

YourSay Panel Member Experience Survey 2025

FINAL REPORT
December 2025



Background

Each year, the Member Experience survey helps gather insights into what members feel is working well and where improvements are needed to the YourSay Panel. Member feedback also informs initiatives to strengthen engagement and improve recruitment and retention.

For example, in response to previous member feedback, we have refreshed the [YourSay Panel reports website](#) to make it easier for members to find results from previous surveys.

As part of the 2025 survey, Panel members were also invited to update or confirm their membership profile information.

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.
- For single-choice questions, results may not equal 100% due to rounding.

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?

1,767

Who?

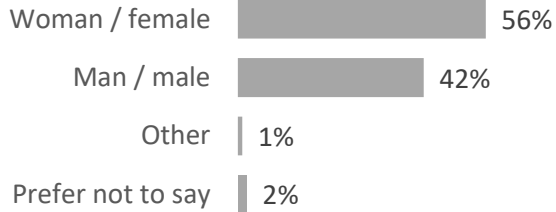
ACT residents
18+

When?

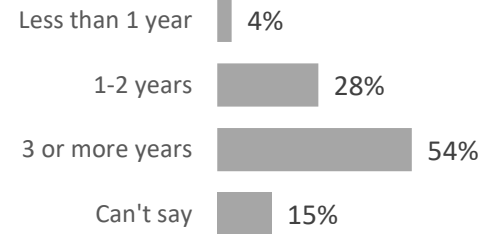
21 July-3 August
2025

Sample profile (n=1,767 unweighted)

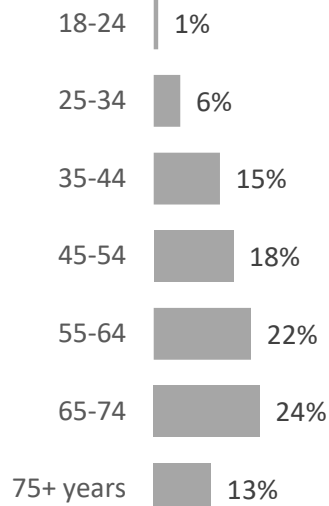
Gender



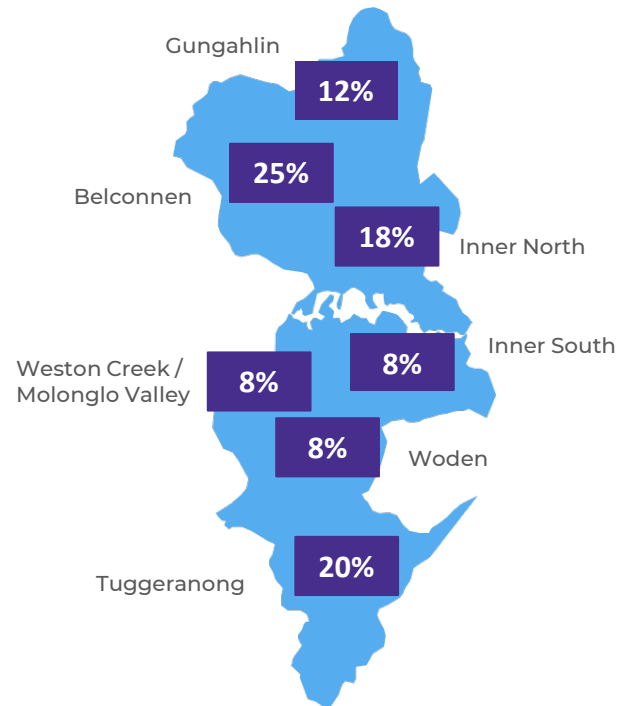
Length of time on panel



Age group



Region



Executive summary



Overall member satisfaction with the YourSay Panel remains high

- The average satisfaction rating was 6.8 out of 10 – slightly lower than 2024 (7.0).
- Only 9% of members reported dissatisfaction (rating 1–4), while 69% gave a rating of 7 or higher.
- Newer members (i.e. those who have been on the Panel for less than one year) reported lower satisfaction levels (average rating of 5.9) compared to members with 1-2 years (6.9) or 3+ years (7.0) of involvement.



Survey usability continues to rate well, though there is room to improve other aspects of member experience.

