



The Royal  
Australian &  
New Zealand  
College of  
Psychiatrists



# Listening to our members:

2024 RANZCP membership  
engagement survey report

October 2024

# An opportunity to hear what's important

Hearing members' views regarding their engagement with the College is vital in ensuring that the College remains connected, contemporary and reflective of their needs.

In 2024, the RANZCP's Membership Engagement Committee (MEC) conducted an engagement survey to receive feedback from Fellows, Affiliate members and RANZCP trainees.

One version of the survey was developed for Fellows and Affiliate members, and another for trainees, and the results have been published in two reports.

The survey's main goal was to hear our members' reflections and views in relation to engagement with the College, as well as ideas about what can change or be improved.

Thank you to each and every member who took the time to participate. Your valuable feedback and suggestions will help us to develop new engagement priorities, and make ongoing improvements to the College as a membership organisation.

If you'd like to contact the Membership Engagement Committee, please email [board\\_mec@ranzcp.org](mailto:board_mec@ranzcp.org).

## Who responded?

**959 responses**

were received for the Fellow and Affiliate member survey (748 complete, 211 incomplete) representing a response rate of 15.94%. Respondents were broadly representative of the College membership as a whole.

## Next steps

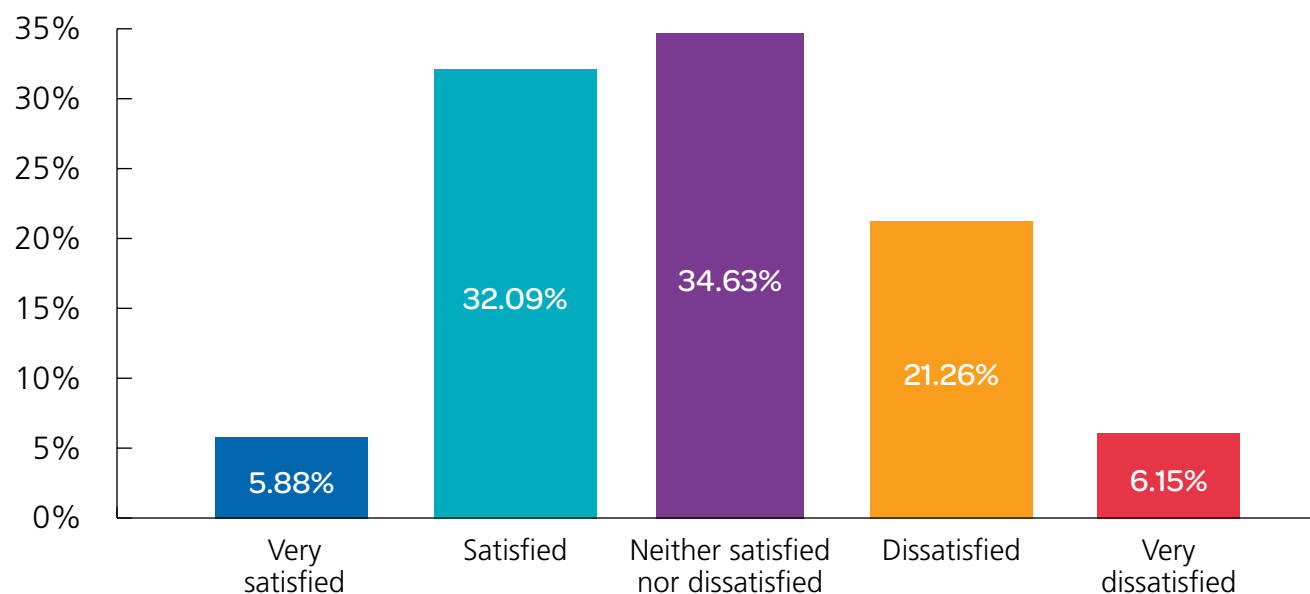
- Share this survey's findings with members
- The MEC to consider the feedback provided, and develop recommendations for the College in response to what we heard
- The College Board to consider and endorse recommended actions and plans to address the findings.

# What did our members tell us?

## Overall satisfaction with membership, and views about the College

Fellow and Affiliate members were mostly satisfied (32%) to neutral (34.63%) regarding their overall satisfaction with their College membership.

21.26% were dissatisfied and 6.1% were very dissatisfied.



Members were given 8 statements and asked to select the extent to which they agreed or disagreed.

