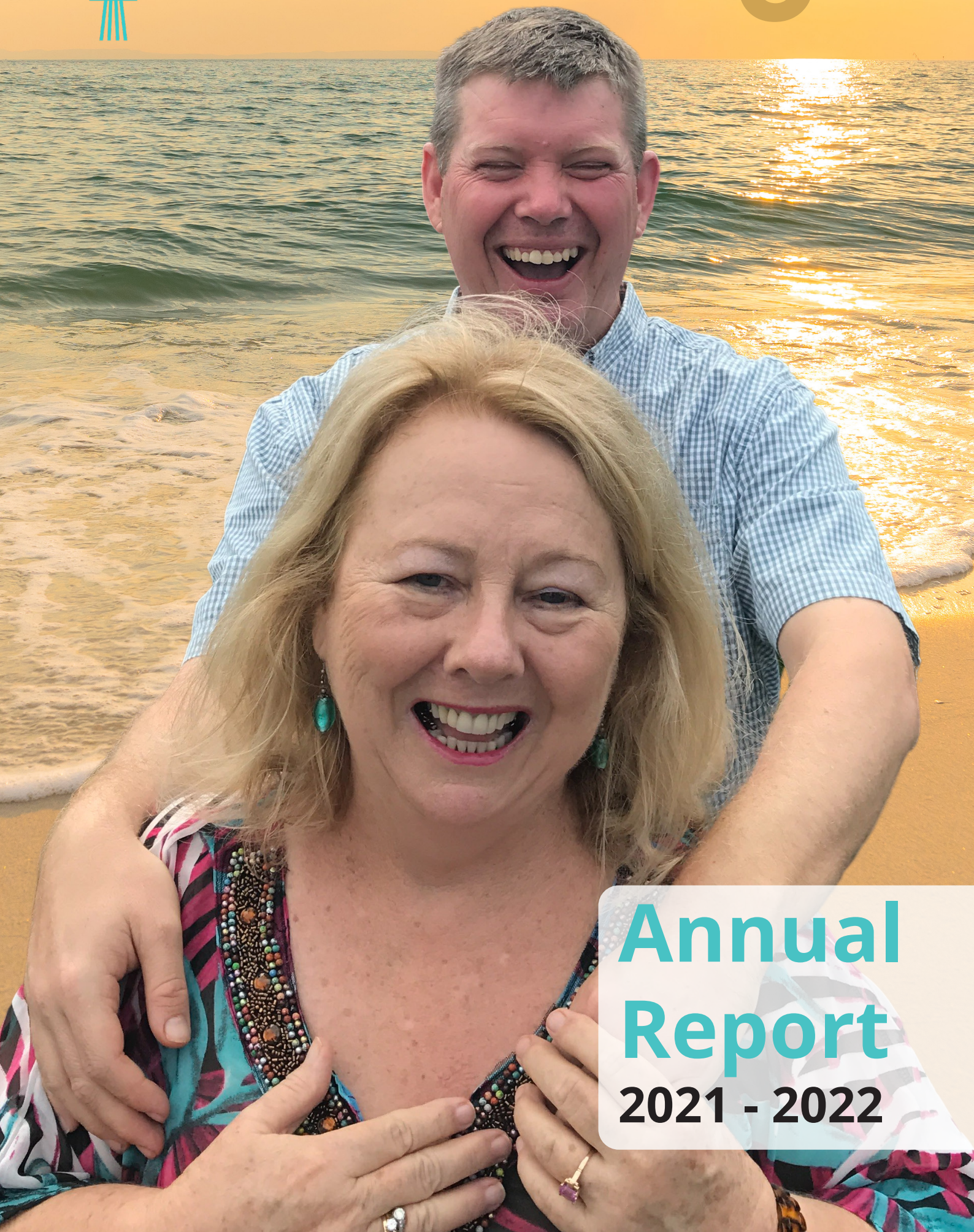




Rural Lifestyle Options Australia
Community Service Provider

30
YEAR
ANNIVERSARY



Annual Report

2021 - 2022

Our Vision

Changing lives, stronger communities.