- There was strong agreement that Panel surveys are easy to complete (93%) and are not too long (87%).
- Interest in survey topics remains steady (73%), though slightly fewer members feel they receive feedback on survey findings (58%, down from 62% in 2024).
- A large majority of Panel members agree that the Panel makes them feel more involved in their community (72%) and that it provides opportunities to express their views (87%).
- However, fewer members feel they are getting what they expected from the Panel experience (59%, down from 65% in 2024) or influencing government decisions (28%, down from 35% in 2024).



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

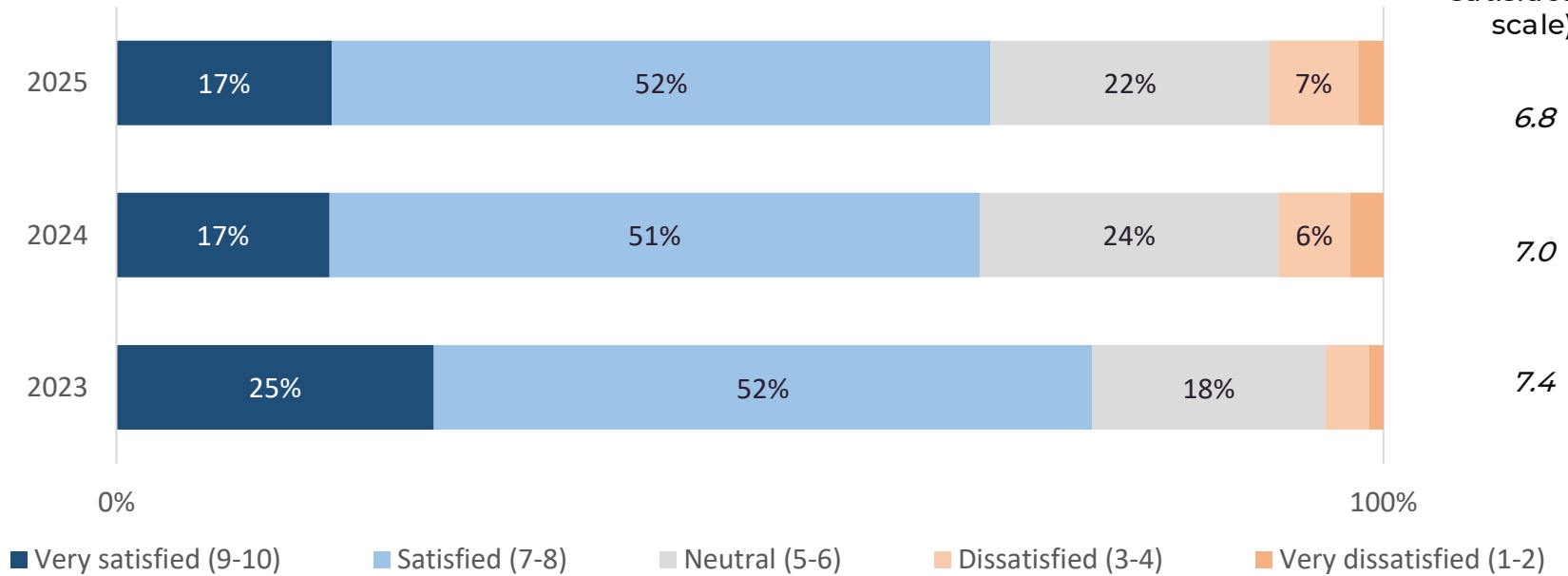
- Currently only 36% of members currently feel that their opinion matters to the ACT Government - 32% are undecided and 26% disagree.
- Members also suggested several easy-to-implement improvements including offering more prizes or incentive opportunities (37%), opportunities to participate in other types of research (35%) and making it easier to find past survey results (34%).

