



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



404 responses to
1, 293 consumer
experience surveys

Responses in all assistive
technology categories



97%

overall satisfaction with
the SWEP experience

That includes **SWEP
staff, AT
practitioners,
suppliers, repair agents
and service**



97%

overall satisfaction with
SWEP staff in
communications

We are timely, helpful,
respectful, understood
consumer needs and gave
clear information



96%

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



94.8%

overall satisfaction with
the **equipment** and
suppliers



94.6%

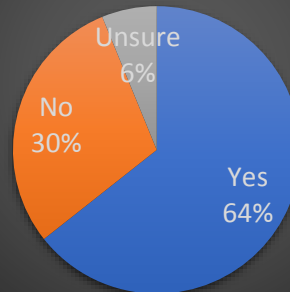
overall satisfaction with
the equipment, service
or modification having
helped **consumers
achieve their
goals**

An area for improvement

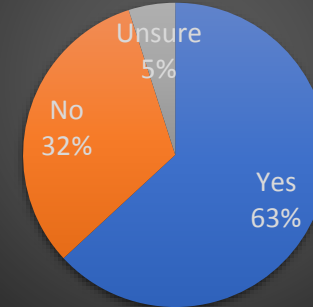
Explain to our consumers and **help them to understand** the [Australian Charter of Healthcare Rights \(second edition\)](#)

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

