







2024 Consumer satisfaction with SWEP

Annually we ask consumers, after they have received and used their Assistive Technology, to tell us how satisfied they are overall with their SWEP experience. We have again exceeded our target of 90%, set by the Department of Health and achieved an overall satisfaction rate of 97%.

Thank-you SWEP AT Practitioners for helping to make this happen.

					
<p>405 responses to 1, 940 consumer experience surveys</p> <p>Responses in all assistive technology categories</p>	<p>97% overall satisfaction with the SWEP experience</p> <p>That includes SWEP staff, AT practitioners, suppliers, repair agents and service</p>	<p>96% overall satisfaction with SWEP staff in communications</p> <p>We are timely, helpful, respectful, understood consumer needs and gave clear information</p>	<p>97% overall satisfaction with AT Practitioners</p> <p>You are understanding consumer needs, providing options to meet needs, and informing consumers about the process to access SWEP support</p>	<p>97% overall satisfaction with the equipment and suppliers</p>	<p>97% overall satisfaction with the equipment, service or modification having helped consumers achieve their goals</p>

Recommendations

- Marketing of SWEP – Improved promotion of SWEP
- Oxygen – review of delivery timeframes for ongoing consumers and of oxygen trollies
- Online platform was used this year – need to consider how to mandate response boxes to ensure all are filled in.