

Scheduling Optimisation Project Communications Plan

Objective

To inform and engage both employees and participants regarding the operational changes, particularly the zoning of staff, to ensure a smooth transition and enhance operational efficiency, team collaboration, and participant experience.

A. Key Messages

1. Introduction of New Zoning System

We are introducing a new zoning system to better align our teams with specific service areas. The goal is to improve the consistency of care for our participants while optimising team structures. This system will help reduce travel time, ensure better staff coordination, and ultimately lead to better outcomes for participants.

To make sure we prioritise the best use of staff and resources, we have outlined the following priority structure for team assignments:

1. **First Priority:** Employees will work within their designated zone. This ensures consistency and continuity of care for both staff and participants.
2. **Second Priority:** If another zone within their team needs coverage, employees may cover that zone as well.
3. **Third Priority:** If a zone outside their team requires coverage, employees will step in. However, this should not happen frequently, especially for non-clinical staff.

This approach allows us to maximise efficiency and maintain strong, consistent relationships between participants and their team members, while ensuring we can support areas with higher needs when necessary.

2. Team Changes:

- Teams will be realigned to better reflect geographic areas where they provide services.
- While **team names** will stay the same, the **members within teams** may change based on the geographic needs.
- The main focus of this change is to improve care outcomes by placing the **consistency of staff members** with participants at the centre of the plan.

3. Benefits for Participants

- **More Consistency:** Participants will be cared for by the same team, ensuring familiar faces and better rapport, which improves care outcomes.
- **Better Support:** In cases where your regular worker is unavailable, someone from the same zone will step in, ensuring continuity of care.
- **Less Travel Delays:** Staff will work within designated zones, reducing travel-related delays and improving punctuality.
- **Enhanced Support:** Staff will become familiar with the area, offering tailored social support (e.g., shopping, outings) suited to the community's needs.

4. Employee Impact

- **Consultation Process:** Employees will have the opportunity to consult with managers regarding their new designated zones.
- **Team Cohesion:** This will help employees form closer ties with their teams and local communities, enhancing job satisfaction and support.
- **Adaptations:** We will make every effort to keep employees close to the areas they live, but there may be exceptions based on long-term participant relationships.

5. Customer Positivity Campaign

- **Growth and Process Improvements:** All About Living has grown significantly in the last few years, and we are continuously improving our processes to better meet the needs of our participants.
- **Customer-Centric Changes:** We want to emphasise that all of our changes—from the introduction of AlayaCare to the new zoning system—are driven by the goal of providing the most efficient, high-quality services to meet the high expectations and needs of our participants. We've listened to customer feedback, especially regarding their preference for **consistent staff**.
- **Commitment to Excellence:** These changes reflect our commitment to continually improving our services and ensuring we always provide the best care and support to our participants.

B. Stakeholders

- **Internal:** All About Living staff (team leaders, support workers, managers, business managers)
- **External:** All About Living participants and their families

C. Key Activities & Timeline

Date	Action	Responsibility	Notes
12/03/2025	Review teams and assess changes.	Rachal & Courtney	Teams to be reviewed for any large changes.
13/03/2025	Scheduling workshop for team adjustments.	Scheduling Team	Plan for team adjustments discussed.
14/03/2025	Finalise teams and confirm adjustments.	Business Managers/Rachal	Ensure adjustments are finalised for the workshop.
17/03/2025	Finalise list of exceptional participants for special consultation.	Rachal & Business Managers	CO to develop a tailored script for outreach.
02/04/2025	General communication to all staff.	Marketing	Initial messaging to be shared with staff. Email to be sent after 12.30pm, after the Team Leader meeting.
From 05/04/2025	Scheduling team reaching out to identified exceptional cases (approx. 60).	Rachal & Scheduling Team	Rachal to provide list of customers to contact. CO to provide Script for Scheduling Team.
11/04/25	New Team Assignments Released	Courtney & Crissie	Team Leaders to receive draft of all members. (Noted conflicts to be considered in Comms) Mail merge for individual notification.
28/04/2025	Employee consultation period begins (4 weeks).	People & Culture, Managers	Ensure all staff have access to support and are consulted about new zones.
16/05/25	Consultation Period Ending Notifications	MarComms	Email reminder to all staff.
23/05/2025	Finalise the list of new teams and zones.	Rachal & Business Managers	Confirm finalised teams and zones.

			Communicate to all staff.
02/06/2025	Go live with new zoning system.	All About Living	Operational transition to new zones begins.