Results

Overall satisfaction

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

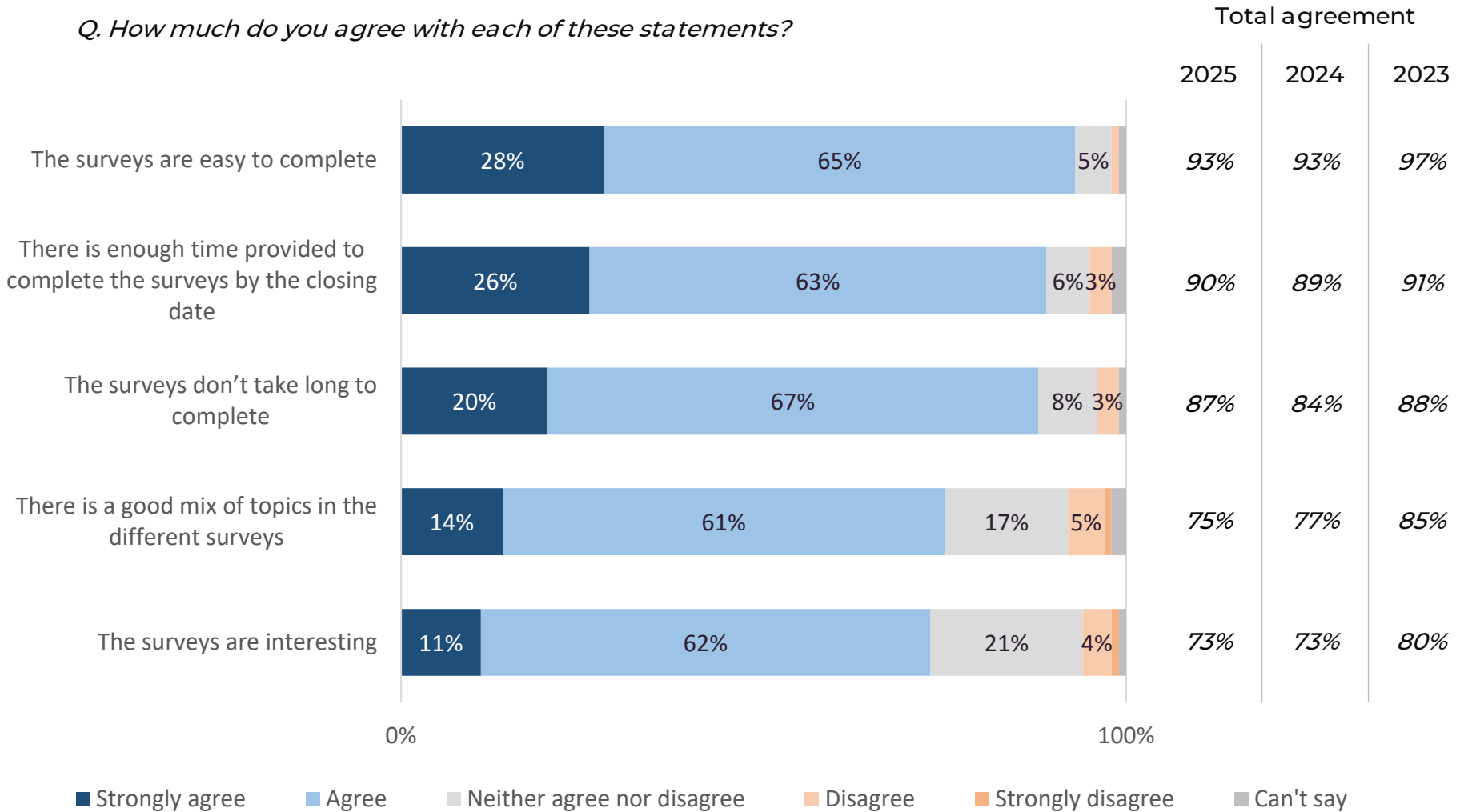
Average rating
(1-10
satisfaction
scale)



Those who have been a Panel member for less than a year recorded a significantly lower average satisfaction rating (5.9), whereas those who have been a member for three or more years recorded a slightly higher satisfaction (7.0). Those who have been a member for 1-2 years recorded an average satisfaction rating of 6.9.