Our Mission

Building inclusive communities and valuing the contributions and unique talents and rights of all.

Our Values

- We are committed to authenticity.
- We believe in lifelong learning.
- We are compassionate.
- We are empowering.
- We are respectful.
- We are innovative.

Our Culture

- We dare to dream and do things differently.
- We understand rural and regional communities.
- We employ a person centred approach.
- We believe in establishing authentic connections for people we support.

Rural Lifestyle Options Australia Ltd (RLOA) acknowledges the Traditional Owners of Country throughout Australia. We pay our respect to Aboriginal and Torres Strait Islander cultures; and to Elders both past and present.

Our Contents

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Visit us online at www.rloa.org.au

Our Welcome

Transitions are a time for reflection, and a time for looking forward.

The launch of this document marks an exciting milestone, our organisation's 30th year of service. As we reflect, we acknowledge that a lot has changed over the years at Rural Lifestyle Options Australia, however, much has also stayed the same. Our name and some of the faces that have made this organisation the place it is today may be different but the same country values and charm this organisation was founded in still emanates from every corridor of our operations.

If we look back at the last 30 years, it is truly incredible to see just how far we have come. We have long standing staff members who have been on this journey with us for over 20 years, not to mention participants who have been with us since our humble beginnings in 1994. Last but certainly not least, Ann Armstrong and I, as founding board members still play an active role on our Board of Directors today.

We had many achievements in the past Financial Year, including welcoming new Board Directors Julian O'Rorke, Maria Fuchs and Cheryl Dixon and opening the doors of our new Main Office in Redland Bay where we announced that we would be expanding our service offering to also include Aged Care Home Care.

For the third year running, we were announced as Official Charity Partners for the Brisbane Broncos which saw volunteers rally together to sell raffle tickets at an RLOA dedicated home game against the Sydney Rabbitohs.

We had long standing staff members achieve incredible milestones in terms of Years of Service including Judy Kaur, one of our incredible Lifestyle Support Workers who achieved 20 Years of Service with Rural Lifestyle Options Australia. Obstacles still remained regarding COVID-19 but our team adapted to these changes to ensure continuity of services remained for the 430 people our organisation has grown to support across Queensland and New South Wales.

I am so delighted to see that what started as a small group of families banding together to find a better way to support their loved ones with disability has blossomed into the organisation we are today. We would like to thank you for joining us on this journey over the past 30 years and hope you too will be excited for what will be for Rural Lifestyle Options Australia in 30 years to come.

