not had any questions	51.4%	164
Extremely responsive	23.5%	75
Very responsive	22.3%	71
Somewhat responsive	2.5%	8
Not so responsive	0.3%	1
Not at all responsive	0.0%	0
TOTAL		319

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

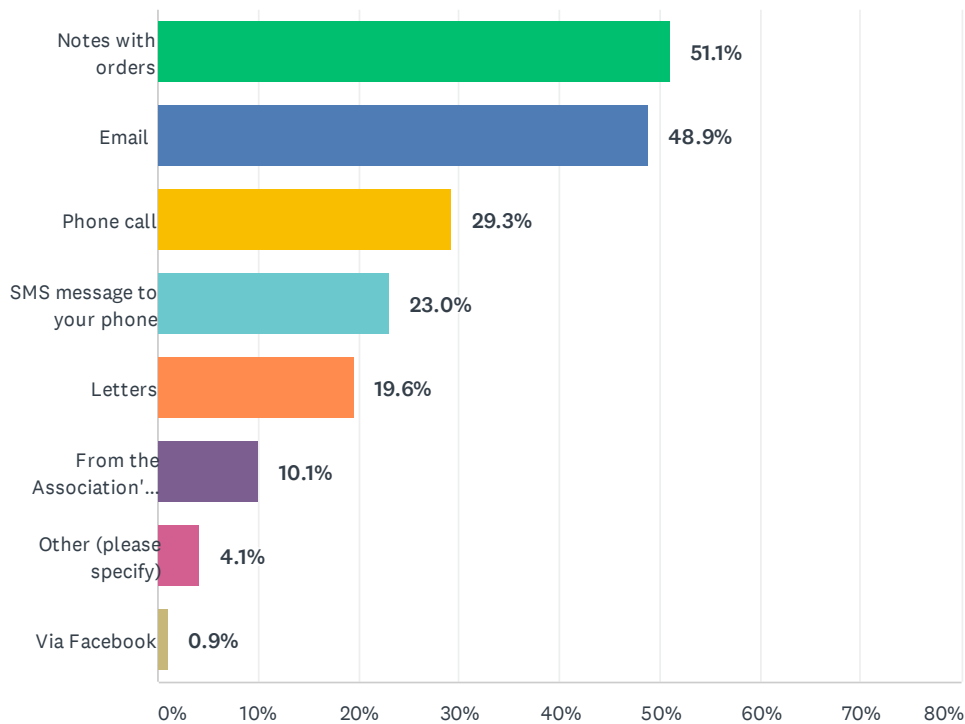
Answered: 320 Skipped: 2



ANSWER CHOICES	RESPONSES	
1 to 7 days	72.8%	233
8 to 14 days	23.4%	75
More than 14 Days	3.8%	12
TOTAL		320

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

Answered: 317 Skipped: 5



ANSWER CHOICES	RESPONSES
Notes with orders	51.1% 162
Email	48.9% 155
Phone call	29.3% 93
SMS message to your phone	23.0% 73
Letters	19.6% 62
From the Association's website	10.1% 32
Other (please specify)	4.1% 13
Via Facebook	0.9% 3
Total Respondents: 317	

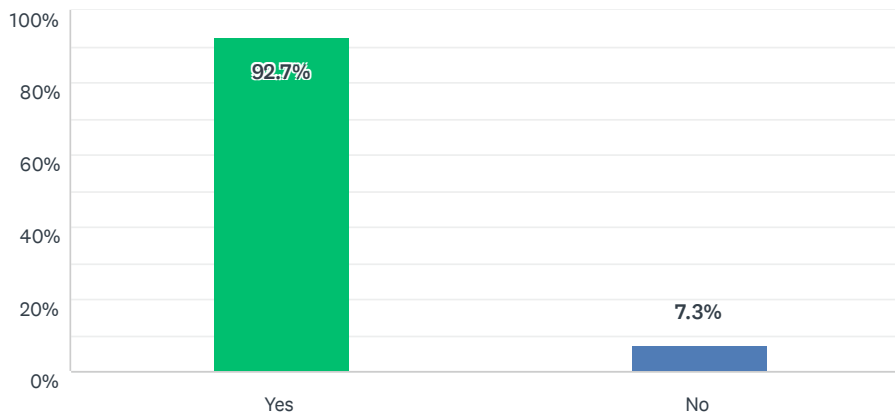
#	OTHER (PLEASE SPECIFY)	DATE
1	magazine	7/14/2021 1:54 PM
2	Stoma Nurse	7/14/2021 11:53 AM
3	I find the above methods sufficient.	7/5/2021 10:14 PM
4	Through nurse at residence.	6/18/2021 1:03 PM
5	ostomy journal	6/17/2021 12:34 PM
6	Ostomy Australia Journal.	6/11/2021 11:52 AM
7	Whichever is convenient depending on situation.	6/10/2021 12:45 PM
8	local newsletter and collection visits	5/28/2021 6:12 PM
9	Newsletter	5/27/2021 12:39 PM
10	Have never needed assistance. I have never joined the support group.	5/27/2021 9:59 AM

Australian Council of Stoma Associations Ostomates' Feedback Survey

11	N/A	5/25/2021 11:10 AM
12	SUPPORT GROUP	5/5/2021 12:56 PM
13	Didn't know the Association had a Website	4/8/2021 10:36 PM

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

Answered: 315 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	92.7%	292
No	7.3%	23
TOTAL		315

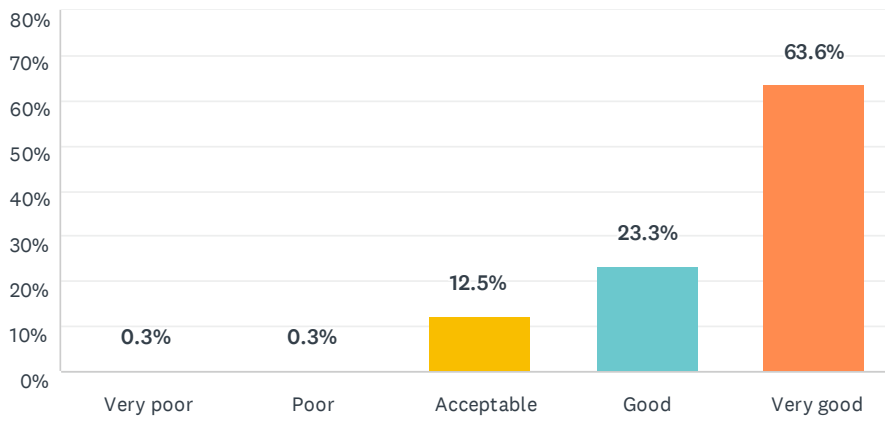
#	COMMENTS	DATE
1	as now have opened much better times	7/13/2021 1:14 PM
2	I'm ok with ordering online but the days I can collect my parcels aren't the days I have a carer to drive me. I understand though that it is run by volunteers and they are very efficient sending out orders. I would like to go in to see the friendly people I've know for 37 years and look at samples but it's not practical to staff the centre for longer hours. I do find the postage expensive as I need to pay for many scripts and formula drinks as I can't eat. If I don't have too many items I can get two months worth which is very helpful.	7/5/2021 10:14 PM
3	Can only order Monday 9-3 or Tuesday 9-1. Order not in stock.	6/12/2021 5:56 PM
4	I live 200km away	5/28/2021 8:42 PM
5	I do not attend meetings	5/28/2021 7:35 PM
6	Only have the office open on certain days however if you do contact them they are quick to respond	5/27/2021 9:12 PM
7	I work full-time. The office is open for collection of orders only on Monday and Tuesday mornings, so I have to pay a postage fee for each order. I would prefer to collect the order (at no cost).	5/27/2021 1:08 PM
8	The Tas Hobart one has reduced to Monday only and there may be days when I cannot get there. It used to be Tuesday as well. I only collect items every few months as I am a frugal user so it has not impacted me too much.	5/26/2021 9:50 AM
9	Ostomy Tas only open to collect orders Mondays and some Tuesdays which is not very convenient. The location of the office is not good for people using public transport.	5/25/2021 2:40 PM
10	Only open certain days of the week	5/17/2021 1:59 PM
11	Can always leave messages	5/8/2021 6:18 PM
12	Living out of the Hobart area presents challenges for people with stomas. Limited office hours also makes it difficult.	5/7/2021 8:58 AM
13	Being able to leave a message & the team return the call is good	5/4/2021 8:51 PM
14	I receive orders by post so not relevant	5/3/2021 5:29 PM
15	I dont really use the office	5/2/2021 10:40 AM
16	We live on the other side of the state from the association. We have never been to the associations address.	4/26/2021 1:53 PM

