

# What our Pulse is telling us.

The Pulse is showing some consistent trends and that's something worth celebrating!

## About our colleagues

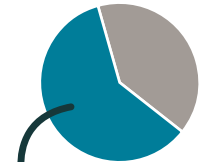
For the last 2 years, all Avivo colleagues have been invited to share their thoughts and experiences in our six-monthly Pulse survey. The data helps us learn about what's working well for people and what we need to pay attention to.

**80%**  
of employee  
respondents

- ✓ are happy with Avivo's communication
- ✓ would recommend Avivo as an employer

### Most of us

- \* are appreciated for the skills and experience we bring
- \* have the opportunity to be involved in decisions at work
- \* have the training and support we need to do our work well
- \* are actively engaged at work



"I'm part of a team that's learning to self-manage"

- \* We want everyone to be recognised for the work they do and to receive praise for their contribution - Pulse is telling us that this isn't the case for everyone. Help us get better by telling us more about what you need.

## About our customers and their families

Over the last 2 years we have invited different groups of customers to share their thoughts and experiences - here's what we know:

**80%**  
of customer  
respondents

- ✓ are satisfied with their supports and services from Avivo
- ✓ say they have control over their supports and services
- ✓ are happy with their Avivo communication

### Most of our customers

- \* have support to understand their funding
- \* tell us our support staff are reliable
- \* say staff talk to them about what they want



"Avivo services help me do what's important to me"

- \* We want everyone to be heard and supported when we make a mistake or don't get things quite right - Pulse is telling us this isn't everyone's experience. Avivo will be focusing on working with this in the coming months.