CA Caswell *M. Latailakepa*

Carole Caswell
Chair

Michelle Latailakepa
Chief Executive Officer



Through The Years

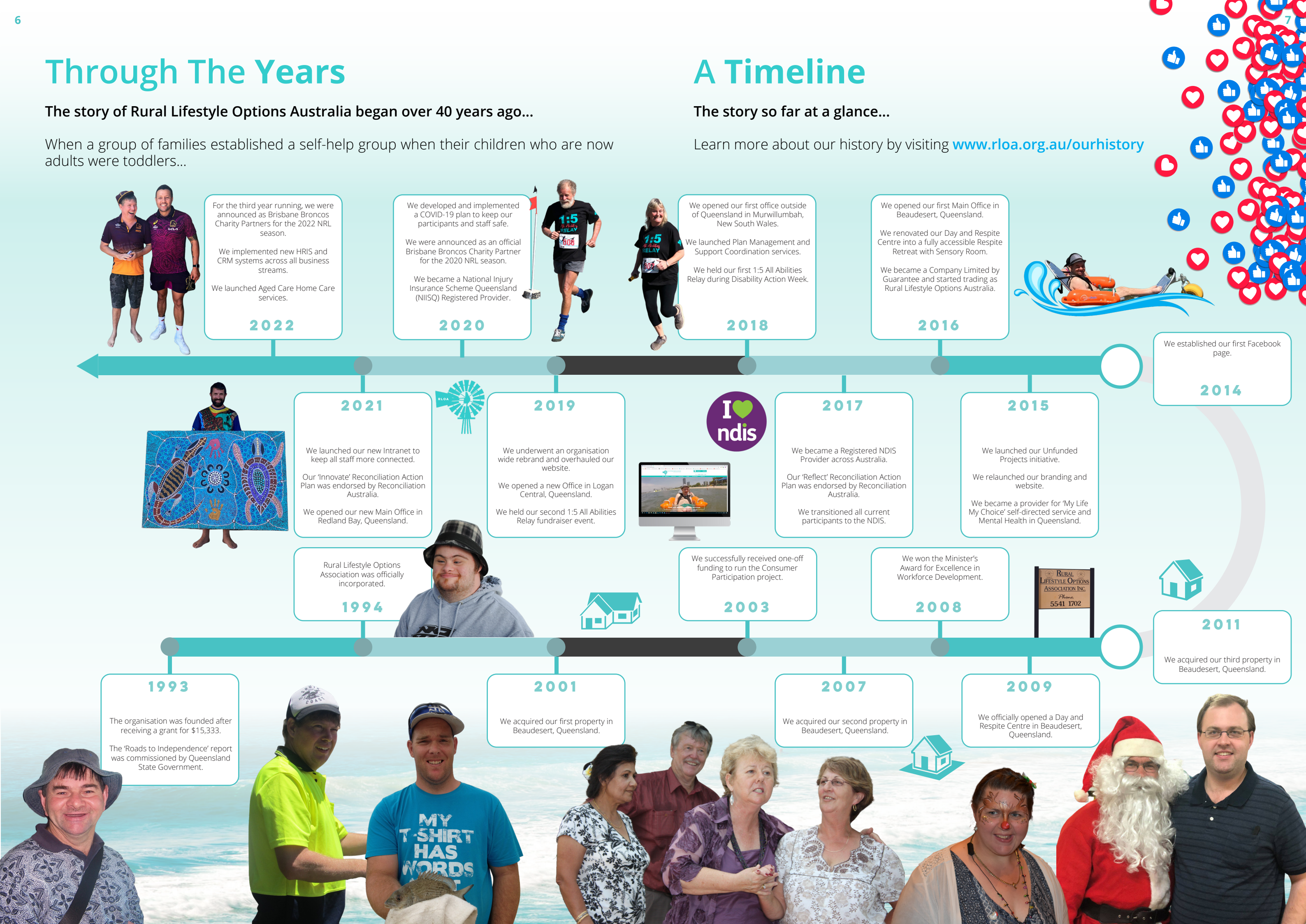
The story of Rural Lifestyle Options Australia began over 40 years ago...

When a group of families established a self-help group when their children who are now adults were toddlers...

A Timeline

The story so far at a glance...

Learn more about our history by visiting www.rloa.org.au/ourhistory





Board and Governance

Safeguarding our organisation’s strategic direction, now and into the future.

Our highly skilled and qualified Board of Directors are responsible for governance in addition to setting and safeguarding the strategic direction of the organisation and ensuring our strategic objectives are achieved within budget.

Board of Directors

- Carole Caswell**
Chair
- Ann Armstrong**
Vice Chair
- Chris Leck**
Company Secretary
- Dirk Melton**
Director (Retired March 2022)
- Julian O’Rorke**
Director (Started April 2022)
- Cheryl Dixon**
Director (Started April 2022)
- Maria Fuchs**
Director (Started April 2022)

Directors’ Meetings	
Number eligible to attend	Number attended
10	8
10	10
10	10
7	7
3	3
3	3
3	3

Our Executive Team

Leading the organisation to translate vision into reality.

Our Executive Team leads Rural Lifestyle Options Australia’s work by engaging our key stakeholders in setting direction and harnessing the passion and commitment of staff and supporters to achieve incredible life outcomes for our participants and consumers.

Our Executive Team is led by Michelle Latailakepa, Chief Executive Officer and comprises of two other Executives who oversee the Service Delivery and Business Development components of the organisation.

- Michelle Latailakepa**
Chief Executive Officer
- Robert Rees**
Executive Leader Support Services
- Nicholas Power**
Executive Leader Business Development

Learn more about our Executive Team by visiting www.rloa.org.au/ourexecutives



Financial Performance

Thank you to all our stakeholders for your unwavering dedication to our organisation over the past thirty years.