Positives	Neutral to negative	Negatives
<p>Members tended to agree that:</p> <ul style="list-style-type: none"><li>• the College has built a strong, professional community of psychiatrists</li><li>• our work seeks to improve the mental health outcomes of communities</li><li>• the College acts as a voice for psychiatry in the media</li></ul>	<p>Members were neutral to generally more negative on statements relating to:</p> <ul style="list-style-type: none"><li>• their understanding of how decisions are made in the College</li><li>• the College understanding the priorities of psychiatrists and trainees</li><li>• the College advocating effectively for the psychiatry workforce</li></ul>	<p>Members tended to disagree that:</p> <ul style="list-style-type: none"><li>• the College is meeting the diverse needs of the membership</li><li>• College membership is good value for money</li></ul>

# Services that members use and value

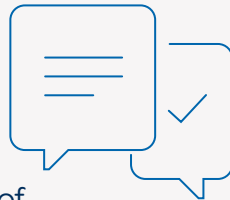
The benefits most valued by Fellows and Affiliate members are:

1.



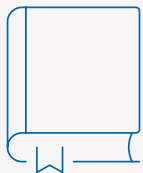
The College's CPD Program

2.



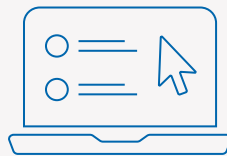
Membership of Peer Review Groups

3.



The RANZCP's journals (*ANZJP* and *Australasian Psychiatry*)

4.



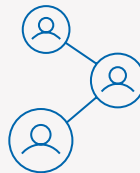
Online modules and podcasts via LearnIT

5.



Free member webinars

6.



Membership of Faculties, Sections and Networks

When asked about what additional benefits, services or resources could be offered to enhance the value of College membership, the main themes included:



1. Stronger advocacy for members
2. Enhanced College support services
3. New benefits and discounts
4. Reduced College fees
5. Increasing educational content (e.g. events, webinars, conferences, masterclasses, training courses, journals, podcasts)

Specific suggestions from members included:

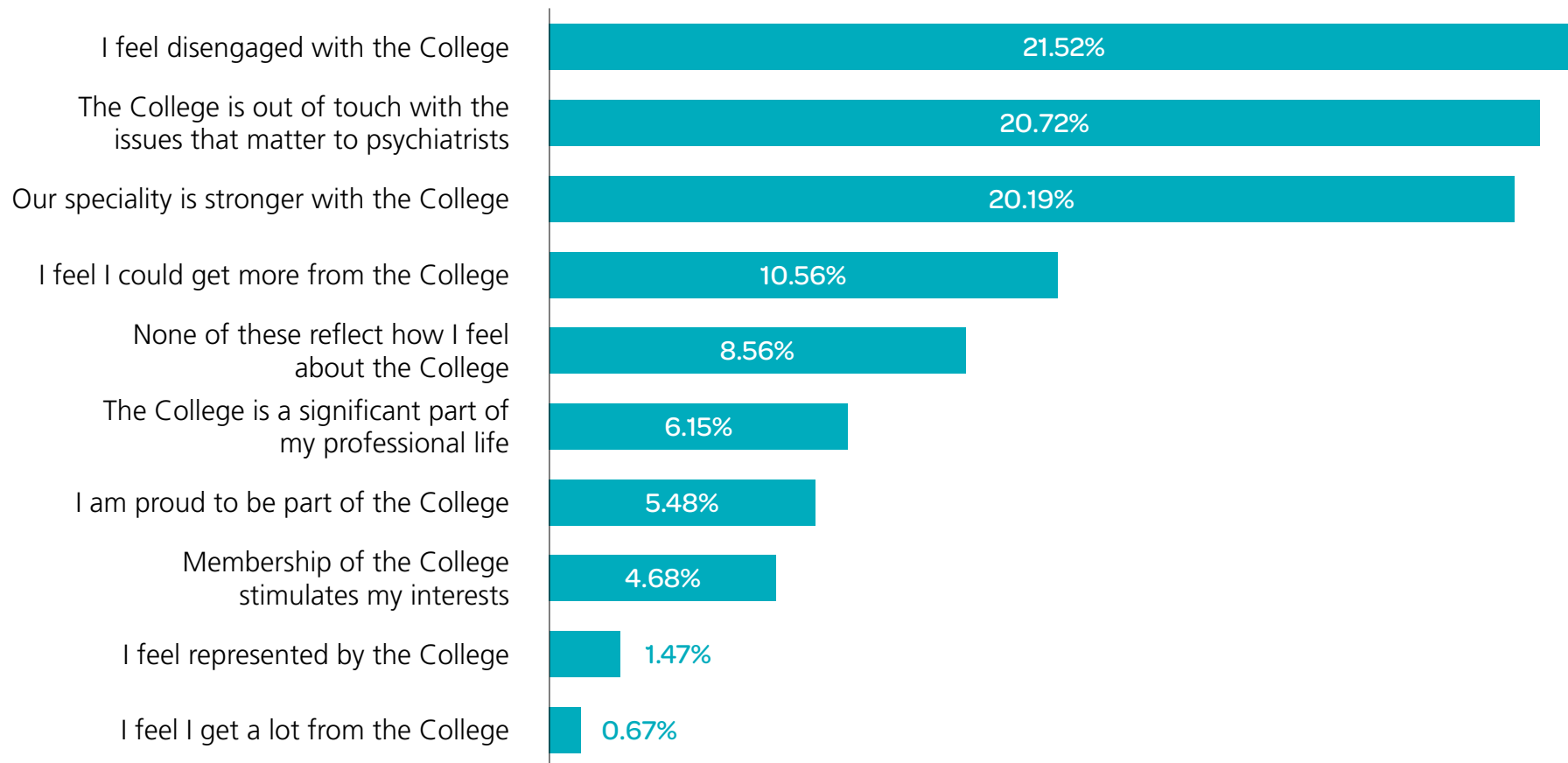
**"Professional advice and support services, especially for newly-Fellowed psychiatrists."**

