



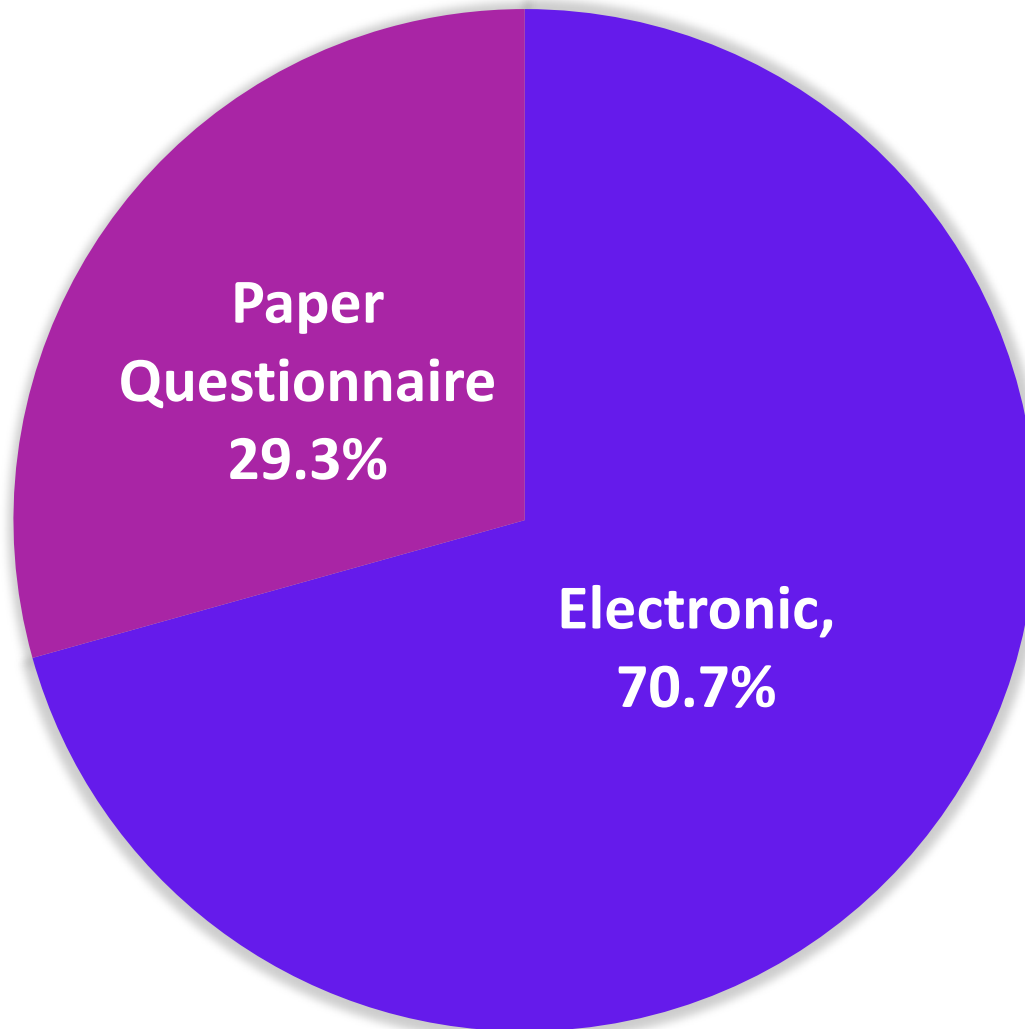
ACSA Ostomate's Survey 2021

PRESENTED BY DR ALLEN NASH - ACSA PRESIDENT

Survey Background

- ▶ Survey distributed to Ostomates via direct notices with orders from Stoma Associations and via the Ostomy Australia Journal insert as well as emailing a link to the survey.
 - ▶ 8,169 Responses to the survey were received
 - ▶ Ostomates could complete the survey:
 1. Electronically via a QR code (portable device or computer),
 2. Electronically via a web link supplied, or
 3. By completing the paper version of the questionnaire and posting it back.
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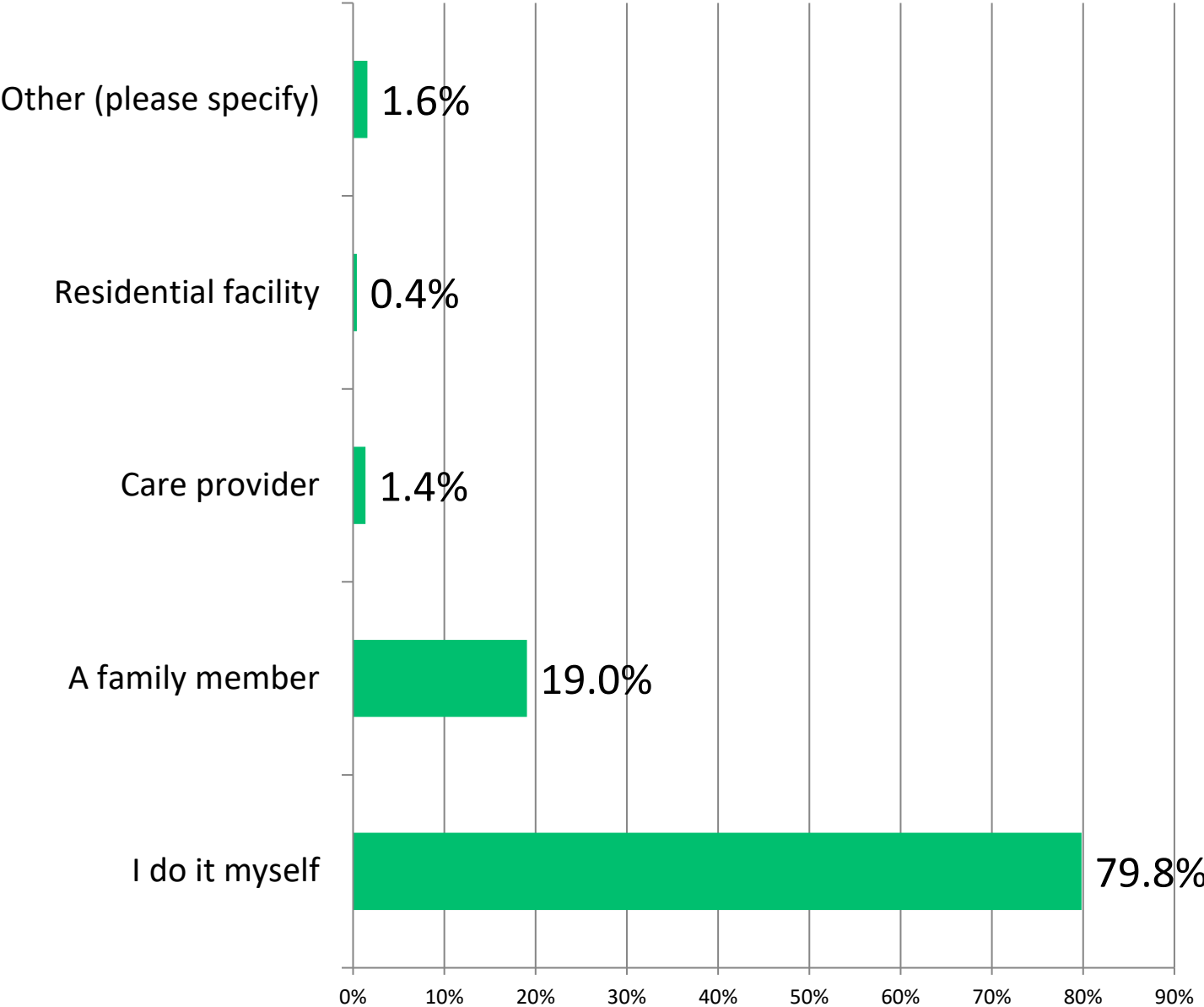
Percentage of Members by Method of Survey Completion



How Survey was Completed

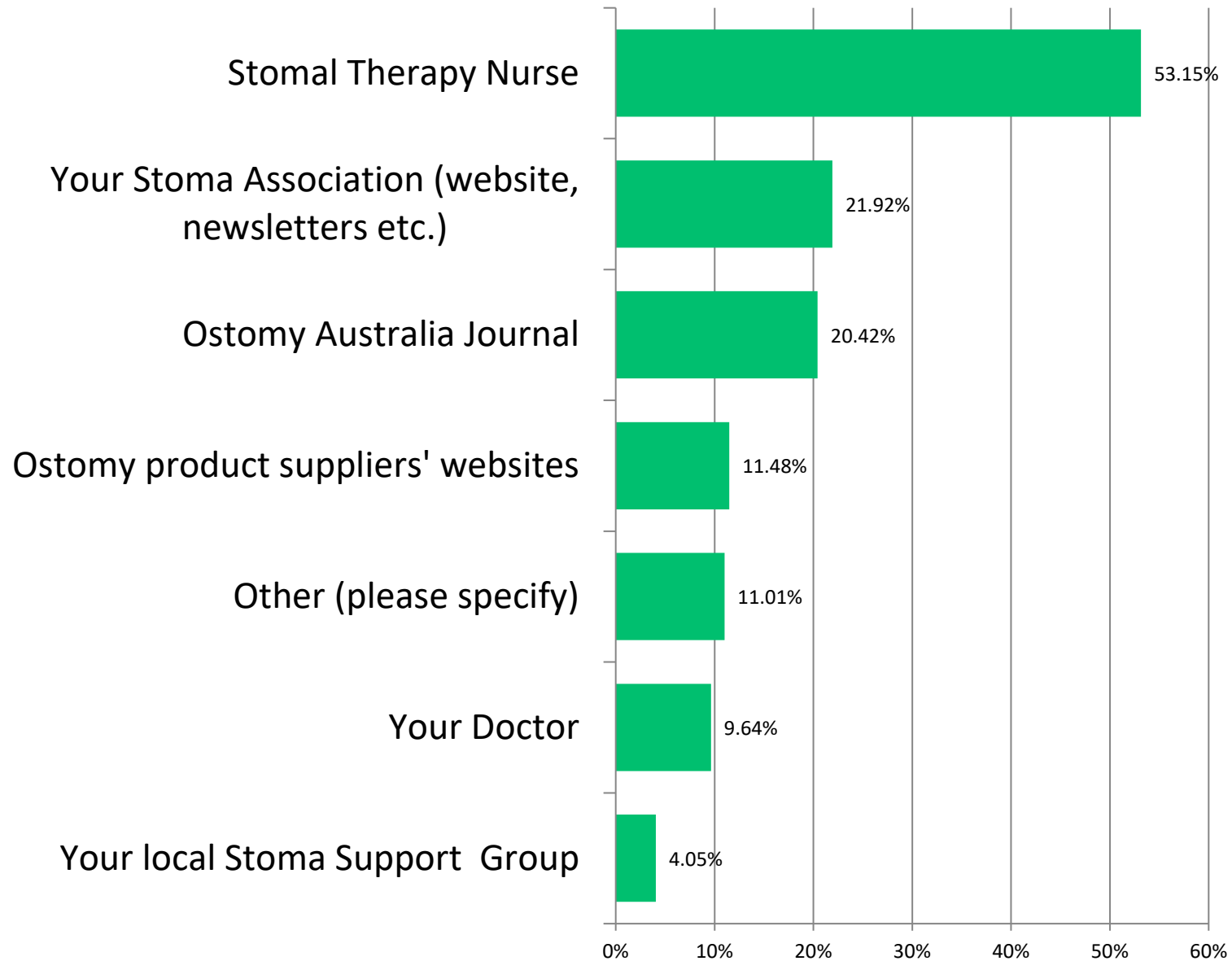
Note: Electronic responses entered via a QR code or via web page link to Survey Monkey. The questionnaire could have been completed via a portable electronic device or computer.

Who orders your stoma products?



