

# What our Pulse is telling us.

A survey to be proud of.

560 customers and 515 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, **customers** rated the following:

92%



'I get to decide what my support workers do for me'  
'My services help me to do what is important to me'

84%



'I would recommend Avivo to someone who was looking for services'

84%



'Avivo meets my expectations for quality and safety'

53%



Said we let them know how their funding or hours are tracking

10

9

8

7

6

5

4

3

2

1

84%



How happy are you with the services and support you get from Avivo?



What's going well



We're getting better at



Future focus



What do you like most?

- Our customers
- Making a difference
- Flexibility
- My team
- Communication

"This organisation has the biggest heart I've ever known"



What can improve?

- Information overload
- More hours, more pay, km reimbursement rate
- More face to face time
- Less admin
- More support workers
- Support with tech and phones



We are working on actively welcoming and embracing diversity

1/4

of Avivo colleagues are from culturally diverse backgrounds

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



These are all significant improvements on the last survey

81%



'I have the information, communication, training, support and resources to do my job well'

80%



'I'm involved in decisions and **my opinion seems to count**'

80%

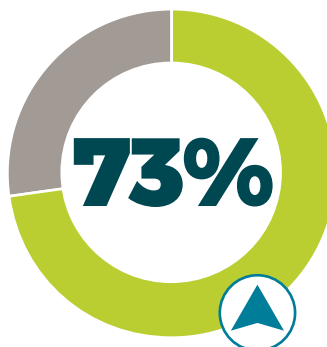


'I receive recognition or praise for my work, and my skills and experience are appreciated'

46%



Responded to the survey. The response rate has been steadily decreasing.  
**We want to hear from you - your opinion matters!**



Reported feelings of engagement very often or always.