

Member Services **Survey 2018**

Snapshot of findings

SATISFACTION



100%

are satisfied with services provided

VWA DELIVERS WHAT ORGANISATIONS THAT INVOLVE VOLVNTEERS NEED

MOST IMPORTANT SERVICES



Access and advance notice

of grants and training



Member benefits and discounts



Assistance with queries, resources and access to **VIKTOR**

MOST IMPORTANT PEAK BODY ACTIVITIES



Promotion of good practice and national standards



Representation to Government



Community education & research

COMMUNICATIONS



95%

are **verv** satisfied with our

communications



are **verv**

satisfied with 1-1 support from staff

VWA IS GOOD SOURCE OF INFORMATION, (ONTACTS AND RELEVANT TRAINING

VOLUNTEER PROGRAMS



include their volunteer program in their strategic plan



have their



have KPIs for reporting to the Board/ CEO

MOST WIDE SPREAD **CHALLENGE**



Increasing complexity of social/emotional/ health/ability issues that some volunteers bring

TOP CHALLENGES

Shortage of staff to supervise volunteers

Lack of management support

Insufficient or no budget



ONLINE RESOURCES



have used the fact sheets

PROFESSIONAL DEVELOPMENT



33%

plan to complete

the one year professional development Endorsement Program in 2019