

Staff Newsletter

Message from the Executive Leadership Team

We want to start by saying a huge thank you to all our staff who recently completed the Staff Survey. We had over 100 responses, which is a fantastic result! Your feedback is incredibly important, and we are currently reviewing all your comments and suggestions. We look forward to sharing the results with you in the next edition of the newsletter.

At the same time, we also completed our Customer Survey, and once again, we were thrilled with the high response rate. While we will share the full results next time, we can already say that the compliments for our field staff have been overwhelmingly positive. It's a wonderful reflection of the commitment and care you bring to your roles every day.

It's already shaping up to be a big year, and we are continuing to work hard behind the scenes to prepare for the upcoming Support at Home reforms. The recent election has delayed the release of some information, but we are keeping a close watch and will share any important updates with you as soon as they become available.

Thank you again for your dedication and hard work. Together, we are making a real and lasting difference.



Executive Leadership Team Amanda David Leonie

all about us

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important dates...

Labour Day
5 May

Mother's Day
11 May

International Nurses Day
12 May

Staff Breakfast
13 May

Cancer Council Biggest Morning Tea
22 May

National Sorry Day
26 May

Social Committee Graze & Glaze
31 May



Cancer Council
 Australia's Biggest Morning Tea

Help us raise \$300

Donate online on the All About Living Cancer Council Fundraising Page



Help Us Make a Difference!

We're raising \$300 for life-saving cancer research. You can help by making a donation – every dollar counts! Simply click the link or scan the QR code to donate and help us reach our goal.

Welcoming New Leadership at All About Living

You might have noticed a few new faces on our Board, and we're excited to welcome additional leadership to our team! It's been an eventful start to the year, and we're incredibly grateful for the ongoing support of our Board as we continue navigating the evolving landscape of Support at Home Program.

We're pleased to welcome **Louise Cox** as our new Chair and **Simon Mather** joining us as a new Board Member. Both bring a wealth of experience and leadership to All About Living. Louise's extensive background in leadership roles across legal, accounting, and mental health sectors, paired with Simon's expertise in financial services and governance, strengthens our ability to guide the organisation through the challenges and opportunities ahead in the aged care sector.

Their leadership is essential as we focus on delivering exceptional care and support to the community we proudly serve.

We would also like to express our gratitude to Sonya Beyers, our outgoing Chair, and Jon Bishop, for their invaluable contributions, which have been instrumental in laying the groundwork for the positive changes to come.

As we move forward, we are excited about the continued support and guidance from our Board to ensure we provide the highest level of service to our valued community.



Louise Cox - Chair



Simon Mather - Board Member

Rising to the Challenge – Cyclone Alfred Response

When Tropical Cyclone Alfred hit Queensland, All About Living faced a real-time test of our newly developed Disaster Management Plan, just months after it was written. While we had been planning to run a drill, the weather had other ideas. Thanks to the collective effort of our incredible team, we passed the real-deal with flying colours.

A huge thank you to our People & Culture Team for swiftly launching training modules, ensuring everyone stayed engaged and paid – no one missed out during this challenging time. Special recognition goes to Alex from IT, who worked quickly to ensure staff could work remotely. He rolled out work-from-home access and devices at lightning speed. Outstanding work, Alex!

Our Scheduling Team never stopped. They coordinated essential services, contacted participants, and prioritised safety. The staff at Michael Allen House went above and beyond, even staying overnight to ensure continued support.

Every member of our Disaster Management Team showed incredible resilience, even while facing their own challenges like flooding and power outages.

This was a true team effort! You've shown exactly what it means to make a difference. Your commitment during such a challenging time exemplifies the strength and spirit of our team.



Incredible Feedback on Our New Trainees!

We are beyond excited to share the incredible feedback we've been receiving about our new trainees! This year, we welcomed a fresh group of trainees, and the impact they've had has been nothing short of inspiring.

This team is made up of both new members and existing staff embracing the opportunity to grow. They've already played a key role in strengthening our ability to serve our participants even better, enhancing the level of care we provide, and ensuring that we continue to evolve and improve as a business. The trainees have brought fresh ideas, enthusiasm, and energy, which has had a positive ripple effect across the whole team.

What truly stands out is the remarkable feedback we've been hearing from our participants. While compliments about our staff and the outstanding work you do are always common, there's been a noticeable buzz about how well the new trainees are performing. Their commitment and dedication are being recognised, and it's clear they're adding tremendous value to the service we deliver.