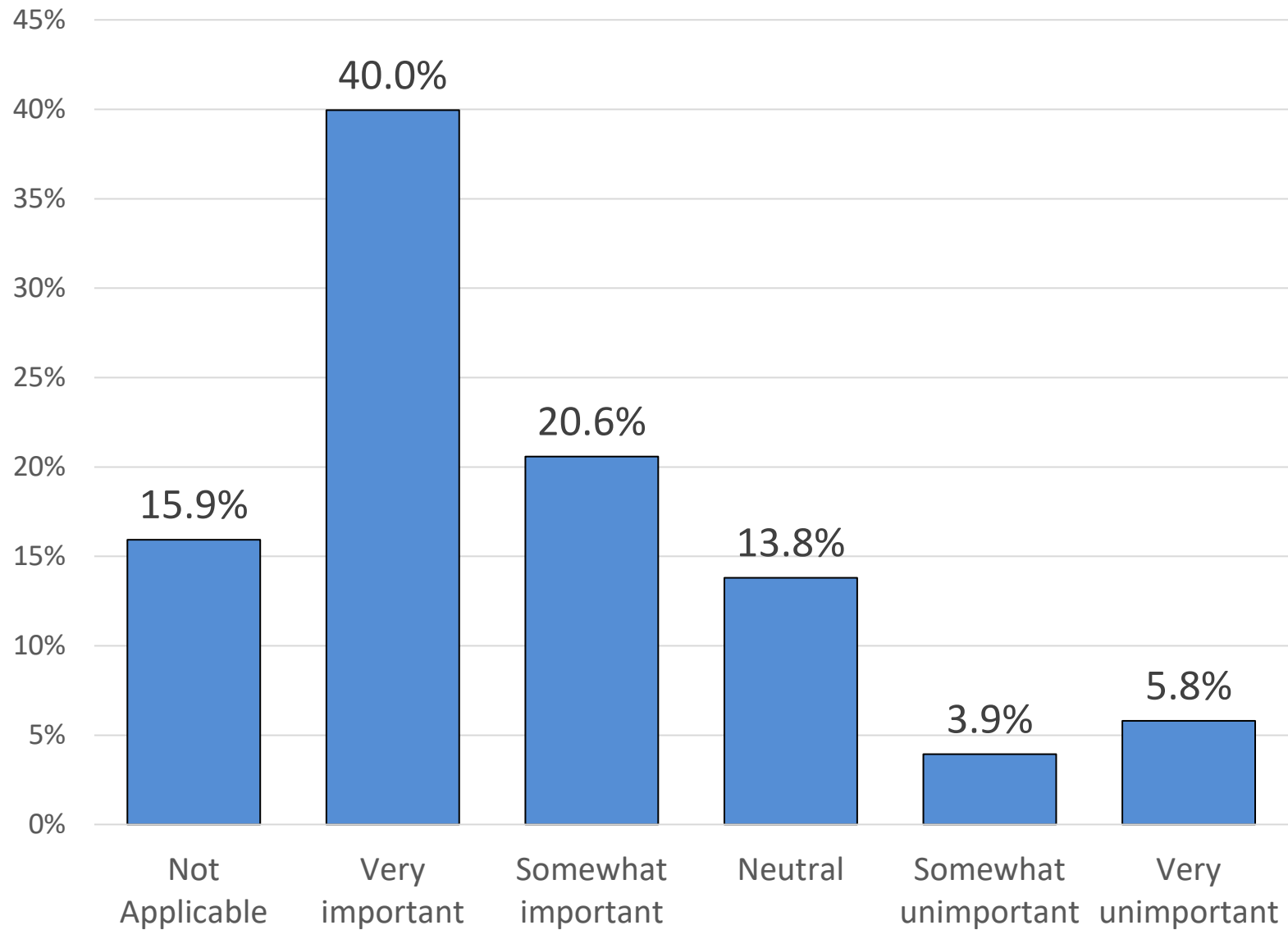
Who orders
Products
for the
Ostomate

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



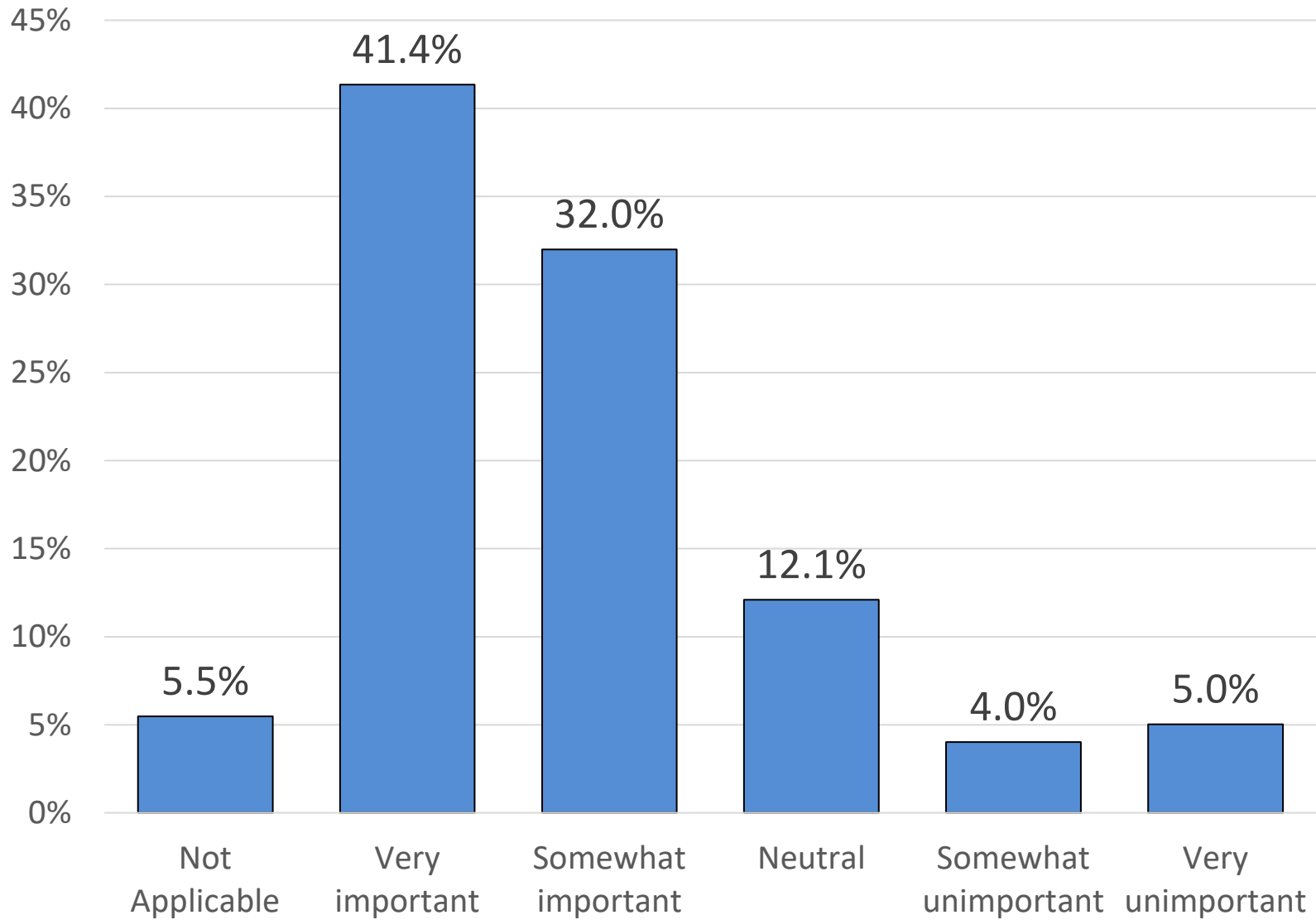
Managing Stoma Information Source

Please indicate how important is your **Stoma Association website** to provide resources



