

2025 Client and Staff Survey Communications Plan

Objective

The goal of this communication plan is to successfully engage clients and staff in the annual surveys, ensuring transparency, encouraging participation, and using the feedback to inform business improvements.

Key Messages

1. Client Survey:

- Your feedback is valuable in helping us improve services and better meet your needs.
- The survey is being monitored by MOA, industry experts in Aged Care, ensuring the highest standards of transparency and quality control.
- The data collected will be compared against industry benchmarks and aligned with the Strengthened Aged Care Standards.

2. Staff Survey:

- Your input shapes the future of All About Living.
- Participation helps improve workplace practices and service delivery.
- The survey is being conducted by MOA, specialists in the Aged Care industry, ensuring transparency and high-quality results.

Audience

- **Clients:** All clients of All About Living (total: 1401)
 - **Clients with Email:** 714
 - **Clients with Address Only:** 687
- **Staff:** All staff members across various roles (total: 154 as of 28/02/25)
 - **Customers with Email:** 154
 - **Staff with company mobile:** 135

Survey Methodology

1. **Client Survey:** Online survey (email) and hard copy option (for those without email addresses).
2. **Staff Survey:** Online survey sent via email and SMS.

Communication Activities and Timeline

Client Survey Timeline

Date	Activity	Communication Channel	Objective	Responsible Person	Target Audience Breakdown	Cost Breakdown
20 March	Initial communication in Client Newsletter	Email, Mail, Social Media	Inform clients about the survey and encourage participation	MarComms	All Clients	Email & Print cost
27 March	Letter to clients with email addresses	Letter (mailed to clients with email addresses)	Notify clients about the upcoming survey email	MarComms	714 clients	Mail cost (per letter)
27 March	Letter to clients without email addresses	Letter (with paper survey and return envelope)	Provide paper survey option for non-email clients	MarComms	687 clients	Mail cost (per letter) + return envelope
31 March	Send MOA survey link to clients with email addresses	Email	Send survey link and encourage participation	MOA, with Quality Business Partner	714 clients	Email distribution cost
11 April	Survey Completion Deadline (Online)	Email	Remind clients to complete the survey by 11 April	MOA, with Quality Business Partner	All Clients	Email distribution cost
14 April	Manually enter responses from hard copy surveys received by 11 April	Manual data entry	Enter responses into system for analysis	Lynette (??), Staff on light duties	687 clients (hard copy)	Data entry cost (man hours)
2 May	Special Aged Care Reform Newsletter thanking survey participants	Email, Website, Mail Out	Article in Newsletter - Thank clients and inform them of analysis and next steps	MarComms	All Clients	Costed as part of Client Newsletter
30 May	Winter Newsletter featuring survey results	Email, Website, Mail Out	Share survey results and demonstrate transparency	MarComms	All Clients	Costed as part of Client Newsletter
June	Deep dive into survey results and business action plan development	Internal Reports	Use data to inform business actions	Leadership Team	N/A	Internal cost

Staff Survey Timeline

Date	Activity	Communication Channel	Objective	Responsible Person	Target Audience Breakdown	Cost Breakdown
27 March	Initial all-staff communication with survey preview and MOA involvement	Email, Staff Meeting	Inform staff of the upcoming survey and its purpose	MarComms	All Staff	Nil
31 March	Send Staff Survey link	Email, SMS (for work phones)	Distribute survey and encourage participation	MarComms	All Staff	Email & SMS distribution cost
7 April	Reminder to complete the Staff Survey	Email, Staff Meeting	Encourage staff participation by stressing the importance	MarComms	All Staff	Nil
11 April	Final reminder: Survey extended to 14 April	Email	Encourage last-minute responses	MarComms	All Staff	Nil
14 April	Survey Completion Deadline	Email	Final call for responses by 5pm	MarComms	All Staff	Nil
15 April	Survey Closure and Thank You	Email	Thank staff for participating and close the survey	MarComms	All Staff	Nil
28 April	Launch of AlayaCare Technology Pulse Survey	Email	Launch new survey for staff feedback on technology use	MarComms	All Staff	Nil
7 May	Initial results from both Staff and Client Surveys	Email, Staff Meeting	Share high-level results and key takeaways from both surveys	MarComms / Leadership Team	All Staff	Nil
16 May	ED Update – Leonie’s Address on Survey Insights	Email	Update staff on the results and actions based on feedback	ED / MarComms	All Staff	Nil
June	Deep dive into results and development of business action plan	Internal Reports	Use data to inform business improvement strategies	Leadership Team	N/A	Internal cost

Budget Considerations

- **Communication Channels:** MOA Costs, Mailout Costings

Marketing Collateral

1. Customer Letter (Email Notification)

Dear Valued Customer,

At All About Living, we are committed to continually improving our services to better meet your needs. As part of this ongoing effort, we will be conducting a Consumer Feedback Survey and invite you to participate.

