

# Let's Communicate!

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Communication between the dōTERRA Corporate Office and our amazing Wellness Advocates is incredibly important to the success of the Australian & New Zealand markets. Here's a breakdown of our various communication platforms, who they're for, when they're used, and what you can expect from them!

## How we talk to you



### Leadership calls

**Who:** Leaders ranking Silver and above  
**What:** Updates, announcements, motivation and training  
**When:** Bi-monthly  
**Where:** Zoom invite notification on TeamApp

### Diamond calls

**Who:** Leaders ranking Diamond and above  
**What:** Updates, announcements, motivation and training  
**When:** Bi-monthly  
**Where:** Zoom invite notification on TeamApp



### Blue/Presidential calls

**Who:** Leaders ranking Blue Diamond and above  
**What:** Updates, announcements, motivation and training  
**When:** Bi-monthly  
**Where:** Zoom invite notification on TeamApp



### Social Media:

**Who:** All members and other brand followers  
**What:** Information regarding promotions, new releases, and product education  
**Where:** Instagram, Facebook, Youtube

### TeamApp:

**Who:** Leaders ranking Consultant and above  
**What:** Primary resource of immediate updates and announcements  
**When:** As needed  
**Where:** Download "Stack TeamApp" from the App store or Use TeamApp from computer or device  
**Where:** [www.teamapp.com](http://www.teamapp.com)  
**Search:** AU & NZ DOTERRA LEADERS



## How you talk to us



### Member Services

**Who:** All members  
**What:** Assistance with questions, concerns or feedback, tracking orders, helping navigate the Back Office, updating account information etc...  
**Where:** Phone (02) 8015 5080  
**When:** (Subject to change throughout the year with daylight saving)



AUSTRALIA	Phone
Monday	1pm - 7pm AEST
Tuesday - Friday	7am - 7pm AEST
Saturday	9am - 2pm AEST

### Business Advancement Team

**Who:** Wellness Advocates between ranks of Consultant to Premier.  
**What:** Assistance with advancing business  
**When:** Monday - Friday 9am - 5pm AEST  
**Where:** Phone (03) 8540 3153  
**Email:** [aunzbusinessadvancement@doterra.com](mailto:aunzbusinessadvancement@doterra.com)

### Account Management Team

**Who:** Leaders ranking Silver and above  
**What:** Any questions or concerns, particularly regarding business building  
**When:** Monday - Friday 9am - 5pm AEST  
**Where:** Find contact information by rank [here](#)

## How you talk to each other

### Leadership Facebook Groups



#### Silver Plus Mastermind Group

**Who:** Achieve rank Premier or higher during the qualification period.  
**What:** Community building - identify wins, share resources, and ask for help with team concerns  
**When:** As needed  
**Where:** [www.facebook.com/groups/aunzsilverplusmastermind](http://www.facebook.com/groups/aunzsilverplusmastermind)



#### Diamond, Blue & Presidential Mastermind Group

**Who:** Achieve rank two times during the qualification period.  
**What:** Community building - identify wins, share resources, and ask for help with team concerns  
**When:** As needed  
**Where:** [www.facebook.com/groups/aunzmastermindgroup](http://www.facebook.com/groups/aunzmastermindgroup)



<https://rb.gy/62kvo>

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