**"I wish the College took a greater role in advocating for the profession of psychiatry and had a better understanding and greater (any) interest in private practice psychiatry."**

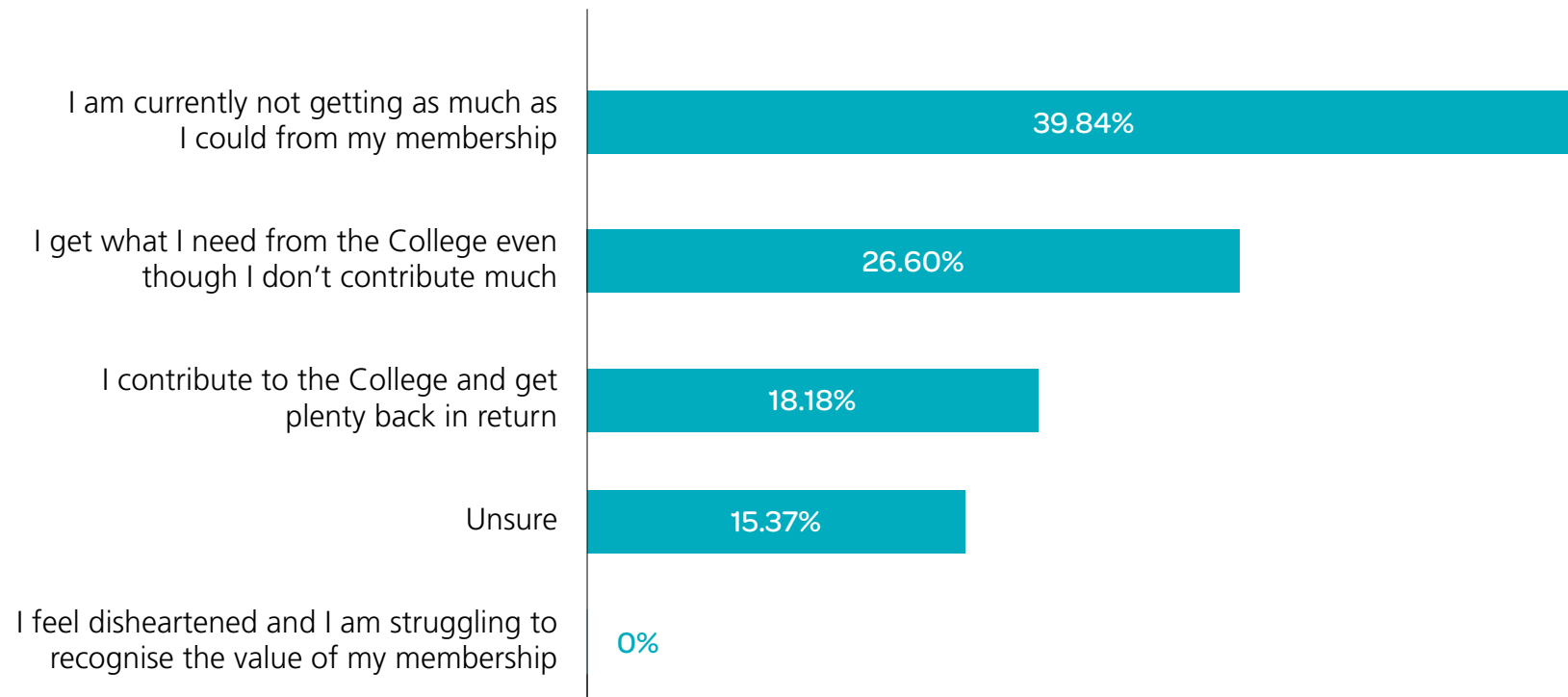
**"Increased support / opportunities for CPD – e.g. more webinars, and then access to them in Learnit. Staff to help with CPD queries."**

# Relationship with the College

Members were provided a series of statements and asked to select the one that best reflected their feelings about the College.