This success is a testament to the power of growth, not just for the trainees but for the entire team. Traineeships offer a unique opportunity to learn while making a real impact, and it's inspiring to see our new trainees embrace this journey with such enthusiasm.

We're incredibly proud of our trainees. Congratulations to everyone – you're doing amazing work. Keep shining!



Standing: Becky, Gali, Jackson, Chelsie, Taneka, Natalie, Jaymie
Front Row: Clare, Victoria, Amanda, Chantel

New Feedback Portal – Faster, Smarter & More Responsive!

At All About Living, we're always looking for ways to improve and one of the most powerful ways we can do that is by listening to you.

Last month, we ran our Staff Survey, which is a great opportunity to share your thoughts about us as an organisation. But just as important is your day-to-day feedback on the things that impact you. That's why we've expanded our partnership with MOA to include a new Internal and External Feedback Portal.

Why is this a quality improvement?

By using the strength of MOA's reporting system, we've added another layer of security and anonymity for your feedback. Every submission is now automatically tracked and monitored for resolution. Previously, feedback was processed manually, but now, thanks to MOA, it's built straight into our reporting system without delay. Every piece of feedback becomes part of our monthly reporting and improvement process.

Why use the Feedback Portal?

- Share feedback any time - it's quick and easy
- Remain anonymous (if you prefer)
- Every submission is reported and actioned
- Your input helps us grow and improve

We're proud to offer this accessible, reliable way to share your thoughts. Whether it's a compliment, concern, or suggestion - you now have a direct line to help shape the future of All About Living.

Scan the QR code below or
visit the portal directly via our website
www.allaboutliving.com.au/feedback-form/



Exciting Changes Ahead: New Teams & Zones

We are thrilled to announce a significant update to our service delivery model at All About Living. In our ongoing efforts to enhance efficiency and streamline our operations, we are introducing a new Zone Area Team Base system.

What Does This Mean for You?

The new system will assign teams to specific geographic areas, where possible, to reduce travel time, optimise our operations, and ensure we can provide more consistent, high-quality care to our participants. By consolidating our service areas, we will improve operational efficiency, allowing us to better support our participants while making better use of our resources.

Key Changes

- **Geographic Zones:** Our service areas will be divided into clearly defined zones. Teams will be allocated to a designated zone, with services prioritised within that area. While most services will remain within the designated zones, exceptions may apply in cases of unplanned leave or long-standing participant relationships.
- **New Zoning System:** As part of this change, teams will be assigned to specific zones for servicing. In larger zones, more than one team may be assigned to ensure we have sufficient resources to meet the needs of our participants.
- **Team Structure:** To further reduce travel time, we aim to align staff with teams closer to their home areas, whenever possible. This may result in reassignment to a new team, potentially with a new Team Leader and new team members. A draft of the new team structure is available, with finalisation set for 16 May 2025. This will give you the opportunity to review the changes and provide feedback during the Consultation Period. If you haven't received notification about which team you will be allocated, please reach out to your Team Leader for assistance.

Important Notes

These changes will not affect your contract hours. We understand that where you live and the participants you serve may require special consideration, and we have worked hard to align these as much as possible. However, if you would prefer to work in a different area, such as closer to

your children's school, please inform the People & Culture team during the Consultation Period. We will review each request individually and work with you to explore the best available options.

Next Steps

1. **Consultation Period:** The Consultation Period will run from 11 April 2025 to 16 May 2025. During this time, you will have the opportunity to review the new team and zone assignments and provide feedback. If you have concerns, please make sure to raise them during this period to ensure they are considered in the final plan.
2. **Discussions with the People & Culture Team:** If you have concerns about your zone or team reassignment, please reach out to the People & Culture team before the end of the Consultation Period to discuss your concerns.
3. **Participant Consideration:** We have also taken steps to consider the needs of our participants and the impact on long-standing relationships. If you are aware of any participant situations that require special consideration, please raise them during the consultation period.

What We Need From You

- **Be proactive:** Please review the new structure and zones and discuss any concerns you may have with the People & Culture team during the consultation period so we can address them before finalising the teams. If you have concerns about how the new team structure might impact your personal situation, please let us know by 16 May 2025.

Our Commitment

We understand that these changes represent a significant shift, and we are committed to making the transition as smooth as possible. Your feedback is crucial in ensuring that we continue to provide the best support to both you and our participants.

