



Success. Mapped.



# We believe in the power of *people*

As leaders in integrated experience management, research, and consulting, Insync simplifies the complex and delivers insights and advice to help drive meaningful and sustained improvement.

We achieve this with over 20 years of experience, over 2000 organisations serviced globally, and insights from 1.5 million responses across 90 countries.

Our commitment to personalised support and meaningful relationships sets us apart.

# Measurement tools that unlock insight and *inspire change*

## Our solutions



### Employee experience

The journey to high performance is unique for every organisation but always starts with understanding your people and how they feel so that you can harness the immense power of a highly engaged culture. Our wide range of tools will help you develop a deep understanding of your people's engagement and alignment, how that compares to your peers, and what it all means in your specific context. Once we have derived clear insights from your data, we can help you leverage this knowledge to create a culture of continuous, collaborative improvement.



### Customer experience

It is universally agreed that understanding the experience of your customers is critical for any organisation to thrive. At Insync, we help you get feedback directly from your customers and understand what it means specifically for you. We blend quantitative and qualitative research methodologies to deliver actionable insights so that you can drive exceptional service delivery and brand loyalty. Our benchmarks help you keep up to date with your performance versus peers, and our expertise and post-survey support help you accelerate past them.



### Patient experience

Understanding patient satisfaction and overall outcomes is complex and difficult. We know that because we have been assisting our Australian healthcare clients to do so for more than 15 years. Our team of experts understands the healthcare industry deeply and can help you identify causal factors, comply with regulations, and piece together the broader ecosystem of management information.



### Open disclosure

Our open disclosure workshop is a specialised training program designed to equip health and aged care professionals with the tools and confidence to manage adverse outcomes effectively, while promoting transparent and constructive communication with patients and consumers.



### Board and governance

Strengthen leadership, foster transparency, and drive organisational excellence. Our board performance evaluations and governance surveys provide the tools and insights needed to improve effectiveness and decision-making while fostering a culture of accountability.



### Deliberative engagement

Facilitate meaningful dialogue, drive consensus, and enact change. From community consultations to stakeholder engagement initiatives, our deliberative engagement solutions empower organisations to build trust, foster collaboration, and drive positive social impact.



## Why *partner* with Insync?

**We don't just deliver data; we deliver actionable insights that drive strategic decision-making and fuel organisational growth.**

Our commitment to your success continues long after the survey closes. We offer a range of post-survey consulting offerings to help turn your data into concrete, impactful solutions that drive measurable results. From action planning workshops to leadership coaching, we're here to support you every step of the way.



With cutting-edge technology solutions and robust data security measures, we ensure that your data is secure and easily accessible. Our technology platform enables us to tailor our tools to meet your specific needs while guaranteeing the safe storage and management of all information within Australia.



When you partner with Insync, you gain access to a diverse team of specialists, including data analysts, organisational development professionals, registered psychologists, and system development experts.



We understand that every industry is unique, so we tailor our approach to each client engagement. Our industry experts bring deep sector-specific knowledge and experience, ensuring that our solutions are relevant and effective in addressing your organisation's unique challenges and opportunities.



At Insync, our advice is grounded in robust psychological frameworks and best-practice survey design. Our registered psychologists and research specialists immerse themselves in your organisation's context to design psychometrically valid, relevant, and actionable surveys, providing you with the insights you need to drive meaningful change.

# Unlock your *potential* and future with our varied expertise



## Board performance and culture

### Nicholas Barnett

Led by seasoned governance expert Nicholas Barnett, our board performance and culture assessments provide actionable insights to enhance governance effectiveness, foster board cohesion, and drive organisational performance.



## People and culture

### Divya Martyn

A coaching and consulting expert, Divya empowers organisations to cultivate inclusive, welcoming environments through insightful feedback analysis and cultural development, fostering success and resilience.



## Team and business performance uplift

### Jeremy Summers

Under the guidance of Jeremy Summers, our team and business performance uplift programs empower organisations to optimise team dynamics, drive productivity, and achieve sustainable growth.



## Leadership development

### Tony Matthews

With Tony Matthews at the helm, our leadership development initiatives equip leaders with the skills, knowledge, and mindset to inspire teams, drive innovation, and lead with confidence.



## Healthcare, education and community services

### Murray Chapman

Our expert, Murray, specialises in delivering tailored solutions to address the unique challenges facing healthcare providers and education and community organisations.



## Healthcare

### Shannon Harbinson

Shannon is a dedicated healthcare specialist committed to understanding the needs of stakeholders, employees, and patients. She plays a key role in helping healthcare organisations foster continuous improvement, and meet compliance obligations, including National Standards adherence.



## Healthcare

### Amanda Byers

A healthcare specialist, Amanda leverages key stakeholder feedback to drive quality improvement initiatives and enhance the overall patient experience.



## Employee and client experience

### Sophie Owen

Sophie advises clients on optimising employee and stakeholder engagement for enhanced organisational performance, partnering closely to fulfil project needs.



## Employee experience and psychosocial hazards

### Dr Erika Szerda

Our in-house psychologist and behaviourist, Erika, cultivates high-performing organisations, by ensuring supportive structures, practices, and systems, mitigating psychosocial hazards, and prioritising holistic wellbeing.



## Customer experience

### Tony Salvage

A customer experience guru, Tony helps organisations deliver exceptional customer journeys, drive satisfaction, and foster brand loyalty.



## Regulated engagement

### James Garrick

James helps regulated entities meet their obligations to engage with stakeholders, customers, and communities. These duties commonly arise during preparing price submissions, renewing operating licences, and demonstrating customer centricity.



## Deliberative engagement

### Eleanor Howe

Stakeholder engagement is crucial, and Eleanor drives inclusive decision-making processes that build trust, foster collaboration, and create positive social change.



## Local government

### Sanjaya Gunaratne

A local government expert, Sanjaya ensures municipalities engage their communities, drive service excellence, and build vibrant societies.



# You don't just get insights; you get *benchmarked insights*

**Our benchmarking capabilities allow you to compare your performance against industry peers, providing valuable context and helping you identify areas for improvement.**

Couple this with our real-time reporting portal, and you'll experience access to actionable insights whenever you need them.

From benchmarked results to user-friendly action planning tools, our portal empowers you to make informed decisions and drive continuous improvement.

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