Australian Council of Stoma Associations Ostomates' Feedback Survey

17	All pick ups are on 1 day only between 9 am and 2 pm, which makes it impossible for people like me who work full time and need to drive a minimum of 30 min to get there.	4/25/2021 6:22 PM
18	Not really. relevant, since I live at the other end of the state and have never been to the office in person	4/22/2021 8:01 AM
19	i do it on line	4/18/2021 9:36 AM
20	Used to have 2 days every week to pick up orders, now only have the one day	4/13/2021 11:17 AM
21	Work full time, if need to collect any orders is very difficult.	4/10/2021 10:30 AM
22	Only ever contacted via telephone	4/9/2021 9:14 PM
23	Its only open 1 day a week. Newton, Hobart.	4/9/2021 8:56 PM
24	I'm grateful to the volunteers!	4/9/2021 1:37 PM
25	live a long way from office - not relevant	4/8/2021 6:54 PM
26	Only available for product pick up on Monday	4/8/2021 6:42 PM
27	Only available Monday but Tuesday a more preferable day	4/8/2021 4:20 PM
28	Not able to physically access office as it is the other end of Tasmania	4/8/2021 4:08 PM
29	The opening hours are too short	4/8/2021 3:12 PM
30	Often difficult to get there in their limited hours. I live over an hour away.	4/8/2021 2:42 PM
31	Only open on Monday so I am lucky to be able to collect in my holidays or at lunchtime.	4/8/2021 2:17 PM
32	For younger working individuals, the operating hours are very limited.	4/8/2021 2:08 PM

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

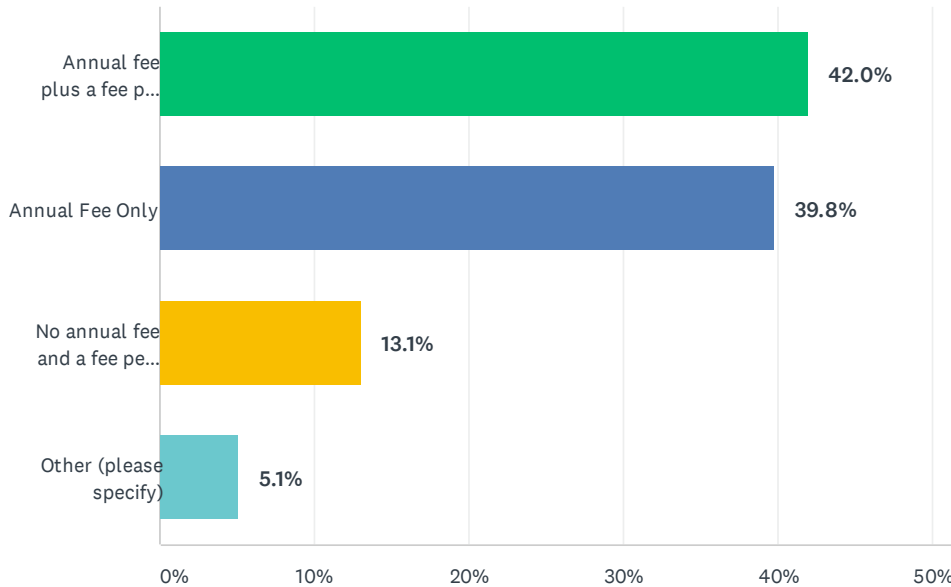
Answered: 313 Skipped: 9



ANSWER CHOICES	RESPONSES	
Very poor	0.3%	1
Poor	0.3%	1
Acceptable	12.5%	39
Good	23.3%	73
Very good	63.6%	199
TOTAL		313

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: 314 Skipped: 8



ANSWER CHOICES	RESPONSES	
Annual fee plus a fee per order (both pick up and post)	42.0%	132
Annual Fee Only	39.8%	125
No annual fee and a fee per order only (both pick up and post)	13.1%	41
Other (please specify)	5.1%	16
TOTAL		314

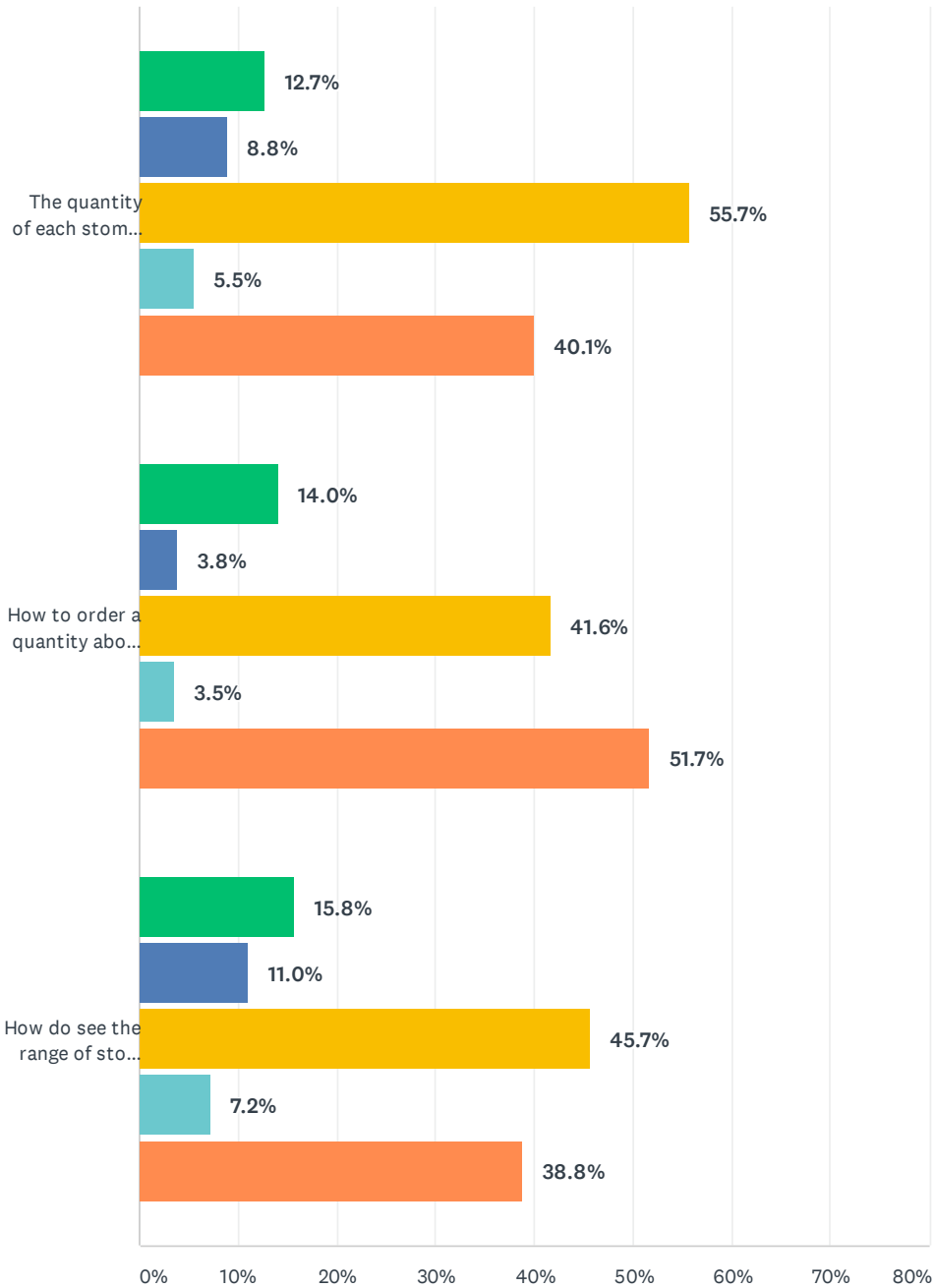
#	OTHER (PLEASE SPECIFY)	DATE
1	I didn't understand - I used to pay each and every month	7/22/2021 9:32 AM
2	As it is now	7/14/2021 11:58 AM
3	Leave as it is	7/14/2021 11:53 AM
4	Care forward pay it.	7/14/2021 11:15 AM
5	separate postage as I live in NSW it changes	7/13/2021 11:35 AM
6	I'm in Palliative Care and would find extra costs burdensome as I'm seeing so many specialists, paying for so many scripts, buying hospital formula drinks and purchasing incontinence products plus health insurance on a disability pension. I also have a copayment for each day I need a carer. It's a real struggle but I'm aware of the huge cost to the PBS. I'd prefer to reduce products to save costs. A price list of products might be a good idea so that we can choose cheaper products to reduce costs. I order minimal appliances etc to do my part to reduce costs to the Government.	7/5/2021 10:14 PM
7	Annual fee and collect myself.	6/18/2021 10:14 AM
8	DVA	6/10/2021 12:20 PM
9	Whatever is the least cost to me.	5/27/2021 1:08 PM
10	I have no cost.	5/27/2021 8:39 AM
11	Think it should be completely subsidised by the Government	5/17/2021 1:59 PM
12	PAID BY MOTOR ACCIDENT INSURANCE BUREAU	5/5/2021 12:09 PM
13	credit card	5/3/2021 1:18 PM