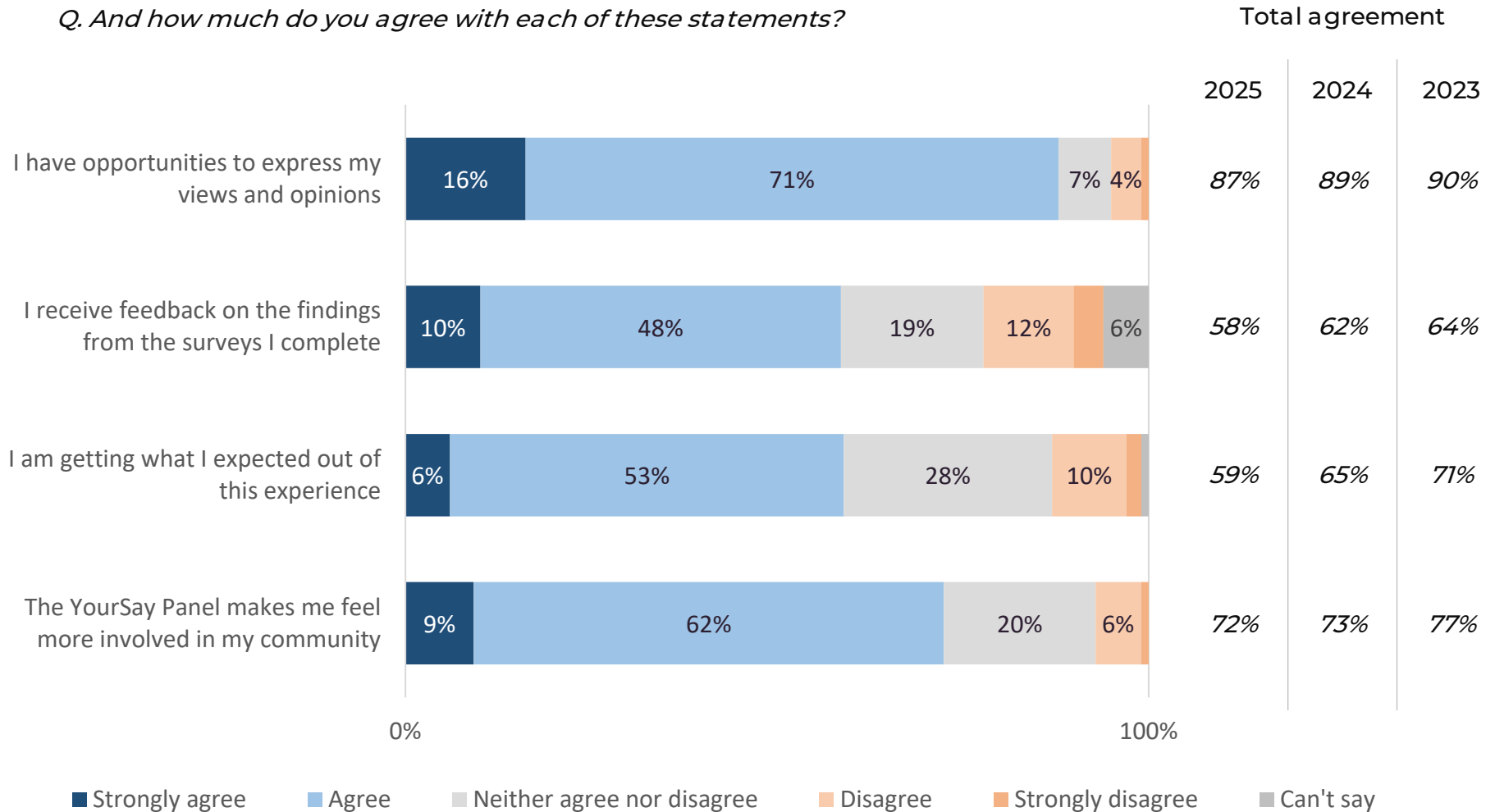
Survey usability

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



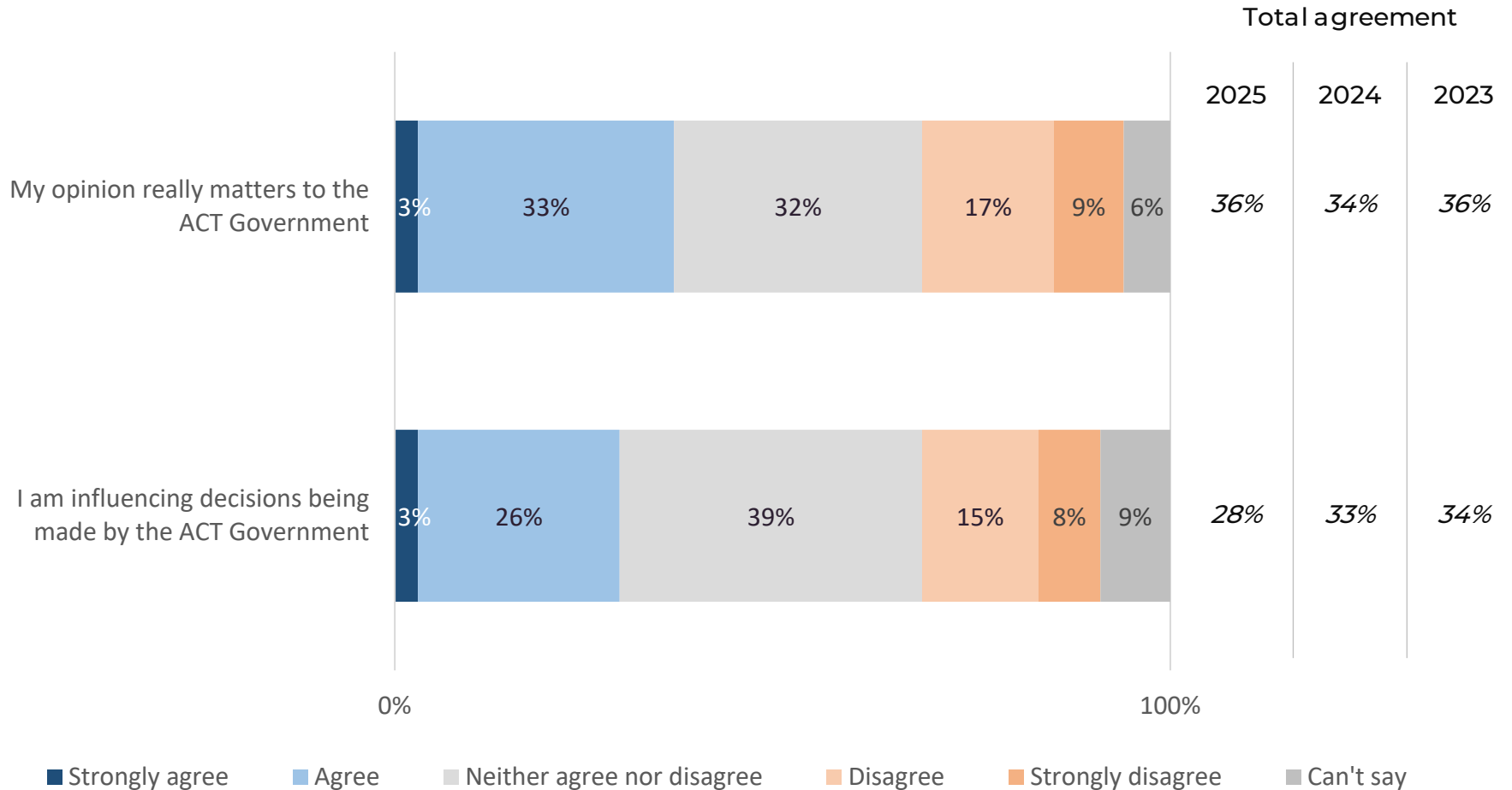
Panel experience

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



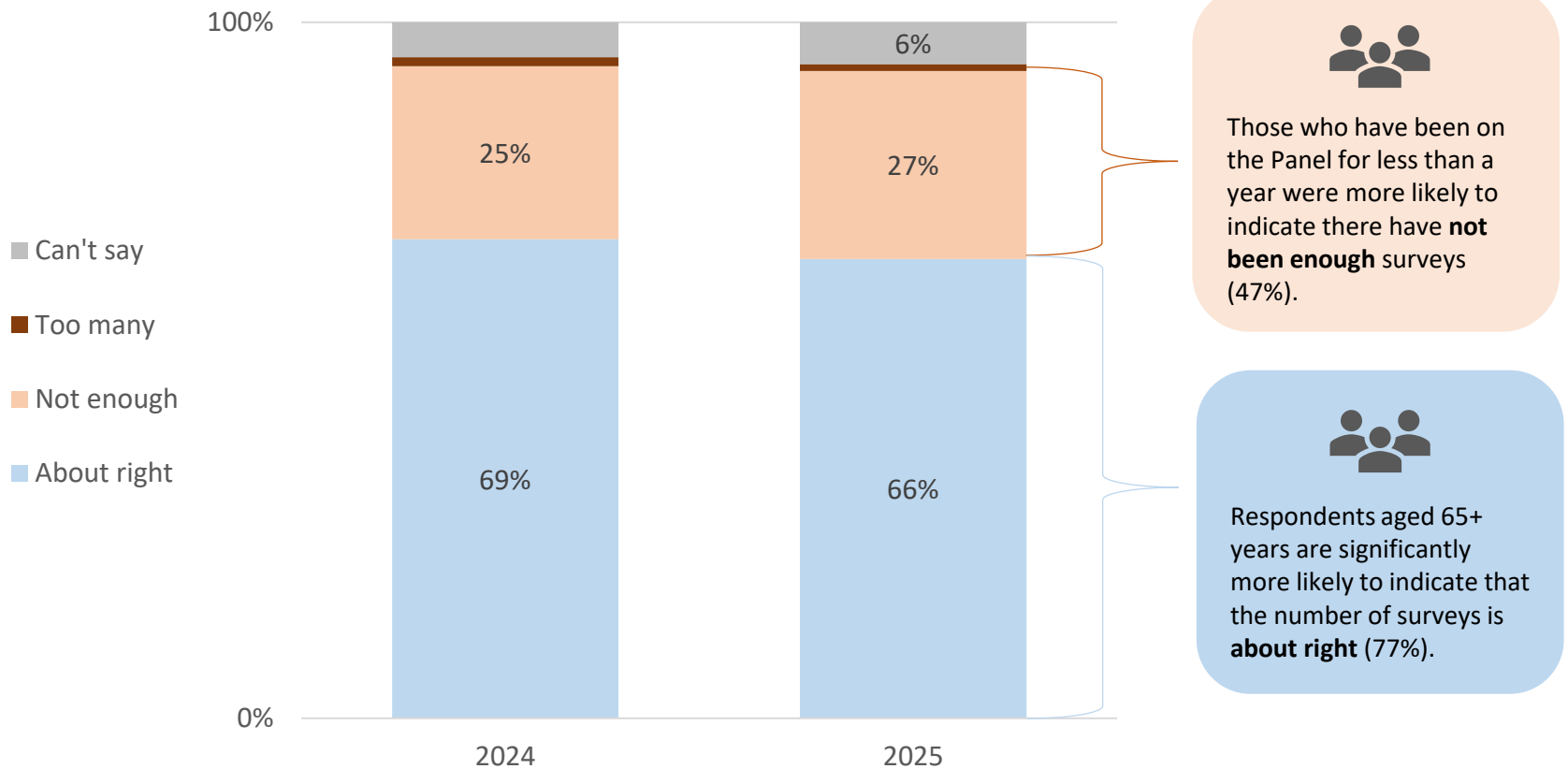
Feeling heard

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



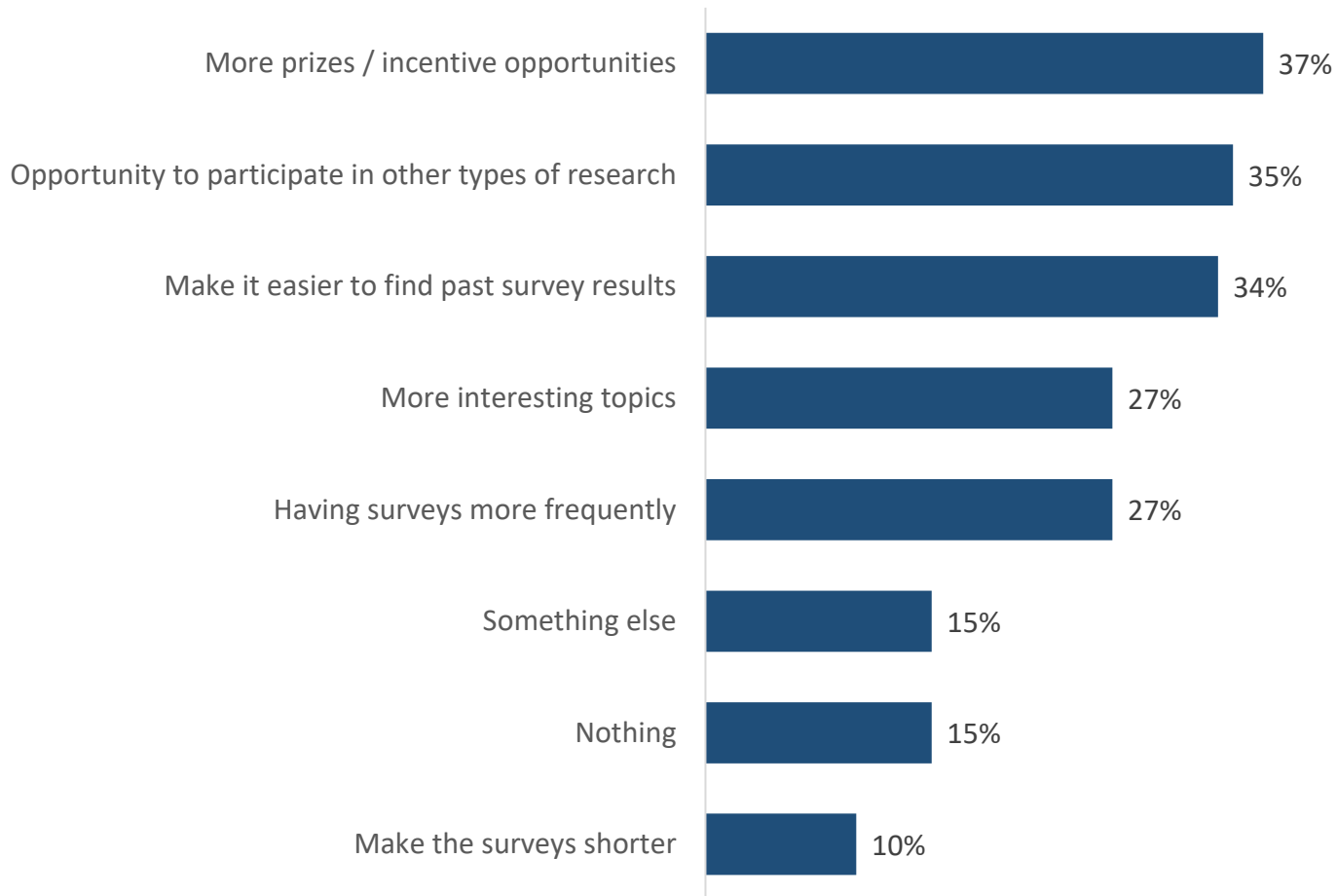
Survey frequency

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



Experience improvements

Q. What, if anything, could we do to improve your experience as a member of the YourSay Panel?



Experience improvements – other suggestions

