

# What our Pulse is telling us.

A survey to be proud of.

600 colleagues responded to our latest Pulse survey.

This data helps us learn what's working well and what we need to pay attention to.

On average, **colleagues** rated the following:



Would recommend Avivo as an employer



Of us feel our skills and experience is appreciated



Of us feel we have the resources, training and support to do a good job



Have received recognition or praise for our work (Down by 11%)



**Community services colleagues feel engaged at work**



**What's going well**



**Significant improvement**



**We're getting better at**



**Future focus**



**What do you like most?**

- Team work
- Making a difference
- Flexibility
- Our vision and values



**What can improve?**

- Face to face meetings and gatherings
- More clarity in guidance and procedures
- Additional benefits to pay
- More recognition and praise for the work you do
- More opportunity to be involved in decision making



**Culture** – our diversity is increasing

**23%**

Culturally diverse backgrounds

**3%**

Indigenous colleagues

**6%**

LGBTQIA community

**5%**

Have a disability

**28%**

Lived experience of mental health challenges



**We are working on actively welcoming and embracing diversity**

# What our Pulse is telling us.

A survey to be proud of.

547 customers responded to our latest Pulse survey.

This data helps us learn what's working well and what we need to pay attention to.

On average, **customers** rated the following:

**80%**

Avivo explore how best to help me live life

**81%**

Avivo listens to you when you have a concern or complaint

**84%**

Avivo meets my expectations for quality and safety

**80%**

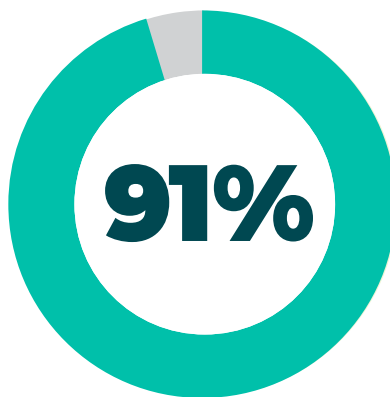
When I call the office or my team – they get back to me and can help me

**76%**

My Service Coordinator and Team Facilitator check in with me around how my services are going

**53%**

Let me know how my hours or funding is tracking



**My services help me do what's important to me**



**What's going well**



**Significant improvement**



**We're getting better at**



**Future focus**



**What do you like most?**

- Friendly and caring staff
- Reliability and punctuality
- Quality of Service
- Personalised Support
- Thorough and efficient work done by my support staff
- The flexibility and responsiveness of Avivo as my requirements change.



**What can improve?**

- Provide regular updates on funding, hours used and remaining
- Establish a reliable back up system for staff absences
- Create opportunities for people to connect through peer support and or community events.



**85%**

Are happy with the supports and services received by Avivo

**82%**

Would recommend Avivo to others