Australian Council of Stoma Associations Ostomates' Feedback Survey

14	Which ever suits the organisation	4/9/2021 9:14 PM
15	Payment for all supplies I receive are through DVA	4/9/2021 7:53 PM
16	N/A DVA Gold Card	4/8/2021 4:59 PM

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: 318 Skipped: 4



■ I do not know how to get this information
 ■ Health Department Website
 ■ My Stoma Association
 ■ Stoma Support Group
 ■ Stomal Therapy Nurse

Australian Council of Stoma Associations Ostomates' Feedback Survey

	I DO NOT KNOW HOW TO GET THIS INFORMATION	HEALTH DEPARTMENT WEBSITE	MY STOMA ASSOCIATION	STOMA SUPPORT GROUP	STOMAL THERAPY NURSE	TOTAL RESPONDENTS
The quantity of each stoma product you can order each month	12.7% 39	8.8% 27	55.7% 171	5.5% 17	40.1% 123	307
How to order a quantity above the Government allowance for a particular product	14.0% 40	3.8% 11	41.6% 119	3.5% 10	51.7% 148	286
How do see the range of stoma products that are available to you	15.8% 46	11.0% 32	45.7% 133	7.2% 21	38.8% 113	291

#	OTHER SOURCES OF INFORMATION (PLEASE SPECIFY)	DATE
1	Ostomy Magazine	7/21/2021 10:22 AM
2	The Stoma Reps come from the Associations with different appliances.	7/14/2021 1:43 PM
3	Ostomy Tas	7/14/2021 11:50 AM
4	I already know the above information and order much less than I'm entitled to. I've had a stoma since 1983.	7/5/2021 10:14 PM
5	Guest speakers from suppliers at meetings.	6/10/2021 12:45 PM
6	ACSA magazine & Ostomy product suppliers	6/3/2021 8:12 PM
7	Journal	5/28/2021 8:42 PM
8	Journal	5/27/2021 8:53 PM
9	Ostomy Australia magazine is extremely valuable - has given me insights and knowledge I had not thought of.	5/27/2021 12:47 PM
10	Journal and Newsletter	5/27/2021 12:39 PM
11	By reading the Ostomy journal.	5/27/2021 12:34 PM
12	I just order what I need.	5/26/2021 12:52 PM
13	OSTOMY AUSTRALIA JOURNAL	5/25/2021 3:55 PM
14	specific wholesale distributors	5/25/2021 1:11 PM
15	Ostomy magazine	5/15/2021 10:46 AM
16	Internet	5/4/2021 11:39 AM
17	From my news letter and ostomy journal	5/1/2021 8:48 AM
18	Coloplast	4/30/2021 12:30 PM
19	Ostomy australia book	4/28/2021 7:13 PM
20	websites that I found myself	4/25/2021 6:22 PM
21	newsletter and journal	4/24/2021 12:07 PM
22	Health Dept website is difficult to navigate	4/22/2021 8:01 AM
23	I have several product lists that I have printed out and this is what I use for ordering	4/20/2021 11:55 AM
24	Suppliers website	4/9/2021 8:01 PM
25	Ost9my Journal, Supplier website	4/9/2021 5:30 PM
26	Stoma Product Company Websites	4/8/2021 10:36 PM
27	Sometimes I contact the product supplier	4/8/2021 9:12 PM
28	product suppliers catalogue	4/8/2021 6:56 PM
29	Q1 + Q3 Supplier website main source	4/8/2021 6:54 PM
30	Ostomy Company Websites	4/8/2021 4:59 PM
31	The products supplier	4/8/2021 3:27 PM
32	From the Ostomy Association magazine	4/8/2021 2:44 PM

Australian Council of Stoma Associations Ostomates' Feedback Survey

33	Suppliers www	4/8/2021 2:42 PM
34	suppliers websites and stoma journal	4/8/2021 2:18 PM
35	Goggle	4/8/2021 2:08 PM
36	Supplier's Websites	4/8/2021 1:54 PM

Q11 Which Stoma Association do you place your orders with?

Answered: 322 Skipped: 0

Australian Council of Stoma Associations Ostomates' Feedback Survey

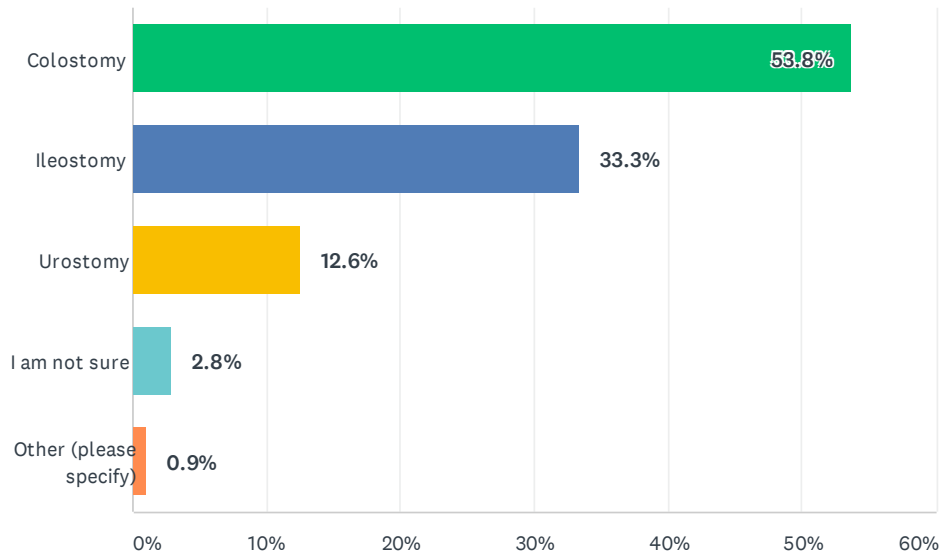


Australian Council of Stoma Associations Ostomates' Feedback Survey

ANSWER CHOICES	RESPONSES	
Ostomy Tasmania	100.00%	322
ACT & Districts Stoma Association	0.00%	0
Bendigo and Districts Ostomy Association	0.00%	0
Cancer Council NT	0.00%	0
Colostomy Association of Victoria	0.00%	0
Geelong Ostomy Association	0.00%	0
Gold Coast Ostomy Association	0.00%	0
Ileostomy Association of South Australia	0.00%	0
North Queensland Ostomy Association	0.00%	0
NSW Stoma	0.00%	0
Ostomy Association of Melbourne	0.00%	0
Ostomy Association of South Australia	0.00%	0
Ostomy NSW	0.00%	0
Peninsula Ostomy Association	0.00%	0
Queensland Ostomy Association	0.00%	0
Queensland Stoma Association	0.00%	0
Toowoomba & South West Ostomy Association	0.00%	0
Victorian Children's Ostomy Association	0.00%	0
Western Australian Ostomy Association	0.00%	0
Wide Bay Ostomates Association	0.00%	0
Warrnambool Ostomy Association	0.00%	0
I am not sure which Association I place my orders with	0.00%	0
TOTAL		322

