

What our Pulse is telling us.

The Pulse is showing some consistent trends and that's something worth celebrating!

About our colleagues

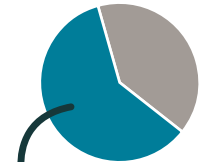
For the last 2 years, all Avivo colleagues have been invited to share their thoughts and experiences in our six-monthly Pulse survey. The data helps us learn about what's working well for people and what we need to pay attention to.

80%
of employee
respondents

- ✓ are happy with Avivo's communication
- ✓ would recommend Avivo as an employer

Most of us

- * are appreciated for the skills and experience we bring
- * have the opportunity to be involved in decisions at work
- * have the training and support we need to do our work well
- * are actively engaged at work



"I'm part of a team that's learning to self-manage"

- * We want everyone to be recognised for the work they do and to receive praise for their contribution - Pulse is telling us that this isn't the case for everyone. Help us get better by telling us more about what you need.

About our customers and their families

Over the last 2 years we have invited different groups of customers to share their thoughts and experiences - here's what we know:

80%
of customer
respondents

- ✓ are satisfied with their supports and services from Avivo
- ✓ say they have control over their supports and services
- ✓ are happy with their Avivo communication

Most of our customers

- * have support to understand their funding
- * tell us our support staff are reliable
- * say staff talk to them about what they want



"Avivo services help me do what's important to me"

- * We want everyone to be heard and supported when we make a mistake or don't get things quite right - Pulse is telling us this isn't everyone's experience. Avivo will be focusing on working with this in the coming months.

