

# YourSay Panel member experience survey 2024

FINAL REPORT  
February 2024



# Background

Since its inception in 2019, the YourSay Panel has grown to almost 7,000 members. Reflecting best practice in community panel engagement, an annual Member Experience Survey is conducted.

The survey offers members the opportunity to provide feedback on their experience and will assist with ongoing development and strategies to strengthen engagement and boost recruitment and retention.

Methodological notes:

- All Panel members were invited to participate in the survey.
- Results have been weighted to reflect relative population proportions based on ABS Census data.
- In single choice questions, results may not add up to 100% due to rounding.
- Results have been compared between years where appropriate. Results from 2024 that are significantly higher than 2023 have been marked with an upwards arrow (↑), whereas results that are significantly lower than 2023 have been marked with a downwards arrow (↓).

Acknowledgement of Country

We acknowledge and pay respects to the past, present, and future Traditional Custodians and Elders of this nation and the continuation of cultural, spiritual, and educational practices of Aboriginal and Torres Strait Islander peoples. We value their contribution to the life of our city and to the Canberra region.



How many?

1,265

Who?

ACT residents  
18+

When?

17 - 28 Jan 2024

# Executive summary



Overall satisfaction with Panel experience remains high despite a small drop compared to 2023

- Compared to average overall satisfaction ratings of 7.4 (on a 1-10 scale) in both 2022 and 2023, overall satisfaction decreased to 7.0 in 2024.
- Despite this, the proportion who were dissatisfied (1-4 rating) remains low at 8%, with 68% providing a rating of 7 or higher.



'Long-term' Panel members have shared a more positive Panel experience compared to newer members

- Overall satisfaction was significantly lower (6.0) for newer members (i.e., those who have been on the panel for less than one year), compared to 7.0 for those who have been on the panel for 1-2 years, and 7.4 for those who have been on the panel for 3 or more years.
- Newer members recorded lower agreement for the statements 'the surveys are interesting' and 'there is a good mix of topics in the different surveys'.
- Furthermore, newer members were more likely to indicate the number of surveys they have been invited to complete was 'not enough' (44%, compared to 25% overall).
- Just 32% of newer members agreed with the statement 'I receive feedback on the findings from the surveys I complete' compared to 66% for those who have been on the panel for 1-2 years, and 70% for those who have been on the panel for 3 or more years.

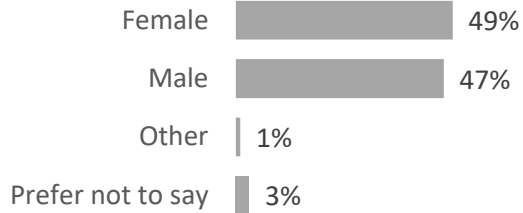


Providing evidence of how survey feedback influences ACT Government decision-making is a key area for improving the YourSay Panel experience

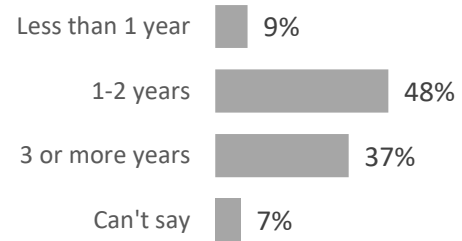
- This was the main area for improvement identified by those who provided an overall satisfaction rating of 1-7.
- Just 37% currently feel they are kept well informed on how their feedback is helping to influence ACT Government decision-making.

