

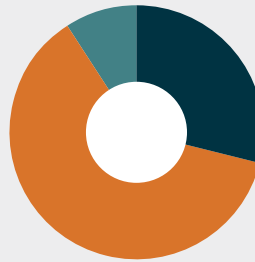
## Member Distribution



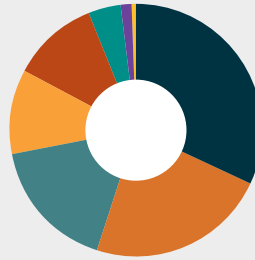
**1,099**  
members across Australia  
from residential care,  
home care and  
retirement living



**75**  
new members



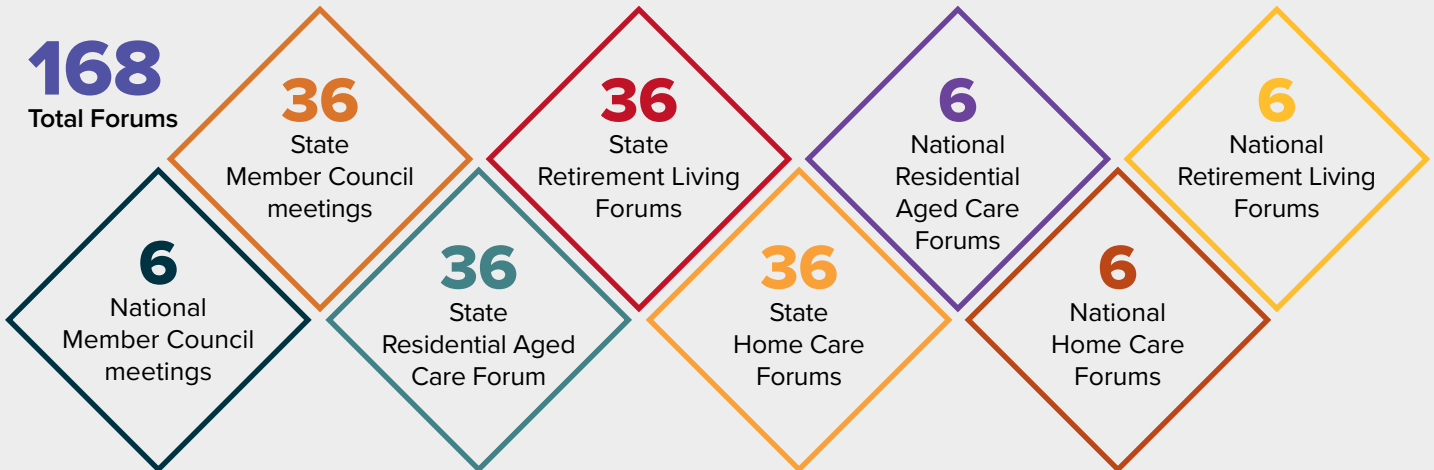
- 29% private
- 62% not-for-profit
- 9% public



- 32% NSW
- 23% VIC
- 17% QLD
- 11% SA
- 11% WA
- 4% TAS
- 1.5% ACT
- 0.5% NT

## Member Forums

**168**  
Total Forums



## Learning & Professional Development

**154** Training sessions Australia-wide  
for **594** organisations  
**2,637** participants

**14** on-demand training sessions  
for **18** organisations and  
**183** participants



**4** Leadership Accelerator Programs  
for **160** participants from  
**71** organisations

**1** Comprehensive Leadership  
Program for **30** participants from  
**14** organisations

**89%** of all participants are  
ACCPA members

## Member Support & Advisory



**5,047**

member support requests

▶ **4,445** emails

▶ **549** calls

▶ **53** other interactions

**7,537**

member interactions across ACCPA

**70**

National Disability Insurance Scheme

**2,764**

home & community care

**701**

subject matter expert requests

**985**

residential care

**527**

retirement living & seniors' housing

## ER Advisory Service



Support provided for

**1,399**

separate matters

(1 November 2022 – 30 June 2023)

