

2022 MEMBER SURVEY

- Snapshot of findings

SATISFACTION



83% are **satisfied** or very satisfied

with Volunteering WA's services overall

Volunteering WA is:

"a constant source of information and support." "the most connected organisation with all things volunteering."

91% of interactions with Volunteering WA **met** or exceeded expectations



Staff are:

"helpful" "friendly" "positive" "professional" "supportive"

TOP REASONS FOR CONTACT





IT services or support



70%



download from website)

(volunteer recruitment platform)



Education

TOP BENEFITS OF MEMBERSHIP

For the organisation:

77% It shows our commitment to volunteering

75% It means we belong to an influential network

For the individual:

80% It gives me access to volunteers and resources

76% It keeps me up to date

75% It provides a network

KEY AREAS OF IMPACT



SERVICES WITH HIGHEST USER **SATISFACTION** (satisfied or very satisfied)



(available for download from website)



(volunteer recruitment platform)



Education

TOP CHALLENGES FOR VOLUNTEER

PROGRAMS (very or somewhat affected)

86% The **lingering impact** of COVID-19

74% **Difficulty recruiting** volunteers

Difficulty retaining volunteers



Raising awareness of the value of volunteering and volunteers to the community