

## SATISFACTION

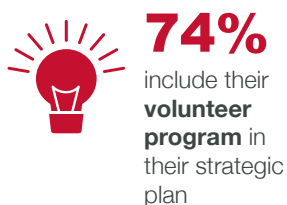


## COMMUNICATIONS



VWA IS GOOD SOURCE OF INFORMATION, CONTACTS AND RELEVANT TRAINING

## VOLUNTEER PROGRAMS



## ONLINE RESOURCES



## PROFESSIONAL DEVELOPMENT



## 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**

## 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**