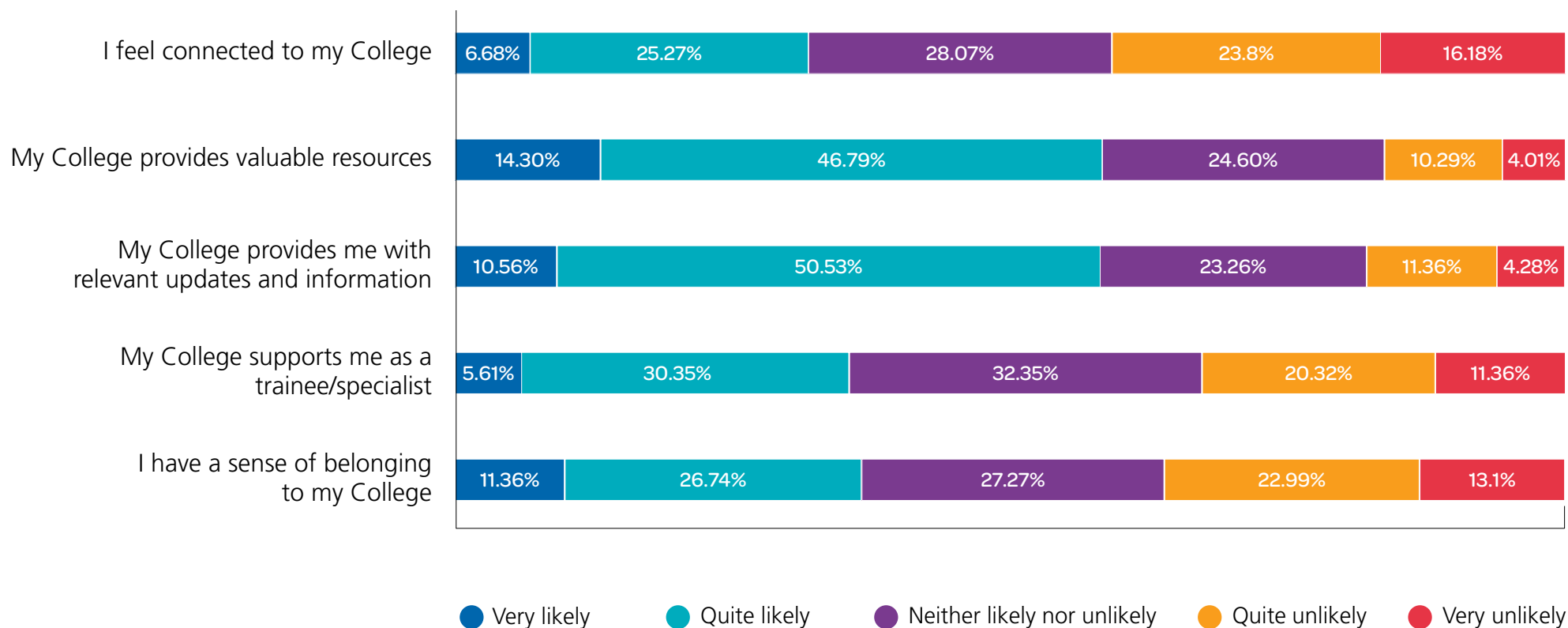


Fellow and Affiliate members were asked to select one out of a series of statements about their relationship with the College.



Fellows and Affiliate members were provided with a five-point set of options – from ‘very likely’ to ‘very unlikely’ – for a series of statements.

Respondents generally described that the College provides them with relevant updates, information, and resources, however they were less likely to feel a sense of connection with the College. A feeling of disengagement with the College was present.