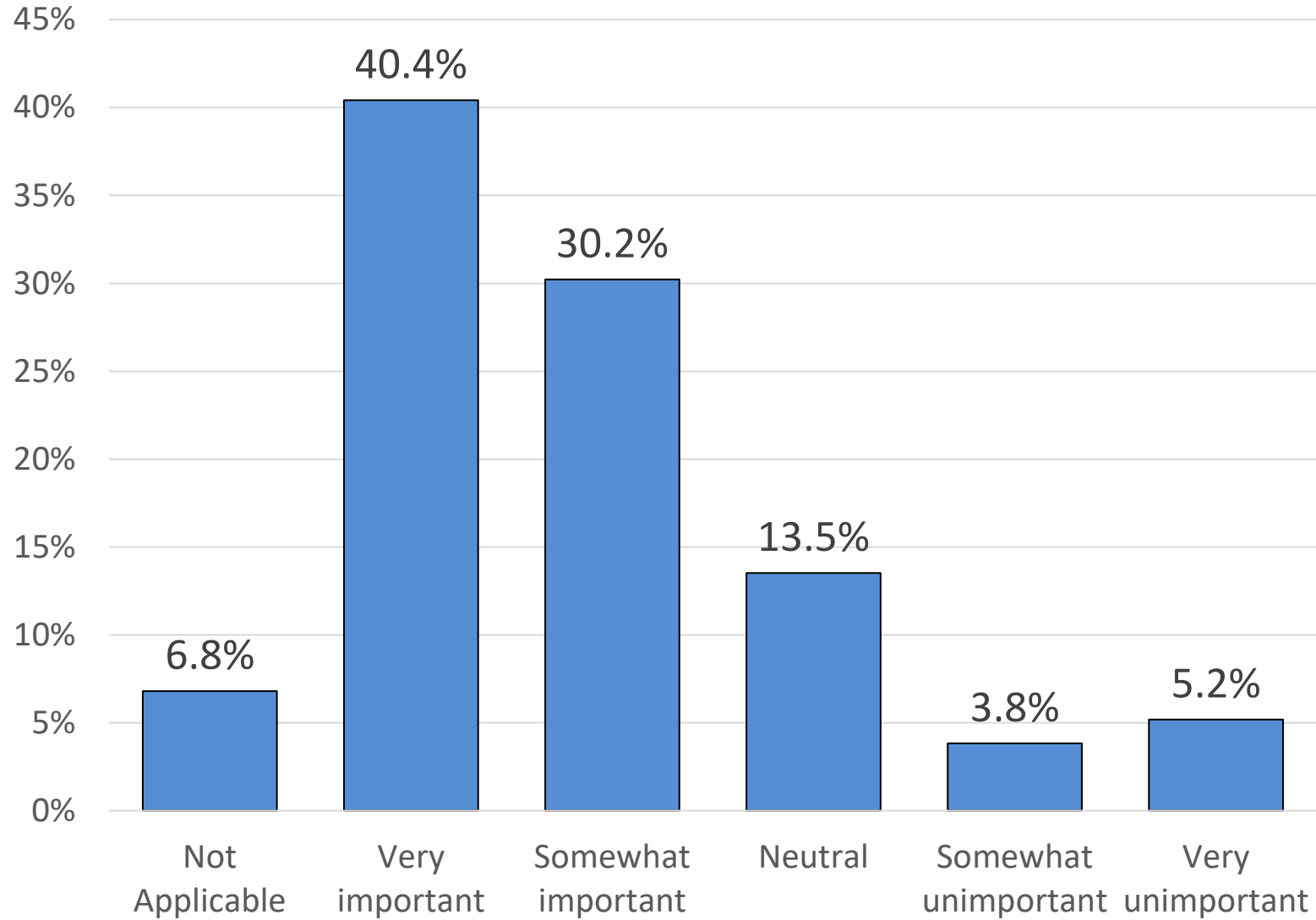
Importance
of Services

Please indicate how important is your **Stoma Association Newsletter**



Importance of Services

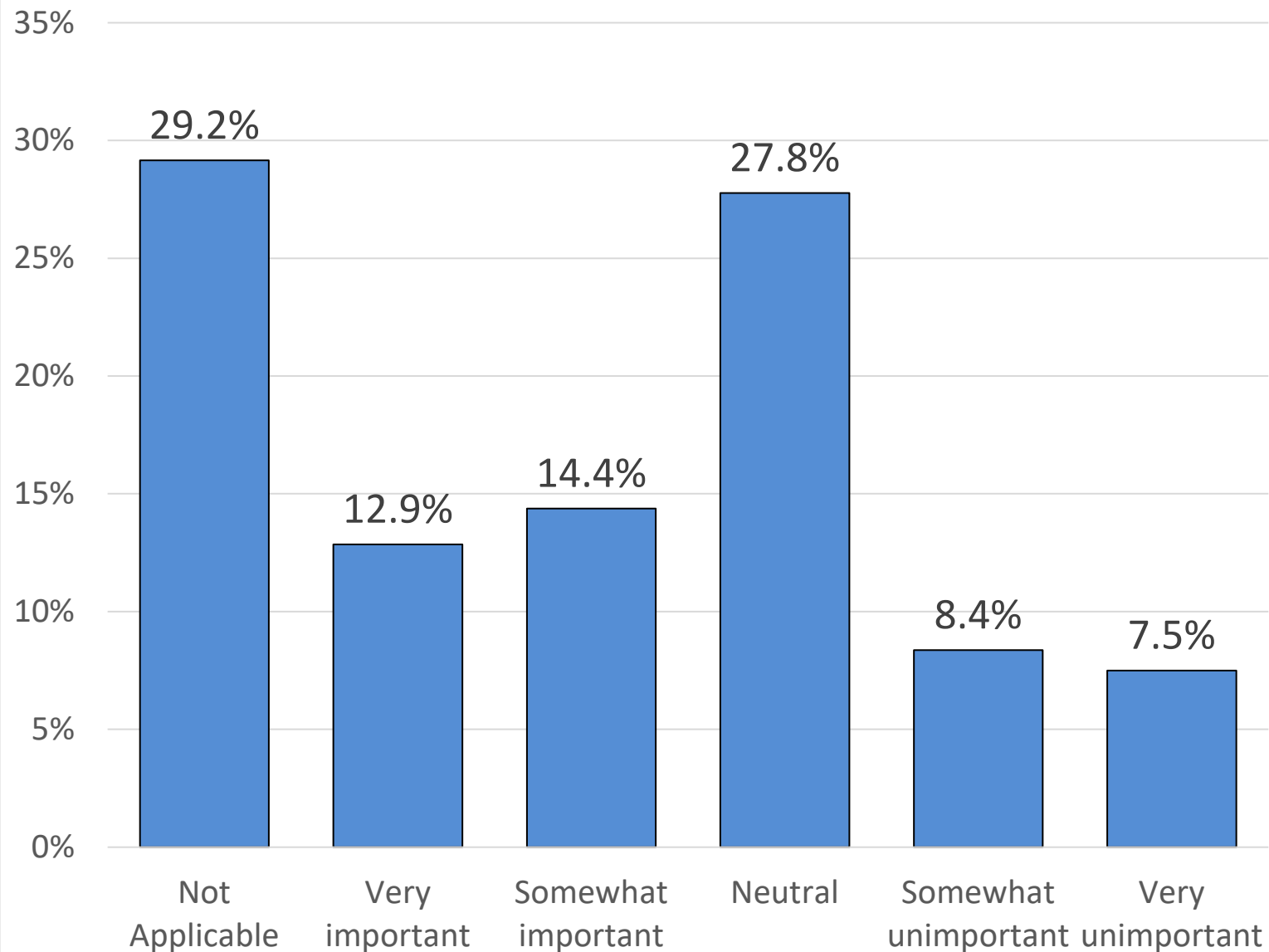
Please indicate how important is the **Ostomy
Australia Journal**



Importance
of Services

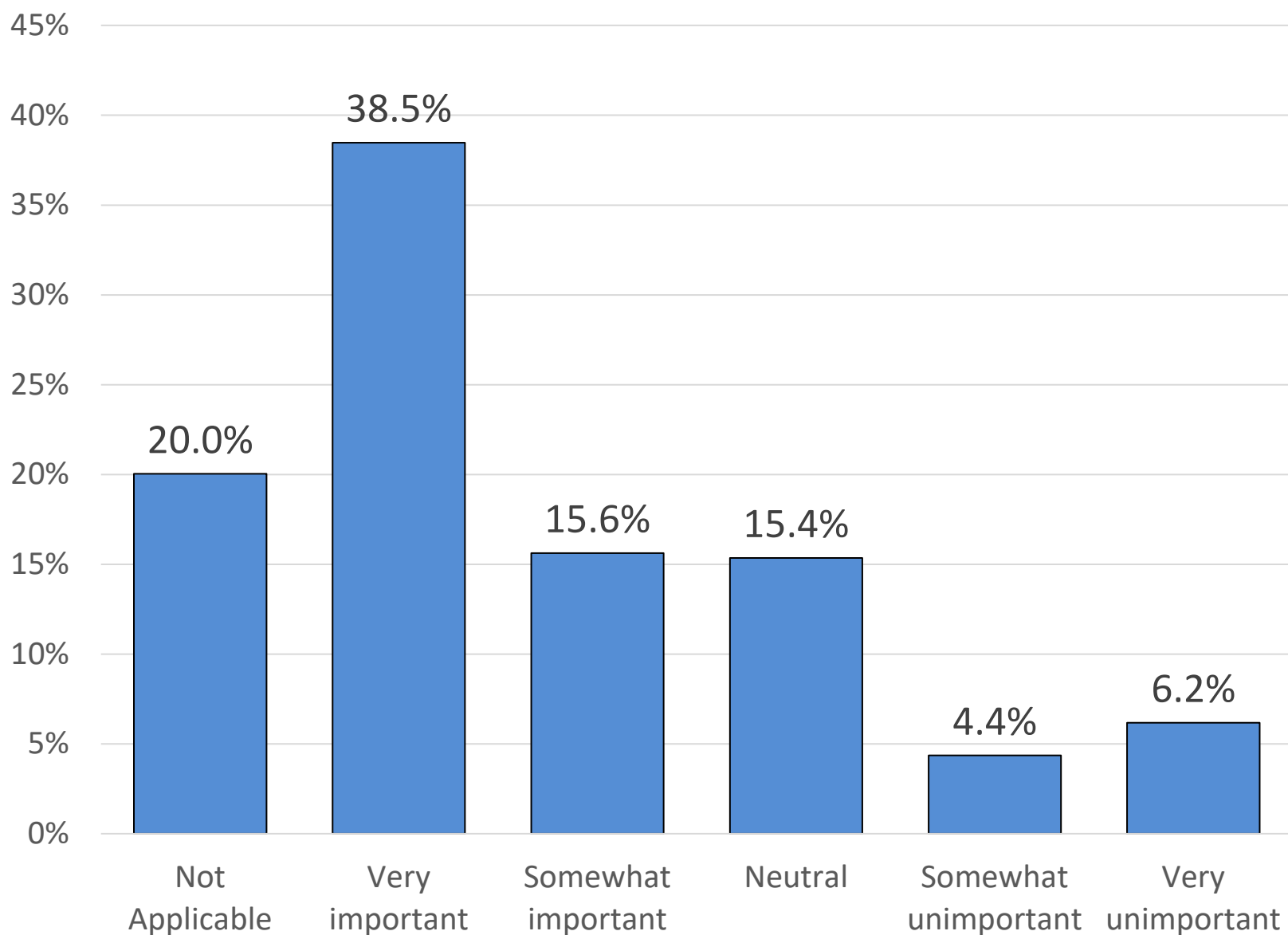


Please indicate how important **are information meetings for ostomates** run by your Stoma Association



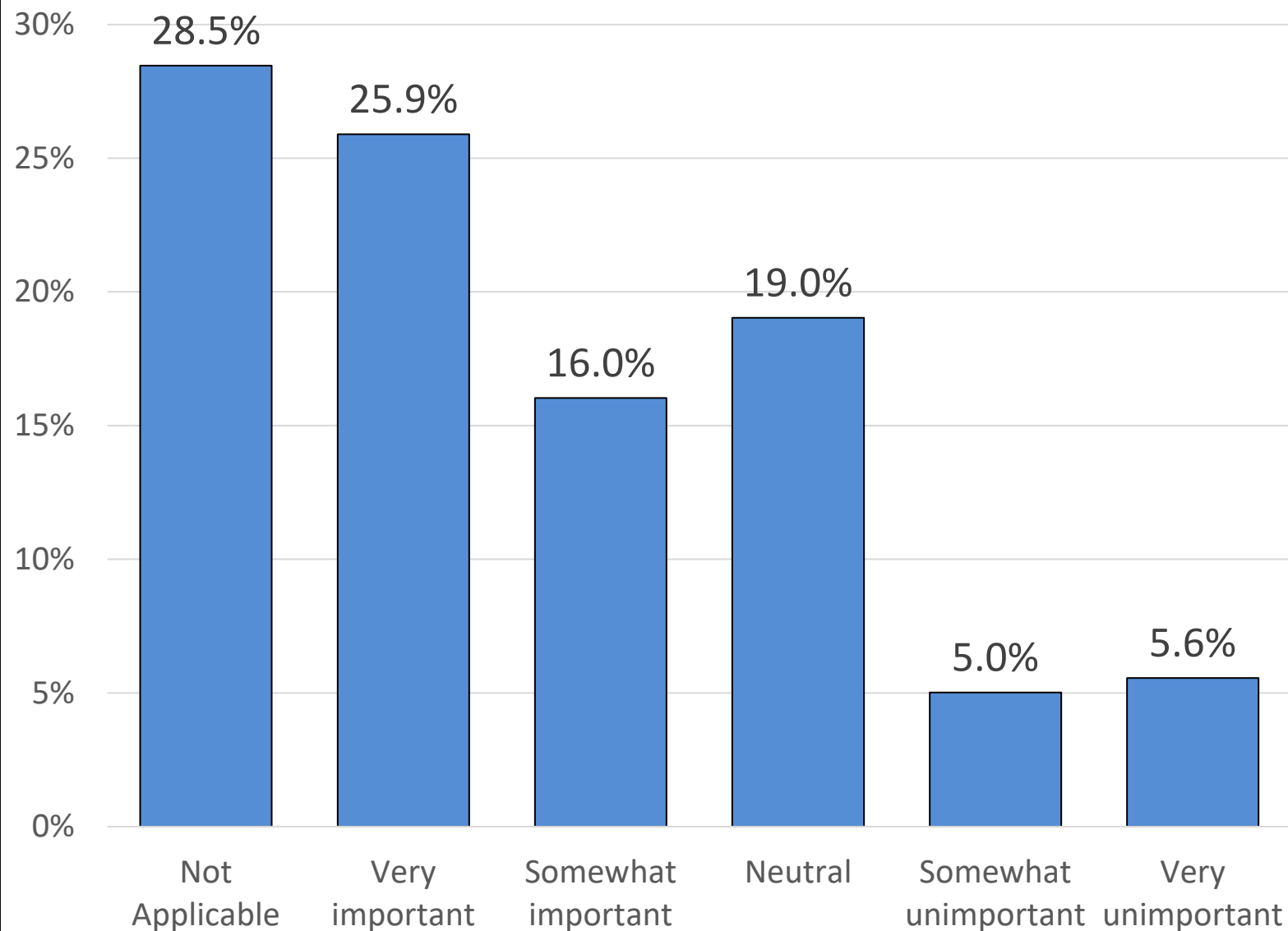
Importance of Services

Please indicate how important is **Stomal Therapy Nurse consultations** made available by your Stoma Association