# Sample profile (n=1,265 unweighted)

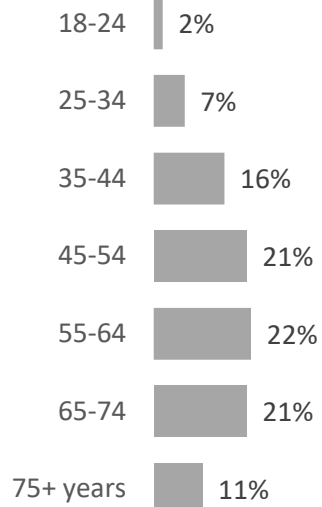
## Gender



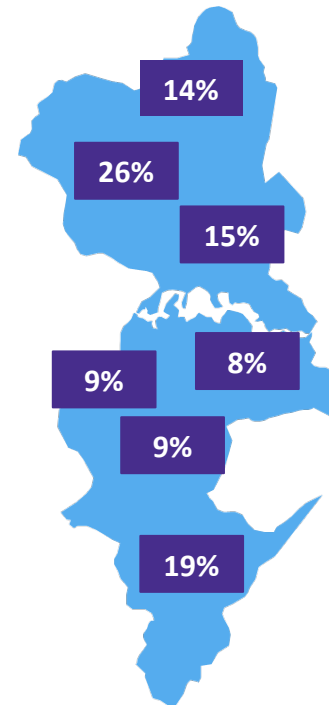
## Length of time on panel



## Age group



## Region

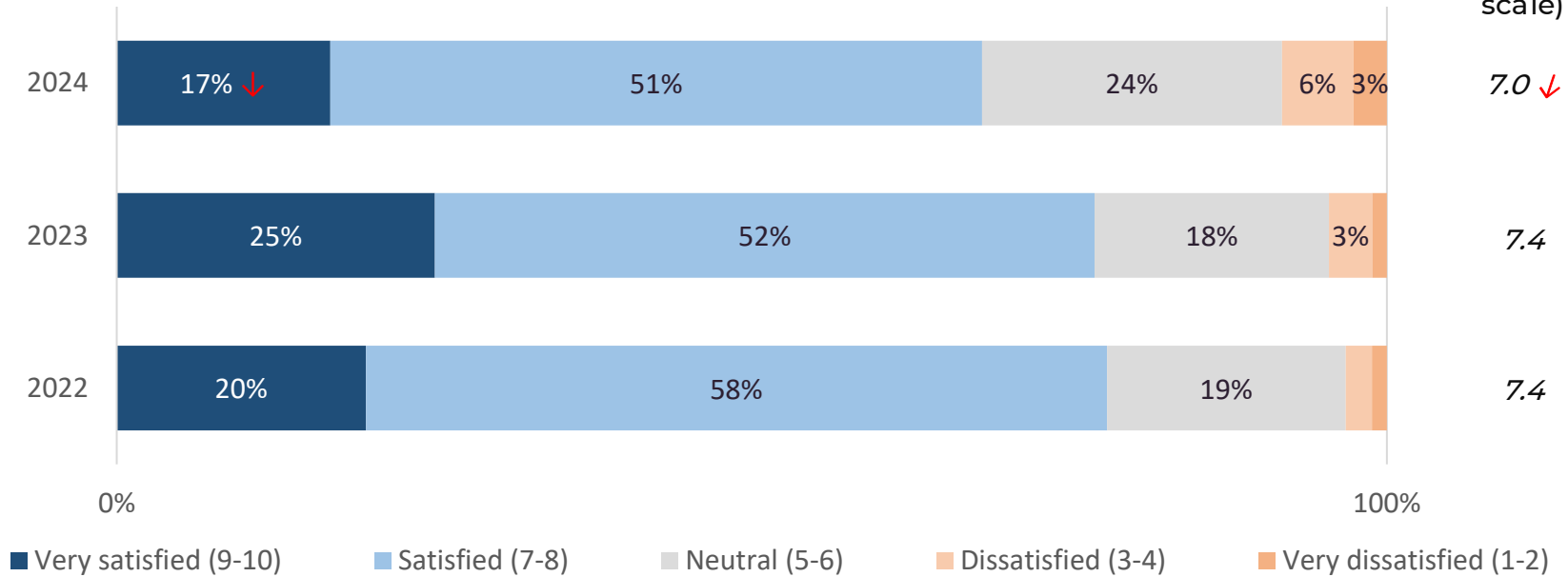


# Results

# Member satisfaction

Q. Overall, how satisfied are you with your experience on the YourSay Panel?

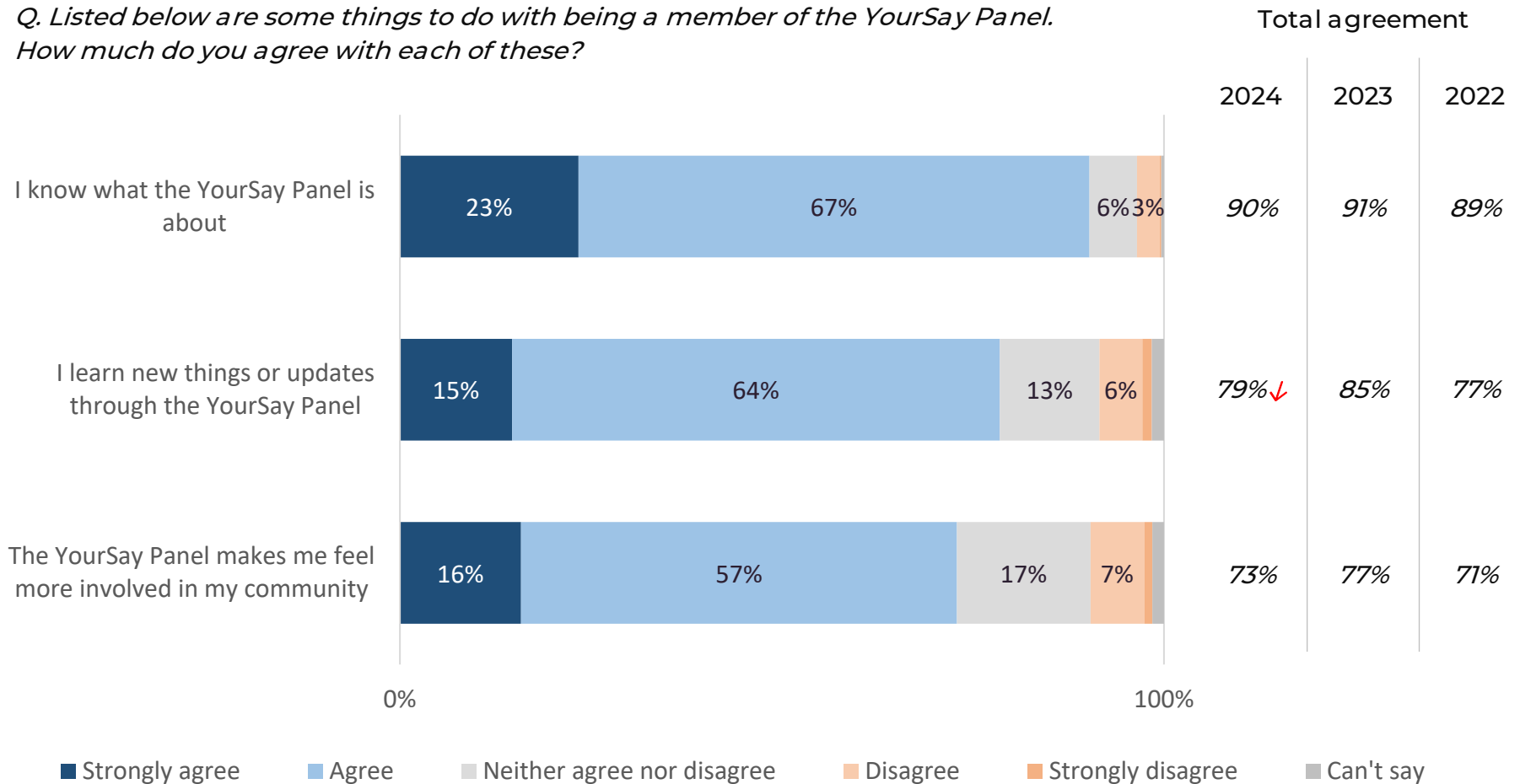
Average rating  
(1-10 satisfaction  
scale)



Those who have been a Panel member for less than a year recorded a significantly lower average satisfaction rating (6.0 ↓), whereas those who have been a member for three or more years recorded a significantly higher satisfaction (7.4 ↑). Those who have been a member for 1-2 years recorded an average satisfaction rating of 7.0.