D. Channels for Communication

1. Client Newsletter

- General information about changes All About Living is making in preparation for the changes in the Aged Care Act and to improve our services, better utilise our resources to provide better outcomes for our customers.

2. Staff Newsletter

- Updates to staff regarding the zoning changes, consultation period and expectations. Including success stories and progress on the operational improvements.

3. CAB (Consumer Advisory Board) Meetings

- Face-to-face discussions with the CAB to get feedback from participants about the zoning system and other recent improvements, ensuring alignment with their needs.

4. Staff Huddles (Team Meetings)

- Short, informal meetings for staff to discuss updates and provide feedback. This will be an ongoing forum for employees to share concerns and suggestions during the consultation period.

5. Team Leader Meetings (Monthly)

- Monthly meetings where team leaders can communicate updates, manage expectations and address any questions regarding the new zoning system and operational changes.

6. Website

- News article published on the website about the new zoning system, how it benefits both staff and participants and the overall improvements All About Living is making to its operations and provides our customers more consistency with staff and consistency of care.

7. Social Media Channels

- Posts across social media platforms to share the positive impact of the new zoning system and other operational changes. Emphasise the growth of All About Living and its commitment to providing high-quality, efficient services to participants.

8. Email Campaigns

- **To Staff:** Regular email updates about changes, training opportunities and consultation processes.

9. Surveys

- Pulse Survey for staff to gather feedback on the zoning system and other operational changes. This will help assess the success of the changes and identify any areas for improvement.

E. Audience-Specific Messaging:

1. Employees

- **What's Changing:** Introduction of designated zones for teams, better scheduling, and clearer support systems.
- **Why It Matters:** To improve work efficiency, reduce travel time, and help build stronger connections within local communities.
- **How We're Supporting You:** Through consultations, training, and access to a streamlined HR systems for better work management.

2. Participants

- **What's Changing:** More consistent care from a team of familiar faces.
- **Why It Matters:** You'll receive more personalised attention, fewer delays, and staff who are familiar with your needs and preferences.
- **How We're Supporting You:** We'll ensure you feel comfortable with your entire team, so you're always in good hands, even if your regular worker is unavailable.

3. Potential Risks & Mitigations

- **Risk:** Resistance to change from employees or participants.
 - **Mitigation:** Regular consultations and clear communication about the benefits of the changes. Use feedback to make necessary adjustments.
- **Risk:** Confusion or misunderstanding about the new zones.

- **Mitigation:** Provide detailed information through various communication channels and hold Q&A sessions for staff and participants.
- **Risk:** Delays or issues during the consultation period.
 - **Mitigation:** Ensure ample time for staff to voice concerns and address issues promptly. Offer support where needed.

4. Evaluation & Feedback

- **Employee Feedback:** During the consultation period, gather feedback from employees regarding their new zones.
- **Operational Metrics:** Monitor staff travel times, participant satisfaction and efficiency improvements to evaluate the success of the changes.

F. Marketing Collateral

- a. **All Staff Email** (28/03/25)
- b. **Staff Newsletter** (Autumn Edition) (02/04/25)
- c. **Poster with FAQ for Team Leader Huddles** (02/04/25)
- d. **Script for Scheduling Team** (05/04/25)
- e. **Staff Email with draft zones for review** (11/04/25)
- f. **Staff reminder that the Consultation period is ending soon** (12/05/25)
- g. **All Staff Email Confirming New Zones** (27/05/25)
- h. **Staff Newsletter** (Winter Edition) (02/06/25)
- i. **Client Newsletter Article** (30/05/25)
- j. **Social Media Campaign** (LinkedIn) (June 2025)

a. All Staff Email 02/04/25 (Sent after Team Leader Meeting, 12.30pm)

Subject: Important Update: New Team & Zone Assignments

Dear Team,

I'm writing to inform you of an important change regarding the delivery of our services and area assignments. To enhance efficiency and streamline our operations, we are transitioning to a new Zone Area Team Base system.

This new system will assign teams to specific geographic areas, wherever possible, to reduce travel time for our staff, optimise operations, and improve the consistency of care for our participants.

These changes will be implemented on **2 June 2025**.

What's Changing?