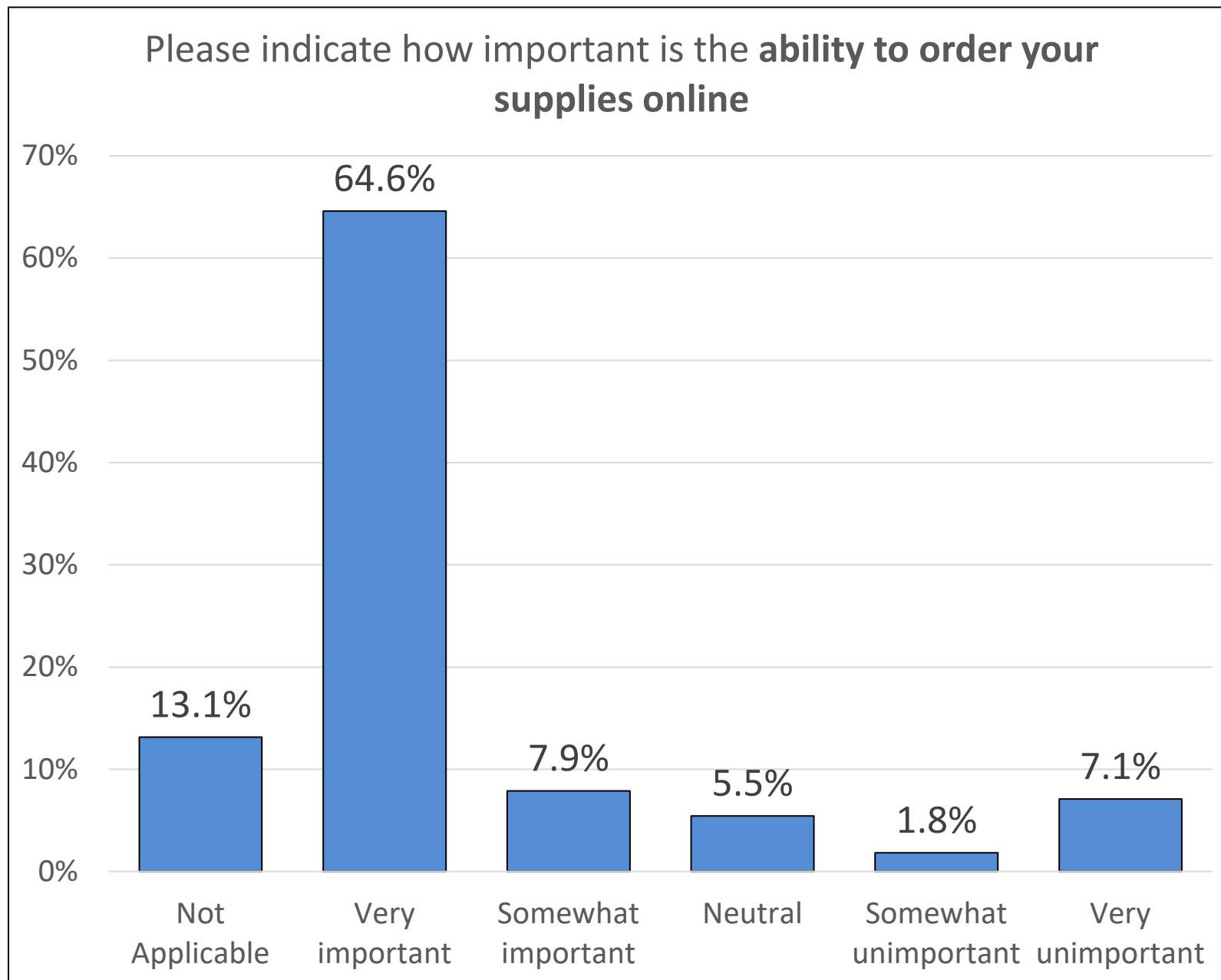


Importance
of Services

Please indicate how important is **online access to a Stomal Therapy Nurse**

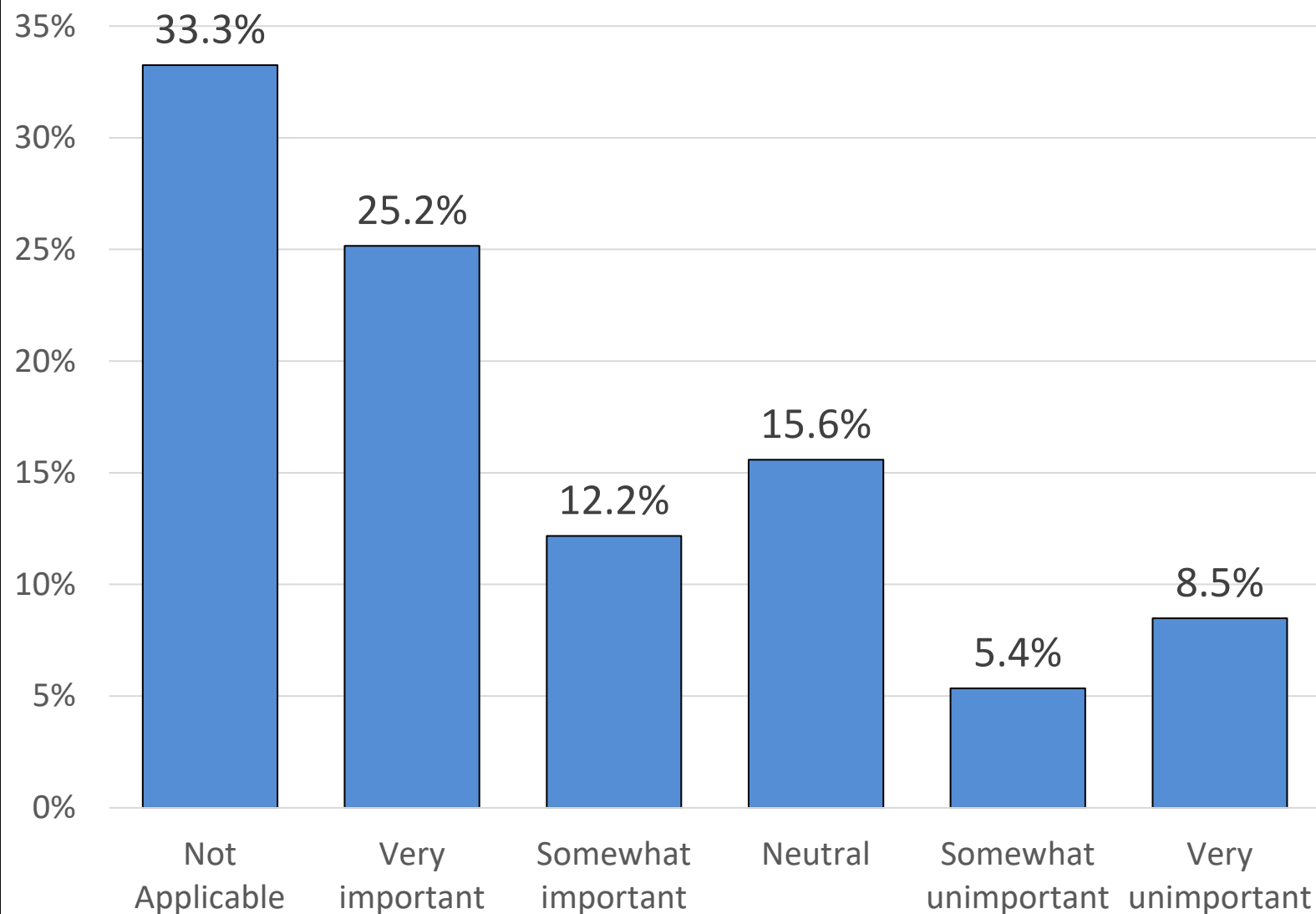


Importance
of Services



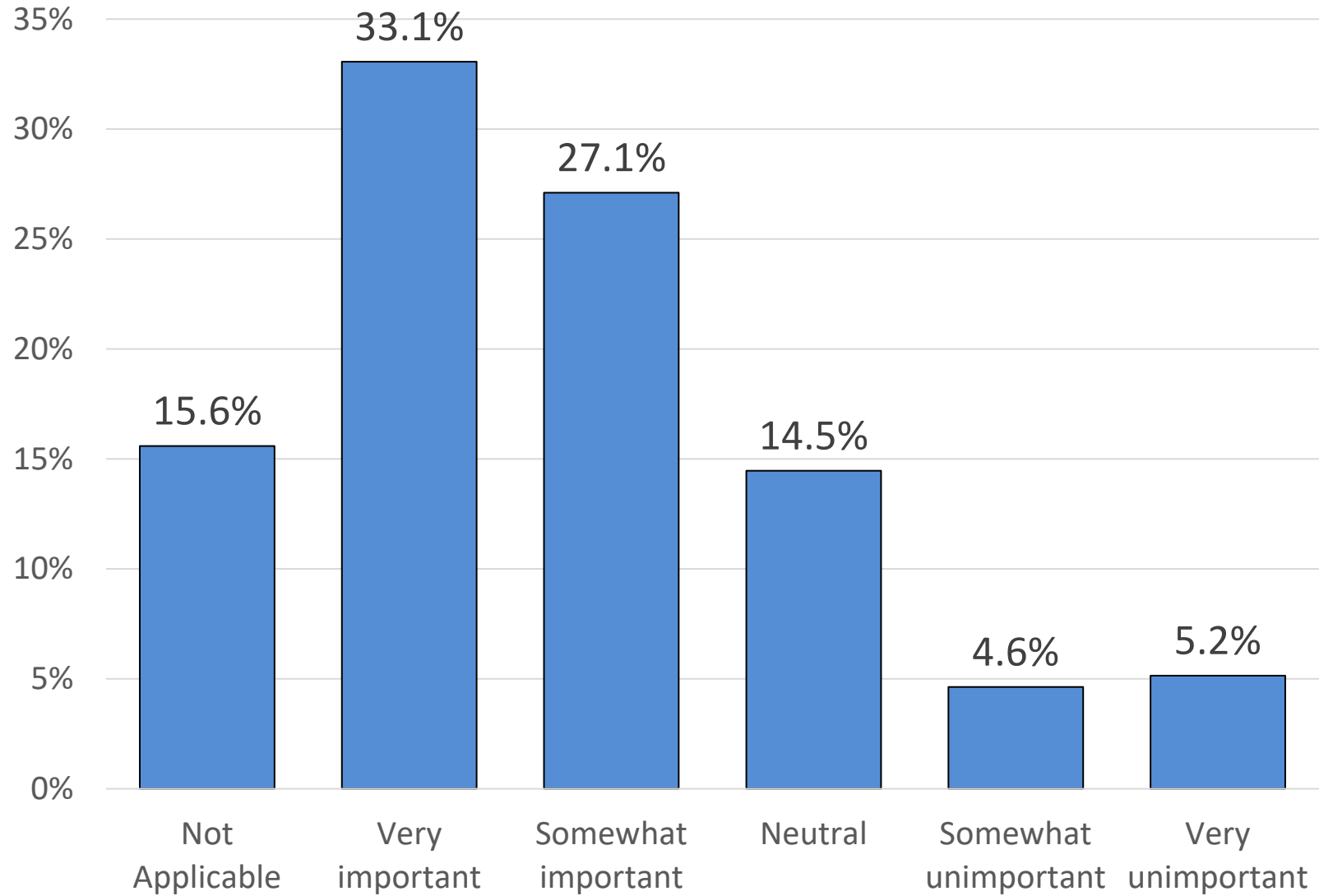
Importance of Services

Please indicate how important is the ability to **pick up orders from your Stoma Association Office**