Thank you for your understanding and cooperation as we move forward with this exciting update.

Recent Policy Updates

Haven't had a chance to check our latest policies?

It's been a busy few months for our policy team with lots of new policies! These changes affect all of us, so make sure you are up to date.

Here's what's new since our last newsletter:

Clinical Policies

- Aseptic Non-Touch Technique Process
- Nursing Competencies
- Outbreak Management Plan

Governance Policies

- Business Continuity Policy
- Governance Framework

Operations Policies

- After Hours Clinical On-Call Policies
- Buddy Shift Process
- Safeguarding Policy
- Visit Checks - Infectious Diseases
- Vulnerability Flowsheet

People & Culture

- Casual Employee Process
- Disciplinary Policy
- Social Media Policy
- Volunteering Policy

Quality Policy

- Consumer and participant Incident Management

WHS Policies

- Workplace Drug and Alcohol Policy

Take a moment to log in, explore these updates, and familiarise yourself with the policies. Empower yourself with knowledge and stay informed!



Scan the QR Code or visit the Policy Portal in the All Staff folder in Microsoft Teams.



Vaccination Reminder

TIME TO BOOK YOUR FLU SHOT!

Protecting yourself and those around you from influenza is important, especially during the colder months. One of the easiest ways to do this is by getting your annual influenza vaccination.

In Queensland, flu vaccines are available at no cost through the National Immunisation Program (NIP). This free service makes it easier than ever to take a proactive step towards your health and wellbeing. The flu can lead to serious illness, especially for vulnerable members of our community, so staying up to date with your vaccination is key.

Don't delay, book your flu vaccination today and give yourself the best protection this winter.



Change to Scheduling Hours

We'd like to let you know that our Scheduling Team hours have recently changed to help us better meet demand and make the best use of our resources.

New Hours:

- Staff Support (Internal): 6:00am – 4:30pm
- Participant Enquiries (External): 8:00am – 4:30pm

This change has been introduced to reflect the increased demand for scheduling support in the early mornings. By starting earlier, we can better support our frontline team, respond more quickly to rostering needs, and manage service changes efficiently.

Thank you for your support as we continue to improve the way we work to meet the needs of both our team and our participants.

If you have any questions, please contact the Scheduling Team directly.



Exciting News: The Employment Hero App has launched!

We're thrilled to announce the launch of the Employment Hero App earlier this year! Hopefully, you've all seen it and had a chance to use it, but for those who haven't yet, here's some helpful information.

What the App Offers

The Employment Hero App gives you quick access to essential tools:

- **Submit Leave Requests:** Apply for leave directly through the app and upload supporting documents like medical certificates.
- **View Pay Slips:** Access your fortnightly payslips directly in the app.

Please note: You will continue to receive your pay slips via email and can still view them through ELMO. This app provides an additional option, giving you multiple convenient ways to access your payslips.

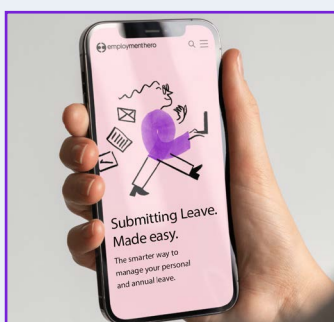
- **Check Leave Balances:** Stay on top of your leave entitlements and view past leave applications.

Important Note:

- **Rostering:** Rostering and schedules will still be managed through AlayaCare.
- **HR Information:** Personal profiles and contact details will remain in ELMO. These tabs in the app are visible but not in use.

Why You'll Love It

- **Convenience:** Manage your leave and payslips anytime, anywhere no need for a desktop.
- **Time-Saving:** Submit leave requests quickly, without the hassle of paperwork.
- **Streamlined Process:** All your leave and payslip information in one place.



Submitting your leave and viewing your payslips just made easier!

 employmenthero

How to Get Started

For Team Members with Company Phones:

The app will be pre-installed and ready to use by 30 January 2025 - no action required!

For Personal Devices (Optional):

If you'd like to take advantage of the faster process, you can download the app to your personal device. Simply:

1. Go to your device's app store (App Store for iOS or Google Play for Android).
2. Search for Employment Hero.
3. Download and install the app.

Setting Up the App

Once you have the app on your device, follow these easy steps:

1. Log in using your All About Living email address.
2. Tap the Magic Link button to receive a verification email.
3. Open the email on the same device as the app and click the link.
4. Set up a 6-digit passcode and enable Face ID for secure access.