In early April, you will receive an email with a link to our online survey. The survey will be open from 31 March and will close at 12pm on 11 April. It will only take a few minutes to complete, and you can do so using your mobile phone, tablet, or desktop computer.

While participation is completely optional, your responses will help guide our planning, and we truly value your feedback. Your input ensures that All About Living continues to meet your expectations and needs.

To ensure complete transparency and anonymity in your responses, we have partnered with **Moving On Audits** (MOA), a quality improvement business specialising in aged care, retirement, disability, and health services. MOA will be organising and managing the survey on our behalf. Their expertise will help us gather high-quality feedback that directly influences the services we provide to you.

We sincerely appreciate your time and hope you will take the opportunity to complete the survey. Your feedback truly makes a difference, and we are committed to continuing to deliver the best service possible.

Thank you in advance for your time and assistance.

Kind Regards,

Carolyn Gilmour

Clinical and Services Governance Business Partner – All About Living

2. Customer Email Notification

Subject: We Value Your Feedback – Consumer Feedback Survey

Dear Valued Customer,

At All About Living, we are committed to continually improving our services to better meet your needs. As part of this ongoing effort, we will be conducting a Consumer Feedback Survey and invite you to participate.

In early April, you will receive an email with a link to our online survey. The survey will be open from 31 March and will close at 12pm on 11 April. It will only take a few minutes to complete, and you can do so using your mobile phone, tablet, or desktop computer.

While participation is completely optional, your responses will help guide our planning, and we truly value your feedback. Your input ensures that All About Living continues to meet your expectations and needs.

To ensure complete transparency and anonymity in your responses, we have partnered with **Moving On Audits** (MOA), a quality improvement business specialising in aged care, retirement, disability, and health services. MOA will be organising and managing the survey on our behalf. Their expertise will help us gather high-quality feedback that directly influences the services we provide to you.

We sincerely appreciate your time and hope you will take the opportunity to complete the survey. Your feedback truly makes a difference, and we are committed to continuing to deliver the best service possible.

Thank you in advance for your time and assistance.

Kind regards,

3. Customer Letter (Hard Copy Survey)

Dear Valued Customer,

At All About Living, we are committed to continually improving our services to better meet your needs. As part of this ongoing effort, we are conducting a Consumer Feedback Survey and invite you to participate.

A copy of the survey, along with a reply-paid envelope, is included with this letter. Please take a few minutes to fill out the survey and return it to us using the envelope provided. To ensure we receive your response in time, kindly post the completed survey by 4pm on 11 April 2025.

While participation in the survey is completely optional, we genuinely value your input. Your responses will help guide our planning and ensure that All About Living continues to meet your expectations and needs. Please know that your feedback is central to every decision we make.

To ensure complete transparency and anonymity in your responses, we have partnered with **Moving On Audits** (MOA), a quality improvement business specialising in aged care, retirement, disability, and health services. MOA will manage the survey on our behalf, ensuring that your responses remain confidential and are used to gather high-quality feedback.

We sincerely appreciate your time and hope you will take part in this important survey. Your feedback truly makes a difference, and we are committed to using it to continue providing the best service possible.

Thank you in advance for your time and assistance.

Warm regards,

4. Customer Survey Email (from Moa)

Subject: Your Feedback Matters – Please Complete Our Client Survey

Dear Valued Client,

At **All About Living**, we are committed to continually improving our services to meet your needs. To help us do this, we invite you to participate in our **Client Feedback Survey**.

The survey will be open from **31 March** and will close at **12pm on 11 April**. It will only take a few minutes to complete, and you can do so easily on your mobile phone, tablet,

or desktop computer. Your feedback is crucial in guiding our business decisions and ensuring that we continue to provide the best possible service to you.

Please click on the link below to begin the survey:

[Insert Survey Link Here]

To ensure complete transparency and anonymity in your responses, we have partnered with **Moving On Audits** (MOA), a quality improvement business specialising in aged care, retirement, disability, and health services. MOA will be organising and managing the survey on our behalf, ensuring your responses remain anonymous.