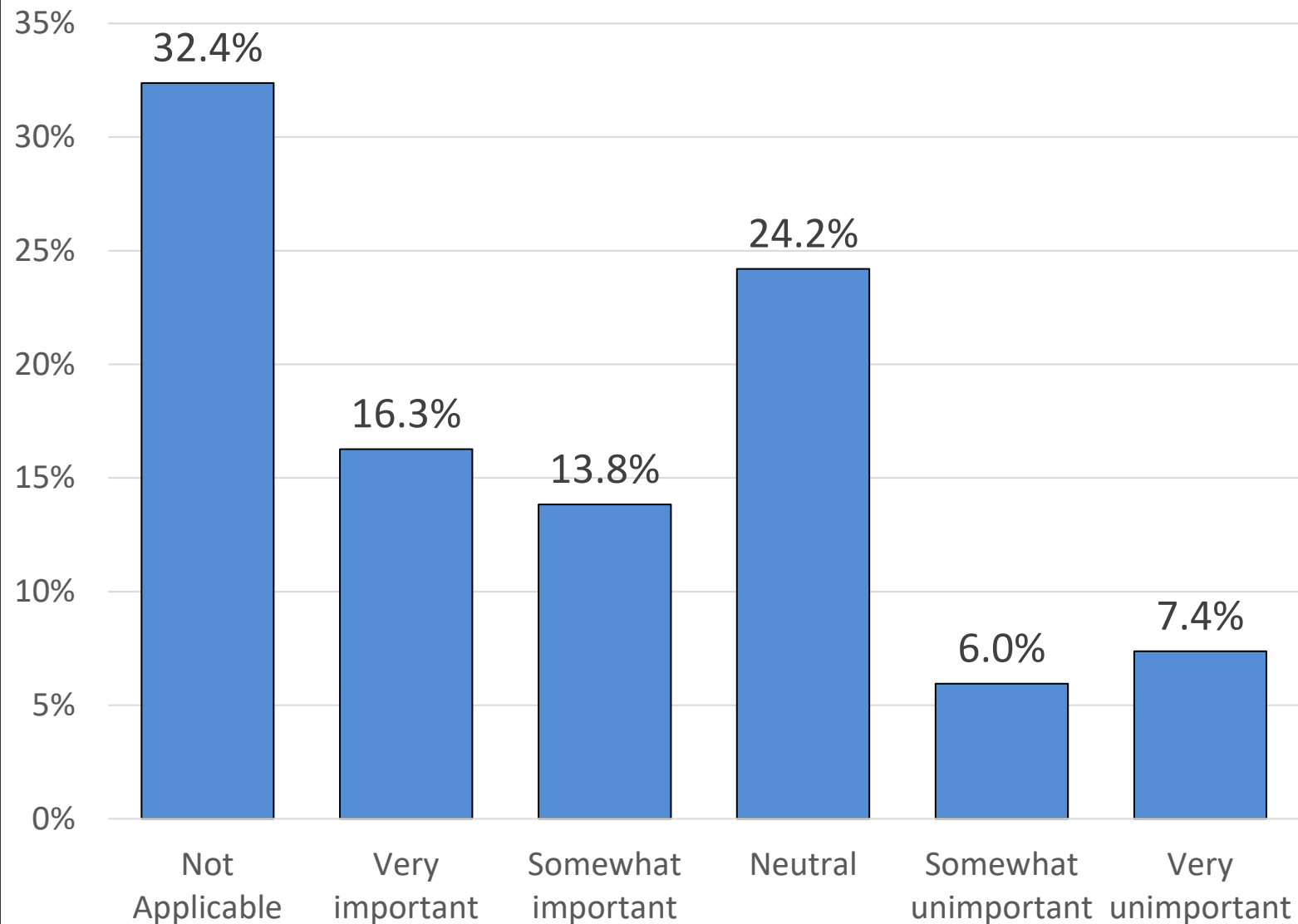
Importance of Services

Please indicate how important are **suppliers' websites** for information



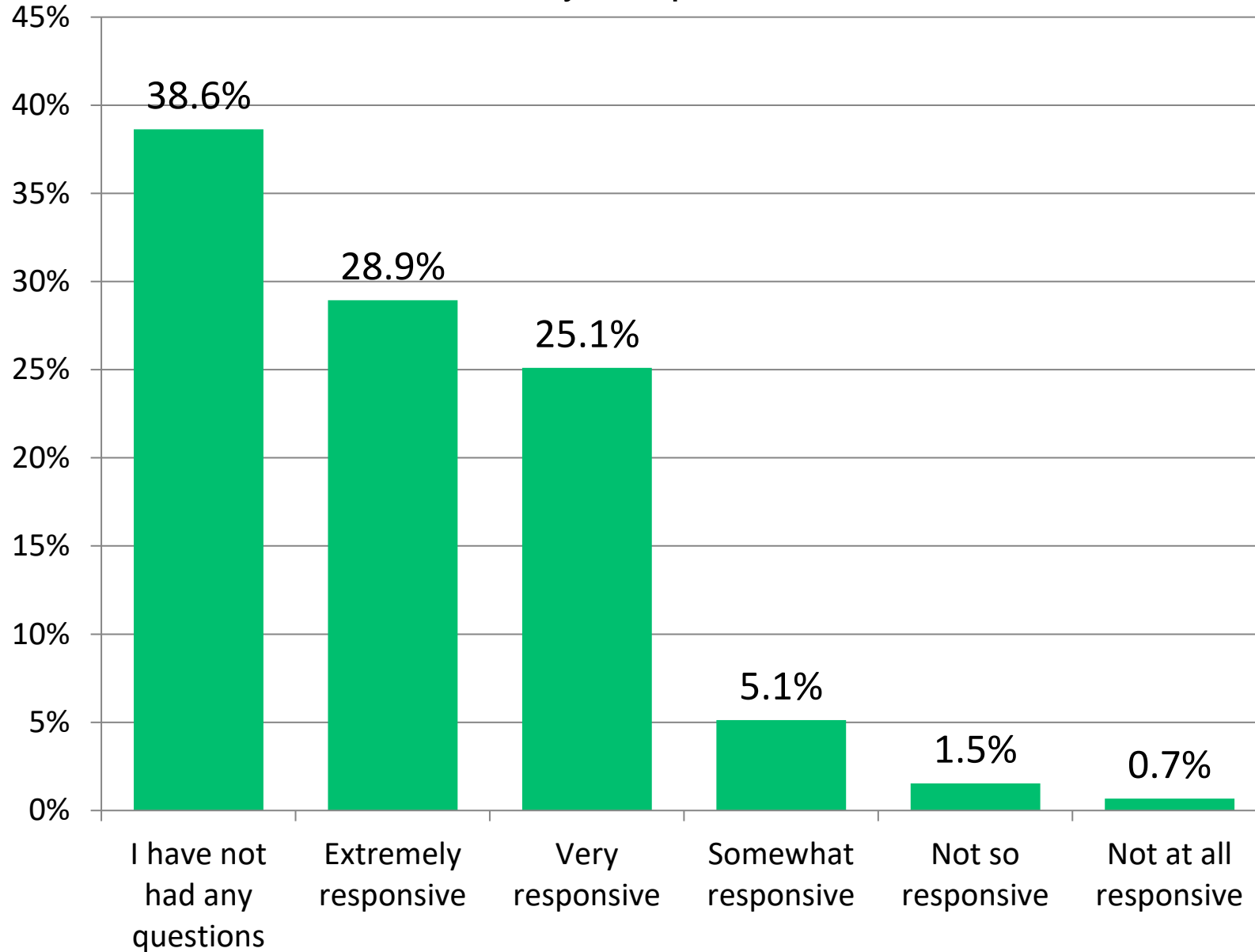
Importance
of Services

Please indicate how important is your **local stoma support group**



Importance
of Services

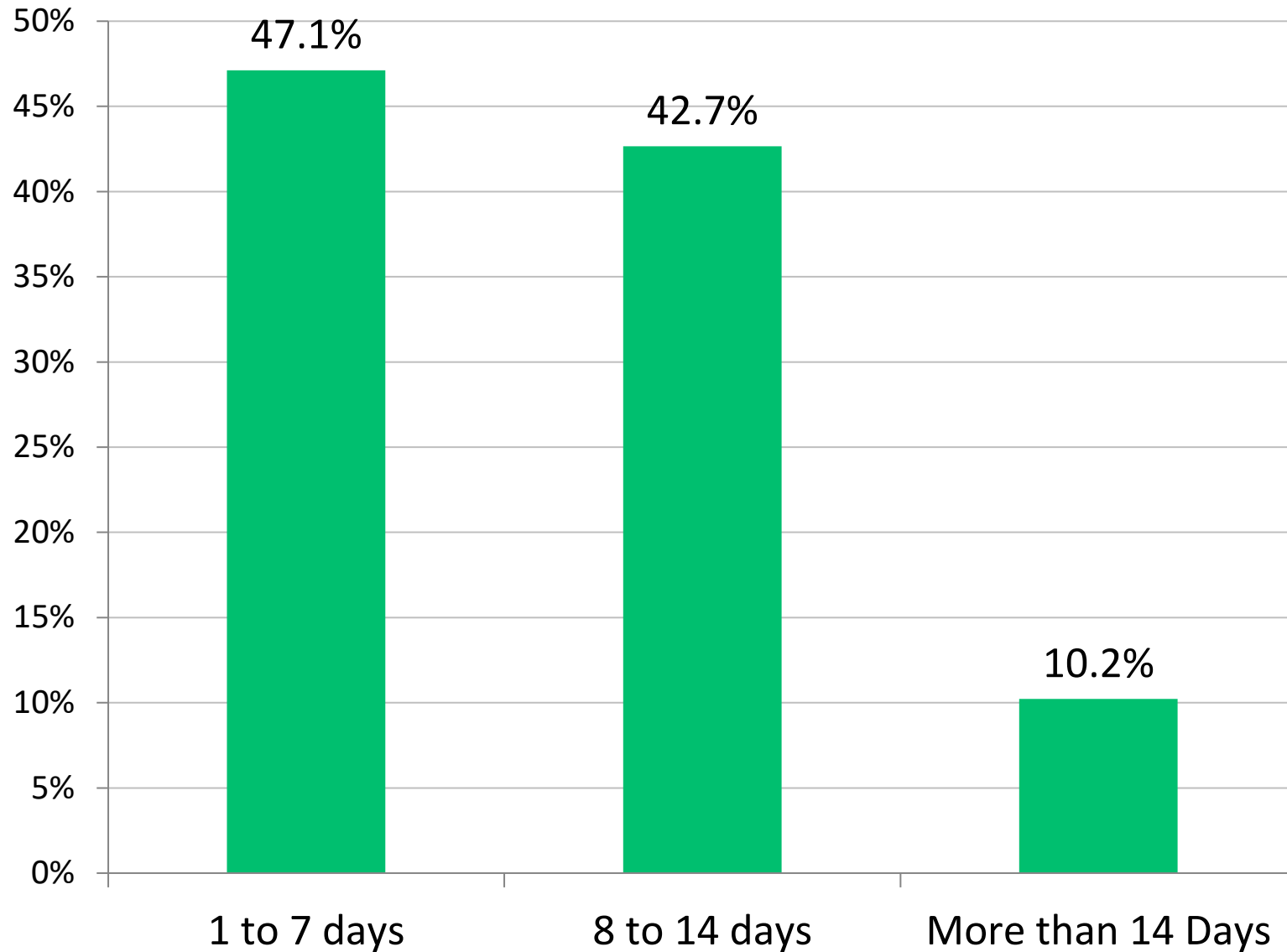
Generally, how responsive has your Stoma Association been to your questions or concerns?



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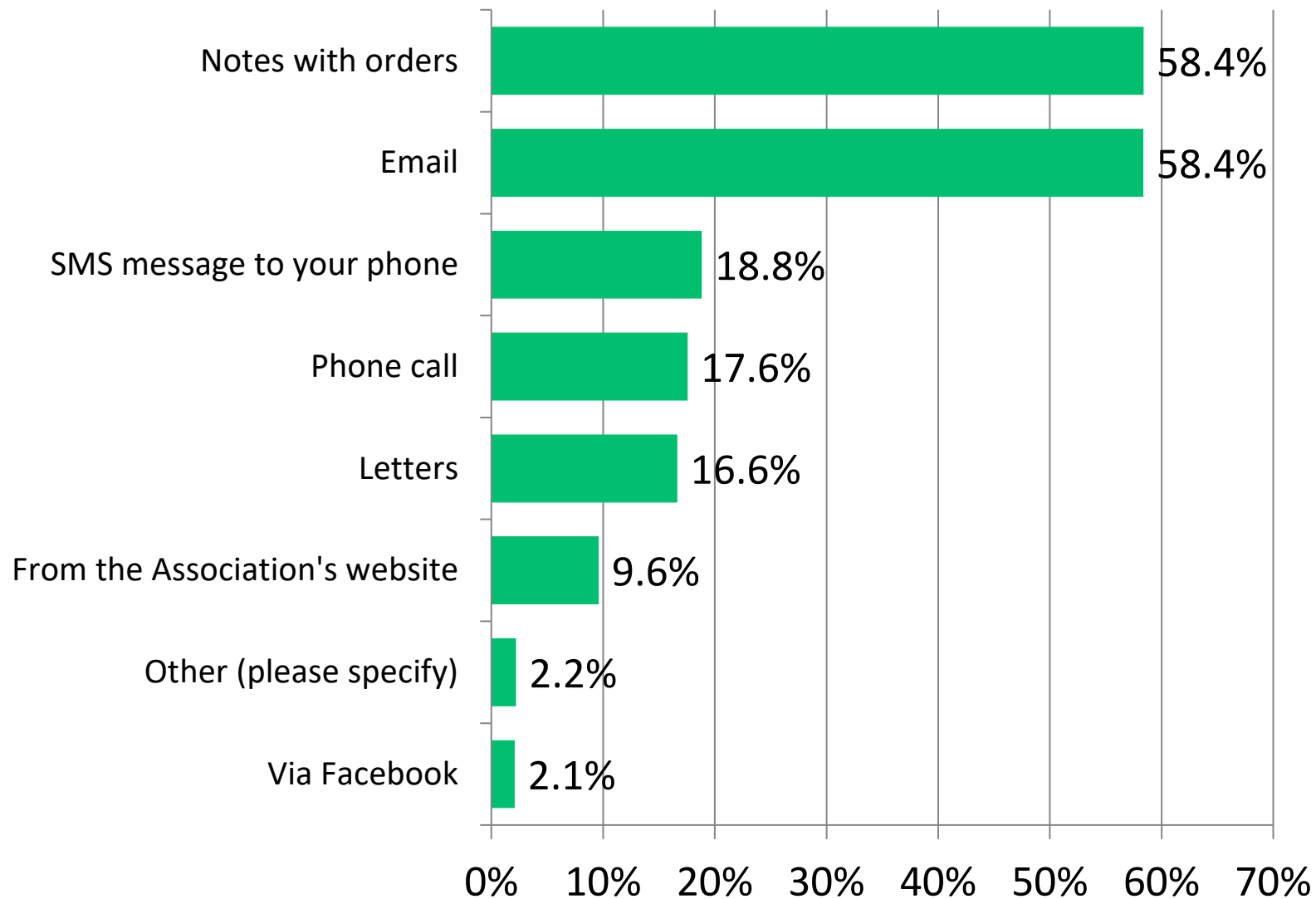
Responsiveness
of Stoma
Associations

