



# Albany & Regional Volunteer Service Inc - Albany and Regional Volunteer Services

## Individual Service Users

The Customer Perception Survey is conducted annually by the Department of Communities to collect service user feedback, evaluate service outcomes, and identify areas for further improvement.

Key results of your service are presented in the table below as compared to the overall results of your program group:

Service outcomes	Item	Albany and Regional Volunteer Services % agreed (n=71)	Volunteering Development Services % agreed (n=375)
Developed knowledge, confidence and skills	I obtained useful information	89%	88%
	I feel more confident as a volunteer	80%	69%
	I developed my skills	70%	60%
Increased awareness of volunteering	I know more about volunteering	87%	84%
Other	I will continue to use the things I learnt from the service	86%	79%
	The service made a good difference to my life	79%	68%
	I met people who I can talk to	89%	83%
	I met people who I can ask for help if I need it	89%	80%
	I learnt about other helpful services and resources in my community	86%	80%
	I know I can get support from the service if I need it	90%	85%
	The service led me to join a club or volunteer	66%	65%
	The service gave me ideas on how to be involved with the community	85%	78%

\*This summary should be read in conjunction with your Community Groups and Organisations report (if available) and the overall report for Volunteering Development Services.

\*\*Please refer to the overall report for details on methodology and the program group results.

\*\*\*Percentages may not equal 100% as the following responses are not reported in figures: Neutral, Negative, Not applicable and No response.

## Overall Volunteering Development Services Wordcloud



\*Wordcloud created from comments provided by all <<Overall Program>> respondents. For pictorial purposes only and is not an analysis of the content or frequency of the comments. Please refer to Comments Only Report for a copy of all comments for your service.

Service Code : 90 901

# Albany and Regional Volunteer Services

Data was collected from October to December 2017.

Percentages may not equal 100% as the following responses are not reported in figures: Neutral, Negative, Not applicable and No response.

## What did people think of the service?

94%  
were satisfied  
with the service

96%  
found the services  
met their needs

89%  
would recommend  
the service

79%  
found the service  
better than expected



### Respondents most appreciated\*:

Information/materials	30%
Ideas/strategies	14%
Opportunity to discuss	25%
Staff	32%
Other	3%

\*Respondents could select more than one response

## How did the service do?

Developed knowledge, confidence and skills	% Agree
I obtained useful information	89%
I feel more confident as a volunteer	80%
I developed my skills	70%

Increase awareness of volunteering	% Agree
I know more about volunteering	87%

Other	% Agree
I will continue to use the things I learnt from the service	86%
The service made a good difference to my life	79%
I met people who I can talk to	89%
I met people who I can ask for help if I need it	89%
I learnt about other helpful services and resources in my community	86%
I know I can get support from the service if I need it	90%
The service led me to join a club or to volunteer	66%
The service gave me ideas on how to be involved with the community	85%

## Usage

### In the 3 months prior to the survey, respondents use the service:

Never	25%
Once or twice	38%
A few times	21%
Many times	10%

### Respondents had used the service for:

Less than 1 month	14%
Between 1 - 3 months	14%
Between 3 - 6 months	7%
Between 6 - 12 months	10%
Between 1 - 5 years	34%
Longer than 5 years	11%

## Characteristics of respondents

71

17% with disability



76%



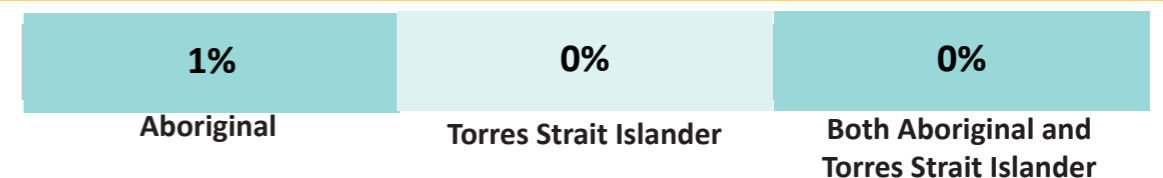
21%

Speak another language



6%

### Aboriginal status



### Age group

