## 2023-24 highlights

As we embark on our four-pillar strategic plan, we acknowledge the work we have achieved to date, and look forward to an exciting future that brings strong outcomes for our members and the wider aged care services sector.



#### Our members

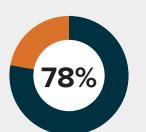


1,086

members across Australia from residential care, home care, community care, seniors housing and retirement living



of members have a positive experience with ACCPA.



of members felt they were maximising their membership benefits

An impressive net promoter score of

indicating most members are pleased with ACCPA



We represent three in four aged care providers, and 60% of retirement communities, across Australia







5,428 member support requests actioned



4,726 state-based member nteractions

employment relations matters actioned

#### Our advocacy



submissions (31 national, **17** state)

257 meetings with politicians and advisors





Government commitment to fund Stage 3 Fair Work Commission Work Value Case







additional funding for

5.75% wage increase

## **Education and training**



**3,832** participants from member and non-member organisations accessed the 65 ACCPA learning and professional development courses available



**7,000+** visitors and **1,400+** users accessed resources on our CHSP Advisory Hub



**12,011** candidates registered for the Home Care Workforce Support Program nationally



**77** partner organisations participated in the Nursing Transition to Practice Program and



60 nurses completed the program



 $oldsymbol{35}$  training workshops for residential

services with **545+** participants



care services industry event

**2,199** delegates across all ACCPA

state conferences

**2,045** delegates at our ACCPA National

Conference 2023, making it the largest aged

### **Driving continuous improvement**



new and updated resources added to

ACCPA SQMS

Resources available in the ACCPA Governance Portal and Governance Framework

subscribers, 91 ACCPA Quality Portal subscribers, 151 ACCPA Member Support Portal registrations

innovation

New ACCPA Innovation Strategy and Memorandum of Understanding with Aged Care Research & Industry Innovation Australia to enhance workforce capability and support

## **Building partnerships**



associate partners (217 retained and 90 new)

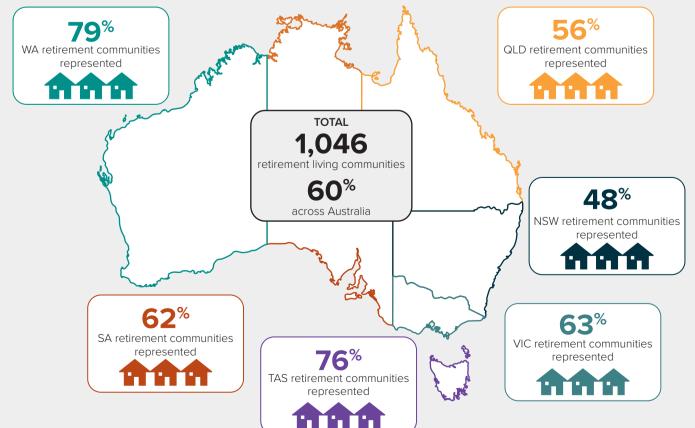
represented

stakeholder industries

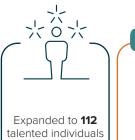
60 major sponsors

exhibition stands at conferences with support from **82** sponsors, including

Retirement living and seniors housing support



# Our people



and experience

to our team





our work



Working Policy supporting the choice of work in the office or remote work from home

## Supporting consumers



Committee to ensure ACCPA's policy positions support our members and are aligned to the needs of older Australians engaging with aged care services



Two ACCPA Care & Ageing Well expos (Melbourne and Perth) to provide valuable information about aged care