









Consumer Satisfaction with SWEP – 2020 Results

SWEP recently completed our annual Consumer Survey, which identifies how satisfied our consumers are with the equipment/products they have received and their overall experience with SWEP and our services.

We are delighted to report that we have again exceeded the satisfaction target set by the Department of Health and Human Services of at least 85%.

Thank-you to all our consumers and stakeholders that have helped us to achieve this excellent result.

					
<p>312 responses to 1, 225 consumer experience surveys</p> <p>Responses in all assistive technology categories</p>	<p>95% 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>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% 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>

SWEP is absolutely committed to continual service, system & process improvements to ensure consumer satisfaction with our services is achieved at the highest possible level.

We are also excited to announce that we have now introduced a dedicated team, committed to ensuring streamlined and seamless processes for NDIS Participants and privately funded consumers. This dedicated team will provide a 'One Stop Shop' for timely access to a broad range of new, refurbished or hire/loan equipment; equipment repairs & maintenance; and continence products.

Through our 'Partnering with Consumers Program', SWEP will soon establish a Consumer Reference Group to provide input into all elements of our service delivery model, as we strive for continual improvement to the consumer experience, for State funded consumers, NDIS Participants and private entities.