We truly value your opinion, and your feedback helps us understand what we are doing well and where we can improve. Thank you for taking the time to participate and for helping us shape the future of **All About Living**.

We appreciate your support and look forward to hearing from you.

Kind regards,

[Your Name]

[Your Position]

All About Living

5. Staff Letter (email notification)

Subject: Your Feedback Matters – Staff Survey Coming in Early April

Dear Team,

We're excited to inform you that our **Staff Survey** will be sent out early next month. This is your chance to have your say and help guide the future of **All About Living**.

To ensure complete transparency and anonymity in your responses, we have partnered with **Moving On Audits** (MOA), a quality improvement business specialising in aged care, retirement, disability, and health services. MOA's expertise will ensure that the survey process is impartial and that your feedback remains confidential. They will manage the survey and collate the data, giving us an honest, high-quality overview of your thoughts and opinions. By using MOA, we can be sure that the results are accurately analysed, and your responses remain anonymous.

The **survey is essential for us** to understand what we are doing well and what areas we can improve on. Your feedback helps us make informed decisions about how we can improve our services, processes, and workplace environment. It is critical that you complete this survey because it directly influences the way we operate and ensures that we continue to meet your needs and expectations.

You will receive an email next week with a link to the survey. The email will come from **Communications@allaboutliving.com.au**. Please note that we will not be able to see individual responses, as all results will go directly to MOA. They will collate the data and provide us with a comprehensive report on the overall findings, which we look forward to sharing with you and your teams in **May**.

The survey will be open from **31 March** and will close at **midnight on 11 April**. Please make sure to complete it before the deadline.

We truly appreciate your feedback and value your input in helping us shape the future of **All About Living**. This is your opportunity to have your say, and we look forward to hearing from you.

Thank you for your time and participation.

Kind regards,

6. Staff Survey email (from Moa)

Subject: We Value Your Feedback – Staff Survey Link

Dear Team,

As part of our ongoing efforts to improve and grow, we invite you to participate in our **Staff Survey**. Your feedback is essential in helping us shape the future of **All About Living**.

Please take a few minutes to complete the survey using the link below:

[Insert Survey Link Here]

The survey will be open from **31 March** and will close at **midnight on 11 April**. Your responses will be confidential, and we truly value your input.

Thank you for your time and participation!

7. Staff Survey SMS Notification

The AAL Survey is now available – click the link and have your say:

<https://tinyurl.com/aalstaffsurvey25>

The AAL Survey is now available. Click the link and have your say!

<https://tinyurl.com/aalstaffsurvey25>

8. Staff Survey email reminder (from Moa)

Subject: Reminder: Staff Survey Closes 11 April – Please Complete

Dear Team,

This is a friendly reminder that our **Staff Survey** will close at **midnight on 11 April**. If you haven't already, please take a few minutes to complete the survey at your earliest convenience.

Your feedback is invaluable in helping us shape the future of **All About Living**. It's an important part of our continuous improvement process, and we truly appreciate your participation.

Thank you for your time, and please don't forget to complete the survey before the deadline.

Kind regards,

9. Staff Survey SMS Notification

Reminder: The AAL Survey closes 11 April. Click the link and have your say
<https://tinyurl.com/aalstaffsurvey25>

10. Staff Survey email reminder (from Moa)

Subject: Survey Deadline Extended – We Want Your Feedback!

Dear Team,

We really want your feedback, and we've noticed that there are still some staff members who haven't had the chance to complete the **Staff Survey**. To ensure everyone has the opportunity to participate, we have extended the deadline until **midnight on 14 April**.

If you haven't already completed the survey, please take a few minutes to log in and share your thoughts. Your feedback is important to us, and we want to make sure all voices are heard.

Thank you to everyone who has already responded, and to those who haven't, we encourage you to complete the survey at your earliest convenience.

Kind regards,

11. Staff Survey SMS Final Reminder (from Moa)

The AAL Staff Survey has been extended until 5pm tomorrow! Don't miss your chance to have your say <https://tinyurl.com/aalstaffsurvey25>

2025 Consumer Survey Report

1. Introduction

All About Living conducted its annual Consumer Feedback Survey in March 2025 through MOA Benchmarking. The survey assessed the quality of service delivery from the perspective of clients, using both quantitative measures and open-ended feedback. This year's results provide a more comprehensive overview of consumer sentiment compared to previous years, thanks to a significantly higher response rate and a broader demographic reach.