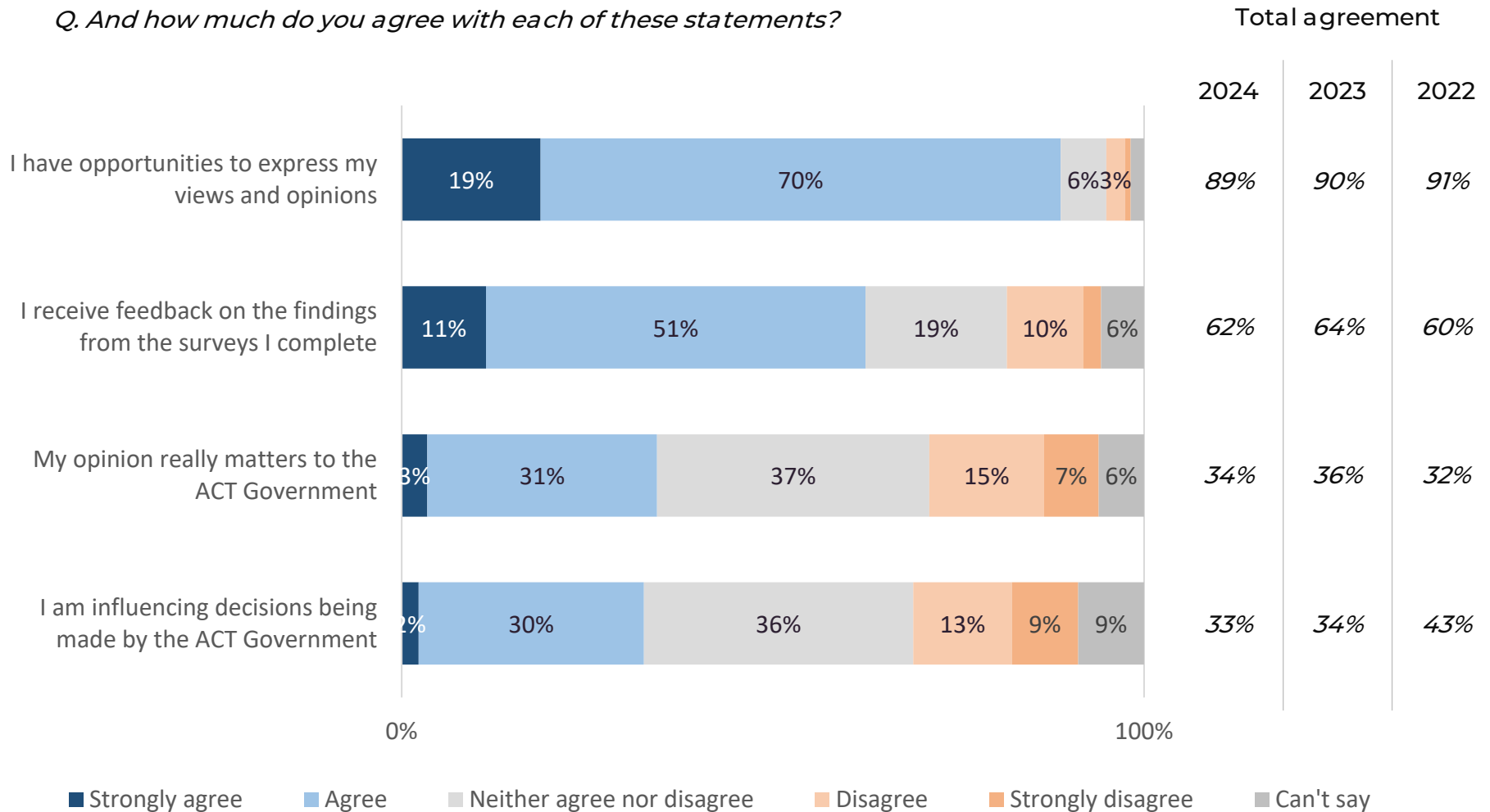
# Panel purpose

Q. Listed below are some things to do with being a member of the YourSay Panel. How much do you agree with each of these?