For a detailed walk through, scan the QR Code to view the Cheat Sheet, which provides step-by-step instructions with visuals.



Support and Help

We're here to make your transition to the app as smooth as possible.

If you have any questions, please reach out to helpdesk@allaboutliving.com.au or the People and Culture team on hr@allaboutliving.com.au

The **Employment Hero App** is here to simplify your workday, giving you more time to focus on what matters most - making a difference every day.

Paid Breaks - How it Works

We've had a few questions lately about the 10-minute paid break, so here's a quick clarification.

Although it doesn't show up in your schedule, your break is automatically paid. This flexible approach recognises that your day can be busy and unpredictable. You can take your break whenever it suits you best, during a quiet moment or between appointments.

It's your time to pause and recharge, without the stress of losing pay or sticking to a set schedule.

If you have any questions, feel free to chat with your Team Leader or Business Manager - we're here to help.



WHS Message: Your driving is on display!

When you're behind the wheel of a company vehicle, you're not just getting from A to B, you're representing All About Living. Your safety is always our number one priority, but how we drive also reflects who we are as an organisation.

That's why we're reminding everyone to keep it safe, smart, and professional on the road. Actions like speeding, running red lights, failing to give way, using your phone while driving, or getting into verbal altercations with other road users aren't just dangerous, they also damage our reputation in the community.

**DRIVE SAFELY. FOLLOW THE RULES.
STAY PROFESSIONAL.**

Let's continue to make a positive impact, both on and off the road.

Thank you for driving safely and representing us with care.

Introducing SMS Service Notifications – Coming Soon!

We're excited to share that All About Living will soon be launching SMS Service Notifications, a new feature designed to improve communication and convenience for our participants. This system will automatically send text messages when a staff member is on their way to deliver a service, providing real-time updates and transparency.

To support a smooth transition for both staff and participants, and to avoid overwhelming our Scheduling Team, we'll be rolling out SMS notifications in batches starting from late April, with the full rollout expected to be complete by June.

An Important Note on Signing In and Out:

To ensure the SMS system works correctly, it's crucial that staff are signing in and out of services accurately in AlayaCare. This supports the timing of SMS notifications and ensures participants receive the updates they need smoothly when it's time.

The goal of SMS Service Notifications is to enhance the participant experience by:

- Giving participants timely updates about when to expect their support worker
- Providing peace of mind with real-time notifications
- Reducing the number of scheduling-related enquiries, making everyone's job a little easier.



Updated Incident Form: Small Changes, Big Impact

As part of our commitment to continuous improvement and delivering the highest standard of care, we've made a few minor updates to the Incident Form in AlayaCare.

These updates align with the Strengthened Aged Care Standards and NDIS Practice Standards, and improve how we manage and respond to incidents by linking directly with our MOA quality control portal.

What's Changed?

The form is still in the same location and used the same way, but you'll notice a few small updates:

Minor Field Adjustments

Some field names now reflect updated terminology under the new standards.

Simplified Format

Fewer tick-box questions and a stronger focus on clear written descriptions help us better understand each incident.

Direct Integration with MOA

Submitted forms now flow directly into MOA, reducing double handling and improving tracking and follow-up.

What Does This Mean for You?

- The form is still accessed the same way in AlayaCare
- No new steps or training required
- The updated version will appear automatically, just take a moment to note the small layout and wording changes

Why Is Incident Reporting Important?

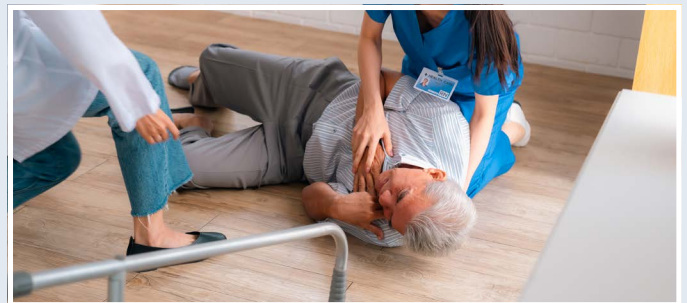
Incident reporting is essential for protecting the safety of participants, staff, and the broader community. It helps us:

- Quickly address issues and reduce future risk
- Meet legal obligations under aged care legislation (including SIRS)
- Continuously monitor and improve the quality of care.

When Should I Complete an Incident Form?

