ALLIED ADMIN PARTNERS

Newsletter

Inside AAP: behind-the-scenes, systems & smart business tips.

Welcome

Welcome to the third edition of the Allied Admin Partners Newsletter.

As we move further into the year, we're seeing a common theme across many of the businesses we support. Growth is happening, but so is pressure. More clients, more demand, more compliance, and often the same systems trying to hold it all together.

What we're noticing is that many providers are doing incredibly well on paper, but behind the scenes, things are starting to feel heavier. The workload increases, expectations rise, and the gaps in systems, processes and structure start to show.

It's not a lack of effort, it's simply that the business has outgrown the way it's currently operating.

Growth without the right foundations can quickly turn into overwhelm, and that's where many businesses start to feel stuck or constantly playing catch up.

This month, we're focusing on practical ways to create more structure, reduce overwhelm, and make your business feel more manageable as you grow. Small changes, done consistently, can take a business from reactive and stressful to calm, organised and in control.

And if things are feeling a little messy or harder than they should right now, that is often a sign of growth, not failure.

It simply means your business is ready for the next level of systems, support and structure to match where you are heading.

Inside AAP - What's been happening

It's been another busy month behind the scenes at AAP.

A big focus for our team this month has been supporting providers through NDIS audits, along with continuing to refine systems across a range of Allied Health practices. We've been working closely with clients to ensure their documentation, processes and overall business setup are not only compliant, but also practical and easy to maintain day to day.

We've also been heavily involved in system clean-ups, reviewing Splose setups, improving workflows, tightening invoicing processes, and making sure businesses are better prepared for EOFY and ongoing compliance requirements. These types of updates might seem small on their own, but they make a significant difference to how smoothly a business runs and how confident providers feel in their systems.

Alongside this, we've welcomed a new team member, Cath. Cath has already moved from part time to full time in under a month, which is a reflection of both the increase in client demand and the value she has brought to the team. Her skills, experience and approach have been a fantastic addition to AAP, and we're so excited to have her on board.

You can read more about Cath in this month's Team Spotlight.

Team Spotlight

Cath

This month, we're featuring our Admin Support, Cath.

Cath is an integral part of the day-to-day operations at Allied Admin Partners, assisting with client administration, systems, and internal processes. Her work helps keep everything organised, consistent, and running efficiently behind the scenes.

Over the past couple of months, Cath has shown great professional development within AAP. She is continuing to build her knowledge across platforms such as Splose as well as Xero, Slack and Asana, enhancing her ability to support clients, workflows, and financial management.

She is driven by the structure and clarity she creates in her work and is focused on contributing to a seamless experience for both the team and clients of Allied Admin Partners.

Outside of work, Cath prioritises balance and personal growth, maintaining a routine that supports both productivity and wellbeing.

We're excited to see her continued growth and impact within AAP.

Welcome to the full time team Cath!

OFY Reminder: Don't Leave It Too Late

EOFY is coming quickly, and the businesses that prepare early always have a smoother experience.

The ones who feel calm in June are not doing more work at the last minute, they're simply staying on top of things now.

This month, focus on:

- Bringing your Xero reconciliations up to date so you're not trying to untangle months of transactions later
- Reviewing outstanding invoices and remittances to make sure nothing is sitting unpaid or unallocated
- Checking contractor agreements, ABNs and insurance documentation are current and correctly filed
- Ensuring payroll and superannuation are accurate and aligned with your reporting
- Reviewing your pricing and service setup to make sure it still reflects your costs and the NDIS price guide

It's also a really good time to check the small things that often get missed, like duplicate client records, incomplete documentation, or gaps in your internal processes.

These are the things that tend to slow everything down at EOFY if they're left too long.

Business Tip

Splose - Smart Workflow Tips

Splose Tip: Make Cases Compulsory for Services

When setting up services in Splose, there is an option to "Make adding a case compulsory for this service."
Turning this on ensures that every service delivered is linked to the correct participant case.

This helps prevent:
- services being recorded outside the plan
- funding tracking errors
- reporting inconsistencies

It's a small setting that can make a big difference to system accuracy.

Splose Tip: A Simple Way to Organise Your Participants in Splose: Use Tags

One feature that is often underutilised in Splose is participant tags.
Tags allow you to quickly categorise participants and make it easier to filter, search, and manage different groups of clients within your system.

Here are a few examples of how tags can be used.

Funding Type
NDIA-Managed, Self Managed, PlanManaged, Private, Medicare

Service Type
Behaviour Support, Social Work, Psychology, or Occupational Therapy etc

Participant Status
Active, On Hold, or Awaiting Plan Review

Report or Documentation Tracking
Consent Signed, Unsigned Service Agreement, RP's in place, Client Handbook Signed

Location or Service Area
Helpful for practices working across multiple regions or service areas.

Tags make it easier to filter participants, track groups of clients, and organise your caseload more effectively.

Busy Doesn't Always Mean Productive

I see this all the time with providers, and if I'm honest, I've been guilty of it myself too. You've had a full day.

Your calendar is packed, your inbox is constantly moving, you've answered questions, fixed issues, ticked things off, and yet somehow, at the end of it, it still feels like you didn't actually get ahead.

That's because being busy and being productive are not the same thing.
Busy is reactive. It's jumping between emails, responding as things come in, putting out fires, doing all the small jobs that feel urgent in the moment.

Productive is different. It's the work that actually moves your business forward, and it usually gets pushed to the bottom of the list.

The tricky part is that busy work often feels productive in the moment. You're doing things, you're responding, you're clearing tasks, so it feels like progress. But without realising it, your time gets filled with short-term fixes instead of long-term improvements, and that's where businesses start to feel stuck. The work is constant, but the business itself isn't getting any easier to run.

Things like finalising your invoicing for the week, fixing that intake process that's been clunky for months, updating your Service Agreement template, or properly reviewing your systems and compliance are the things that actually make a difference. They're just not the loudest or most urgent tasks in your day.

A couple of small changes can make a huge difference here.
Start by blocking one hour a week as non-negotiable business time. No emails, no interruptions, no client work. Use that time to fix one thing that's been slowing you down.
Set a simple rule for yourself. If something annoys you more than once, it becomes a process. Write it down, tidy it up, and stop dealing with it over and over again.

And one of the biggest ones we see at AAP is to set boundaries around your inbox. Checking emails all day will keep you busy, but it won't move your business forward. Try checking at set times instead of constantly reacting.

If your business feels heavy right now, it's usually not because you're not doing enough. It's because your time is being pulled into the wrong things.

The goal isn't to do more. It's to create a business that feels more organised, more in control, and a whole lot calmer to run.

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Email:
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You can also complete an
Expression of Interest Form
Here

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Are you a current or previous AAP client?

We would love to hear your feedback. Please
click here