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



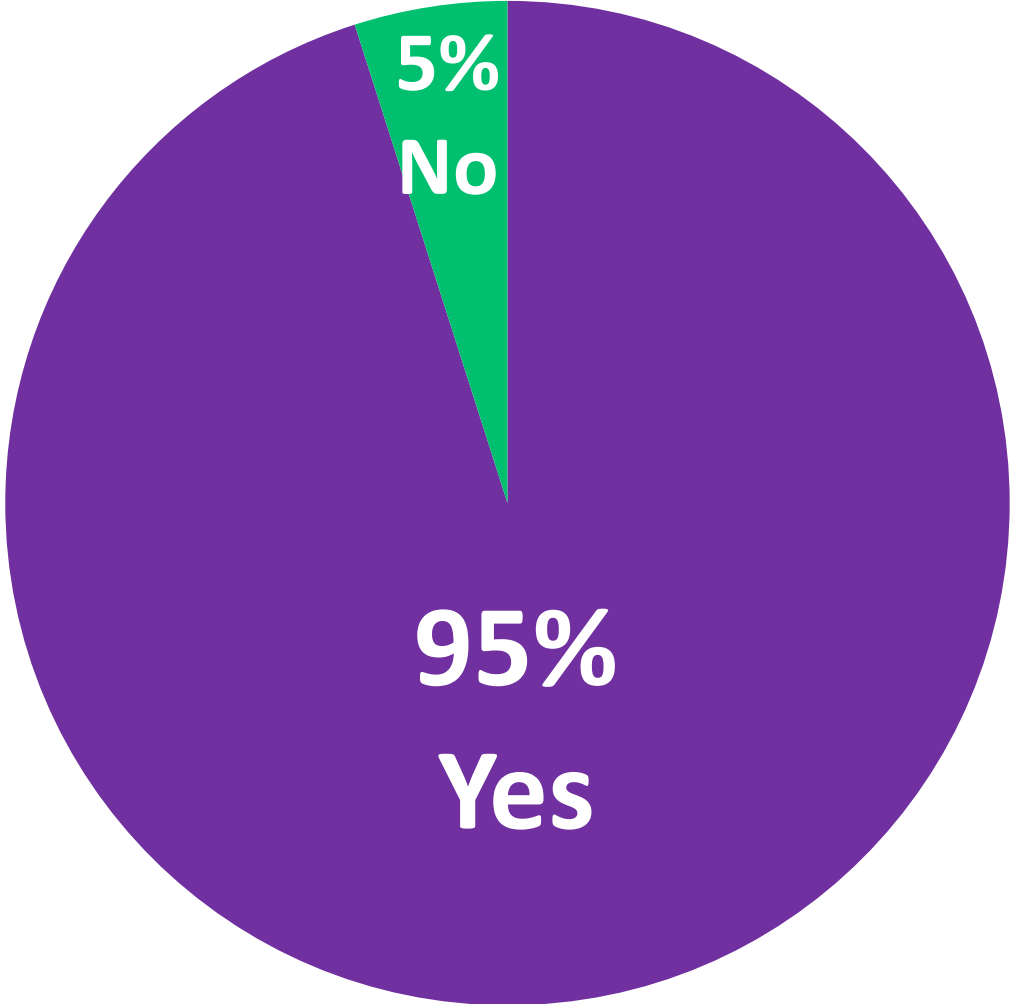
Delivery Time

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

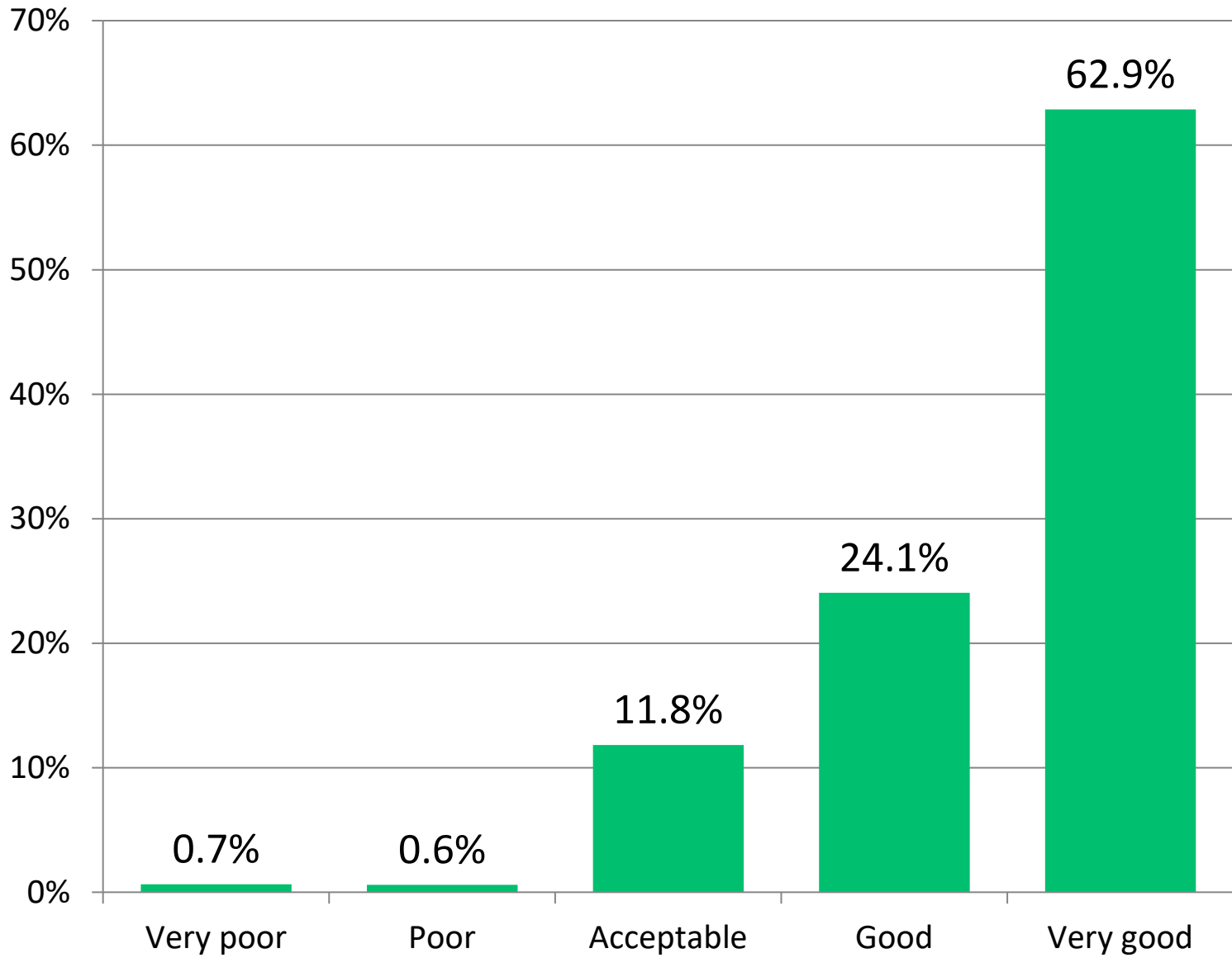


Preferred Contact Means

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

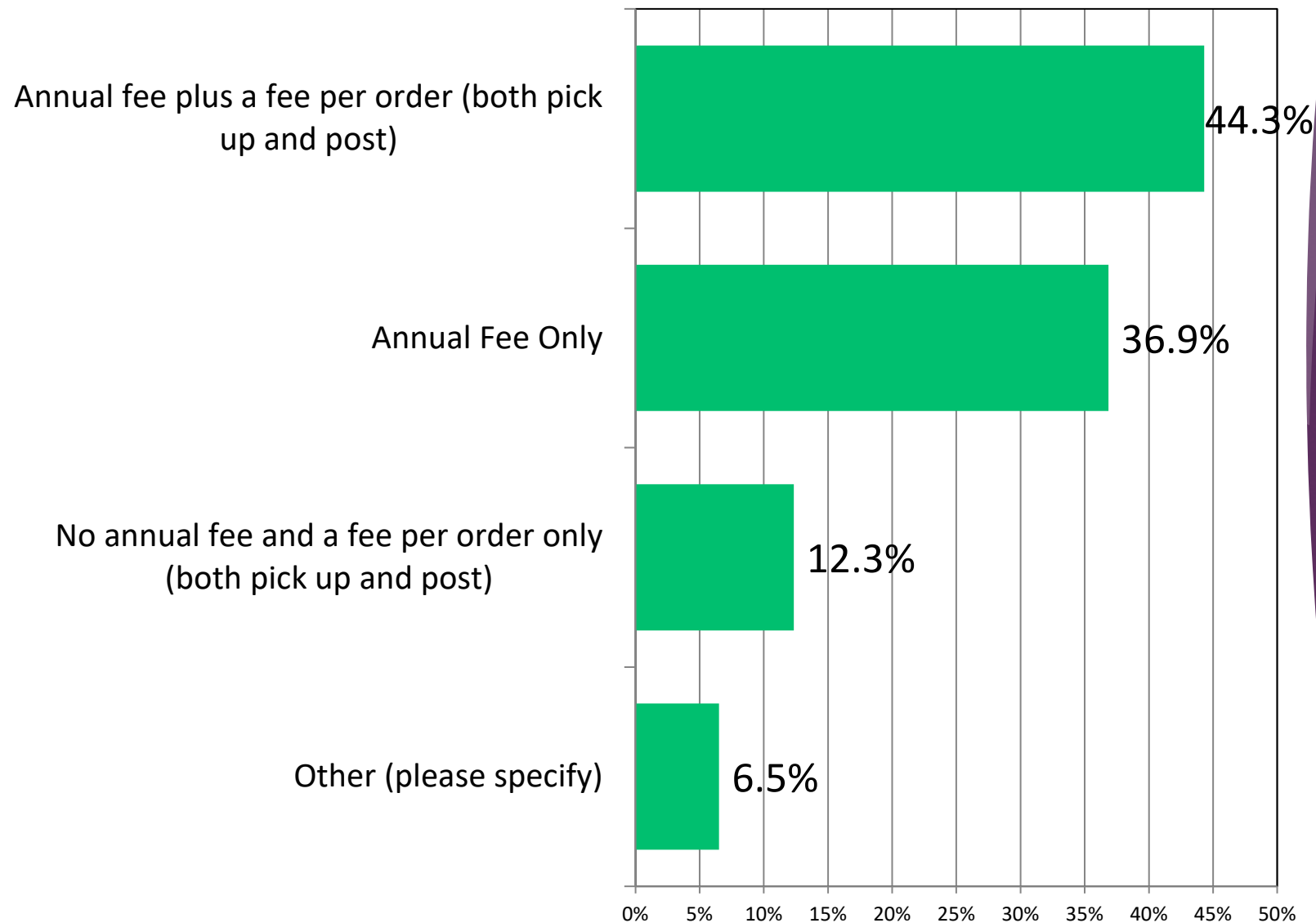


How would you rate your Stoma Association's response to COVID-19 in their service provision?



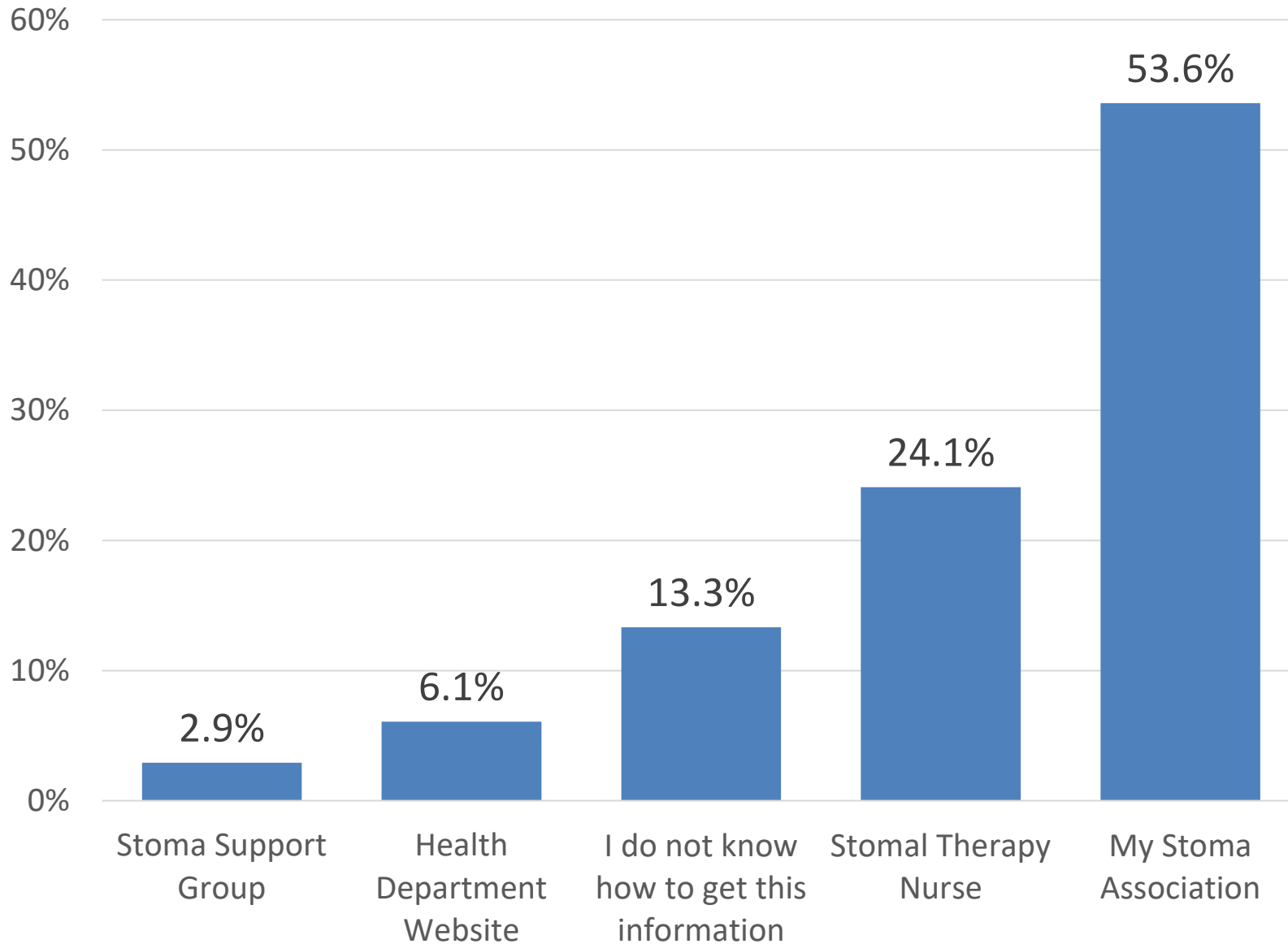
Associations Covid 19 Response

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?