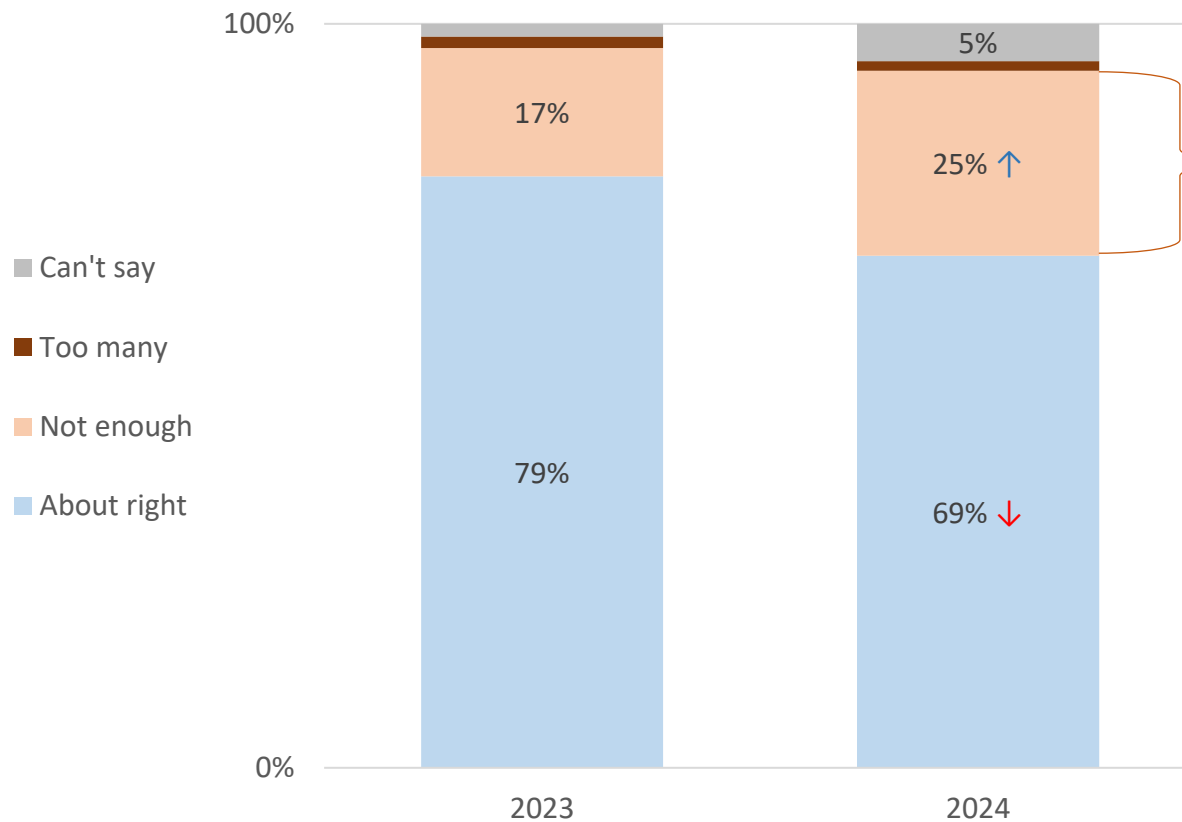
# Receiving feedback

Q. And how much do you agree with each of these statements?




# Survey frequency

Q. In general, do you think the number of surveys you are invited to complete is...

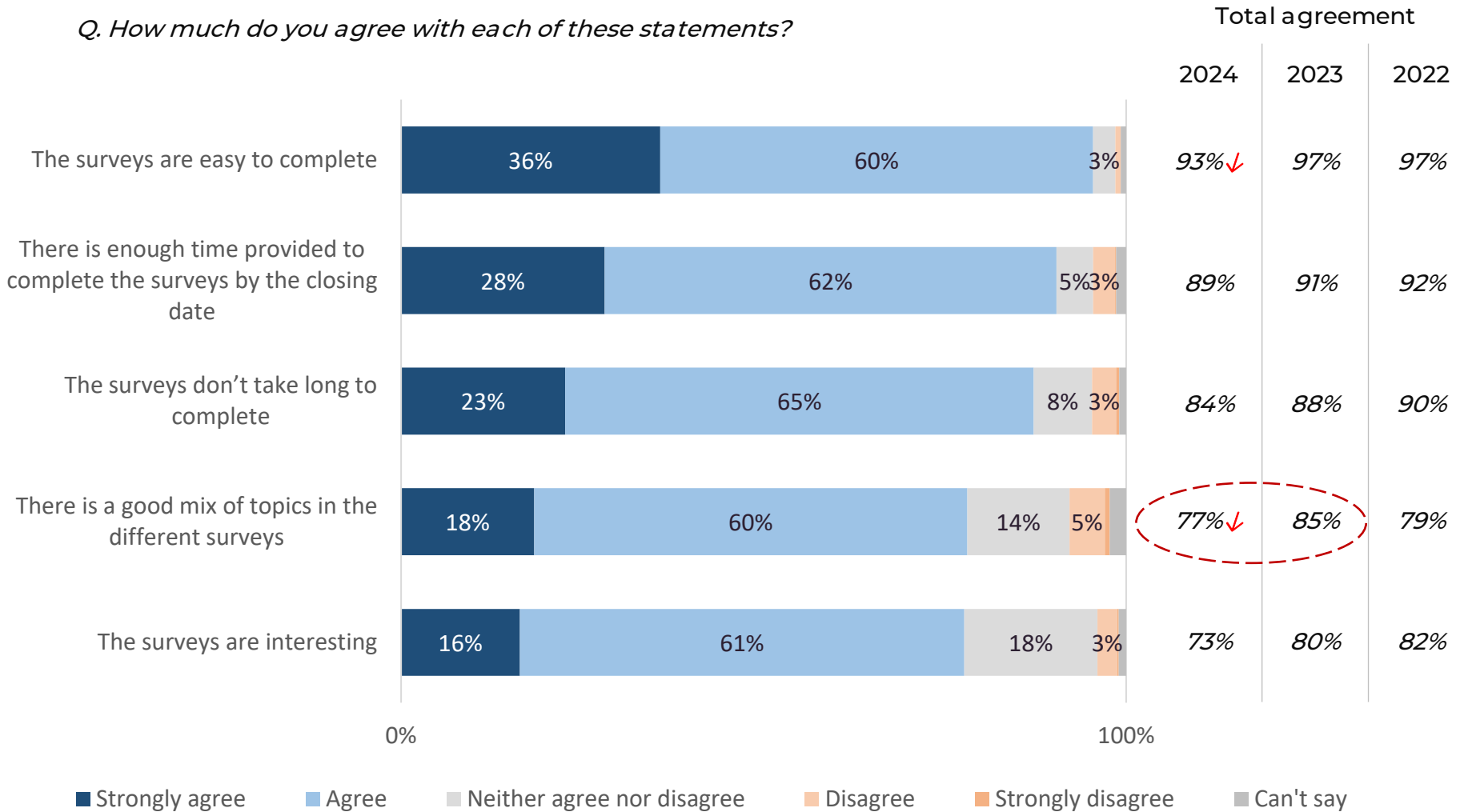


Of those who said there are 'not enough' surveys, **62% would like these to be at least fortnightly**, and a further 35% would like it to be monthly.

  
Those who have been on the Panel for less than a year were more likely to indicate there have **not been enough** surveys (44% ↑).