Q. What, if anything, could we do to improve your experience as a member of the YourSay Panel?

Based on the analysis of open comment responses, three key themes emerged:

Theme 1: Trust, transparency and impact

Respondents want clear evidence that their feedback is genuinely considered and leads to real change

Verbatim comments:

- *“Feedback from the government on what action they are taking on the information provided by the surveys”*
- *“Any indication that opinions expressed in the survey actually changed ACT Government policy”*
- *“A direct link between survey outcomes and legislative/policy changes”*
- *“Explain the significance of this survey. Who will get the results?”*
- *“I stopped participating as the feedback was non-specific”*

Theme 2: Communication and follow up

There is a desire for better communication about survey outcomes, more timely updates, and visible follow-through

Verbatim comments:

- *“Actually email results and what happens with the surveys to participants”*
- *“I have literally never gotten feedback on survey outcomes”*
- *“Perhaps being notified when something is actually actioned by the Legislative Assembly?”*
- *“I have only ever found results of surveys I completed, I want to see other survey results”*
- *“App with push notifications. I hate email”*

Theme 3: Survey design and participation experience

There is a call for better-designed surveys that allow for nuanced responses, open-ended feedback, and member-driven topic suggestions

Verbatim comments:

- *“Allowing open text fields to provide further information. Not just at each question, but at the end as well, when ideas might have been generated by the survey. I am often frustrated that this opportunity is missing, especially where a question doesn't fully allow me to reflect my views”*
- *“Survey short and easy to complete in 3-4 min max”*
- *“Surveys on detailed suburban matters...”*
- *“Ask us what topics we would like to raise with you”*

