

Pulse survey results. 05.18

The pulse survey is a way for all of us, colleagues and customers to have a say about how we're tracking at Avivo. Our latest results are in and we should be very proud.

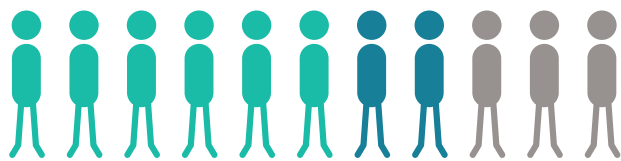
We had the best response rate (ever!) from our colleagues and (again!) Avivo scored an impressive 8.5 out of 10 for overall customer satisfaction of our supports and services.

Over the next couple of months we'll be working with colleagues in a variety of ways to explore how we improve and further develop. **Well done everyone!**

Our colleagues

68.9%

Of all employees responded



612 Field staff

203 Office staff

What we're doing well:

- ✓ We're committed and enthusiastic about our work
- ✓ Communicating about the changes

What could be better:

- * Recognising good work
- * Having the opportunity to be involved in decisions



Of employees would recommend Avivo as an employer

Our customers

29.1%

Of the customers surveyed* responded



*Sample size was 680 people

What we're doing well:

- ✓ Providing really good supports and service
- ✓ Communicating with our customers

What could be better:

- * Feeling listened to
- * Having choice about the person who provides support

Of customers would recommend Avivo's services

