

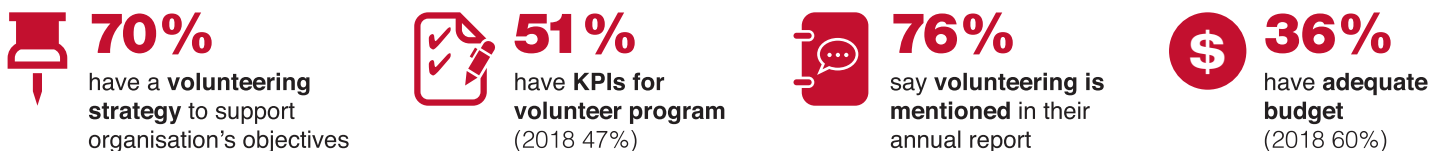
SATISFACTION



COMMUNICATIONS



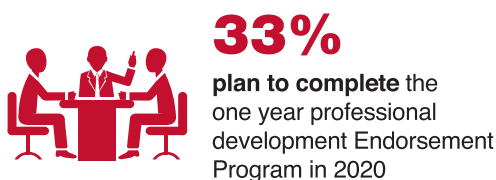
VOLUNTEER PROGRAMS



ONLINE RESOURCES



PROFESSIONAL DEVELOPMENT



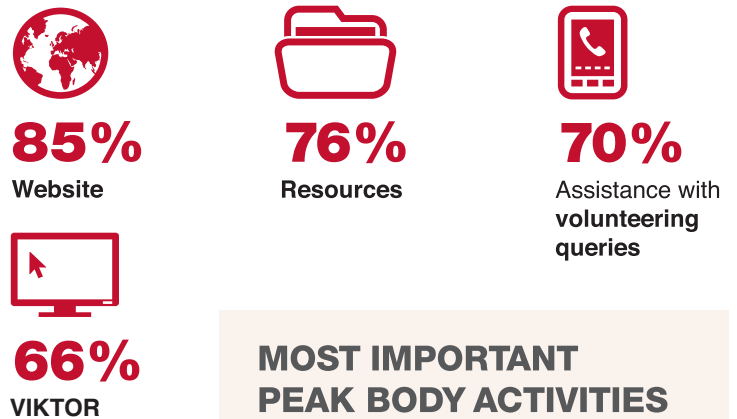
TOP CHALLENGES

- Lack of skilled staff** for volunteer management or support
- Insufficient funding**
- Difficulty attracting volunteers**

MOST IMPORTANT SERVICES



MOST USED SERVICES



MOST IMPORTANT PEAK BODY ACTIVITIES

- Community education and promotion** of volunteering
- Promotion of **national standards**
- Support for research** into innovative and good practice