

**avivo**

# **Customer Consultants**

Avivo's Advisory Body



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# Meaningful Engagement at Avivo.

Connection - Consultation - Collaboration - Co-design - Co-facilitation - Celebration

## Vision

A **culture of collaboration** and inclusion where those who are impacted by a policy, product, service, or decision are involved in its development and implementation. Mutually beneficial interactions resulting in participants feeling valued for their unique contribution.

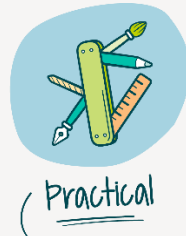
## Our Values



We build strong connections that embrace everyone in every community.



We do what it takes with what we have, adapting as things change.



We keep things straightforward, without any fuss or jargon.



We work in partnership promoting dignity and independence.

We value the voices of our people. At Avivo we value working in partnership with people and their families to develop and provide the supports and services they choose to live life.

Involving people in decisions that impact them is essential. It can ultimately result in better outcomes as services are developed and delivered in a way that more closely aligns with the needs of those who are receiving the services.

# Elements of Engagement



## How we involve - Customer Consultants.

Avivo's Customer Advisory Body is made up of a network of Customer Consultants who are engaged with throughout the organisation.

**Avivo's Customer Consultants positively influence Avivo's decision-making around factors that affect people's lives by:**

- Representing and advocating for our community.
- Connecting with Avivo colleagues to provide feedback and advice on the quality of our services and influence our strategic direction.
- Promoting consultation, collaboration, and, when appropriate, co-design.
- Influencing decision-making and supporting genuine reform within our services, organisation, and the sector more widely.

Department	Customer Consultant Involvement
Learning and Development	Learning and Development Consultants – Training and Onboarding Consultants, Training facilitators
Executive	Council – Strategic influence and quality of care
Practice Support	Pulse Survey – Quality and feedback on services
Comms and Engagement supported	Ad hoc - Customers are engaged with at an ad hoc basis as required.

## Learning and Development Consultants.

### Why?

To have those who are impacted by the work influence and educate the people who do the work by sharing their lived experience during onboarding training.

### What?

- **Embedded:** Co-facilitators are embedded in the Learning and Development team so to develop strong relationships within the team, as well as to build confidence and skills in facilitation.
- **Intentional:** provides real insight to the work by offering first-hand experience of our services in the delivery of training.
- **Real:** Customer Co-facilitators share their own story and experience to inform and influence incoming colleagues.

### How?

Customer Co-facilitators work alongside the L&D team to:

- Share their lived experience to provide real insight to the work that Avivo does by offering first-hand experience of the services they receive.
- Provide feedback and advise on training and e-learning modules.
- Co-facilitate training.

## Council.

### Why?

It is a way for organisational decisions to be influenced by the people who do the work, and those who are impacted by it, together.

### What?

- **Holistic:** combining community-based colleagues and customers from each of our geographic areas and funding streams.
- **Intentional:** focusing on the stewardship of Avivo's strategic goals. Bi-monthly sessions, facilitated by the Executive Team.
- **Embedded:** a mechanism to collaborate on current work – strategic initiatives as priority – by bringing in the colleagues who are leading the initiatives to share progress, ask questions, take away insights, and pivot when appropriate.
- **Strategic:** meeting with (and reporting to) the Board annually. Annual agenda is planned and driven by the Executive Team.

### How?

- Expressions of interest are sent out, every 2 years, or as required to make up numbers.
- Meetings are held at the Osborne Park office, with the option to join online to ensure regional participation, every 2 months.
- Members of the Board and Council come together once a year for a Board Interactive.
- Meetings are facilitated by Exec and are supported by Communications and Engagement.
- Communications and Engagement support and facilitate the membership of customers and colleagues.
- Agendas are driven by Avivo's strategic goals, topics submitted by Council Members, and quality of care metrics.

## Reporting

Once a year quality of care feedback and metrics are taken to Council for review. Feedback from Council is put into a report and,

- sent to the Board and Executive to consider and respond to,
- share with Mentors, Service Coordinators, and the Senior Leadership Team.

The final report with responses and actionable items is then sent to each event attendee and made available on the Avivo website.

## Customer Survey.

### Why?

Gather feedback on services and business operations so to understand how happy our customers are with their services, and where improvements can be made.

### What?

Twice a year Avivo customers are send a survey to request feedback on the services they receive, and the organisation more widely.

### How?

- Surveys are sent to all customers by email or post.
- Reponses are collected and reviewed at an organisational level and area level where possible.
- Flagged items are raised with Mentors and Coordination teams to action.