Our financial position improved this year with a total revenue of **\$11,337,292** with a surplus of **\$621,204** which will serve as a foundation to ensure Rural Lifestyle Options Australia continues to thrive over the next thirty years.

\$11,337,292

Total Revenue for 2021 - 2022

17% growth compared to 2020 - 2021 Financial Year

Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2022	30 June 2022 \$	30 June 2021 \$
Operating Revenue	11,337,292	9,675,841
Other income	220,352	34,687
Employee benefits expense	(9,753,543)	(8,818,633)
Depreciation and amortisation expense	(219,269)	(229,588)
Bad and doubtful debts expense	(31,214)	(9,719)
Rental expense	(85,950)	(51,356)
Advertising and marketing expense	(148,264)	(136,874)
Client support services expense	(2,035)	13,166
Computer expense	(208,560)	(86,047)
Fundraising expense	(564)	(2,287)
Insurance expense	(57,283)	(42,078)
Motor vehicle expense	(44,400)	(55,747)
NDIS Plan Management expense	(6,584)	(3,080)
Printing and stationery expense	(22,444)	(16,950)
Professional fees	(111,173)	(134,638)
Repairs and maintenance expense	(40,552)	(41,549)
Telephone and utilities expense	(67,955)	(64,992)
Other expenses	(115,800)	(325,292)
Interest expense	(20,850)	(19,484)
Surplus / (Deficit) for the Year	621,204	(314,620)
Other Comprehensive income for the year, net of tax		45,000
Total Comprehensive income for the year	621,204	(269,620)

Our Supports

Our services have helped people on the NDIS, strive towards their goals and make the most out of their plans.

In 2021-2022, we endeavoured to be an organisation that continually adapts and changes to meet the needs of the rural and regional communities in which we operate and their families.

This year saw Rural Lifestyle Options Australia invest in technology in order to evolve to meet the growing demands of the people we support in rural and regional communities.

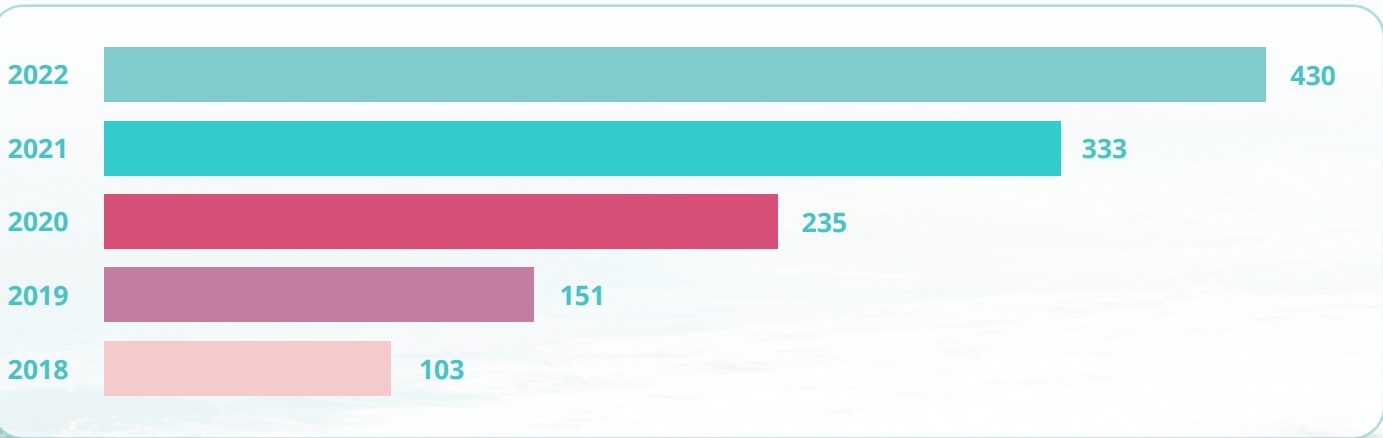


181,403 km

Travelled in RLOA Vehicles



Number of People We Supported:



Breakdown by Service Type:



Celebrating Our People

At Rural Lifestyle Options Australia, we recognise that our supports and services wouldn't be what they are, if it wasn't for the collective efforts of our incredible team.