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

Answered: 318 Skipped: 4

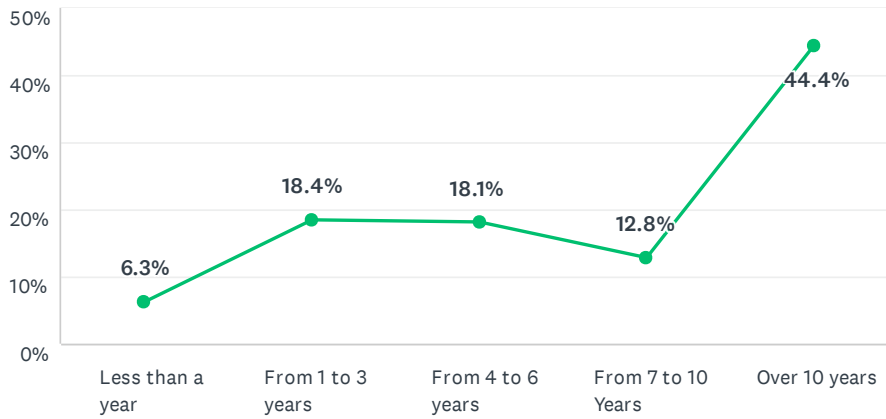


ANSWER CHOICES	RESPONSES
Colostomy	53.8% 171
Ileostomy	33.3% 106
Urostomy	12.6% 40
I am not sure	2.8% 9
Other (please specify)	0.9% 3
Total Respondents: 318	

#	OTHER (PLEASE SPECIFY)	DATE
1	Plus a fistula	5/8/2021 10:05 PM
2	Mitrofanoff	4/11/2021 6:34 PM
3	Chait button	4/8/2021 2:10 PM

Q13 How long have you had your Stoma?

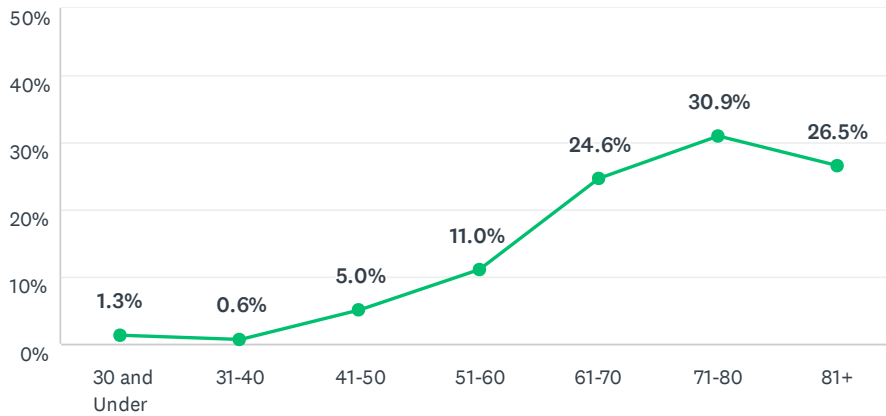
Answered: 320 Skipped: 2



ANSWER CHOICES	RESPONSES	
Less than a year	6.3%	20
From 1 to 3 years	18.4%	59
From 4 to 6 years	18.1%	58
From 7 to 10 Years	12.8%	41
Over 10 years	44.4%	142
TOTAL		320

Q14 What is your age range?

Answered: 317 Skipped: 5



ANSWER CHOICES	RESPONSES	
30 and Under	1.3%	4
31-40	0.6%	2
41-50	5.0%	16
51-60	11.0%	35
61-70	24.6%	78
71-80	30.9%	98
81+	26.5%	84
TOTAL		317

Q15 Please enter your postcode

Answered: 316 Skipped: 6

#	RESPONSES	DATE
1	7303	7/27/2021 8:45 AM
2	7054	7/26/2021 12:46 PM
3	7248	7/22/2021 9:32 AM
4	7050	7/21/2021 12:44 PM
5	7249	7/21/2021 10:22 AM
6	7216	7/21/2021 9:24 AM
7	7019	7/20/2021 1:51 PM
8	7322	7/19/2021 7:54 PM
9	7015	7/14/2021 1:54 PM
10	7030	7/14/2021 1:49 PM
11	7250	7/14/2021 1:45 PM
12	7310	7/14/2021 1:43 PM
13	7005	7/14/2021 1:23 PM
14	7140	7/14/2021 1:12 PM
15	7290	7/14/2021 1:04 PM
16	7015	7/14/2021 12:49 PM
17	7325	7/14/2021 12:31 PM
18	7310	7/14/2021 12:20 PM
19	7216	7/14/2021 11:58 AM
20	7320	7/14/2021 11:53 AM
21	7304	7/14/2021 11:50 AM
22	7320	7/14/2021 11:46 AM
23	7277	7/14/2021 11:15 AM
24	7277	7/14/2021 10:43 AM
25	7300	7/14/2021 10:36 AM
26	7015	7/14/2021 9:38 AM
27	7009	7/13/2021 1:14 PM
28	2660	7/13/2021 11:35 AM
29	7250	7/13/2021 10:38 AM
30	7215	7/8/2021 2:23 PM
31	7320	7/8/2021 2:02 PM
32	7173	7/8/2021 11:07 AM
33	7112	7/6/2021 9:51 AM
34	7050	7/5/2021 10:14 PM
35	7170	7/5/2021 4:37 PM
36	2025	7/1/2021 2:12 PM
37	7190	6/29/2021 10:43 AM
38	7250	6/28/2021 10:51 PM
39	7320	6/22/2021 9:13 AM

Australian Council of Stoma Associations Ostomates' Feedback Survey

40	7304	6/18/2021 1:03 PM
41	7321	6/18/2021 12:37 PM
42	7249	6/18/2021 10:57 AM
43	7253	6/18/2021 10:20 AM
44	7017	6/18/2021 10:14 AM
45	7008	6/17/2021 2:03 PM
46	7325	6/17/2021 1:55 PM
47	7256	6/17/2021 12:34 PM
48	7117	6/12/2021 5:56 PM
49	7117	6/12/2021 5:49 PM
50	7310	6/12/2021 4:56 PM
51	7004	6/12/2021 4:15 PM
52	7000	6/12/2021 2:24 PM
53	7018	6/11/2021 11:52 AM
54	7216	6/11/2021 11:16 AM
55	7009	6/11/2021 9:48 AM
56	7250	6/10/2021 12:45 PM
57	7009	6/10/2021 12:20 PM
58	7322	6/9/2021 4:59 PM
59	7009	6/4/2021 10:53 AM
60	7253	6/3/2021 8:12 PM
61	7250	6/3/2021 4:23 PM
62	7315	6/2/2021 8:58 AM
63	7250	5/28/2021 8:44 PM
64	7250	5/28/2021 8:42 PM
65	7277	5/28/2021 8:32 PM
66	7248	5/28/2021 8:05 PM
67	7310	5/28/2021 7:35 PM
68	7249	5/28/2021 6:42 PM
69	7307	5/28/2021 6:41 PM
70	7018	5/28/2021 6:12 PM
71	7018	5/28/2021 6:10 PM
72	7307	5/28/2021 6:06 PM
73	7250	5/28/2021 6:05 PM
74	7270	5/28/2021 1:17 PM
75	7330	5/28/2021 1:15 PM
76	7303	5/27/2021 9:24 PM
77	7250	5/27/2021 9:12 PM
78	7116	5/27/2021 9:02 PM
79	7250	5/27/2021 9:00 PM
80	7325	5/27/2021 8:58 PM
81	7310	5/27/2021 8:53 PM
82	7310	5/27/2021 8:51 PM
83	7190	5/27/2021 8:49 PM