- **Geographic Zones:** Our service areas will be divided into specific zones. Teams will be allocated to a designated zone, with services prioritised within that zone. Exceptions may apply in cases of unplanned leave or long-standing participant relationships.
- **New Zoning System:** Teams will be assigned to a specific zone for servicing. In larger zones, multiple teams may be assigned to ensure we have the necessary resources to meet the needs of our participants.
- **Team Structure:** To reduce travel time, staff will, where possible, be aligned with a team closer to their home areas. 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 will be available by **11 April 2025**, with finalisation set for **16 May 2025**. During this period, referred to as the **Consultation Period**, all staff will have the opportunity to review the changes and provide feedback.

Please note, this change will **not** affect your contract hours.

We understand that factors such as your location and the participants you currently serve may require special consideration. We've made efforts to align these as much as possible. 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 options available.

Next Steps:

1. **Consultation Period:** Team and zone information will be available from **11 April 2025** and finalised by **16 May 2025**. The time between these dates is the Consultation Period. If you have concerns, please raise them during this time 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. This is essential for your concerns to be considered.
3. **Customer Consideration:** We have made efforts to consider both staff and participant needs during this transition. If you are aware of any situation requiring special consideration (e.g., long-standing participant relationships), please raise it during the consultation period.

What We Need From You:

- **Be proactive:** 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 the new team structure or how it might impact your personal situation, please let us know before **16 May 2025**.

We understand that this is a significant change, and we are committed to making the transition as smooth as possible. Your feedback is invaluable, and we want to ensure we continue to support both you and our participants effectively throughout this process.

Thank you for your understanding and cooperation.

Regards,
Leonie

b. Staff Newsletter (Autumn Edition) 02/04/25

Exciting Changes Ahead: New Team & Zone Assignments

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. We will provide a list and map of the new zones, which you can review [here] <link>.
- **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 will be available by **11 April 2025**, with finalisation set for **16 May 2025**. This will give you the opportunity to review the changes and provide feedback during the Consultation Period.

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. **Customer 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.

c. Poster with FAQ for Team Leader Huddles – 02/04/2

Frequently Asked Questions (FAQ) – New Zoning System at All About Living

1. What is the new zoning system?

The new zoning system involves reorganising our teams based on specific geographic service areas. This change aims to improve efficiency, reduce travel time, and provide more consistency for both staff and participants.

2. Will my contract hours be affected by the changes?

No, your contract hours will not be impacted by the zoning changes. The primary change will be to the team you are assigned to, based on the new zoning structure.

3. How will teams change under the new system?

While the team names will remain the same, the members within each team may change to better align with the new zones, ensuring that team members are working in areas that best match where they live and the participants they support.

4. Will I still be working with the same participants?

Where possible, we aim to keep you with the same participants you currently support, particularly if you have long-standing relationships with them. However, depending on the zoning changes, some participants may be supported by other members of your new zone team. We encourage open communication during the consultation period to discuss any concerns you may have regarding participant relationships.

5. How will these changes affect my role?

These changes may affect the team you are part of. You could be assigned to a different team, depending on the new zones.

6. What is the consultation period, and how does it work?

The consultation period is a designated time for you to review the changes, consider how they may impact your situation, and provide feedback. During this period, you will have the opportunity to raise any concerns or seek clarification about the changes. The consultation period runs from **11 April to 16 May**.

7. Will participants have a say in these changes?

Yes, participants will also have the chance to voice any concerns they may have. If a

participant has a strong relationship with a particular staff member, we will consider this when making changes. However, not all individual situations may be immediately known to us, so please raise any concerns you have during the consultation period. Participants will also have an opportunity to bring forward any concerns they may have.

8. What if I'm unhappy with the new zoning assignment or my new team?

If you have concerns about your new zoning assignment or team, we encourage you to raise them during the consultation period. You can raise your concerns with our People & Culture Team by sending an email to hr@allaboutliving.com.au. The team will get back to you with a time to discuss your concerns. We want to ensure that the changes work for both you and the participants. Management will carefully consider all feedback and make necessary adjustments where possible.

9. Will the new zoning system affect the quality of care we provide to participants?

The goal of the new zoning system is to improve the quality of care. By reducing travel time and ensuring more consistent staffing, we aim to provide better support to participants and improve service delivery.

10. What if I need additional support during this transition?

We understand that change can be challenging, and we are committed to providing support throughout the transition. If you need any additional support or have specific concerns, please don't hesitate to reach out to your manager. We are here to help you during this process.

11. How can I provide feedback during the consultation period?

You can provide feedback directly to our People and Culture team by emailing hr@allaboutliving.com.au. They will contact you to schedule a time to discuss your concerns. We're here to support you and ensure that this transition goes as smoothly as possible for everyone involved.

d. Scheduling Team Script – 05/04/25

Opening the Call:

"Good [morning/afternoon], [Participant's Name]. This is [Your Name] from All About Living. How are you today?"