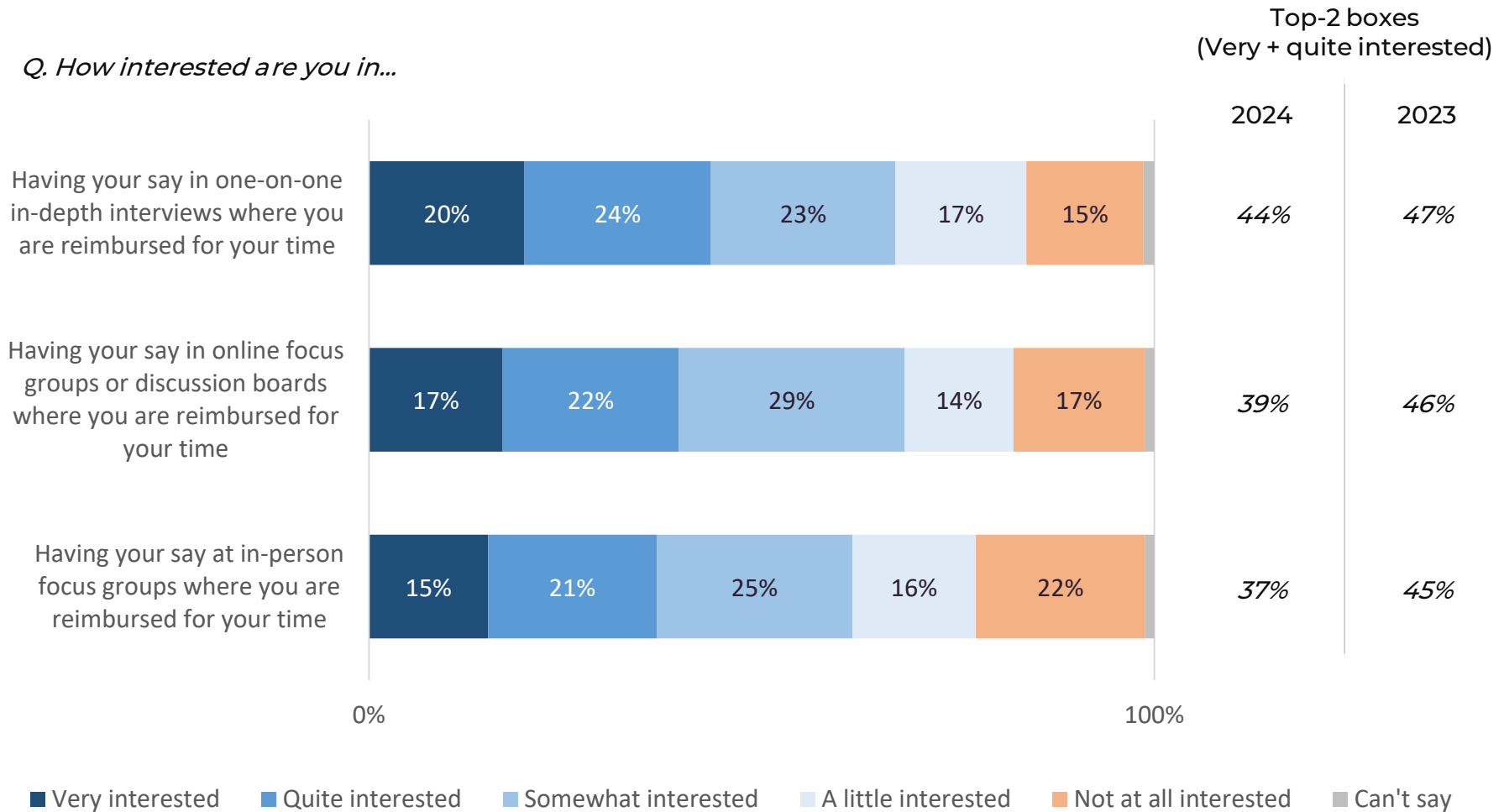
# Survey usability

Q. How much do you agree with each of these statements?



# Interest in other research activities

Q. How interested are you in...