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84	7301	5/27/2021 8:08 PM
85	7301	5/27/2021 3:01 PM
86	7307	5/27/2021 2:17 PM
87	7322	5/27/2021 1:51 PM
88	7250	5/27/2021 1:49 PM
89	7002	5/27/2021 1:08 PM
90	7170	5/27/2021 12:47 PM
91	7005	5/27/2021 12:39 PM
92	7018	5/27/2021 12:34 PM
93	2660	5/27/2021 12:03 PM
94	7258	5/27/2021 10:52 AM
95	7015	5/27/2021 9:59 AM
96	7321	5/27/2021 9:56 AM
97	7018	5/27/2021 9:55 AM
98	7050	5/27/2021 9:54 AM
99	7325	5/27/2021 9:45 AM
100	7310	5/27/2021 9:28 AM
101	7016	5/27/2021 8:39 AM
102	7250	5/26/2021 4:52 PM
103	4330	5/26/2021 12:59 PM
104	7172	5/26/2021 12:52 PM
105	7256	5/26/2021 12:17 PM
106	7277	5/26/2021 12:08 PM
107	7050	5/26/2021 9:50 AM
108	7315	5/25/2021 3:55 PM
109	7250	5/25/2021 2:50 PM
110	7253	5/25/2021 2:46 PM
111	7007	5/25/2021 2:40 PM
112	2249	5/25/2021 1:11 PM
113	7307	5/25/2021 1:03 PM
114	7250	5/25/2021 11:10 AM
115	7250	5/25/2021 11:06 AM
116	7018	5/25/2021 11:05 AM
117	7008	5/24/2021 1:39 PM
118	7xxx	5/24/2021 12:15 PM
119	7173	5/21/2021 11:58 AM
120	7264	5/20/2021 11:47 AM
121	7250	5/17/2021 3:28 PM
122	7190	5/15/2021 10:38 PM
123	7054	5/15/2021 10:46 AM
124	7248	5/14/2021 4:32 PM
125	7467	5/12/2021 11:05 PM
126	7310	5/12/2021 10:55 AM
127	7018	5/11/2021 3:07 PM

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128	7310	5/11/2021 9:03 AM
129	7315	5/9/2021 10:41 PM
130	7249	5/8/2021 10:25 PM
131	7315	5/8/2021 10:24 PM
132	7250	5/8/2021 10:22 PM
133	7250	5/8/2021 10:05 PM
134	7250	5/8/2021 6:18 PM
135	7307	5/7/2021 8:58 AM
136	7015	5/6/2021 11:38 AM
137	7320	5/6/2021 10:11 AM
138	7320	5/5/2021 5:47 PM
139	7310	5/5/2021 3:29 PM
140	7010	5/5/2021 2:58 PM
141	7250	5/5/2021 12:56 PM
142	7171	5/5/2021 12:49 PM
143	7000	5/5/2021 12:47 PM
144	7023	5/5/2021 12:41 PM
145	7015	5/5/2021 12:09 PM
146	7310	5/5/2021 12:06 PM
147	7017	5/5/2021 11:43 AM
148	7250	5/5/2021 11:40 AM
149	7306	5/5/2021 11:24 AM
150	7018	5/5/2021 11:03 AM
151	7322	5/5/2021 10:59 AM
152	7316	5/5/2021 10:57 AM
153	7249	5/5/2021 10:25 AM
154	7026	5/5/2021 5:33 AM
155	7250	5/4/2021 8:51 PM
156	7030	5/4/2021 7:52 PM
157	2460	5/4/2021 11:39 AM
158	7250	5/4/2021 9:04 AM
159	7011	5/3/2021 5:29 PM
160	7250	5/3/2021 3:50 PM
161	7307	5/3/2021 3:37 PM
162	7315	5/3/2021 3:31 PM
163	7015	5/3/2021 3:16 PM
164	2257	5/3/2021 2:29 PM
165	7005	5/3/2021 1:18 PM
166	7011	5/3/2021 10:48 AM
167	7050	5/2/2021 5:28 PM
168	7248	5/2/2021 3:28 PM
169	7315	5/2/2021 2:02 PM
170	7000	5/2/2021 10:49 AM
171	7253	5/2/2021 10:40 AM

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172	7260	5/1/2021 3:21 PM
173	7310	5/1/2021 10:13 AM
174	7253	5/1/2021 8:48 AM
175	7140	4/30/2021 6:26 PM
176	7330	4/30/2021 5:40 PM
177	7263	4/30/2021 12:58 PM
178	7315	4/30/2021 12:30 PM
179	7320	4/30/2021 10:17 AM
180	7306	4/30/2021 8:25 AM
181	7310	4/29/2021 10:49 PM
182	7030	4/29/2021 8:25 PM
183	7250	4/29/2021 3:39 PM
184	7307	4/29/2021 2:02 PM
185	7310	4/29/2021 1:40 PM
186	7325	4/29/2021 9:35 AM
187	7000	4/28/2021 7:13 PM
188	7304	4/28/2021 2:59 PM
189	7011	4/28/2021 1:13 PM
190	7053	4/27/2021 4:38 PM
191	7004	4/27/2021 4:01 PM
192	7307	4/27/2021 1:48 PM
193	7250	4/27/2021 10:41 AM
194	7468	4/26/2021 1:53 PM
195	7150	4/25/2021 6:22 PM
196	7250	4/25/2021 9:29 AM
197	7262	4/24/2021 12:07 PM
198	7320	4/23/2021 8:29 AM
199	7250	4/22/2021 8:01 AM
200	7310	4/21/2021 8:14 PM
201	7250	4/21/2021 4:52 PM
202	7270	4/21/2021 12:20 PM
203	7030	4/20/2021 3:49 PM
204	7018	4/20/2021 2:41 PM
205	7018	4/20/2021 1:58 PM
206	7325	4/20/2021 1:31 PM
207	7470	4/20/2021 11:55 AM
208	7017	4/20/2021 8:31 AM
209	7030	4/19/2021 6:30 PM
210	7249	4/19/2021 5:38 PM
211	7109	4/19/2021 3:16 PM
212	7250	4/18/2021 4:09 PM
213	7315	4/18/2021 9:36 AM
214	7315	4/16/2021 9:02 AM
215	7170	4/15/2021 5:19 PM

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216	7310	4/15/2021 4:11 PM
217	7008	4/15/2021 2:43 PM
218	7316	4/15/2021 1:03 PM
219	7310	4/14/2021 7:41 PM
220	7320	4/14/2021 11:19 AM
221	7030	4/13/2021 4:25 PM
222	7018	4/13/2021 11:17 AM
223	7050	4/13/2021 9:11 AM
224	7252	4/12/2021 3:44 PM
225	7248	4/12/2021 3:29 PM
226	7256	4/12/2021 12:57 PM
227	7000	4/12/2021 10:55 AM
228	7010	4/12/2021 9:32 AM
229	7306	4/12/2021 5:51 AM
230	7250	4/11/2021 6:34 PM
231	7162	4/11/2021 4:29 PM
232	7250	4/11/2021 3:14 PM
233	7015	4/11/2021 10:29 AM
234	7250	4/11/2021 6:27 AM
235	7249	4/10/2021 5:33 PM
236	7310	4/10/2021 4:18 PM
237	7300	4/10/2021 11:22 AM
238	7000	4/10/2021 10:30 AM
239	7007	4/10/2021 10:26 AM
240	7005	4/10/2021 6:37 AM
241	7008	4/10/2021 6:33 AM
242	7325	4/9/2021 9:14 PM
243	7009	4/9/2021 8:56 PM
244	7307	4/9/2021 8:20 PM
245	7250	4/9/2021 8:01 PM
246	7054	4/9/2021 7:53 PM
247	7249	4/9/2021 5:50 PM
248	7008	4/9/2021 5:30 PM
249	7316	4/9/2021 5:12 PM
250	7320	4/9/2021 3:51 PM
251	7249	4/9/2021 2:33 PM
252	7019	4/9/2021 2:17 PM
253	7303	4/9/2021 1:37 PM
254	7262	4/9/2021 1:23 PM
255	7320	4/9/2021 1:09 PM
256	7179	4/9/2021 10:41 AM
257	7270	4/9/2021 9:57 AM
258	7054	4/9/2021 8:41 AM
259	7250	4/9/2021 8:38 AM