Wait for response.

"That's great to hear! I'm calling today to inform you about some important updates regarding the care and support we provide. As part of our commitment to improving our services, we've made some changes to how our team is structured, and I wanted to personally update you on how these changes may affect your care."

Explaining the Changes:

“We’ve recently introduced a new zoning system for our teams. This change means that our staff will now be grouped into specific geographic zones to improve service efficiency, reduce travel times, and provide more consistent care.”

“For you, this means that the support workers who are assigned to you may change slightly, but the good news is that we’ll be keeping you with the same team as much as possible. Your regular support worker will remain your primary contact, but in the rare case they’re unavailable, someone from the same team will step in to ensure continuity of care.”

“We understand how important consistency is for you, and we’re making every effort to ensure that the transition is as smooth as possible. You’ll also be introduced to the entire team, so you’ll feel comfortable with anyone who may be stepping in when needed.”

Details on the New Team:

“Along with this change, we’ve created dedicated teams for each zone. The goal is to make sure your team is familiar with your needs and the local area, which will help them provide more personalised and efficient support.”

“In the next few days, you’ll receive a flyer with photos and bios of each team member, so you can get to know them ahead of time. We want you to feel comfortable and confident with everyone on your team.”

Addressing Concerns:

“I understand that changes can feel a bit unsettling, but we’re here to support you through this process. If you have any concerns, especially regarding the workers who will be assisting you, please let us know. We want to ensure you’re happy with the support you’re receiving.”

“If you have any questions or would like to discuss these changes in more detail, I’m happy to assist. You can also reach out to me at any time.”

Reassurance and Closing:

“Once again, we’re committed to providing the best care possible, and this new system is all about making sure that care is consistent and efficient. We truly value your feedback and want to make sure we’re meeting your expectations.”

“Thank you for your time today, [Participant’s Name]. We appreciate your continued trust in All About Living. If you need anything or have further questions, don’t hesitate to reach out.”

“Have a wonderful day, and take care!”

End the Call.

e. Team Leaders Email Draft Zones and Teams (11/04/25)

Subject: Draft Teams and Zones for Review

Dear Team Leaders,

Please find attached the **Draft Teams and Zones** for your review. At this stage, this is only a draft, allowing you the opportunity to address any concerns or feedback you may have before we finalise the teams on **27 May 2025**. We encourage you to carefully review the proposed teams and zones, and please don't hesitate to reach out with any queries or concerns.

The **consultation period** will run from **11 April 2025** to **16 May 2025**, during which you can review the changes, discuss their impact, and provide feedback. If you have any questions or need clarification, please contact the **People & Culture team** at **HR@allaboutliving.com.au** during this period.

Later today, all staff members will receive an email informing them of their assigned zone and team. They will also be invited to provide feedback during the consultation period.

Please note that as this is a draft, there may be changes before the final teams are confirmed.

We appreciate your cooperation and support during this process. If you have any further questions or need assistance, please don't hesitate to contact us.

Thank you for your continued dedication.

Kind regards,
Elvira

f. All Staff Email Confirming New Zones (11/04/25)

Subject: Draft Rezoning – Teams and Zones Review

Dear Team,

We recently shared details about our Rezoning and Teams initiative, and we know you're likely wondering what this means for you. We're excited to inform you that you have been **assigned** to the following:

- **Zone:** ZONE
- **Team:** TEAM

- **Team Leader:** TEAM LEADER

We have also included a map of the zone you have been assigned to for your reference.

We understand that this may represent a change, so we encourage you to carefully review the information provided. If you have any questions or concerns, please don't hesitate to contact hr@allaboutliving.com.au to discuss them before the end of the consultation period.

This is a 'draft' assignment, and we encourage you to review and raise any concerns. While we can't guarantee changes, we are committed to working with you to find the best solution.

The consultation period is open until **16 May 2025**. After carefully considering any concerns raised, we'll finalise teams by **27 May 2025**. The new teams will officially begin on **2 June 2025**.

We're really excited about these changes, as we believe they will provide both you and our participants with a much better experience. Thank you for your understanding and cooperation. We appreciate your flexibility during this transition, and we're here to support you every step of the way.