# Communications



Fellows and Affiliate members rated their overall satisfaction with College communications in the neutral to positive range with a weighted score of

**5.8**

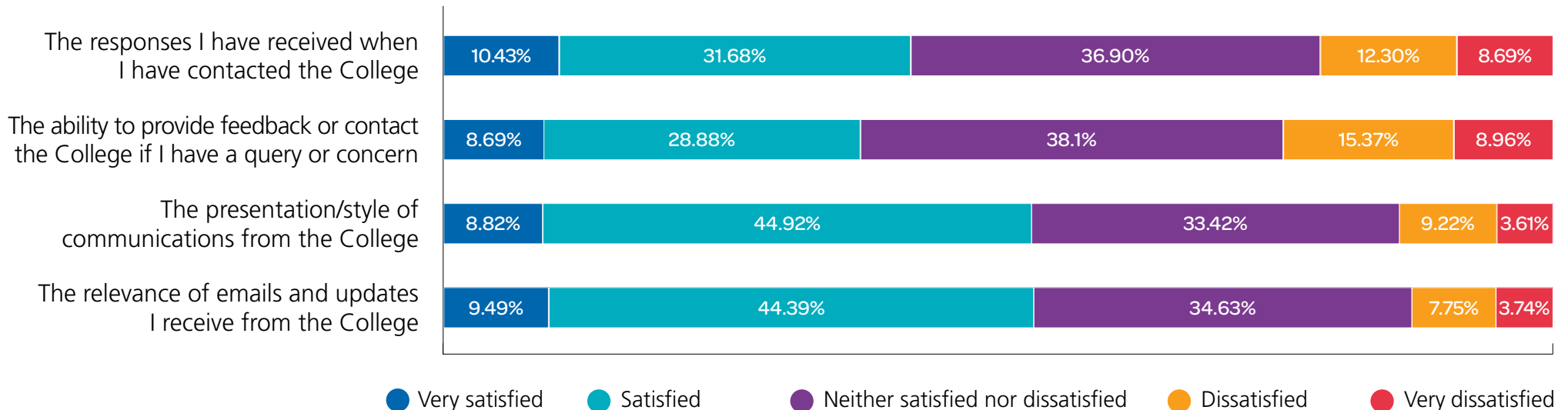
on a scale of 0-10.

“College communication contains a mix of stuff I am interested and stuff I am not, which I accept is normal. Communication of important stuff is generally timely and clear.”

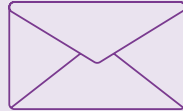
“Information sent is cursory, superficial and lots of words which don’t mean much. I am not made aware of major changes, decisions which affect me and the College. Too generic.”

“I get about the right amount of information, though I often don’t read it all.”

Members were also asked to rate their levels of satisfaction with aspects of the College’s communications (ranging from ‘very satisfied’ to ‘very dissatisfied’)



When asked what was the single most important thing that the College could do to improve its communications, the following themes emerged:



1. Providing more relevant or targeted communications
2. Brevity or fewer emails
3. Greater transparency / clarity on issues
4. Consulting more widely with the membership

Specific ideas for improvement included:

“Relevance to day-to-day practice.”

“More personalised rather than one size fits all emails.”

“Shorter updates and emails, get to the point. Too much information in our lives already.”

“Openness and transparency in communication – a good example for that was the scrapping of the OSCE and poor communication with the wider membership.”

“More opportunities for feedback. Direct member feedback and input beyond committee processes. For example more town meetings on crucial issues.”

# Improving engagement

When thinking about the most important things that the College could do to improve engagement, these key themes emerged:

1.



Listening and being responsive to the membership

2.



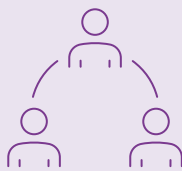
Making improvements or changes to the Training program

3.



Engaging in more advocacy

4.



Being more representative of different member groups

5.



Remaining focused on clinical issues and addressing particular areas of clinical practice.

Specific suggestions from Fellows and Affiliate members included:

“Listen, be responsive, and take training seriously.”

“More visible leadership & advocacy for psychiatry, psychiatric workforce and restoration of broken public sector role for psychiatry trainees and staff specialists.”

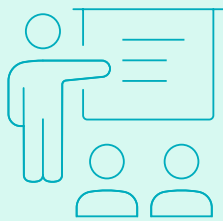
“More webinars and mini conferences on a diverse range of specialist topics and perspectives.”

“Focus on core issues of providing good care to persons with mental health problems, setting a reasonable standard for gaining FRANZCP, transparent appeals processes, consult broadly when positions are taken on political and social issues.”

# Suggestions for the future

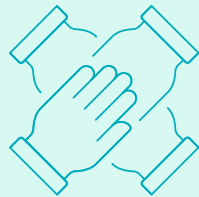
Looking ahead, members suggested the following key areas for the College to prioritise for improvement:

1.



Advocacy for the profession  
(service delivery, pay, wellbeing,  
workload etc.)

2.



Culture (more dynamic,  
inclusive, diverse views,  
approachable, collegiate, and  
collaborative) and engagement

3.



Advocacy for the community  
(including community education,  
care needs, and public standing  
of psychiatry)

4.



Exams, assessments & training

5.



Education & CPD