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260	7320	4/9/2021 8:32 AM
261	7307	4/9/2021 8:32 AM
262	7248	4/9/2021 6:58 AM
263	7306	4/9/2021 5:23 AM
264	7304	4/8/2021 10:36 PM
265	7277	4/8/2021 10:25 PM
266	7307	4/8/2021 9:43 PM
267	7250	4/8/2021 9:34 PM
268	7320	4/8/2021 9:12 PM
269	7310	4/8/2021 9:02 PM
270	7250	4/8/2021 7:47 PM
271	7290	4/8/2021 7:46 PM
272	7470	4/8/2021 6:56 PM
273	7250	4/8/2021 6:54 PM
274	7009	4/8/2021 6:42 PM
275	7310	4/8/2021 6:28 PM
276	7315	4/8/2021 6:20 PM
277	7325	4/8/2021 6:00 PM
278	7315	4/8/2021 5:44 PM
279	7216	4/8/2021 5:28 PM
280	7010	4/8/2021 5:15 PM
281	7250	4/8/2021 4:59 PM
282	7249	4/8/2021 4:21 PM
283	7170	4/8/2021 4:20 PM
284	7305	4/8/2021 4:10 PM
285	7307	4/8/2021 4:08 PM
286	7253	4/8/2021 4:02 PM
287	7116	4/8/2021 3:48 PM
288	7250	4/8/2021 3:27 PM
289	7050	4/8/2021 3:26 PM
290	7009	4/8/2021 3:24 PM
291	7021	4/8/2021 3:12 PM
292	7015	4/8/2021 3:00 PM
293	7320	4/8/2021 2:57 PM
294	7018	4/8/2021 2:55 PM
295	7009	4/8/2021 2:47 PM
296	7250	4/8/2021 2:44 PM
297	7190	4/8/2021 2:42 PM
298	7320	4/8/2021 2:22 PM
299	7022	4/8/2021 2:18 PM
300	7050	4/8/2021 2:17 PM
301	7155	4/8/2021 2:16 PM
302	7277	4/8/2021 2:15 PM
303	7248	4/8/2021 2:11 PM

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304	7004	4/8/2021 2:10 PM
305	7005	4/8/2021 2:08 PM
306	7301	4/8/2021 2:06 PM
307	7011	4/8/2021 2:01 PM
308	7018	4/8/2021 2:01 PM
309	7250	4/8/2021 1:55 PM
310	7310	4/8/2021 1:54 PM
311	7250	4/8/2021 1:50 PM
312	7050	4/8/2021 1:46 PM
313	7005	4/8/2021 1:45 PM
314	7010	4/8/2021 1:44 PM
315	7277	4/8/2021 1:36 PM
316	7000	4/8/2021 1:33 PM

Q16 Is there anything else you would like to give feedback on?

Answered: 154 Skipped: 168

#	RESPONSES	DATE
1	The current system works extremely efficiently, because both employees and volunteers in the Association are mostly ostomates or partners of ostomates. They understand our needs and concerns. It would be disadvantageous to put this service in the control of people who don't have this first-hand knowledge and understanding.	7/27/2021 8:45 AM
2	Excellent service	7/26/2021 12:46 PM
3	Ostomy Tas very easy to get on with always helpful.	7/21/2021 10:22 AM
4	No thank you .	7/19/2021 7:54 PM
5	Very satisfied with everything.	7/14/2021 1:43 PM
6	The service received is excellent.	7/14/2021 1:04 PM
7	Reversal was due in Feb 2020 at L.G.H. Covid put that on hold - still waiting.	7/14/2021 12:31 PM
8	I would like to order only what I need instead the government allowance amount each order.	7/14/2021 12:20 PM
9	My bowel burst so I had no choice. I have been very fortunate as I do no (as yet) had any problems. Thank you.	7/14/2021 11:58 AM
10	No not really, I am very happy Ostomy Tasmania.	7/14/2021 11:53 AM
11	? yearly annual fee.	7/14/2021 11:50 AM
12	My care person has always had very good help when ordering for me and Stoma Nurse very helpful when needed.	7/14/2021 11:46 AM
13	No	7/14/2021 11:15 AM
14	7250	7/14/2021 10:41 AM
15	Question 8, During Covid 19 Stoma Association's response has been awesome, friendly and helpful.	7/14/2021 10:36 AM
16	I would like to order my stock and collect straight away	7/13/2021 1:14 PM
17	My gear comes from Tasmania & I'll always be happy to support them. My postage and handling charges change all the time. I would like to see it stamped on my parcel how much I've paid. My parcels are really light & I feel they should only cost \$10-\$15, I seem to be paying \$15- \$20 which is way too high	7/13/2021 11:35 AM
18	How wonderfully helpful our support group with Reps who attend to all my needs.	7/13/2021 10:38 AM
19	I can not handle the Internet	7/8/2021 2:23 PM
20	I have been most fortunate in having a brilliant urologist in Mr Rob Jensen and have not needed any attention from my local stoma nurse in 11 years.	7/8/2021 2:02 PM
21	I'd like to see some of the prices of products every so often. I think it would make more people aware of the huge cost. When I found out how expensive packaged wipes were I bought my own baby wipes instead. I'd also make decisions based on the cost to the Federal Govt through the PBS scheme ie I'd choose a cheaper barrier wipe or spray if I knew which were cheapest. I think more people would appreciate the spiralling costs and think twice before ordering. I know people overstock, especially in the early days. I want to be more conscientious about my decisions and where savings can be made.	7/5/2021 10:14 PM
22	The staff at Ostomy Tasmania are excellent	7/5/2021 4:37 PM
23	Just that everyone concerned especially Heather Noga (STN) and Cary Gall (Surgeon) have been so kind and got me through the worst time in my life, Thank you.	6/29/2021 10:43 AM
24	In the six years that i have been a member of Ostomy Tasmania, the association has been excellent, both in the interactions with me and service/supply delivery.	6/18/2021 12:37 PM
25	I am very satisfied with all the feedback and support i have had from the nurse to my supplies.	6/18/2021 10:20 AM
26	No. Thank You. I am very satisfied with Ostomy Tasmania's Service.	6/18/2021 10:14 AM
27	If we are unable to travel to stoma support group meetings, can we access via video link to help keep us up to date with products/information sessions	6/17/2021 1:55 PM

