



2025 Consumer satisfaction with SWEP

Each year, we invite consumers to share their overall satisfaction with their SWEP experience after receiving and using their Assistive Technology.

We are proud to share that we have once again exceeded our target of 90%, set by the Department of Health, achieving an outstanding overall satisfaction rate of **94%**.

A Thank-you to all SWEP Practitioners

your dedication and expertise continue to make a meaningful difference in the lives of those we support.

					
417 responses to 1, 842 consumer experience surveys Responses in all assistive technology categories	94% overall satisfaction with the SWEP experience That includes SWEP staff, AT practitioners, suppliers, repair agents and service	96% overall satisfaction with SWEP staff in communications We are timely, helpful, respectful, understood consumer needs and gave clear information	95% overall satisfaction with AT Practitioners You are understanding consumer needs, providing options to meet needs, and informing consumers about the process to access SWEP support	95% overall satisfaction with the equipment and suppliers	91% overall satisfaction with the equipment, service or modification having helped consumers achieve their goals

Recommendations

- Oxygen – this survey period included a transition to a new supplier for this program. We will continue to monitor feedback for improvements.
- Survey Format - review some questions to enable a clearer choice of response
- Waitlist – continue to monitor programs with a waitlist by auditing to ensure eligibility with a view to reduce wait times.