Use the Incident Form in AlayaCare for any reportable events, including:

1. Medication errors (missed or incorrect doses)
2. Nutrition concerns
3. Injuries (to participants or staff)
4. Falls (even without visible injury)
5. Behaviours of concern (e.g. aggression, wandering)
6. Suspected or confirmed infections
7. Sudden clinical deterioration
8. Privacy breaches (unauthorised access or disclosure)



Need to Upload a Photo?

Photos must be taken at the time of completing the form in AlayaCare. Images from your gallery cannot be uploaded - this ensures real-time, accurate documentation.

Need Help?

A step-by-step guide is available on **page 27** of the AlayaCare Staff Training Guide available on teams or click or scan the QR Code.





This year, our Social Club is running an NRL Footy Tipping Competition, and it's already off to a cracking start!

We've had our first two winners, Dale Reeves (Rachal's hubby!) who took out the Knockout Comp and Alec Oostenbroek who won our Round 8 Top Tipper mini-comp. Well done!!

It's been a tricky season to pick so far so some low scoring weeks means it's still anyone's game, and we're loving the friendly competition.

Our standout tipster so far is Carolyn, who says she barely knows the rules but has still managed to top the ladder for the last five weeks! Incredible effort – go Carolyn!

A big thank you to all our enthusiastic tipsters who've jumped on board! While sign-ups have now closed, we'll be sharing regular updates so you can follow the action and cheer on your colleagues.

Stay tuned for more updates as the season continues. Let's see who takes out the top spot!

Guess the Eggs Winners!

We're egg-cited to announce the winners of our Guess the Eggs competition – and wow, what an egg-cellent effort from everyone who took part!



The large jar held a total of 262 eggs, and Becky was impressively close with her guess of 265 – just 3 off! The smaller jar had 183 eggs, and Lynette nailed it with a guess of 186 – also just 3 away!



A huge congratulations to our winners and a big thank you to everyone who joined in the fun.

Graze & Glaze. Good Times Guaranteed!

The All About Living Social Club is thrilled to invite you to our next staff event: Graze & Glaze – a relaxing, hands-on afternoon of creativity, conversation, and delicious treats. Whether you're a crafty soul or a complete beginner, this is your chance to unwind, connect with colleagues, and create something beautiful.

Your Artistic Itinerary

You'll be guided by an experienced instructor as you decorate your very own resin cheese board and two matching coasters. There's no need for any artistic experience – just bring your imagination and a sense of fun!

We'll supply everything you need:

- All art materials and step-by-step instruction
- Sweet and savoury afternoon tea
- Tea, coffee, soft drinks, and juice

Event Details

- Date: Saturday 31 May 2025
- Time: 3:00pm – 6:00pm
- Location: Baskerville Street Training Centre
- Cost: \$85 per person (*Payment details will be shared once your RSVP is received.*)

Friends and family are welcome to join the fun!

After the class, we'll be heading over to **The Sands Social** for dinner (optional, at your own expense) the perfect way to let your artwork cure while you catch up and enjoy dinner.

So come along, graze on some tasty bites, glaze a beautiful keepsake, and enjoy a creative afternoon with great company.



NDIS Audit – A Team Effort

We recently completed our NDIS audit, an important step in our commitment to delivering the highest quality care to participants. The audit reviewed our policies, procedures, and practices to ensure they meet the NDIS Practice Standards, covering areas such as participant rights, governance, risk management, feedback, and staff training.

We're proud to share that we received excellent feedback from participants about the positive impact of our services. The audit also identified a few opportunities for improvement, which we are already working on to further strengthen what we do.

A special thank you to Carolyn Gilmour for leading this important work and to Celia, Rosie, and Jasmine for their incredible support and adaptability during recent staffing changes. Your efforts have been vital to our success.

As we prepare for our follow-up audit, we remain committed to continuous improvement and delivering outstanding care to those we support.