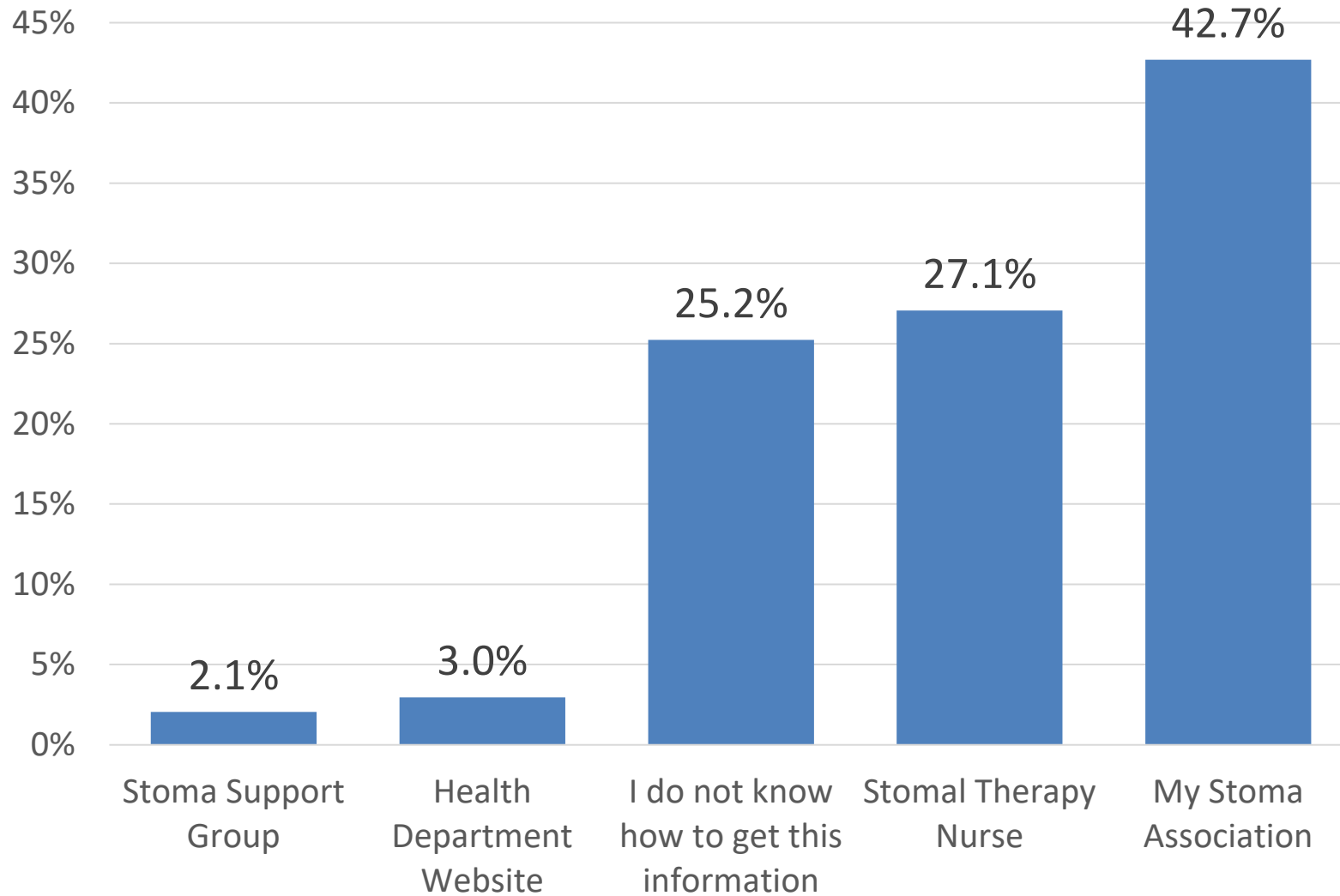
Ostomates
Costs
Structure

What is the source of your information on the **quantity of each stoma product** you can order each month



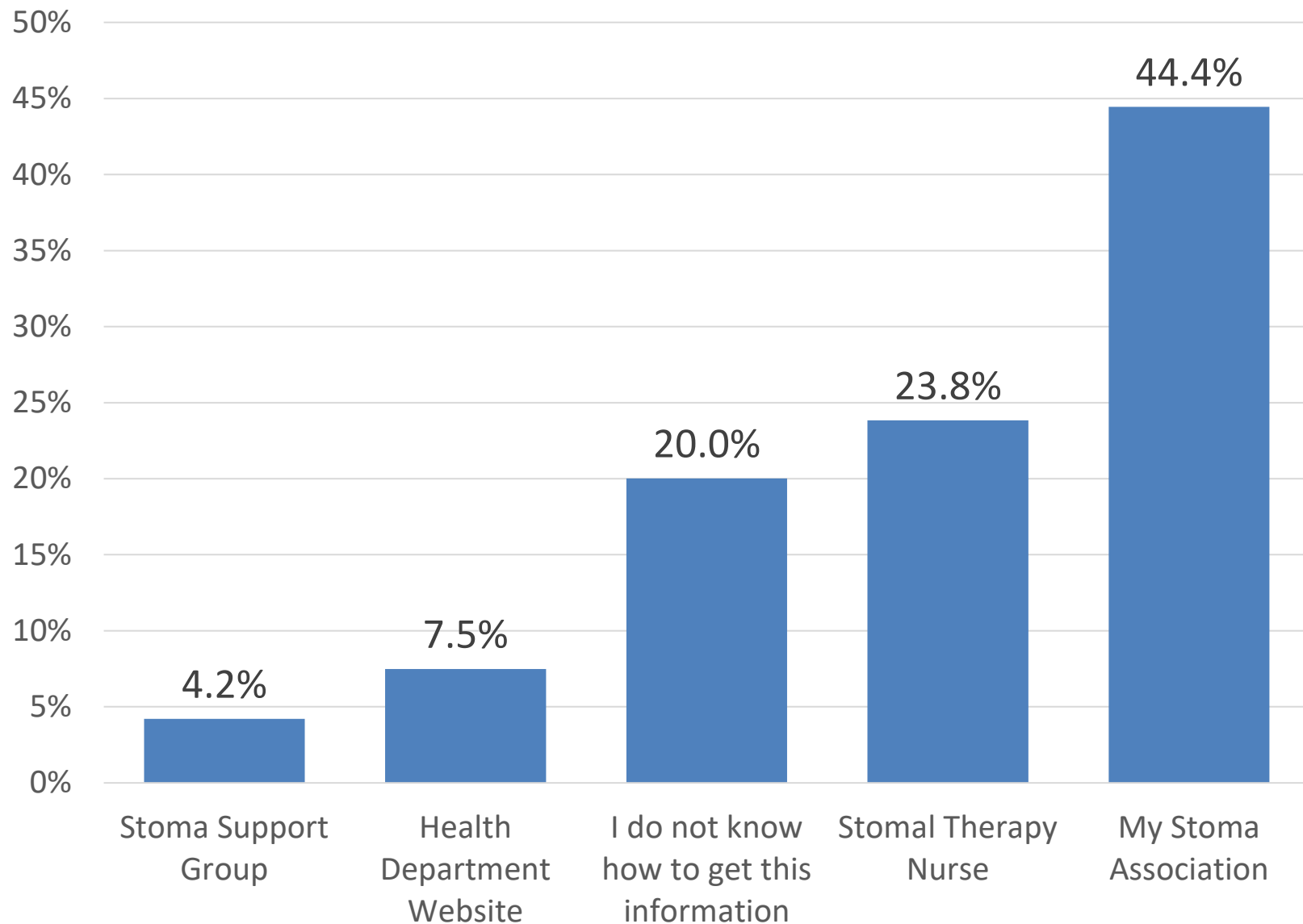
Sources of Information

What is the source of your information on **how to order a quantity above the Government allowance** for a particular product



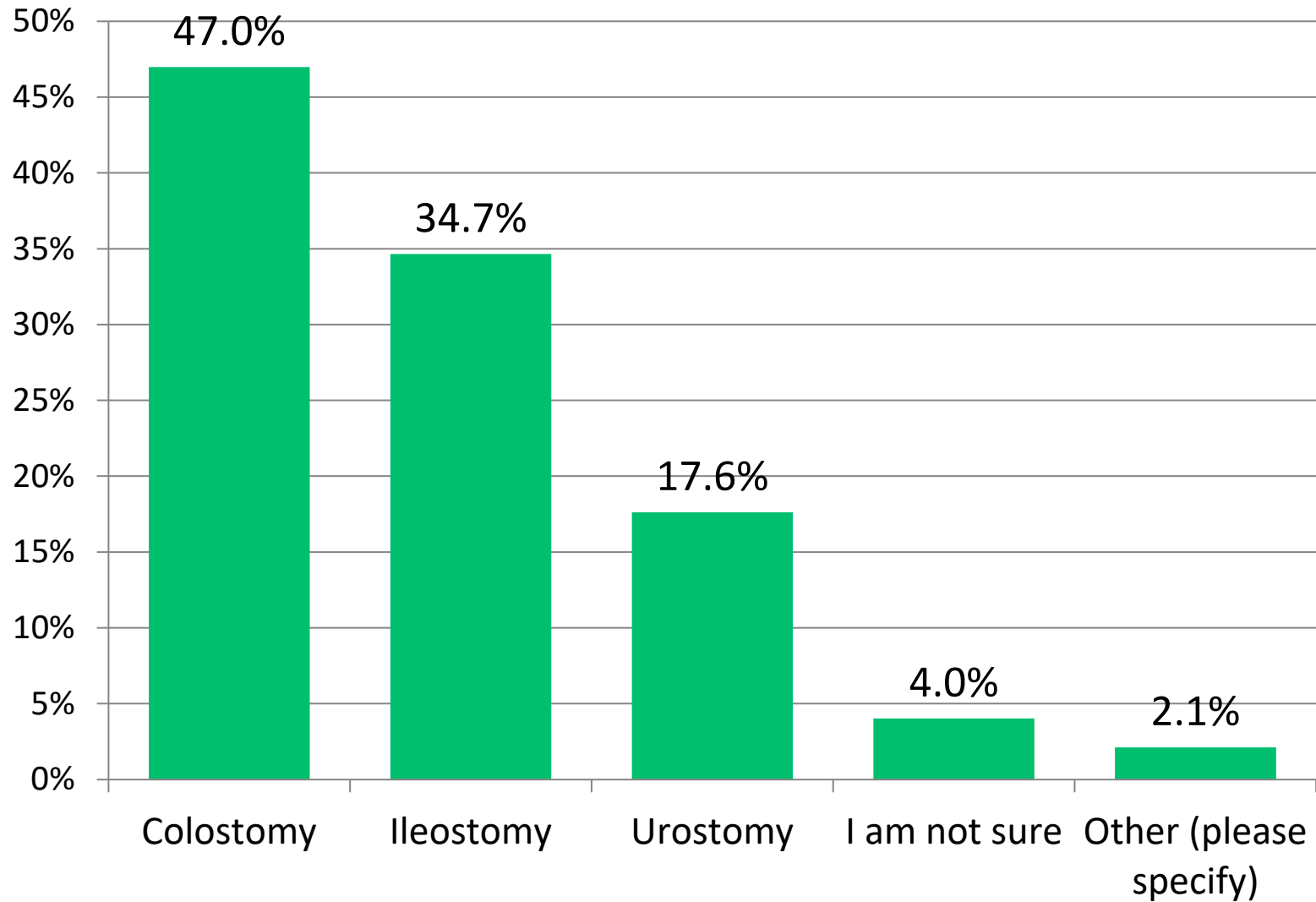
Sources of Information

What is the source of your information on how to see the range of stoma products that are available to you