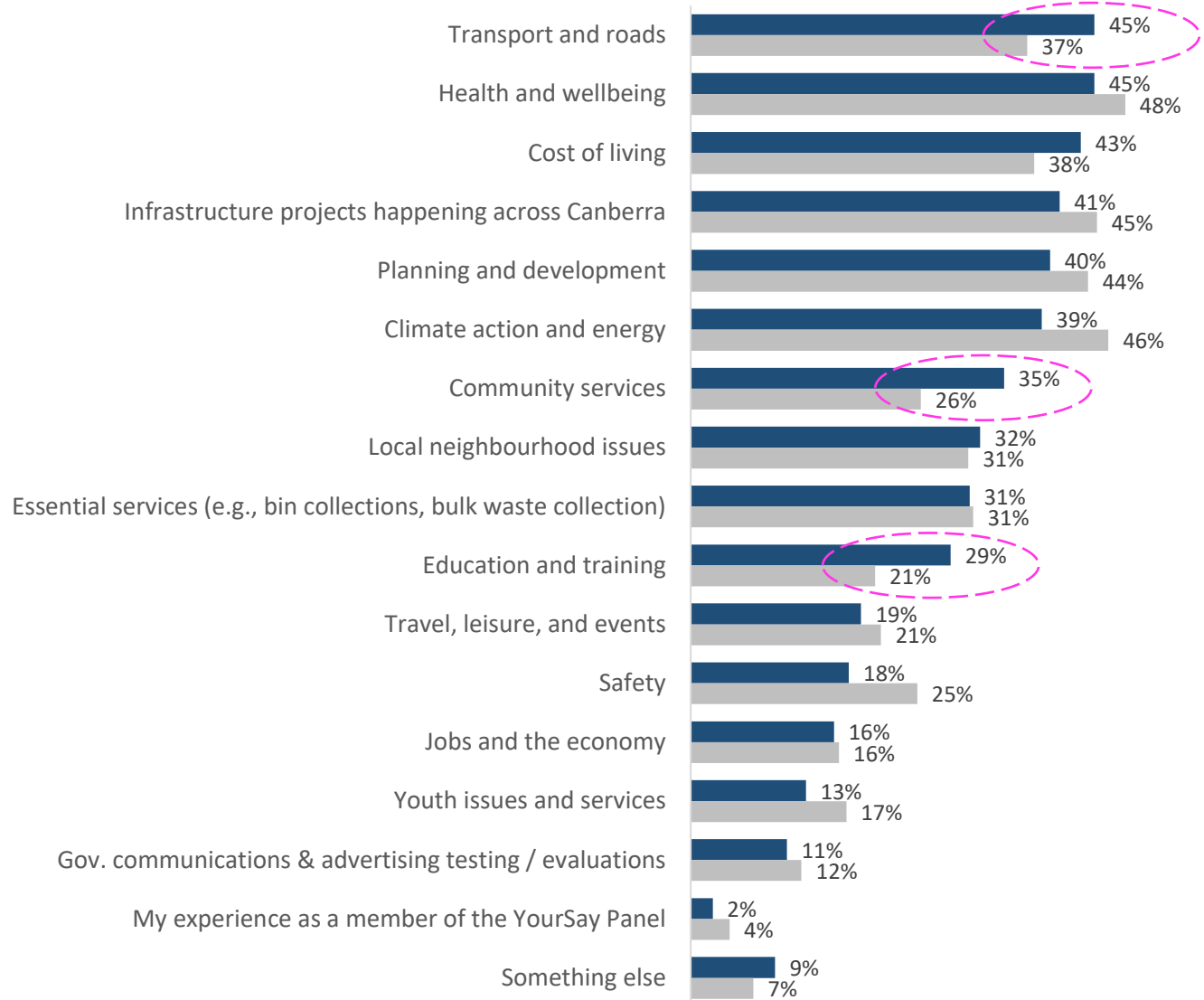


# Topics of interest

*Q. Which general topics would you be most interested in having a say about over the next 12 months?*