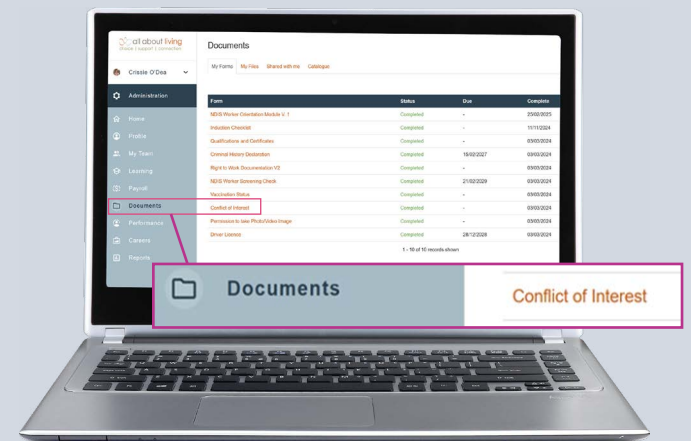


Reminder: Conflict of Interest Declarations

We would like to remind all staff to complete a Conflict of Interest Declaration if you have secondary employment, or relationships with family members or participants that may present a conflict. Maintaining transparency is essential to uphold the integrity of our services.

The declaration form is available in ELMO under the Document Library, alongside the Accident Incident Form. If anything has changed since your last submission, please complete a new declaration as soon as possible.

This practice aligns with NDIS requirements and was highlighted during our recent audit.



Thank you for helping us meet our obligations and continue delivering high-quality, ethical services.

Ensuring Compliance with Licenses and Certifications

Keeping your licenses and certifications up to date is essential for your professional standing and our compliance with regulatory standards. This includes a valid Driver's License, Blue Card, and Yellow Card, depending on your role.

Please check your qualifications in ELMO and update any that are expired or nearing expiry. Missing or outdated documents may result in non-compliance and could lead to a stand-down arrangement until they are current.

Maintaining valid credentials helps ensure the safety and wellbeing of our participants and the quality of our services.

If you need help with ELMO, please contact the People & Culture team. Thank you for your attention to this important matter.



Lynette Hall is supporting this process and may contact you directly to assist. Lynette has been with All About Living for three years in a variety of roles and is helping ensure our records are accurate and up-to-date. **Thanks Lynette!**

Join the Social Committee – Help Us Shape the Fun!

We're on the lookout for new Social Committee members to help bring fun, connection, and great vibes to All About Living!

The committee meets once a month (yes, it's paid!) to plan and organise staff engagement activities like the Christmas Party, staff incentives, Footy Tipping, and out-of-office catch-ups like our popular Paint & Sip classes.

Everyone is welcome to join, and we're especially keen to hear from our front line team - your insights are valuable in helping us create meaningful and inclusive ways to connect across the whole team.

Interested?

Send an email to communication@allaboutliving.com.au, we'd love to have you on the team!



Stay Informed with Our participant Newsletter

Stay Connected – Anytime, Anywhere

Did you know you can now read our CONNECTED participant Newsletter online? You'll find the latest edition – along with past issues – right on our website. It's a great way to stay in the loop with the updates, stories, and info we share with our participants. You can also download the current Groups Calendar, so you know exactly what activities are coming up.

Whether a participant mentions something from the newsletter or you just want to stay informed, these resources are a quick and easy way to stay connected.



Groups Calendars available at www.allaboutliving.com.au/activities-program/



Client Newsletters available at www.allaboutliving.com.au/connected-newsletter/



Wishing Jenny Sibraa a Wonderful Retirement

After an incredible 18-year journey with All About Living, we bid a fond farewell to Jenny Sibraa as she embarks on her well-deserved retirement. Jenny's career with us has been nothing short of remarkable, evolving from roles such as Domestic Worker and Support Worker to Team Leader, and most recently, Case Manager. Her dedication and compassion have earned her deep admiration and respect from both participants and colleagues.

Jenny has been an integral part of our family, witnessing and contributing to our growth from a modest team of 12 to a thriving organisation of 160. Her first hand experience of this transformation is a testament to her adaptability and commitment. We are profoundly grateful for Jenny's unwavering service and wish her all the best in this new chapter of her life.



A New Chapter for Domestic Assistance – Growing Stronger Together

We're excited to share a significant step forward for All About Living, one that brings new opportunities, more jobs, and greater control over the services we provide. As part of our ongoing growth and preparation for the upcoming Support at Home Program, where possible we will be transitioning domestic assistance services in-house, officially concluding our contract with SuperCare Cleaning Solutions on 30 April 2025.

This change is a positive move for our entire organisation. By bringing these services under our own umbrella, we can create new roles within our team, offer greater consistency of care for participants, and enhance our ability to respond flexibly and quickly to changing needs.

This is not just about service delivery, it's about growing stronger as a team and building a more connected All About Living. Our frontline staff will have more opportunities for meaningful work, closer collaboration with participants, and increased job security. For participants, it means more personalised care, improved communication, and better continuity.