The 2025 survey was distributed in both digital and paper formats, improving accessibility for clients with diverse communication preferences. While the survey questions differ from those used in 2024, thematic and sentiment-based analysis has enabled a meaningful comparison of consumer experience trends across the two years.

2. Participation Snapshot

- Total responses received: **203**
- Survey format: Mixed (digital and mailable paper survey)
- 2024 response total: 27
- Estimated response increase: +650%
- Incomplete surveys: 23
- Low-completion digital surveys (<5%): 2
- Abandoned surveys: 10

The introduction of a **mailable survey option** significantly improved participation and has resulted in a more robust and inclusive sample, providing greater confidence in the findings.

Note on Survey Design: A number of incomplete or abandoned surveys may have resulted from discomfort with the early placement of a question on sexual orientation (Q4). Although optional, it is recommended that future surveys reposition demographic questions toward the end of the instrument to encourage completion.

3. Key Results Overview

Indicator	2025 Result	MOA Sector Benchmark
Net Promoter Score (NPS)	XX	XX
Sentiment Score (out of 5)	XX	XX
Experience Rating (%)	XX%	XX%

Although slightly below benchmark across all three indicators, these results reflect a broadly positive consumer experience with clear opportunities for targeted service improvements.

4. Highlights

Respect and Dignity

- XX% feel treated with respect
- XX% agree their privacy is respected
- XX% report that staff listen to them

Staff Interaction

- XX% describe staff as polite and helpful
- XX% are satisfied with staff who deliver their services
- XX% trust All About Living to act in their best interests

Service Impact

- XX% say services make a positive difference in their life
- XX% are happy with the services they receive
- XX% report receiving adequate emotional support

Service Reliability

- XX% say staff arrive on time
- XX% say services are well planned and reliable

These results highlight strong performance in frontline service delivery and consumer trust.

5. Challenges Identified

Despite high scores in most areas, several key challenges were consistently raised by respondents:

Communication and Advance Notice

- Several consumers expressed a need for improved communication about visit scheduling and changes.
- Requests for SMS reminders or notifications about who will be attending were a recurring theme.

Staff Consistency

- Concerns about frequent changes in support workers remain prominent in qualitative feedback.
- Lack of familiarity with rotating staff was reported as impacting comfort, trust, and safety.

Service Reviews and Involvement

- XX% of consumers feel included in regular service reviews.
- XX% are satisfied with how often their services are reviewed.

Social Participation

- XX% of respondents feel supported to be involved in their community.
- Feedback indicates interest in greater access to group activities and connection opportunities.

6. Comparison with 2024 Results

The 2025 survey achieved a **650% increase in participation** compared to 2024, largely due to the inclusion of mailed paper surveys. This enhanced accessibility has resulted in a more representative and robust dataset, improving confidence in the findings and providing a clearer picture of consumer sentiment.

Year	Total Responses	Distribution Method	Provider
2024	27	Digital only	SMC
2025	203	Mixed: digital + mailed paper	MOA

Due to differences in question structure and scale, **direct numerical comparisons** are not always possible. However, this report uses **qualitative and thematic alignment** to evaluate trends and service performance over time.

Theme	2024 Sentiment	2025 Finding	Trend
Respect and dignity	Described in positive free-text responses	98.7% agree they are treated with respect	Improved
Emotional impact	Referred to as “essential” and “life-changing”	94.2% say services improve their life	Maintained
Communication	Identified as an issue	Still flagged in 2025; some improvement but remains a challenge	⚠ Ongoing Issue
Staff consistency	Frequent concern	Still a concern in 2025; more widely reported	⚠ Unchanged
Notice of visits	Requests for clearer scheduling	Suggested again in 2025; survey comments call for SMS/text alerts	⚠ Unchanged
Review and planning inclusion	Not surveyed in 2024	63.1% involved in reviews; improvement needed	⚠ Identified gap
Service reviews	Not included in 2024	Only 74.3% happy with review frequency	⚠ Requires action
Social inclusion/ Community participation	Not included in 2024	74% feel supported to participate in community	New Baseline

7. Key Insights from Two-Year Analysis

Organisational Maturity

The 2025 survey demonstrates stronger operational and strategic alignment, reflected in clearer benchmarking, more structured survey design, and a dramatically improved response rate.

