







2022 Consumer satisfaction with SWEP

Each year we ask consumers, (after they have received and used their assistive technology), to tell us how satisfied they are overall with their experience in receiving services from SWEP.

We have again exceeded our target of 90%, set by the Department of Health.

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

					
<p>305 responses to 1, 536 consumer experience surveys</p>	<p>99% 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>95% overall satisfaction with AT Practitioners</p> <p>You are; understanding consumer needs, recommending suitable options, and informing consumers about the process to access SWEP support</p>	<p>96% overall satisfaction with the equipment and suppliers</p>	<p>93% overall satisfaction with the equipment, service or modification ensuring consumers goals are achieved</p>

Recommendations

From the feedback received from our consumers we will

- look at how continece consumers can access the level of funding they have remaining of their annual subsidy allocation
- ensure calendars are available for all oxygen consumers showing delivery dates of cylinders
- consider an electronic survey option next year
- engage our Consumer Reference Group to ensure our communication templates are succinct and easy to understand for consumers
- promotion of SWEP so consumers are aware of the funding programs available
- promotion of consumer Human Rights information and to ensure understanding of these rights