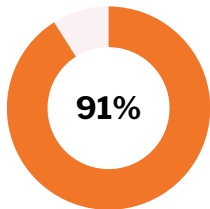


2024 Member Survey

Snapshot of Findings

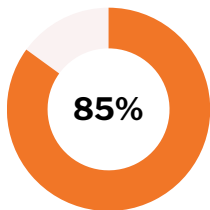
Satisfaction



Overall services

are **satisfied** or **very satisfied** with Volunteering WA's services overall

Volunteering WA has:
"Great resources and helpful staff when needed."



Staff interactions

are **satisfied** or **very satisfied** with interactions with Volunteering WA staff

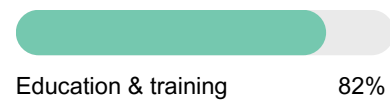
Net promoter score

51

Based on likelihood of recommending Volunteering WA to another volunteer involving organisation

"It is a very worthwhile membership for any organisation in the volunteering space."

Most used Volunteering WA services



Top benefits of membership

For the organisation:



91%

It shows we value our volunteers



89%

It shows our support for the Peak Body for volunteering



88%

It shows we support best practice in volunteer management

For the individual:



91%

It keeps me up-to-date with developments in volunteering



85%

It gives me access to volunteers and resources



80%

It builds my knowledge and skills

Top environmental concerns for organisations over next 12 months



Cost of living impact on volunteering 94%



Changes in the way people want to volunteer 83%



Getting funding for volunteer program 78%

2024 Member Survey

Snapshot of Findings

User satisfaction with communications



Sector newsletter

91%



Website

90%



Social media

84%

Services with highest user satisfaction



92% Volunteer recognition and celebratory events



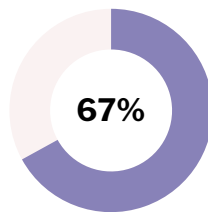
87% Resources and support for volunteer managers



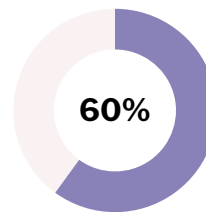
85% Education and training



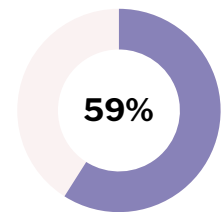
Top internal priorities for organisations over next 12 months



Communicating the value and impact of our volunteer program/volunteers

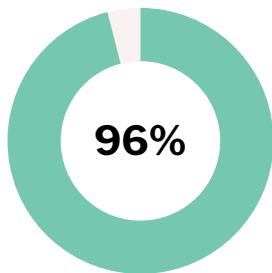


Implementing best practice in volunteer management



Adapting volunteer opportunities to suit needs and expectations of today's volunteers

Top area of perceived impact as the peak body



Raising awareness of the value of volunteering in the community

“Because we are all better together.”

Volunteering WA is “a **strong and active voice** for the sector.”