Best regards,

Leonie

All Staff Email Confirming New Zones (27/05/25)

Subject: Finalised Zones & Teams – Launching 2 June 2025

Dear Team,

We are excited to officially announce the **finalised team and zone allocations**, aligned with our updated zoning structure. This marks a significant step forward for All About Living as we continue to streamline operations and enhance the care we provide to our participants.

These changes will officially **go live from Monday, 2 June 2025**. From this date, all staff will begin working within their newly designated zones and teams.

What's Happening?

As part of our ongoing commitment to growth and efficiency, we have restructured our teams to align with specific geographical zones. This change will allow us to better serve our participants, reduce travel times, and improve consistency in service delivery. It

also supports stronger relationships between staff and participants, as each team will now focus on a dedicated area.

What Does This Mean for You?

We've worked closely with staff throughout this process and have done our best to consider preferences and existing relationships. We're confident that this new structure will enhance support for both staff and participants and create a more connected and efficient way of working.

Final Teams and Zones

Below are the confirmed zones and the staff assigned to each team:

- Zone 1: [Team Name, List of Team Members]
- Zone 2: [Team Name, List of Team Members]
- Zone 3: [Team Name, List of Team Members]
- [Continue with additional zones as needed]

Why This Change Matters

This zoning approach is a key improvement in how we operate day-to-day. It helps us deliver better care, reduce stress from travel, and build stronger relationships with participants. It's all part of our continued commitment to delivering high-quality, person-centred support.

Thank you for your cooperation, flexibility, and dedication throughout this process. If you have any questions or require further support, please don't hesitate to contact the People & Culture team at HR@allaboutliving.com.au.

Kind regards,
Elvira

g. Staff Newsletter (Winter Edition) 02/06/25

thrilled to share some exciting news about the next chapter in All About Living's growth and improvement journey! As part of our commitment to streamline operations and continue providing the best care for our participants, we've introduced a new zoning system. This new approach will reshape how we work, enhance service delivery, and make life a little easier for both our participants and our dedicated team members.

What Does This Mean for You?

As you know, change can sometimes feel like trying to teach a cat to fetch—challenging at first but ultimately rewarding. Rest assured, we've put a lot of thought into this shift,

and we're confident it's a great step forward. The new system will help reduce travel time, improve the consistency of care, and ensure that staff have the chance to build stronger, more personal relationships with the participants we serve.

We've already met with those directly impacted by these changes, and where possible, we've worked hard to accommodate your preferences. Whether it's sticking with your current participant, adjusting your zone, or finding the best way to stay closer to home, we've listened and done our best to make it work.

New Zones and Staff Assignments

We know you've been waiting for this, so here it is—below are the new zones and the staff members assigned to each. Drumroll, please...

- **Zone 1:** [Team Name, List of team members]
- **Zone 2:** [Team Name, List of team members]
- **Zone 3:** [Team Name, List of team members]
- [Continue with additional zones as needed]

Please take a moment to familiarise yourself with the new teams. If you find yourself in a new zone, don't worry! Embrace the opportunity to meet new colleagues and strengthen the team. You never know—you might discover a new favourite lunch spot or finally master the art of making small talk with the person you've been working next to for months.

Why Is This Such a Big Deal?

With changes in the Aged Care Act, we as a company need to find more efficiency within our teams. This is a huge step in improving our consistency of care and, as a bonus, will benefit our staff members who will now be working closer to home.

It's a win for everyone! The zoning changes will enable us to work more efficiently, and most importantly, they'll help ensure that our participants receive consistent, top-notch care from a team they trust.

What's Next?

As we roll out these changes, we want to hear from you. This is a work in progress, and your feedback is vital. If you have any questions, concerns, or thoughts about how the new team structure impacts you, please don't hesitate to reach out. We've also scheduled one-on-one meetings for those directly affected by the changes. Take your time to review the new zones and, if you have any concerns, this is your chance to address them.

Thank you for your patience and cooperation as we navigate these exciting changes together. It's a big step in making All About Living an even better place to work and an even better organisation to serve our community.

Here's to fewer traffic jams and more time for the important stuff—like getting to know your new team members!

h. Client Newsletter Article 30/05/25

Exciting News – Introducing Our New Teams and Zoning Structure

We're thrilled to share some exciting news about the next chapter in **All About Living's** growth and improvement journey!

As part of our commitment to streamlining operations and continuing to provide the best care for our participants, we're introducing a **new zoning system**, effective **2 June 2025**. This fresh approach will reshape how we work, enhance service delivery, and make life a little easier for both our participants and our dedicated team members.

