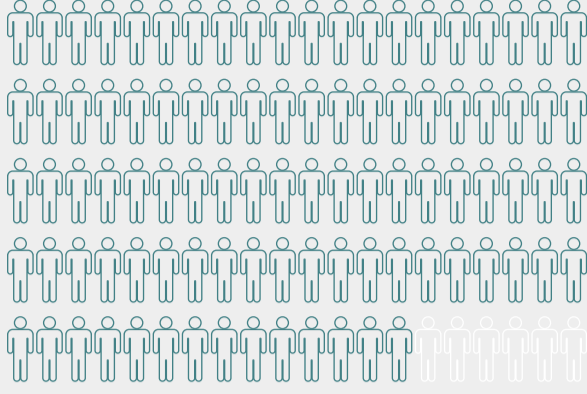


ACCPA quarterly pulse survey member feedback and results - Q3 2024



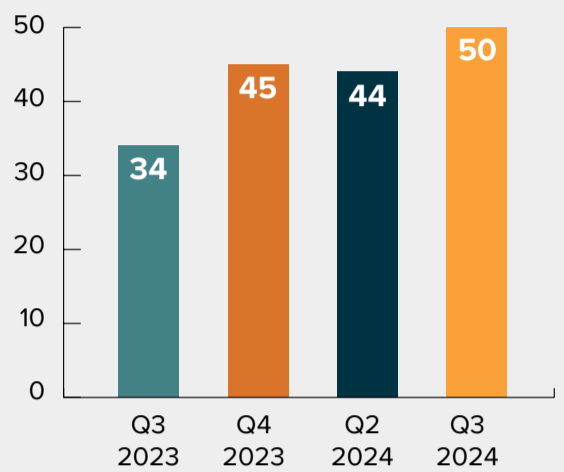
94%
of members continue to report a positive experience with ACCPA.

Net Promoter Score (NPS)

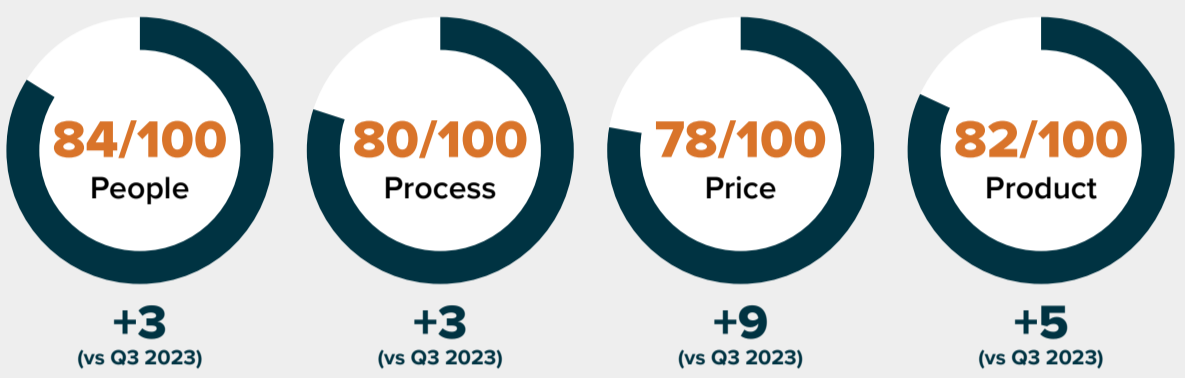
50

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



More members are accessing our diverse range of benefits

Get to know CaRE information session Wednesday, 27 November 2024 12.30 – 1pm AEDT

Do you want to enhance your member experience? **CaRE** (Community Resource and Engagement) is an interactive community where you can explore sector information, participate in discussions and connect with fellow members and industry experts. Join us as we showcase the many features and benefits of CaRE.

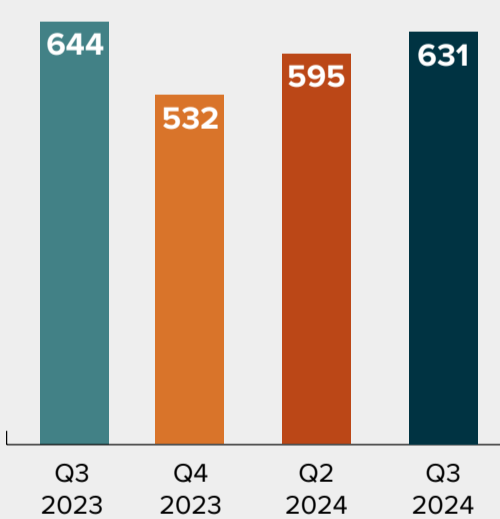


80%

of members would like to learn more about **CaRE**.

Thank you to all the participants of our quarterly pulse survey

Total participation rate



Participation rate by organisation size



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

I would like to see a leaner structure with more resources put to lobbying and research.

I think the service you provide to aged care is invaluable. It is very much appreciated.

I have been in this industry for over 20 years, and I can honestly say that I have not seen the amount of support and advocacy that ACCPA is doing before. It's great to have a peak body that understands the challenges and feels as passionate as we do about making it right.

I really appreciate the regular communications which assist me keep engaged with topical aged care issues, as a board member.

More members are accessing our diverse range of benefits.

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.