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28	under no circumstances let services to private companies	6/17/2021 12:34 PM
29	I do not have mobile phone.	6/12/2021 5:56 PM
30	Ostomy Tas does a great job - always friendly, helpful and accurate	6/12/2021 4:15 PM
31	We send our monthly order by FAX , which seems to work satisfactorily with Ostomy Tasmania. We are very grateful and appreciative for all the products & shipment that we receive & wish sincerely thank whoever is responsible and we wish to thank all who work at Ostomy Tasmania - They are very obliging & helpful. My husband is the ostomate & as he now has Parkinson's I do all the ordering & telephoning as we do not do "On-line". Yours sincerely S W Cresswell.	6/10/2021 12:45 PM
32	I appreciate so much the help and co-operation I receive from Ostomy Tasmania	6/10/2021 12:20 PM
33	No	6/3/2021 8:12 PM
34	No thanks	6/2/2021 8:58 AM
35	Everything is first class. Thank you.	5/28/2021 6:44 PM
36	I wish to thank the wonderful volunteers in Hobart who pack my parcel so well and correctly every order.	5/27/2021 9:24 PM
37	Appreciate the products I get for free, only posting and annual membership. Very generous.	5/27/2021 9:12 PM
38	Keep up the good work. Thank you.	5/27/2021 8:51 PM
39	Ostomy Tasmania provide quality support and care that would not be lost if privatised. Profit before service will prevail.	5/27/2021 3:01 PM
40	Well done. Very much appreciated. Very happy.	5/27/2021 1:51 PM
41	1. The services provided by Ostomy Tasmania are much appreciated particularly given that it is staffed by quite a few volunteers. All of the staff I've dealt with have been polite and helpful. 2. It would be good to have info sessions / meetings held outside business hours so I could attend some. I work full-time so can't attend info and sessions held during business hours.	5/27/2021 1:08 PM
42	The Stoma Appliance Scheme is wonderful. I would not like it to be privatised because I feel it may limit the range of appliances and innovation.	5/27/2021 12:47 PM
43	Would like to know prices of alternative products so that I can choose cheaper option if it is a viable and comparable product.	5/27/2021 12:39 PM
44	No, I have always been very happy with Ostomy Tasmania.	5/27/2021 12:34 PM
45	I would like to see postage a little cheaper than what I pay, my appliances are not heavy and are mainly light, but I'm charged \$15-\$20 which is way extreme and a bit of a rip off. Happy to pay \$10-\$12 for delivery. Postage really needs to be looked at.	5/27/2021 12:03 PM
46	My products are delivered to me by post very promptly and I'm very happy with the service.	5/27/2021 9:59 AM
47	I enjoy the magazine very much and it helps to know that we are not alone with our problems.	5/27/2021 9:54 AM
48	Ostomy TAS are Excellent to deal with.	5/27/2021 9:28 AM
49	I have never had any problem. I am very lucky. Stoma for 23 years.	5/27/2021 8:39 AM
50	Just love you guys!!!	5/26/2021 12:52 PM
51	I am so grateful for the availability of the products I need and that it is subsidised. It would be a lot of money each year otherwise. I have spoken with people from companies providing items and they are so helpful also. The people at the association dealing with orders are also helpful.	5/26/2021 9:50 AM
52	19 YEARS	5/25/2021 3:55 PM
53	Just that I am very happy and thankful that we have this wonderful service	5/25/2021 11:05 AM
54	thank you for the service	5/24/2021 1:39 PM
55	When I was recently in hospital and needed more supplies, stoma people, at short notice did all they could to provide extra requirements. Their efforts were greatly appreciated and I let them know. The work of the whole organization, paid personnel and volunteers who so generously give their time, plus the nurses who help to support people like myself are to be greatly commended. Sincerely H S W	5/24/2021 12:15 PM
56	Ostomy Tasmania staff are doing a fantastic job. The scheme is a valuable service that I couldn't manage without	5/17/2021 3:28 PM
57	I think we should be allowed more than 30 pouches per month, as this isn't one a day (some	5/15/2021 10:38 PM

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months) without having to apply for extra boxes.

58	I would find it very hard without the support of the Stoma nurses. They have always supported me with any problems.	5/15/2021 10:46 AM
59	N/A	5/12/2021 11:05 PM
60	I don't want costs to rise as I already pay annual fee and postage. I'm a pensioner and I cannot afford additional payments	5/8/2021 10:22 PM
61	I find the website for ordering clunky and needs updating. I would like to be able to pay by credit card online and have your own log in and password and the account have all your past orders on there. Not enough information on there about amounts of products you can order and then what you need to pay for yourself. I'd like to see the consumable items (tapes, sprays, wipes) available at pharmacies like Diabetes Tas offers. It may be easier for people who live in Hobart but challenging for those in other parts of the state, especially the elderly if they run out of consumable items unexpectedly.	5/7/2021 8:58 AM
62	I am against the intervention of government in their attempt to essentially privatise the Stoma appliance scheme. As is the case with government it's always the bottom line that comes first before the welfare & the needs of those disadvantaged by their health needs. Government should allow the associations too find their own way to minimise costs that overall assist, but not to the detriment of members. Essentially the government wants to privatise the ' service' & history demonstrates clearly this only leads to more expense for consumers & more profit for the successful bidder/ supplier of services. The NDIS is presently in the sights of government in relation to the tender & privatisation of assessments for NDIS recipients (I'm one of them) it's about \$\$\$\$\$\$ & the welfare & needs of the disadvantaged in the community(overall!) come a poor second.	5/6/2021 11:38 AM
63	I am very happy with the service provided.	5/5/2021 2:58 PM
64	MY STOMA ASSOCIATION WENT "OVER THE TOP" BY NOT ALLOWING PICK-UP DURING THE EARLY DAYS OF COVID	5/5/2021 12:49 PM
65	No	5/5/2021 12:41 PM
66	BRILLIANT DISTRICT NURSE WHOM I SEE ONCE A MONTH	5/5/2021 12:09 PM
67	I ORDER 2 MONTHS AT A TIME AS IT IS LESS TRAVELLING A YEAR TO COLLECT ORDERS	5/5/2021 11:43 AM
68	NO ALL IS OK. JUST ELECTIVE SURGERY WAITING TIMES ARE TOO LONG. I HAVE OFFERED HELP TO ANYONE HAVING PROBLEMS WITH THEIR STOMA BUT SO FAR NO-ONE HAS ASKED FOR HELP OR CONTACTED ME.	5/5/2021 11:40 AM
69	No	5/5/2021 10:25 AM
70	The service I receive from my Stoma Therapy Nurses is of a high standard especially when I have a problem with my Stoma, they are exceptional Nurses in Hobart Tasmania. The Stoma Association Staff where I place my orders over the phone, collect or get my products posted from in Hobart Tasmania are always helpful and friendly.	5/5/2021 5:33 AM
71	If possible to have Stoma Domes & stealth belts I am an active person & trying to get a support or protective item hard to find	5/4/2021 8:51 PM
72	No thank you	5/3/2021 5:29 PM
73	Feel very fortunate to have this organisation To receive my supplies at very little cost.Ostomy staff in Hobart very efficient	5/3/2021 3:16 PM
74	No Thankyou	5/3/2021 2:29 PM
75	I am very happy with the service and appreciate every thing that is done for me. The staff are A1	5/3/2021 1:18 PM
76	I would be good and advisable to have our stomal nurse giving notice of a stoma check up to their patients on a regular basis, this could prevent complications. Kind regards, Sara	5/2/2021 5:28 PM
77	I am concerned at the level of funding the organisation receives and its reliance on volunteers	5/2/2021 10:49 AM
78	No	5/2/2021 10:40 AM
79	No	5/1/2021 3:21 PM
80	System works well for my current requirements	4/30/2021 5:40 PM
81	the workers where we order how products are always very helpful and cheerful thank you	4/30/2021 12:58 PM
82	No	4/30/2021 12:30 PM
83	No	4/30/2021 10:17 AM