Service Strength

The consistently high ratings in dignity, respect, trust, and politeness show that staff are delivering care in alignment with All About Living's values.

Consumer Priorities

Clients place a premium on clear communication, reliability, and familiar support workers. These continue to be primary drivers of satisfaction and trust.

Opportunities for Improvement

Survey feedback highlights the need to improve consistency in rostering, streamline communication processes, and strengthen service planning engagement.

8. Strategic Opportunities

Internal Communication

- Introduce SMS reminders and visit confirmations
- Create a dedicated communication protocol for visit changes

Workforce Continuity

- Prioritise consistency in worker-to-client assignments
- Use rostering tools to minimise variation where possible

Care Planning and Engagement

- Schedule proactive service review calls/check-ins
- Ensure consumers understand the review process and their role in it

Social Inclusion

- Expand access to group outings and peer support programs
- Consider geographic hubs for activity-based engagement

9. Recommended Actions

Short-Term (0–6 months)

- Implement SMS visit notification system (currently in testing phase)
- Strengthen onboarding and orientation materials for new clients
- Improve communication protocols for service changes

Long-Term (6–12 months)

- Establish service continuity guidelines
- Formalise service review processes and schedule routine client check-ins
- Expand access to social and community participation programs

10. Stakeholder-Specific Considerations

For Board Members

- Results reflect continued alignment with values of dignity and respect
- Response growth demonstrates greater consumer voice and engagement
- Service consistency and communication should remain strategic priorities

For Managers

- Leverage trust in frontline teams to strengthen long-term relationships
- Refine rostering and communication practices to reduce client stress
- Promote transparency and structure in care review planning

For Clients and Families

- Feedback has shaped real change and will continue to guide improvements
- Clients can expect more proactive communication, consistent staffing, and greater involvement in planning
- Opportunities for social engagement and connection are being explored and expanded

11. Closing Summary

The 2025 Consumer Feedback Survey presents a clearer, more inclusive picture of how All About Living's services are experienced by the people we support. The overwhelming sentiment is one of trust, care, and gratitude, reflecting the dedication of staff and the strength of our service model.

However, clients have also clearly expressed areas where we can do better: improving communication, enhancing staff consistency, and strengthening client participation in service planning. These are critical not only for client satisfaction, but for meeting evolving expectations under aged care and NDIS reforms.

With a record response rate and benchmark-aligned methodology, the 2025 survey sets a new standard for how we listen, learn, and lead improvements across the organisation.

Staff Survey Report – April 2025

1. Introduction

All About Living conducted its annual staff survey in March 2025 through MOA Benchmarking, a provider specialising in workforce feedback across the aged care and NDIS sectors. This year, 100 valid responses were received, up from 98 in 2024. The increase is notable given that no participation incentives were offered in 2025.

A technical issue in the first two days of the 2025 survey resulted in approximately 26 incomplete responses. The issue was promptly identified and resolved. This year's survey also differed in design from the previous year, limiting direct comparability of results. Despite this, a thematic and sentiment-based analysis has been undertaken to identify trends across both years.

2. Participation Snapshot

- Total workforce: 158 employees
- Office-based: 42 employees (21% of respondents)
- Field-based: 116 employees (79% of respondents)

3. Key Results Overview

The following high-level benchmarks were recorded in 2025:

- Net Promoter Score (NPS): X (compared to MOA benchmark of X)
- Sentiment Score: XX (benchmark: XX)
- Experience Rating: XX% (benchmark: XX%)

Results indicate that staff continue to feel positive about their roles, especially in relation to workplace safety, a respectful culture, and the impact of their work. Areas identified for improvement include internal communication, workload distribution, and professional development.

4. Highlights

Positive Culture and Respect

- XX% of respondents feel their work is meaningful and impactful
- XX% believe the organisation does not tolerate sexual harassment
- XX% feel the workplace is safe
- XX% agree discrimination is not tolerated
- XX% feel safe reporting misconduct

Leadership and Support

- XX% say their managers are approachable
- XX% say they receive clear instructions from their manager
- XX% believe management is committed to service improvement

Work Health and Safety

- XX% feel encouraged to report safety risks
- XX% say they have access to the tools and equipment needed to work safely

Communication

- Multiple responses cited improved communication during the past 12 months, particularly in policy updates and organisational changes