What Does This Mean for You?

As you know, change can sometimes feel like trying to teach a cat to fetch—challenging at first, but ultimately rewarding. Rest assured, we've put a lot of thought into this shift, and we're confident it's a positive step forward.

The new zoning system will:

- Reduce travel time
- Improve consistency of care
- Support stronger, more personal relationships with participants
- Create dedicated teams that focus on specific local areas

You've all had the opportunity to provide feedback, and where possible, we've worked hard to accommodate your preferences. Whether that meant sticking with your current participants, adjusting zones, or working closer to home—we've listened, and we've done our best to make it work for you.

New Zones and Staff Assignments

We know you've been waiting for this, so here it is—**drumroll, please...**

- Zone 1: [Team Name, List of team members]
- Zone 2: [Team Name, List of team members]

- Zone 3: [Team Name, List of team members]
- [Continue as needed]

Please take a moment to familiarise yourself with the new teams. If you've found yourself in a different zone—don't worry! Embrace the opportunity to meet new colleagues and strengthen connections. You might discover a new favourite lunch spot, or finally learn the name of that co-worker you always wave to in the hallway.

Why Is This a Big Deal?

With the upcoming changes in the **Aged Care Act**, we need to be even more efficient and consistent in our service delivery. This new structure helps us:

- Provide more stable, trusted care for participants
- Work more effectively within tighter team units
- Reduce travel and improve your day-to-day experience

It's a win-win—for you **and** our participants.

What's Next?

As we move toward the **go-live date on 2 June**, we want to hear from you. Your feedback remains vital to making this a smooth transition.

If you have any questions or concerns about how these changes impact you, please reach out. One-on-one meetings have been scheduled for those directly affected, and our People & Culture team is always available at **HR@allaboutliving.com.au**.

Thank you for your patience, support, and team spirit as we take this exciting step forward. Here's to fewer traffic jams and more time for the important stuff—like connecting with your team and delivering the care we're so proud of.

Together, we're making a difference.

i. Social Media Campaign (LinkedIn) – AAL Enhance their operations June 2025

All About Living Takes Another Huge Step Forward: New Zoning System and Team Enhancements

At All About Living, we believe in continuous improvement and always striving to do better for our team and the participants we serve. We are thrilled to announce the latest milestone in our journey: the launch of a **new zoning system** that is set to enhance both our operational efficiency and the quality of care we provide.

This is a huge step forward for us as an organisation, and it marks yet another significant improvement to our already strong foundation. As part of our commitment to delivering the best possible experience for both our staff and participants, we have made a series of enhancements aimed at streamlining our operations and providing more personalised, consistent care.

What Are We Changing?

The introduction of the **new zoning system** involves reorganising our teams into dedicated zones, each focusing on a specific geographic area. This new structure will:

- **Reduce travel times:** By working within designated zones, our staff will spend less time commuting between locations and more time focused on providing exceptional care.
- **Increase consistency:** participants will be supported by the same group of familiar faces, fostering trust and stronger relationships.

Enhancements Across the Board

This zoning change is just the latest in a series of operational improvements we've made at All About Living. Over the past couple of years, we've introduced several key initiatives, all aimed at improving the way we work and enhancing the experience of those we serve:

- **AlayaCare System:** We've implemented the **AlayaCare** system to streamline our client management, ensuring smoother workflows and better coordination across teams.
- **Centralised Training Systems:** We've centralised our training to make it easier for our staff to access quality learning materials and professional development.
- **ELMO HR System:** The introduction of the **ELMO HR system** has given us a better way to manage staff qualifications, track leave, and ensure that our team has the tools they need to succeed.

These changes, along with the new zoning structure, are designed to create an environment where our staff can thrive, and our participants receive the highest level of care.

Why This Is a Game Changer

The new zoning system isn't just about operational efficiency—it's about **creating a positive impact for both our staff and participants**. By breaking our teams into dedicated zones, we can focus on providing more personal, tailored services. This leads

to stronger leadership, a more supportive work environment, and ultimately, better care for our participants.

Looking Ahead

As we move forward with these changes, we're excited about the potential they hold. This new zoning system is one more example of how All About Living is continually evolving to meet the needs of both our team and the people we serve. We're committed to providing the best care, support, and opportunities, and these changes are a direct reflection of that commitment.

We can't wait to see how these improvements positively impact our staff and participants in the months and years ahead. It's an exciting time at All About Living, and we're proud to share this milestone with our community.

#AllAboutLiving