

What our Pulse is telling us.

The Pulse Survey is showing some heartening trends and workable gaps for us to grow.

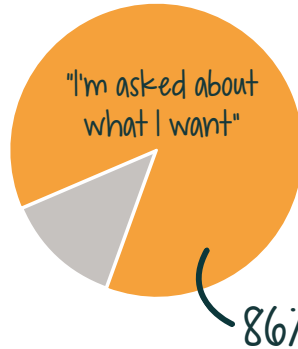
About our customers and their families

Over the last 3 years we have invited different groups of customers to share their thoughts and experiences – here's what we've learned:

✓ **What's going well**
Our customers consistently rate Avivo an 8 out of 10 in satisfaction.

▲ **What we're getting better at**
Choice and control – who supports me, times and days of service, what work is done.

* **What we need to work on**
Listening and responding to complaints.



87%
said staff talk to them about how they can help

9 out of 10!
Avivo support staff are super reliable

About our colleagues

For the last 3 years, all Avivo employees have been invited to share their thoughts and experiences. The data helps us learn about what's working well for people and what we need to pay attention to.

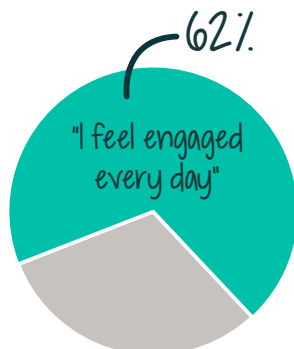
✓ **What we like most about working at Avivo**
Our customers and colleagues.
Being part of supportive team.

* **We want to see more increase in**
The amount of us working to develop our teams to self manage.
Autonomy and decision making.

✓ **Acknowledgement**
Most of us feel appreciated for our skills and experience.
Many feel recognised for good work.

* **We have heard and will focus on**
Security and stability of income and hours.
More investment in training and resources to do your job.

82%
recommend Avivo as an employer



We've been through a lot of change!