5. Challenges Identified

Communication

- Staff reported continued frustrations with delayed responses to emails, phone calls, and unclear messaging
- Challenges were noted particularly across rostering, case management, and coordination teams

Career Development

- While XX% of staff reported satisfaction with growth opportunities, qualitative feedback reflected a desire for clearer career pathways and increased progression opportunities, particularly for part-time staff

Team Cohesion

- Field-based employees reported feeling disconnected from head office culture
- Several responses referenced inconsistency in team values and a lack of recognition

Rostering and Service Changes

- Concerns were raised regarding last-minute rostering, minimal notice for buddy shifts, and a lack of continuity in client support

6. Comparison with 2024 Results

Due to changes in survey structure and provider, direct quantitative comparisons between the 2024 and 2025 surveys are limited. However, thematic alignment across several key areas allows for qualitative comparisons.

Improvements from the 2024 Survey:

Theme	2024 Question	2025 Matched Metric	Trend
Job Satisfaction	"How would you rate your overall level of enjoyment at All About Living?"	XX% feel their job is meaningful and that they make a difference	✓ Improved
Growth Opportunities	"There are adequate personal and professional growth opportunities."	XX% are satisfied with growth opportunities	📧 Similar/Needs Focus
Learning & Development	"I have sufficient opportunities to learn new skills."	XX% feel they receive training to do their job well	✓ Improved
Work-Life Balance	"My current work-life balance is satisfactory."	XX% agree their job allows good work-life balance	✓ Improved
Manager Feedback	"I receive the right amount of feedback from my manager to support my performance and development."	XX% received recent feedback from supervisors	✓ Improved
Teamwork	"There is effective teamwork within my department and between other teams in the organisation."	XX% agree there is good cooperation between team members	✓ Improved
Communication Clarity	"The clarity and conciseness of the communications I receive are satisfactory."	XX% agree communication is effective	✓ Improved
Change Communication	"When there are changes to the way we work, I am satisfactorily made aware of the designated contact."	XX% agree management informs them about industry and policy changes	✓ Improved
Cultural Values	"Do you think AAL has a positive culture?"	XX% feel safe reporting misconduct; high scores in respect and fairness	✓ Improved
Leadership Respect	"Our Leaders... demonstrate respect in all interactions."	XX% say managers are approachable; 88.7% say managers support improvement	✓ Improved

7. Key Insights from Two-Year Analysis

Organisational Maturity

The 2025 results reflect a more strategic and structured approach to feedback. The introduction of MOA Benchmarking, structured follow-up actions, and thematic tracking indicates growth in internal governance and employee engagement.

Communication

While communication remains a challenge, staff acknowledge recent improvements in the clarity and timeliness of updates. This reflects positively on the response to issues raised in 2024.

Field Staff Engagement

Ongoing concerns about team culture and inclusion among field staff suggest further work is required to integrate more cohesively into the broader organisation.

Professional Growth

Though quantitative ratings are strong, qualitative feedback suggests expectations for advancement and development opportunities are increasing.

Trust in Leadership

Consistent across both years is the high level of trust placed in managers and team leaders. This is a key asset in driving future cultural and operational improvements.

8. Strategic Opportunities

Internal Communication

- Use established disaster communication frameworks as a model
- Formalise a communication champion initiative across teams

Career Development

- Offer flexible training and part-time promotional pathways
- Launch a mentoring program for onboarding and internal progression

Support for Field Staff

- Improve consistency in rostering and client updates
- Strengthen the visibility of support channels and team connection efforts

Recognition and Culture

- Increase the visibility of staff achievements across all teams
- Introduce structured peer-recognition initiatives

9. Recommended Actions

Short-Term (0–6 Months)

- Improve response times for rostering and internal service requests
- Conduct structured check-ins between managers and field-based staff
- Host collaborative feedback forums to identify team-specific improvements
- Standardise communications regarding service or roster changes

Long-Term (6–12 Months)

- Develop a formal staff development framework with clear progression steps
- Launch a communication improvement strategy organisation-wide
- Implement service feedback tracking and real-time alert systems
- Introduce a mentoring and internal succession planning model

10. Stakeholder-Specific Considerations

For Board Members

- Results confirm a stable, values-driven organisational culture
- Communication remains a key area for strategic oversight
- Ongoing use of MOA Benchmarking will enable consistent performance tracking

For Team Managers

- Leverage staff trust in local leadership to drive improvements
- Ensure consistency in communication and recognition across teams

For Staff

- Feedback provided through this survey is driving organisational priorities
- Communication, development, and recognition are key focus areas
- The value and impact of your contributions are acknowledged and appreciated

11. Closing Summary

The 2025 Staff Survey reflects a workforce that is engaged, aligned with organisational values, and committed to making a difference. The transition to a structured benchmarking approach through MOA has enabled clearer insights into both strengths and opportunities for growth.