## Events

**89** events

**21,310**

participants online and across Australia

**2** Virtual Forums  
**227** participants

**25** Webinars  
**7,164** participants

**2** Symposiums  
**200** participants

**2** Aged Care Expos  
**5,022** participants

**1** ACCPA National Conference  
**1,781** participants

**4** ACCPA State Conferences  
**1,837** participants

**40** Training workshops  
**898** participants

**31** Special Interest Group events  
**6,400** participants

**5,000+** signed up, **667** candidates placed, **174** providers engaged in the Homecare Workforce Support Program



**3** ELDAC Roadshow presentations  
**118** participants  
**102** providers



Commonwealth Home Support Providers' online conference  
**200+** participants



**6** Webinars on transitioning to the new Support at Home Program  
**2,000+** CHSP providers



## Services & Sector Capacity

**3** Nursing Programs for **250** Graduate Registered Nurses, Graduate Enrolled Nurses and Transitioning Registered Nurses



**14** Mental Health Webinars  
**212** participants  
**67** providers



**50** Career Discovery Days/Aged Care Practical Experience Days for **226** participants, for the Women Discovering Aged Care Careers program in Tasmania



## Consultancy Services



- 29** Quality/compliance
- 8** Governance/clinical governance
- 8** Strategy/systems
- 7** Bespoke training
- 5** Capacity building
- 4** Business model
- 3** Workforce planning
- 3** Leadership/mentoring
- 3** Complaints/incident reviews

Total  
**70**

**27**  
government submissions



## Policy & Advocacy



**195**  
meetings with politicians and advisors

## Media



**39**  
media releases

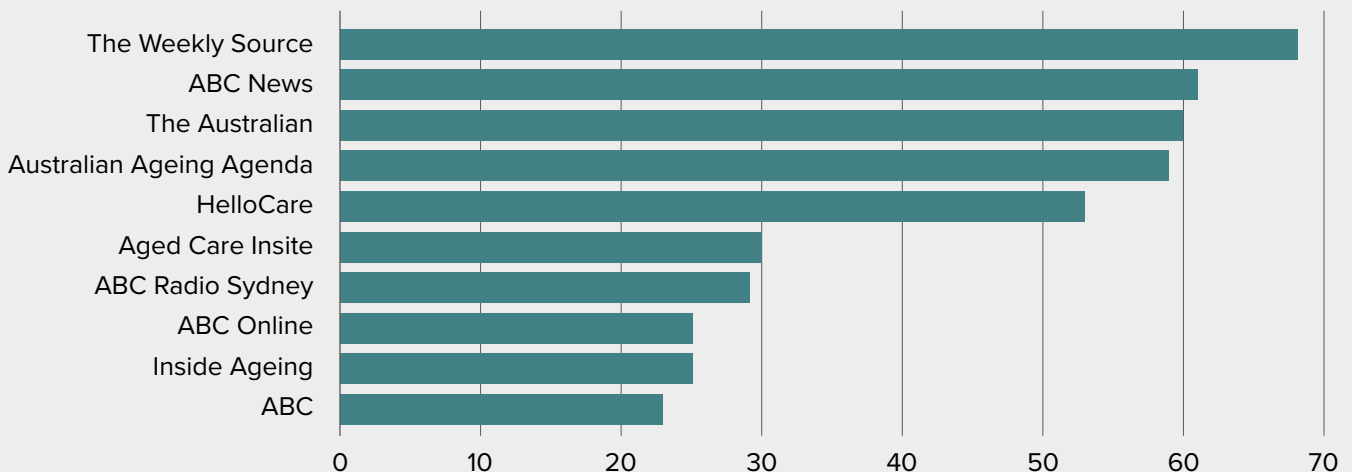


**1,107**  
media mentions



**57.37m**  
potential reach

### Top mentions



# Communications & Marketing







## Quality Products



## Outsourced Financial Services



### Payroll

-  Fortnightly payroll processing for **29** members
-  A total of **61,000** pay slips
-  Legislative compliance assured
-  Awards & Individual Enterprise Agreements wage increments processed in July/August

### Residential Claims & Billing

-  A total of **7,390** residents billed for 8 facilities