



Helping organisations understand what matters and what to do next

For more than 25 years, Insync has helped organisations better understand the experiences of their people, customers and patients.

We combine rigorous research, extensive benchmarks and deep sector expertise to uncover what shapes experience and performance, and where change can have the greatest impact.

Across employee and customer experience, culture and leadership, we turn evidence into clear priorities and meaningful improvement.

25+

years of experience

2.5m+

benchmarked
survey responses

Australian-built

survey & reporting
technology

Measure what matters. Turn insight into action.

We combine research, technology and specialist expertise to help organisations understand experience, strengthen culture and leadership, and improve performance.

Our solutions support organisations across a wide range of industries.



Employee experience

Understand what your people experience at work, what matters most to them and where change will have the greatest impact.

- Engagement surveys
- Psychosocial risk
- Workplace wellbeing
- Onboarding & exit
- EVP & attraction
- Action planning



Culture & leadership

Build the culture your strategy needs and strengthen the leaders responsible for bringing it to life.

- Culture assessment
- Purpose, vision & values
- Leadership team effectiveness
- 360-degree feedback
- Leader coaching



Customer experience

Understand the experiences of your customers, clients and participants, and identify where change can make a difference.

- Voice of the customer
- Voice of clients & participants
- Customer experience automation



Insync Health

Specialist research and advisory for health and aged care, combining sector expertise, benchmarks and frameworks.

- Workforce experience
- Patient safety culture
- Patient experience & outcomes
- Resident & family experience
- Clinical & organisational effectiveness
- Advisory & training

Expertise shaped by experience

Our team brings together consultants, researchers, psychologists and sector specialists, combining diverse perspectives with deep expertise across the industries we serve.



Team & business performance

Jeremy Summers

Jeremy helps organisations strengthen business performance, optimise team dynamics, improve productivity and achieve sustainable growth.



Employee experience & psychosocial risk

Dr Erika Szerda

Our in-house psychologist and behaviourist, Erika helps organisations strengthen practices, reduce psychosocial risk and improve wellbeing.



Community services & education

Sophie Owen

Sophie advises clients on employee and stakeholder engagement, partnering closely to strengthen organisational performance.



Healthcare & patient experience

Amanda Byers

A healthcare specialist, Amanda uses stakeholder feedback to drive quality improvement and enhance patient experience.



Culture, coaching & leadership

Divya Martyn

A coaching and consulting expert, Divya helps organisations cultivate inclusive environments through feedback, coaching and cultural development.



Healthcare & stakeholder engagement

Shannon Harbinson

Shannon helps healthcare organisations understand the needs of stakeholders, employees and patients, supporting continuous improvement and compliance.



Health services research

Dr Joshua Robinson

Josh helps healthcare organisations improve experiences and outcomes through tailored survey methodologies, academic rigour, and practical insights.



Employee experience

Adi Ryan

Adi helps organisations understand their people through employee experience survey programs, rigorous data management and practical insights.



Community services & education

Emily Harrison

An education specialist, Emily helps organisations capture staff, family and community perspectives to deliver insights that inform improvement.



Customer & stakeholder research

Chris Chen

Chris helps organisations understand employee, customer and stakeholder experiences, turning complex data into clear, practical recommendations.

From evidence to meaningful improvement

Great research is only valuable if it leads somewhere. We combine deep sector expertise, rigorous methodology, technology and hands-on consulting to help organisations move confidently from evidence to action.

**01**

Sector expertise

Deep expertise in your world, not generalist advice. Our consultants understand the unique realities, benchmarks and pressures in your sector, so interpretation starts with context.

**02**

Proven methodology

Our work is grounded in rigorous research methodology, with established frameworks, validated measures and approaches tailored to your sector and objectives.

**03**

A true partnership

You work with a dedicated team who get to know your organisation and stay involved from design and administration through to analysis, reporting and action planning.

**04**

Technology built for insight

Our Australian-built survey and reporting platform gives you timely access to results, benchmark comparisons and intuitive tools to explore what matters, backed by our in-house development team.

**05**

Insight that leads to action

We do more than deliver data. We help your leaders understand what the findings mean, identify what matters most and turn insight into practical priorities for improvement.

**06**

Experienced people, personally involved

Our consultants, researchers and analysts bring deep expertise to every engagement, with senior people actively involved in interpreting results and helping you determine what comes next.



Ready to understand what matters most?

The right evidence can change what happens next.

Whether you're looking to better understand your people, customers or patients, we'll help you ask the right questions, make sense of the results and turn insight into meaningful action.

[Start a conversation with our team](#) →