The findings confirm that All About Living has made meaningful progress in key areas such as workplace culture, leadership support, and safety. Improvements in communication and training have been recognised, and the overall sentiment remains strong. At the same time, the report highlights areas that require continued attention, particularly the need for improved internal communication, stronger connections with field staff, and more transparent pathways for professional development.

Importantly, this report not only measures sentiment but sets a foundation for action. The recommendations provided, shaped by both quantitative benchmarks and qualitative feedback, outline clear steps to continue improving the employee experience. By acting on this feedback and maintaining a strong focus on inclusion, communication, and recognition, All About Living can continue to nurture a high-performing, values-led workplace culture.

This survey reflects the voices of our staff. Their insights are instrumental in shaping the future of our organisation, and we remain committed to listening, learning, and leading with integrity.

CONSUMER FEEDBACK



Please take a moment to complete this survey. Your feedback is important to us because it gives us the opportunity to evaluate and improve the care, services, and facilities we provide. We look forward to receiving your completed survey. Thank you for your time.

ABOUT YOU

1. What is your name? *(optional)*

2. What is your age group? *(optional)*

- 0-49 years
 50-54 years
 55-59 years
 60-64 years
 65-69 years
 70-74 years
 75-79 years
 80-84 years
 85-89 years
 90-94 years
 95-99 years
 100+ years

3. What is your gender? *(optional)*

- Man or male
 Woman or female
 Non-binary
 I use a different term
 Prefer not to say

4. What is your sexual orientation? *(optional)*

- Straight (heterosexual)
 Gay or lesbian
 Bisexual
 I use a different term
 Prefer not to say

5. What is your first language?

- English
 Other

6. If other, please record your first language:

7. Do you identify as Aboriginal and/or Torres Strait Islander?

- No
 Yes, Aboriginal
 Yes, Torres Strait Islander
 Yes, Aboriginal and Torres Strait Islander

SERVICE PLANNING AND AGREEMENTS

8. I have a signed copy of my service agreement.

- No
 Yes

Strongly Disagree Disagree Unsure / Neutral Agree Strongly Agree

9. My service agreement is easy to understand.



10. My fees and charges have been explained clearly.



11. I get information on the services that are available.



12. The information I get is easy to understand.



13. I can choose the services I get.



14. I am included in making decisions about the services I get.



15. I trust that my personal information is kept private.



16. I trust the service provider to do the right thing by me.



SERVICE DELIVERY

	Strongly Disagree	Disagree	Unsure / Neutral	Agree	Strongly Agree
17. I get the services I need.					
18. I am happy with the services I get.					
19. I am happy with the staff who provide my services.					
20. I am encouraged and supported to do things for myself.					N/A
21. I am encouraged and supported to do the things I like.					
22. I am encouraged and supported to be involved in my community.					N/A
23. My services make my life better.					
24. My services are well planned and reliable.					
25. I get value for money.					

SERVICE MANAGEMENT

	Strongly Disagree	Disagree	Unsure / Neutral	Agree	Strongly Agree
26. I am happy with how my services have been explained to me.					
27. I am included in regular reviews of my services.					N/A
28. I am happy with how often my services are reviewed.					N/A
29. I am happy with the choices I have about how my services are provided.					
	Never	Rarely	Some- times	Most of the time	Always
30. The service provider lets me know about any changes to my services.					

STAFF

	Strongly Disagree	Disagree	Unsure / Neutral	Agree	Strongly Agree
31. The staff know and respect what is important to me.					
	Never	Rarely	Some- times	Most of the time	Always
32. When I contact the service provider the staff are polite and helpful.					
33. The staff arrive on time.					
34. I am treated with respect and dignity.					
35. Staff listen to me.					
36. The staff respect my privacy.					
37. I get the emotional support that I need.					N/A
38. The staff follow up on any problems I tell them about.					N/A

MY RIGHTS

	Strongly Disagree	Disagree	Unsure / Neutral	Agree	Strongly Agree
39. I know how to give feedback or make a complaint.					
40. I would feel comfortable giving feedback or making a complaint.					
41. The service provider manages feedback and complaints fairly.					
42. I can choose an advocate (someone to speak on my behalf) if I want to.					