Sources of Information

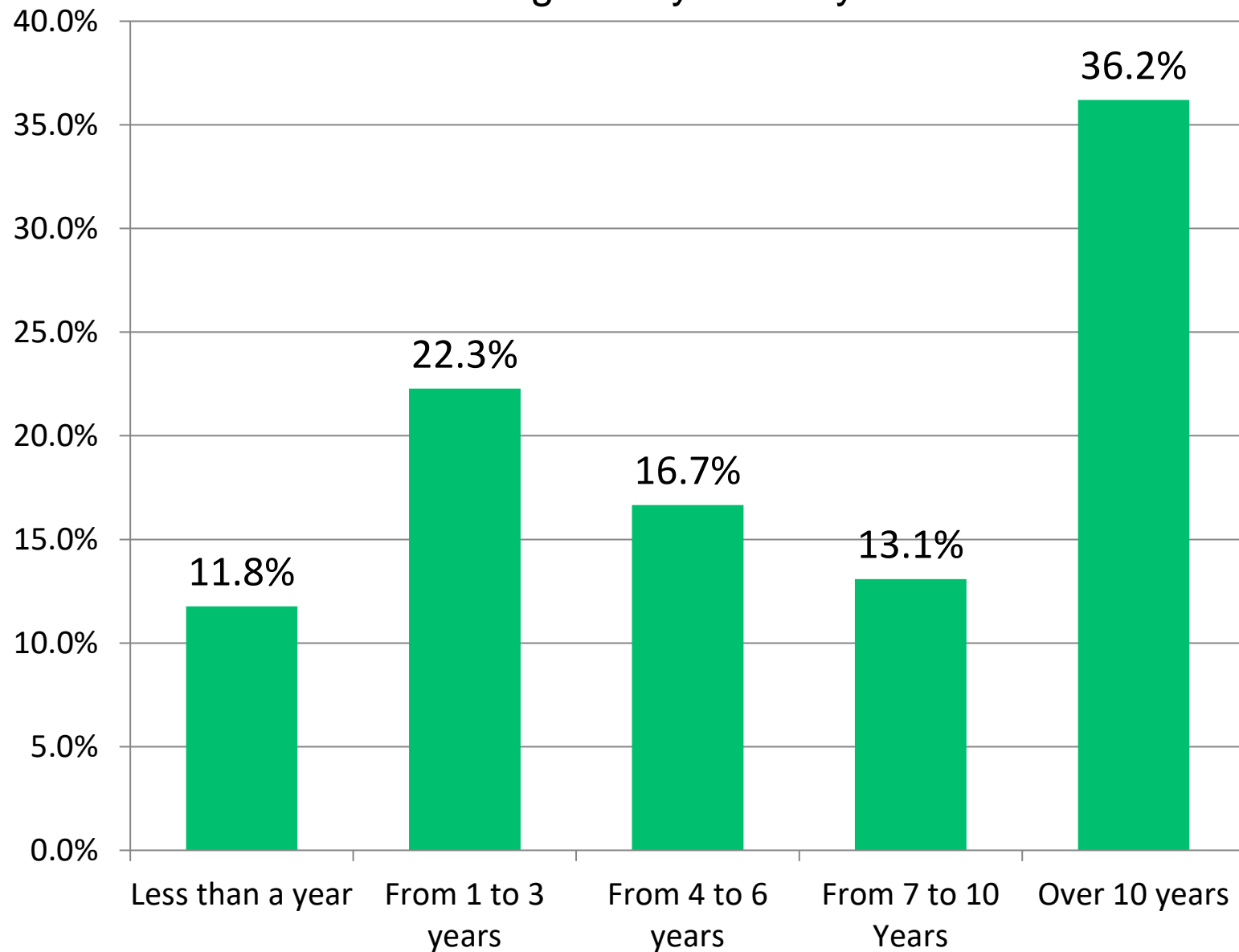
What type of stoma do you have? You can select more than one.



Type of
Stoma

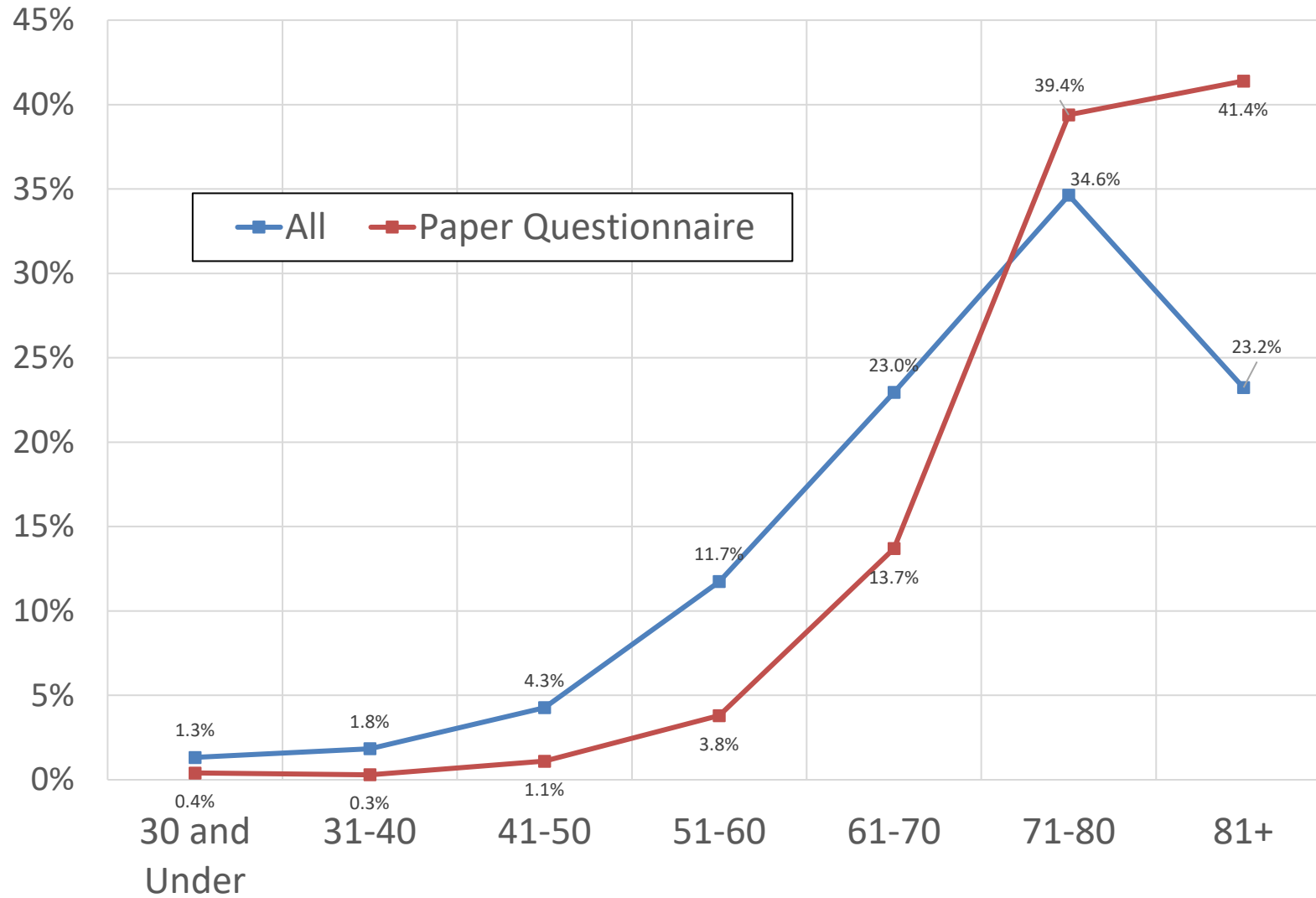


How long have you had your Stoma?



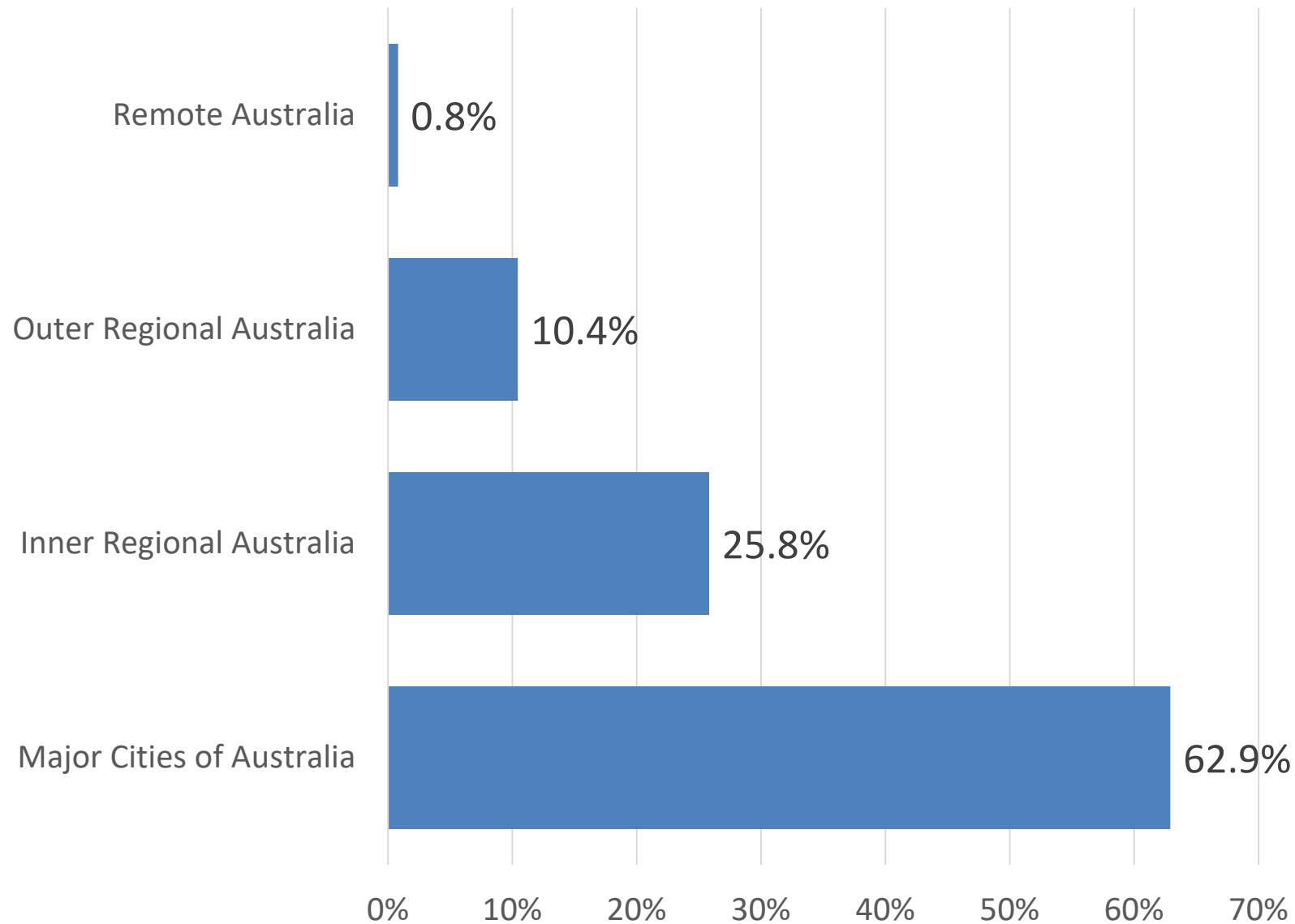
Importance
of Services

What is your age range?



Importance of Services

Location of Ostomates



Importance
of Services