

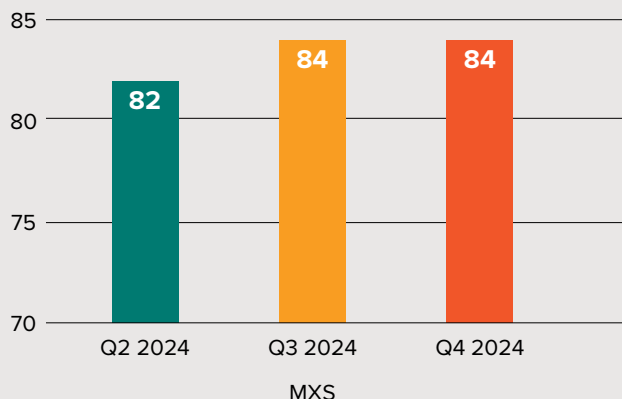
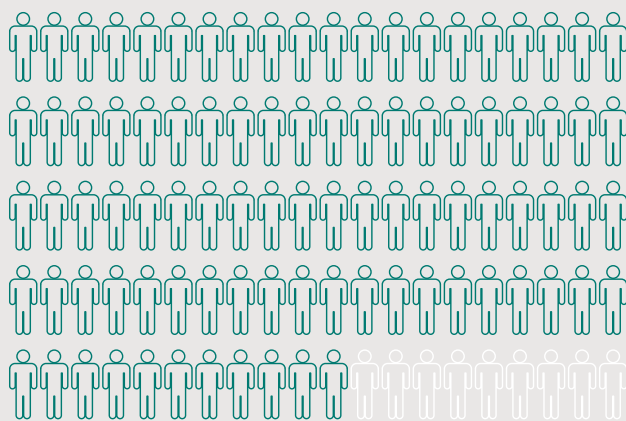


Ageing
Australia

Quarterly pulse survey member feedback *and* results – Q4 2024

91%

of members report
a positive experience with
Ageing Australia.



84/100 Member Experience Score (MXS).

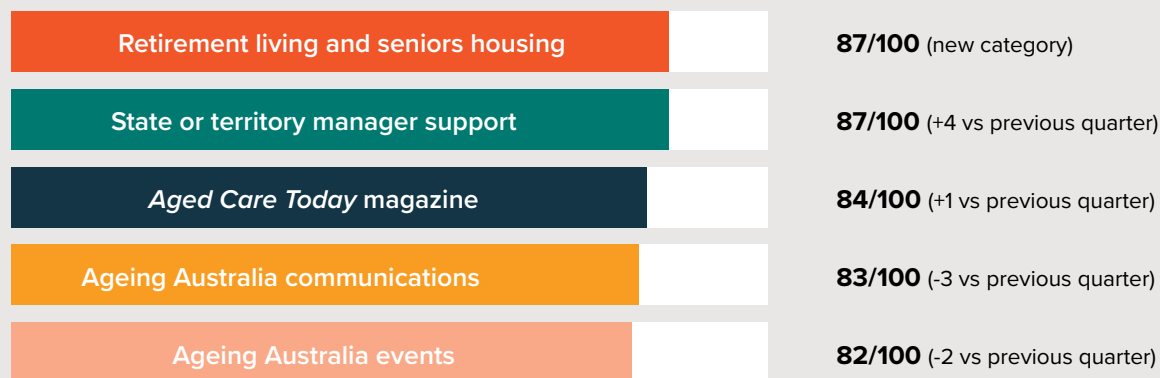
Demonstrating strong member satisfaction with engagement, benefits and services provided by Ageing Australia.

**Net Promoter Score
(NPS)**

40

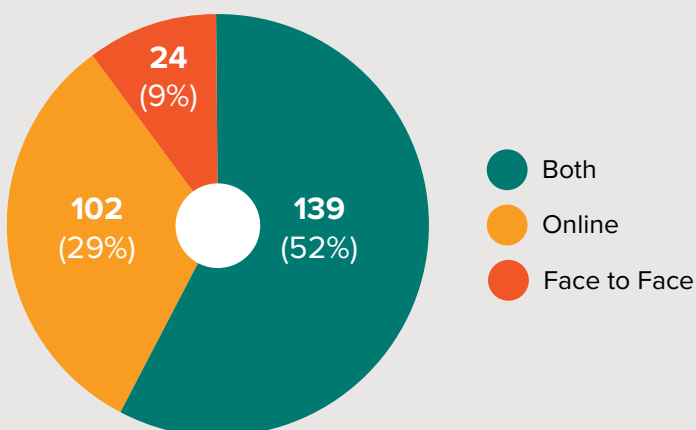
Our members continue
to recommend Ageing
Australia services and
member benefits.

The top five rated and most utilised member benefits



**We asked the question
“What is your preference
for the delivery of training?”**

**Members enjoy flexible
access to learning and
professional development.**



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

Thank you for the support, it is a great assistance to stand alone facility.

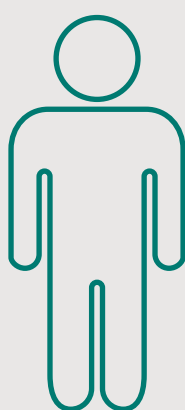
Appreciate your responsiveness and generosity of time to support us in the sector. Staff are very lovely. Loved the conference and meeting more of Ageing Australia staff - thanks for all you do for us!

Thank you for keeping up with the myriad changes that are occurring.

Great service, which allows us to make informed decisions.

Continue to be a voice for aged care providers, in particular advocacy for Home Care providers, as we face the immense challenge of transitioning to the Support at Home program.

More CHSP focus at conferences.



- Members value Ageing Australia's member support and services, timely responses and informative newsletters, and would like to see more enhancements to the new CaRE community of practice system to make it more user friendly.
- Members highly rated Ageing Australia's conferences, events and networking opportunities, and would like to have a better understanding of other member benefits.
- Members recognise Ageing Australia as an important advocacy voice for the sector, and would like to hear more about key issues, particularly the aged care reforms.

Thank you to the 488 members who participated in our Q4 2024 pulse survey. We've read every comment, and your feedback will directly shape the improvement and development of our products and services, ensuring we continue to meet your needs.



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