# What our Pulse is telling us.



18%

Both Community and Desk Based (TF, Coordination, Community Services Support) 60%

Community Based
(Support Workers)



Respondent breakdown

## Colleagues responded

**42% response rate** (down 13% from 2023 survey)

#### What's going well:



## **Quality Work**

Feel their team is committed to doing good quality work

### **Engaged**

Feel engaged at work (6% increase from last time)



### **Appreciated**

Feel their skills and experience are appreciated



#### **Supported**

Feel they have the training, support and resources to do a good job

#### We need to pay attention to:

# 65%

#### Recognition

Of respondents have received recognition or praise – letting people know they're Mint! is so important, take time to recognise and celebrate one another when we get together in our teams.

# 75%

#### Communication

Have the information and communication to do their job well – while still high, this is down 5%. We're looking at better communication channels between leadership, Coordinators, and Support Workers, and thinking about a robust feedback mechanism for employees to voice concerns and suggestions.



#### **Workplace of choice**

Of people would recommend Avivo as an employer – this is down 9% from November 2023. After a period of challenges and change, we're focusing on stability and growth.

I would like to say thanks for the working flexibly opportunity we have as it makes a big difference to my quality of life.

I also enjoy making the customers day. I'm passionate about my job at Avivo and strive to work to the best of my ability and share a little love and happiness around.

The team that I work with are very supportive and uplifting, they will always hold the space for you when needed.

I'm able to work hours/days that suit me, even though we work alone we have the backup of our team/office.