*Base: indicated being very or quite interested in research groups or interviews*

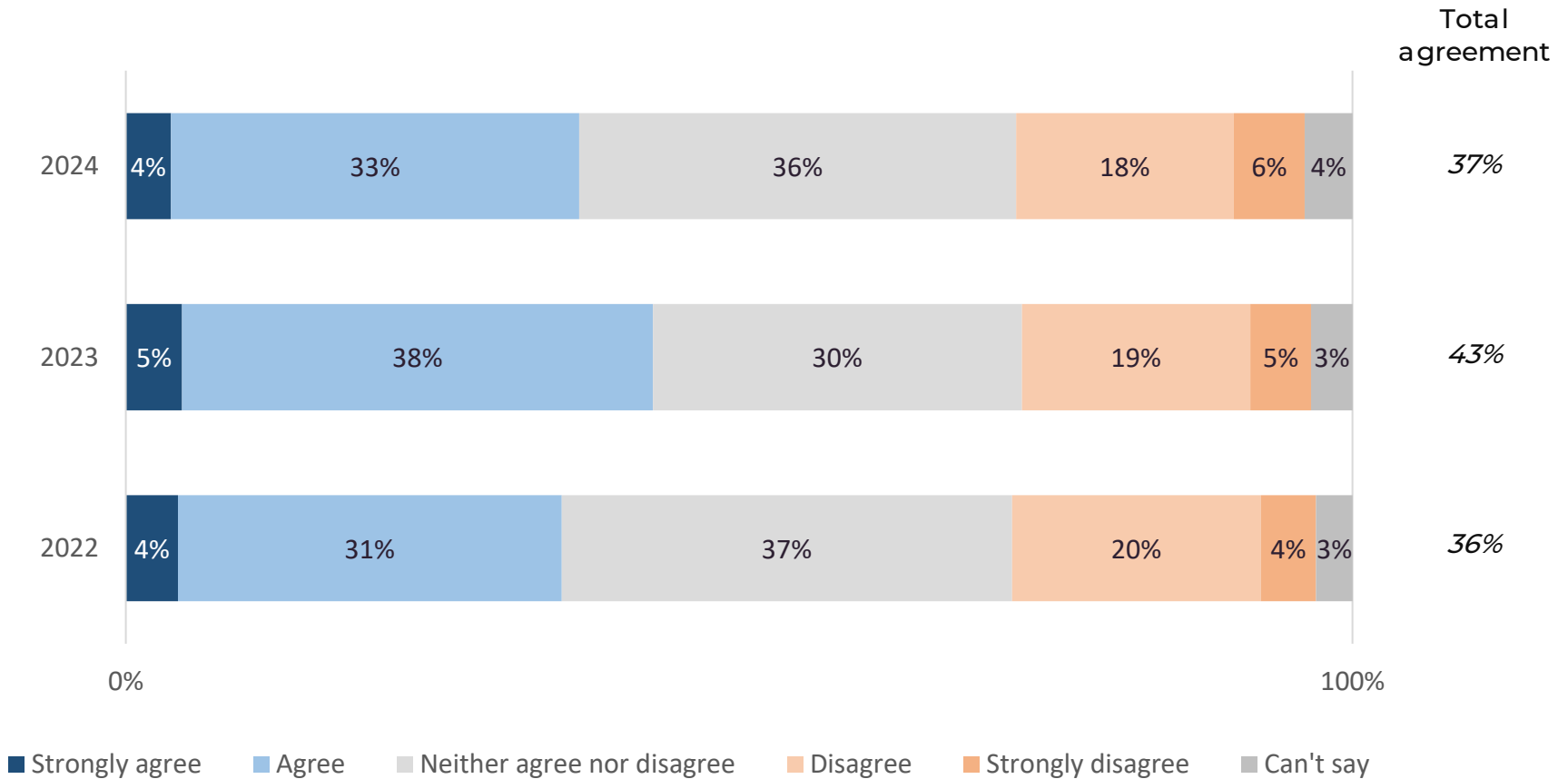
■ 2024 (n=653)  
■ 2023 (n=681)



# Influencing Government decision-making

Q. How much do you agree with the following statement?

I am kept well informed about how my feedback is helping to influence ACT Government decision-making.



## Experience improvements

*Q. Is there anything else you would like to tell us about your experience or expectations as a member of the YourSay Panel?*

*(Open-ended question, based on n=230 individual responses)*