GENERAL QUESTIONS

43. How likely are you to recommend this service to a friend or family member?

Not at all
likely

Extremely
likely

1	2	3	4	5	6	7	8	9	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

44. What difference has the service made to your life?

45. What would you say is the best thing about this service?

46. What is one thing you would suggest as an improvement at this service?

47. If you'd like to provide more feedback, please add it here:

48. Would you like to be contacted about this survey?

 No Yes

49. If yes, please provide your name:

50. If yes, please provide a contact phone number / email address:

Staff Survey Comparison Report: 2024 vs 2025

Staff Survey Report - April 2025

All About Living conducted its annual staff survey in March 2025 through MOA Benchmarking, a trusted provider specialising in the aged care and NDIS sectors. We received 100 valid responses, up from 98 in 2024. This year's increase is significant considering there were no incentives offered.

It is worth noting that a technical issue occurred during the first two days, resulting in approximately 26 corrupted entries where some questions were not recorded. This issue was promptly identified and resolved.

This year's survey provider differed from last year's, which means some questions and benchmarks are not directly comparable. However, from this point forward, using MOA will provide consistency and allow us to better track trends over time.

Participation Snapshot

- Total Staff: 158 (42 office-based, 116 field-based)
- Office Staff Responses: XX%
- Field Staff Responses: XX%

Summary of Findings

- Net Promoter Score (NPS):XX (Benchmark:XX)
- Sentiment Score: XX (Benchmark: XX)
- Experience Rating: XX% (Benchmark: XX%)

Staff reported positively across key areas, especially in safety, culture, and feeling they make a difference. However, communication, workload balance, and staff development surfaced as areas needing further focus.

Highlights

Positive Culture & Respect:

- XX% feel their job is meaningful and that they make a difference.
- XX% believe sexual harassment is not tolerated.

Staff Survey Comparison Report: 2024 vs 2025

- XX% agree the workplace is safe.
- XX% say discrimination is not tolerated.
- XX% feel safe reporting misconduct.

Leadership & Support:

- XX% say their managers are easy to talk to.
- XX% say they receive clear instructions from managers.
- XX% agree management is committed to improving services.

Work Health & Safety:

- XX% feel encouraged to report safety risks.
- XX% say they have access to the tools they need.

Communication Improvements:

- Several comments noted improved communication during the past 12 months, particularly around policy updates and disaster response.

Lowlights

Communication Still a Challenge:

- Ongoing frustrations with delayed responses to calls, emails, and unclear instructions.
- Communication across rostering, case managers, and support workers needs improvement.

Staff Development & Career Growth:

- XX% satisfied with growth opportunities, but desire for clearer pathways remains.

Team Cohesion & Office Culture:

- Field staff feel disconnected from head office.
- Reports of inconsistent culture and feeling undervalued.

Roster Management & Service Changes:

Staff Survey Comparison Report: 2024 vs 2025

- Issues with last-minute rostering, lack of notice for buddy shifts, and service continuity.

Opportunities

- Build on successful disaster communication templates.
- Invest in cross-team communication champions.
- Develop flexible training and career pathways.
- Consider mentoring for new staff and future leaders.
- Improve onboarding and consistency for field staff.
- Increase staff recognition and milestone visibility.

Recommended Actions

Short-Term (Next 3-6 Months):

- Improve response times for rostering and service enquiries.
- Introduce structured check-ins between managers and field staff.
- Hold team-based feedback sessions.
- Review and communicate roster/service change processes.

Long-Term (6-12 Months):

- Create a staff development framework.
- Launch a communication improvement strategy.
- Improve feedback systems and real-time notifications.
- Develop internal mentoring and promotion programs.

Insights for Key Audiences

For Board Members:

- Strong scores in safety and respect point to a healthy culture.
- Communication and workload issues need strategic oversight.
- MOA benchmarking supports future performance tracking.

Staff Survey Comparison Report: 2024 vs 2025

For Team Managers:

- High trust from teams presents an opportunity to lead improvements.
- Better communication on buddy shifts and feedback loops needed.

For Staff:

- Your feedback is shaping future focus areas.
- Your sense of purpose and safety is recognised.
- Communication, recognition, and rosters are being prioritised.