This Financial Year, we had many reasons to celebrate our workforce. Here are just some of the awards our Executive Team gave out to our team for showing extraordinary effort, achieving stellar performance and reaching career milestones.



JUDY KAUR
20 YEARS OF SERVICE

Above and Beyond Awards

Nominations for the Above and Beyond Award are submitted by peers to the Rural Lifestyle Options Australia Executive Team who assess nominees against a set of criteria.

Where exceptional practice has been demonstrated and the nomination is supported by the Rural Lifestyle Options Australia Executive team, the staff member is presented with a certificate by the CEO. Recipients of this award also receive a \$100 RLOA Gift Card which can be used at a variety of major retailers, feature in our Annual Report, bi-annual Magazine and across our social media pages. This Financial Year, we had three recipients attain this prestigious award.



JACOB BUNTON
AUGUST 2021

LEANNE CAHILL
APRIL 2022

RAVEN WATSON
JUNE 2022

Celebrating Years of Service



LINDA FIELD
15 YEARS OF SERVICE

MICHELE GUINEA
5 YEARS OF SERVICE

CARA MATTHEWS
5 YEARS OF SERVICE

ANNETT REEVES
5 YEARS OF SERVICE

DILLON REILLY
5 YEARS OF SERVICE

CAROLINE BOND
15 YEARS OF SERVICE

SHARON DAWE
15 YEARS OF SERVICE

ROSEMARY BONY
5 YEARS OF SERVICE

Staff Snapshot

At Rural Lifestyle Options Australia, we have a dedicated team of 237 staff members who are incredibly passionate about what they do.



What Our Team Is Saying...



“

I love working for RLOA because we are all part of the big picture, giving participants a chance to be part of the wider community and letting them shine and be heard. Everyone I work with is so caring and giving.

”

Scott Atkinson
Lifestyle Support Worker



“

RLOA gives me the tools and experience backed direction to help people have a better day, better life, and to enjoy being part of that team. At RLOA, we are all making a difference and I am proud to be a part of it.

”

Paula Pearce
Lifestyle Support Worker



“

I love how well supported and cared for that our participants are, which makes coming to work a pleasure. Thank you to all the team for what has been my first adventure in disability support and it truly has sparked the light in me.

”

Vanessa Vincent
Lifestyle Support Worker



“

In my 20 years in this line of work I can truly say this company has been by far the best for making one feel apart of the organisation and not just a number. It's an honour to say who I work for. When people ask I'm proud to say I am a RLOA team member!

”

Kellie Sandeman
Lifestyle Support Worker





Recognising Our Supporters

We would like to gratefully acknowledge all of our loyal supporters who have assisted us throughout the 2021-2022 Financial Year.

Without their generous support our Unfunded Projects initiative would not be possible, which exists to give back to people of all walks of life living in the rural and regional communities we serve. This Financial Year, we launched the ‘Caring for Carers’ Financial Hardship and Support Program which has been developed to support carers who require financial assistance to meet their immediate essential needs.

While we acknowledge that there are many organisations who are funded to provide supports for Carers such as counselling services and support groups, we have identified that there is a still a gap in the market to assist Carers who are experiencing financial stress. In order to play our part in addressing this gap, 100% of total funds raised through our fundraising efforts currently support this project.

Community Grants and Fundraising

- Bay Island Ferries - Community Partnership Grant **\$500**
- Brisbane Broncos Charity Fund **\$9,267**
- COVID-19 Business Support Grant **\$15,000**
- Google Adwords Grant **\$156,000**
- Ladbrokes ‘Kick For Cash’ Campaign **\$6,000**
- Play For Purpose In-Kind Social Amplification Campaign **\$1,500**

Corporate Sponsors and Supporters

- Beaudesert Specsavers
- Brisbane Broncos
- Redland City Council
- RDO Equipment | John Deere
- Play For Purpose Charity Raffle



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