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84	I have lived in a few states in Australia and I would have to say that, in the 33 years I have had my stoma, I have never had any sort of difficulty with any of the associations I have had to deal with. Their work is greatly appreciated.	4/30/2021 8:25 AM
85	No	4/29/2021 10:49 PM
86	Some answers I have put as neutral or don't know because I have had no need to seek further information	4/29/2021 8:25 PM
87	No	4/29/2021 1:40 PM
88	Wonderful help from stoma nurses when in hospital recently. Thankyou	4/28/2021 1:13 PM
89	My long experience has been very good and positive in terms of all aspects of living with the condition, including the financial support of the associations.	4/27/2021 4:38 PM
90	No	4/27/2021 1:48 PM
91	no	4/26/2021 1:53 PM
92	The " support group" run in Tasmania, meets midday, even the annual Christmas function was held while I was working. The reason given, was that most participants are 80 and above. In Tasmania there is no extra support (other than the fabulous Stoma nurses) offered to new , younger, working and curios Ostomates. The FB site " Colontown" has been a life saver for me, as it connects people from all around the world and Ostomates act as Mentors for each other. No-one knows more about Ostomies than us. I would like to suggest that each Ostomy Association runs a Mentoring program, by Ostomates for Ostomates, alongside the expertise of the Stoma nurses. I regularly inform our Tasmanian nurses what I do for example when ocean swimming, how to keep the bag on when sweating too much and even tricks I learned from the FB Irrigation group, when irrigating. The care for and acceptance of an Ostomy has to be taken out of the medical field and given support which encourages the Ostomate to return to normal, every day as much as possible. That's not encouraged by seeing the nurse in hospital. Our Association in Tasmania doesn't have an interactive website, so there is nowhere for a new Ostomate to find the care info they need, over and above the basics of which products they can order and use. I would be happy to discuss this further and you may email me : noella.buchanan@gamil.com	4/25/2021 6:22 PM
93	No	4/25/2021 9:29 AM
94	I am extremely grateful for the support from all sources	4/24/2021 12:07 PM
95	Phone conversations when ordering products are always polite and friendly with the tas office	4/23/2021 8:29 AM
96	Easier access to "emergency supplies" (pharmacies, local hospitals etc) would be something worth considering.	4/22/2021 8:01 AM
97	No	4/21/2021 4:52 PM
98	no all good	4/20/2021 11:55 AM
99	Extremely happy with service	4/19/2021 3:16 PM
100	every thing is fine tas doing all right	4/18/2021 9:36 AM
101	Whilst I may not use all the services that are supplied, I am very aware of the need to have as much access out there as possible!	4/16/2021 9:02 AM
102	The easy access to stoma supplies is a life line for all of us with a Stoma. The Government should continually reminded of how much we appreciate their support. I do not know how I would manage without it.	4/15/2021 5:19 PM
103	Appreciate the staff & volunteers perform for ostomates. The Federal government for providing the Stomal Appliance Scheme	4/15/2021 2:43 PM
104	no	4/14/2021 7:41 PM
105	No	4/13/2021 4:25 PM
106	I'd like to see the cost per product so that we know how much we are receiving from the Govt. Finding out that wipes cost of \$38 vs buying baby wipes for \$2 made me aware of how much I can save the Govt. It may make people more grateful and aware especially when they can save money for the Scheme. I imagine there is waste and over ordering and this may raise awareness. It would also show that our yearly contribution is just a very nominal amount for what we receive. I'm very grateful for the Scheme and try to cut back on unnecessary items that some people get because they consider them free. I asked people if they would spend \$2 in order to save the Govt \$38 and most said no. Too many people see Ostomy products as free. They should be aware that this is a huge cost to the government and not 'free'.	4/13/2021 9:11 AM
107	Much prefer plain packaging rather boxes with coloplast etc written all over them	4/12/2021 12:57 PM

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108	No	4/11/2021 4:29 PM
109	My husband appreciates the service he receives from the Ostomy Association.	4/11/2021 10:29 AM
110	no	4/10/2021 5:33 PM
111	Thanks for your support.	4/10/2021 10:30 AM
112	Have difficulty submitting order on line. No confirmation order has been received so have to follow up with phone call.	4/10/2021 10:26 AM
113	Grateful for your service :)	4/9/2021 8:56 PM
114	I find ordering on line easier than phone ordering was. Payment by credit card. Would be good to have a member log in to see how much postage credit I have or to pay more. I'm still unsure of amounts I'm allowed to order with some products and their code numbers. I was never told after hospital admission. I also look at the internet for other companies samples or the Ostomy journal. I think all patients should be given this information before they leave hospital.	4/9/2021 8:20 PM
115	We cannot afford to lose the Appliance Scheme as I would not be able to afford appliances as I am an age pensioner.	4/9/2021 8:01 PM
116	I am very satisfied with the service Ostomy Tas provides and want it to remain. I DO NOT WANT the supply of products to be privatised, to come directly from the supplier or be moved to a mainland supplier.	4/9/2021 5:30 PM
117	Ostomy product suppliers, health care professionals and ostomy tax have all been extremely helpful and supportive of my needs for well over 30 years. Thank you	4/9/2021 3:51 PM
118	I appreciate how lucky we are in Australia to be supplied with our stoma needs at such a minimal cost.	4/9/2021 1:37 PM
119	Here with the Ostomy Tasmania Association we do not receive a copy (print out of our order). As I order on-line for my husband and there is no "save" button it would be extremely handy to look back to see what products we have ordered especially with the the code numbers and limits per year. Thank you. Cherie	4/9/2021 9:57 AM
120	no thank you	4/9/2021 8:32 AM
121	I find the service for ostomates valuable and efficient.	4/9/2021 8:32 AM
122	The Stoma appliance scheme is difficult to read. Pictures of the appliances would be helpful.	4/9/2021 5:23 AM
123	Association staff are wonderful.	4/8/2021 10:36 PM
124	No	4/8/2021 9:34 PM
125	Occasionally it would be good to be provided with updates on the technical improvements in the available product. I recently visited my local stoma nurse and she suggested I try a different seal with my bags. So far it has been tremendous but I am uncertain how long it had been available.	4/8/2021 9:12 PM
126	I would like to send my appreciation to all volunteers in this organisation, thank you so much for your help and the prompt delivery of my orders. Thank you	4/8/2021 9:02 PM
127	no	4/8/2021 7:46 PM
128	I put my order in online and I receive it the next day , great job everyone	4/8/2021 6:56 PM
129	I order by email but I never receive an acknowledgement. This was very difficult during Covid as I had only just received a colostomy, was extremely sick and totally unsure what to do.	4/8/2021 6:42 PM
130	What is behind Question 9? Is the Australian Government planning to reduce the subsidy for the Stoma Appliance Scheme? This question may unnecessarily upset ostomates if the Australian Government hasn't flagged any change.	4/8/2021 6:20 PM
131	Na	4/8/2021 6:00 PM
132	great service that suits me. Please don't change it.	4/8/2021 5:44 PM
133	No thanks	4/8/2021 5:28 PM
134	Living in a regional city without a distribution centre highlights how important it is to have an efficient & easy to use online ordering facility.	4/8/2021 4:59 PM
135	Ostomy Tasmania is extremely helpful and efficient, and we are very grateful for their service.	4/8/2021 4:21 PM
136	Always happy with all services provided for me for the last 30yrs especially when I've really needed help Thanks	4/8/2021 4:10 PM

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137	I feel that those of us with a stoma who are living in a remote area are at a financial disadvantage with having to pay postage in order to obtain our supplies. Mine is \$10 per month which may not sound much but when added to the annual fee is quite significant when you are on a limited income.	4/8/2021 4:08 PM
138	considering how much money the Health dept wastes, I would find it amazing if they want to charge a small group of cancer survivors	4/8/2021 4:02 PM
139	No	4/8/2021 3:24 PM
140	Ordering quarterly would be great, reducing resourcing, packaging and cost	4/8/2021 3:00 PM
141	Your website for ordering is very poor. It gives no indication of whether the order has gone through. It means I have to ring to check the status. It would be nice if you were given a copy of the order.	4/8/2021 2:57 PM
142	The service I receive from everyone is outstanding.	4/8/2021 2:55 PM
143	I know how lucky we in Australia are to have such a wonderfully subsidised appliance scheme, but am wondering if the amount of some items per month is sometimes sufficient For example: - the pouch deodorisers	4/8/2021 2:44 PM
144	I feel that everyone is attempting to make life easy with supplies and information.	4/8/2021 2:42 PM
145	I am very thankful for the hep and support received from my stoma assoc	4/8/2021 2:18 PM
146	I am SO appreciative of being able to collect my appliances and that the govt subsidise this... would be very expensive otherwise. Would be unable to live a normal life without them.	4/8/2021 2:17 PM
147	Very happy with the service provided AND that I have been able to access free appliances for the last 30+ years	4/8/2021 2:16 PM
148	No	4/8/2021 2:15 PM
149	I really appreciate the help I get from the people at Ostomy Tasmania.	4/8/2021 2:11 PM
150	The website, especially in terms of ordering products, is incredibly difficult to navigate. There are so many codes and similar products but often, only one or two meet needs. Also, cancellation of certain products has made it difficult to manage dressing the stoma. I am now forced to purchase alternatives myself. So lack of options and the number of coded products make ordering unnecessarily complicated and frustrating.	4/8/2021 2:10 PM
151	No very satisfied	4/8/2021 2:01 PM
152	Not at the moment	4/8/2021 1:55 PM
153	Yes. The entire staff of Ostomy Tasmania has always been helpful and my orders get here fast. I would never hesitate to ask any of their staff member for advice, because they are kind and make an awkward situation stress free and put you at ease.	4/8/2021 1:50 PM
154	NO	4/8/2021 1:46 PM