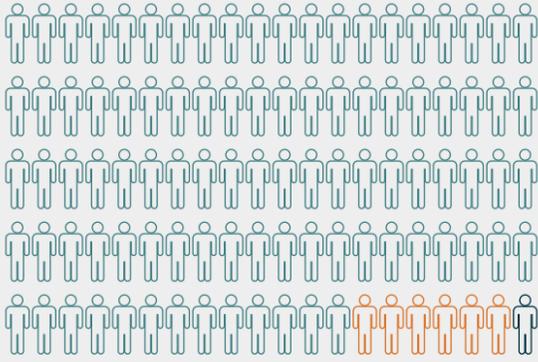


ACCPA quarterly pulse survey member feedback and results - Q2 2024



93%

of members have a positive experience with ACCPA.

We continue to see an increase in member engagement and satisfaction, with our member experience score **up 6%** from Q2 2023.

Net Promoter Score (NPS)

44

NPS represents member experience and loyalty ranging from -100 to +100.

An NPS higher than 30 indicates that **the majority of members feel that ACCPA is awesome.**



Satisfaction score of member benefits



The top 5 rated and most utilised member benefits include:

ACCPA communications	87/100
State and territory management support	87/100
Member support and advice	86/100
Policy and advocacy	85/100
Events and professional development	84/100

Did you know we have a whole suite of member benefits to support you in the delivery of care to older Australians?

If you are not already maximising your ACCPA membership, you're invited to attend our **Let's talk about maximising your membership benefits information session** on Monday 24 June at 12.30pm AEST.



78%

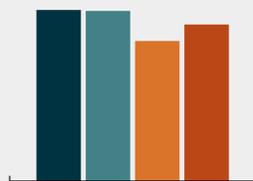
of members feel they are maximising their membership benefits.

Thank you to the

35%

of ACCPA members who participated in our quarterly pulse survey. Participation was **up 3%** from Q4 2023.

Total participation rate



Q1 2023	650
Q3 2023	644
Q4 2023	532
Q2 2024	595

Participation rate by organisation size



Large organisation	15%
Medium organisation	23%
Small organisation	50%
Very small organisation	12%

Your feedback on our service offering helps us continue to deliver excellent value to our members.

ACCPA does a great job as a peak body in advocacy and communicating with its members.

The information, education and resources you provide are invaluable. I don't understand how any service provider could navigate the current state of play without being an ACCPA member.

I am impressed with the level of detail provided with regard to sector and ACCPA's proactive approach to consultation.

Absolutely the best and most proactive agency I have been dealing with. Keep up the good work - it is appreciated.

ACCPA is important for my career development; industry updates, legislations updates, networking.

Would love some more face to face training programs.

Every comment provided has been read and supports ensuring our shared success.

Thank you to everyone who participated in our member satisfaction survey. The feedback provided will help us to improve and develop our product and service offerings to ensure we continue to deliver on what members want.



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