A huge thank you in advance to everyone supporting this transition. Your dedication helps us continue to do what we do best, make a difference. Let's embrace this exciting new chapter together!



A great morning breakfast at Baskerville Street!

Our recent staff breakfast BBQ was a fantastic success, and it was wonderful to see so many friendly faces take time out of their day to pop over and say hello. The feedback has been overwhelmingly positive, with many enjoying the chance to catch up, grab a bite, and share a few laughs.

It was so well received that we're putting on another one! This time, we'll be celebrating International Nurses Day with a morning of give-aways and information packs about the upcoming Aged Care Reform Updates, specifically **Support at Home**.

We're excited to keep the momentum going and continue these moments of connection and appreciation. Keep an eye on your inbox for reminders and updates. We hope to see you there!



International Nurses Day Breakfast BBQ

Date: Tuesday, 13 May 2025

Time: 6:00am – 9:00am

Location: Lagoon Street Office



Keep an eye on your emails!

Group Case Management – What Does It Mean?

As part of our ongoing efforts to improve service delivery and get ready for the Support at Home program, All About Living has implemented a Group Case Management Model within the HCP team. This model is already having a positive impact for both participants and staff, offering more flexibility, faster response times, and a stronger sense of shared support across the team.

Why the Change?

With the aged care sector moving toward more integrated and responsive models of care, we saw an opportunity to adapt our structure to better meet the needs of our participants. Instead of working in isolation, Case Managers now operate as a team, supporting one another and working collaboratively to deliver high-quality, person-centred care.

This change was also introduced in response to recent staffing transitions, allowing us to maintain continuity for our participants without compromising on the quality of service.

How It Works

Each participant is still allocated a Primary Case Manager, their main point of contact who will lead reviews, manage specialised referrals (such as Allied Health), and support with any complex concerns or feedback. However, in this new model if a participant's Primary Case Manager is on leave, in a meeting, or tied up, another Case Manager from the team can step in. This reduces waiting times and ensures that participants always have someone available to support them.

Case Managers are now fully briefed on participant needs and care plans, allowing any team member to assist confidently and consistently.

A Streamlined Way to Communicate

To support this new model, we've introduced a shared email address that's monitored by the entire team: casemanagement@allaboutliving.com.au

We ask that all email communication relating to HCP case management be directed to this address moving forward. It ensures messages aren't missed and can be picked up by any available team member.

What This Means for You

This collaborative approach means less pressure on individual Case Managers and better outcomes for participants. You'll also find it easier to redirect enquiries and know someone will be there to respond quickly.

As always, thank you for your continued support and adaptability as we work together to improve the care experience for everyone at All About Living.



Our HCP Case Management Team: Karen Johnston, Rochell Robertson and Rosie Goodhew.

All About Living Engages at Women into Work Job Meet

Our People & Culture team recently participated in the Women into Work Job Meet at the Strathpine Community Centre. This event provided a valuable platform to connect with women eager to enter or re-enter the workforce. We discussed the diverse career opportunities available at All About Living and highlighted our commitment to supporting women in their professional journeys. Attendees were encouraged to explore current vacancies on our website and consider joining our team, where they can make a real impact in the community. We look forward to welcoming new talent inspired by this event.



Becky Ferguson and Jade Higgins at the Strathpine Women into Work Job Meet.

Celebrating International Women's Day at AAL

In March, All About Living joyfully celebrated International Women's Day, aligning with the 2025 theme, "Accelerate Action," which emphasises the urgency of advancing gender equality.

To honour this significant day, each team member received a thoughtful company gift, symbolising our appreciation for the remarkable contributions of women within our organisation and beyond. Additionally, we gathered for a delightful morning tea at the office, fostering camaraderie and reflection on the achievements of women.

A highlight of our celebration was introducing our International Women's Day Champion, Courtney Boyd, our esteemed Digital Optimisation Business Partner. Courtney's dedication and resilience in the IT industry exemplify the spirit of challenging boundaries and accelerating action toward gender equality.

We hope everyone enjoyed the festivities and joins us in continuing to support and celebrate the incredible women who inspire change every day.



Recognising Courtney's Role in Accelerating Action

This International Women's Day, we want to take a moment to recognise Courtney Boyd, our incredible Digital Optimisation Business Partner. Courtney's journey in the IT industry is a true reflection of dedication, resilience, and challenging boundaries and she's an inspiration to all of us.

