

# Pulse survey results. 10.18

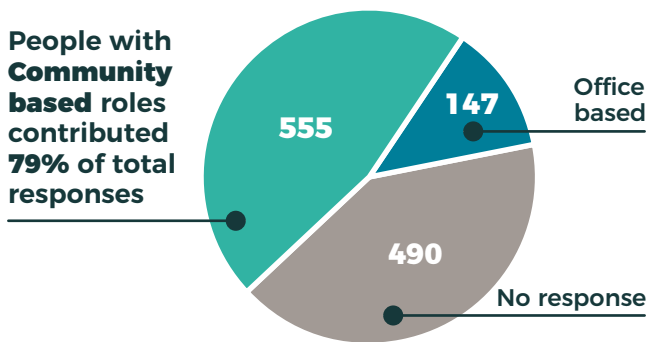
Every six months we're asking our colleagues and a different sample of customers to complete our pulse survey. This helps us all understand how we're doing at delivering supports and services to customers, and how enthusiastic and connected our colleagues are feeling.

The October 18 results are in, and once again they demonstrate the great work that you do. Take a moment and be proud, knowing that what you do makes a real difference!

## Our colleagues

# 58.9%

Of all employees\* responded



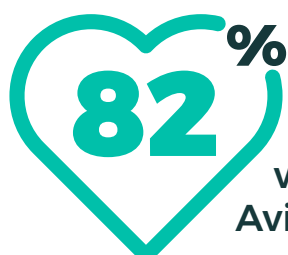
\*1192 employees invited to participate

### What we're doing well:

- ✓ Recognising and praising people for good work
- ✓ Making sure that people's opinions count

### What could be better:

- \* Communicating in a way that works for individuals



Of employees would recommend Avivo as an employer

## Our customers

# 29.6%

Of the customers\* surveyed responded

How people responded:



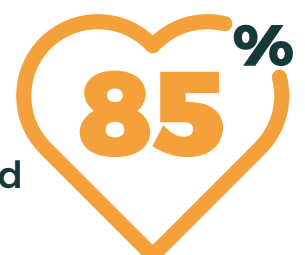
\*732 customers invited to participate

### What we're doing well:

- ✓ Talking to people about their hours and funding
- ✓ Listening to people with a concern or complaint

### What could be better:

- \* Talking to people about what else we can do to help



Of customers would recommend Avivo's services