





2021 Consumer satisfaction with SWEP

Each year we survey our consumers, , to tell us how satisfied they are with their overall SWEP experience, following receipt/use of their prescribed AT/products
 We have again exceeded our target of at least 85%, set by the Department of Health (DoH).

Thank-you SWEP AT Practitioners for helping us to achieve these results.

					
<p>401 responses to 1,660 consumer experience surveys sent</p> <p>Responses in all assistive technology categories</p>	<p>94% overall satisfaction with the SWEP experience</p> <p>That includes SWEP staff, AT practitioners, suppliers, repair agents and service</p>	<p>98% 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 of consumer needs;; provide informed equipment options and advice to consumers about the process to access SWEP support</p>	<p>93% overall satisfaction with the equipment and suppliers</p>	<p>96% overall satisfaction with the equipment, service or modification having helped consumers achieve their goals</p>

Recommendations

Following data analysis of our results the following focus areas have been identified:

Improved service/outcomes for our oxygen consumers.

Review of our budget and demand strategies to improve wait times as well as ongoing communications with our Funders to advocate for additional funding support.

Consideration of alternative survey distribution options for improved reach/response.