Courtney faced challenges early in her career, not just as a woman, but also as a young person in the industry. She shares that, "Being respected, particularly for my opinion, was difficult," but she didn't let that stop her. Starting in an entry-level support role, Courtney took every opportunity to step up, offering solutions and sharing ideas. Her hard work and willingness to take risks have helped her earn a seat at the table and achieve success.

At All About Living, Courtney has always felt empowered and supported. She appreciates the trust we've placed in her to lead projects and take on new challenges. But, like many women in IT, she acknowledges there's still work to be done.

Courtney encourages women to keep pushing themselves and believes that diverse teams are stronger and more innovative.

We're proud to have Courtney with us and grateful for everything she does to inspire others every day.



Courtney Boyd, All About Living's 2025 International Women's Day Champion.

Celebrating Milestone Achievements at All About Living

We are thrilled to acknowledge several significant service milestones achieved since our last newsletter. At All About Living, we take immense pride in recognising the dedication and commitment of our team members. It takes a special individual to thrive in aged care, and we are fortunate to have such remarkable professionals among us.

These milestones reflect not only the longevity but also the invaluable contributions each of these

individuals has made to our organisation. Their dedication has been instrumental in providing exceptional care and support to our participants.

Please join us in extending a huge thank you and congratulations to Patrina, Kathleena, Pauline, Darren, and Becky. Your hard work and commitment are truly appreciated, and we look forward to many more years of success together.



Patrina Hetherington, participant Intake Officer with Taryn Duncan



Kathleena Satchell, Support Worker (Qualified) with Becky Ferguson



Pauline Boyle, Support Worker (Qualified) with Elvira Brown



Darren Dugan, Support Worker (Qualified) with Elvira Brown



Becky Ferguson, People & Culture Business Partner with Amanda MacDougall

Celebrating Our Team's Achievements

We are delighted to announce that Jessica Sialepis and Jaymie Dunleavy have recently completed their Certificate III in Individual Support (Ageing). This nationally recognised qualification equips individuals with the skills and knowledge to provide compassionate, person-centred care in aged care settings.

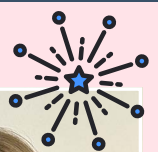
Jessica and Jaymie's dedication to professional development exemplifies our commitment to delivering exceptional care. Please join us in congratulating them on this significant accomplishment and their continued contribution to our team's excellence.



Jessica Sialepis



Jaymie Dunleavy



Welcome to the team!

In 2025, we are thrilled to welcome 22 new team members to the All About Living family. Each person brings unique skills, experience, and passion to our team, and we are excited to see the positive impact they will make. Please join us in giving them a warm welcome as they settle into their new roles and begin their journey with us!



Bo Phoonhiran
Support Worker / Team
Leader *Brisbane*



Megan Reid
Nurse - RN1
Brisbane



Jackson Brown
Support Worker
(Trainee) *Brisbane*



Gali Palemia
Support Worker
(Trainee) *Brisbane*



Taneka Kirkwood
Support Worker
(Trainee) *Brisbane*



Chelsie Selby Support
Worker (Trainee)
Brisbane



Cassandra Miller
Support Worker (Qual)
Brisbane



Ria Lewis
Support Worker (Qual)
Brisbane



Jasmine Graham
NDIS Support
Coordinator *Brisbane*



Kristie Hickey
Scheduling Officer



Melinda Somerville
Administration Officer
(Reception)



Isabella Leverett
Support Worker (DA)
Brisbane



Jasmine Ward
Administration Officer
(Reception)



Michelle Menzel
Nurse - RN1
Brisbane



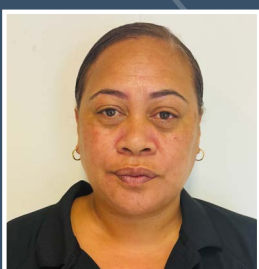
Matthew Hayes
Nurse - RN1
Sunshine Coast



Manish Adhikari
Nurse - RN1
Sunshine Coast



Nicole Barwick
Team Leader -
Support at Home



**Jacqueline
Hukatai- Makasani**
Support Worker
(Qual) *Brisbane*



**Chloe
Brady-Evans**
Support Worker (DA)
Brisbane



Lauren Swan
Case Manager - NDIS



Keury Bezerra
Support Worker (Qual)
Gold Coast



Montana Dee
Support Worker (Qual)
Sunshine Coast