









2019 Consumer satisfaction with SWEP: our best year ever!

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 at least 85%, set by the Department of Health and Human Services and this has been our best year ever!

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

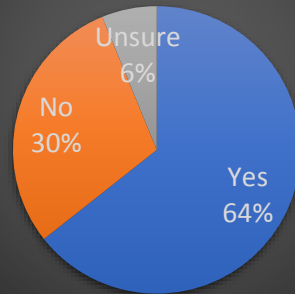
					
<p>404 responses to 1, 293 consumer experience surveys</p> <p>Responses in all assistive technology categories</p>	<p>97% overall satisfaction with the SWEP experience</p> <p>That includes SWEP staff, AT practitioners, suppliers, repair agents and service</p>	<p>97% overall satisfaction with SWEP staff in communications</p> <p>We are timely, helpful, respectful, understood consumer needs and gave clear information</p>	<p>96% 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>94.8% overall satisfaction with the equipment and suppliers</p>	<p>94.6% overall satisfaction with the equipment, service or modification having helped consumers achieve their goals</p>

An area for improvement

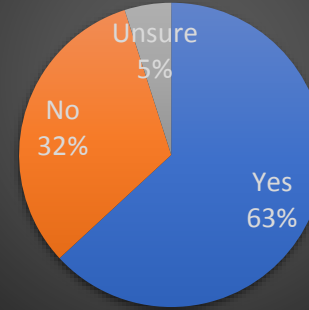
Explain to our consumers and **help them to understand** the [Australian Charter of Healthcare Rights \(second edition\)](#)

Encourage consumers to actively engage in decisions about their care and outline what they can expect when assistive technology solutions are developed including **seven fundamental rights**: access, safety, respect, partnership, information, privacy and giving feedback

Were your rights under the Australian Charter of Healthcare Rights explained to you?



Do you understand your rights under the Australian Charter of Healthcare Rights?



The Australian Commission for Safety and Quality in Healthcare, has developed [resources](#) to support healthcare providers when discussing patient rights

