



Rural Lifestyle Options Australia
NDIS provider of choice



2018-2019

**Annual
Report**

Rural Lifestyle Options Australia Ltd
ABN 55 956 904 691
www.rloa.org.au
1300 032 175

Rural Lifestyle Options Australia Ltd (RLOA) acknowledges the Traditional Owners of Country throughout Australia.

We recognise the traditional custodians of the lands on which our company is located and where we conduct our business.

We pay our respect to Aboriginal and Torres Strait Islander cultures; and to Elders both past and present.

RLOA is committed to honouring Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.





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Who We Are

The story of Rural Lifestyle Options Australia began over 37 years ago when a group of families established a self-help group when their children who are now adults were toddlers...

In those early years this was their only support network however through their hard work, passion, drive and commitment Rural Lifestyle Options Australia was established.

Our Purpose

We exist to enrich the lives of people with a disability by creating choice, opportunities and skills for life.

Our Promise

We live by the motto *"Big enough to provide the service, small enough to look after you."*

Our Mission

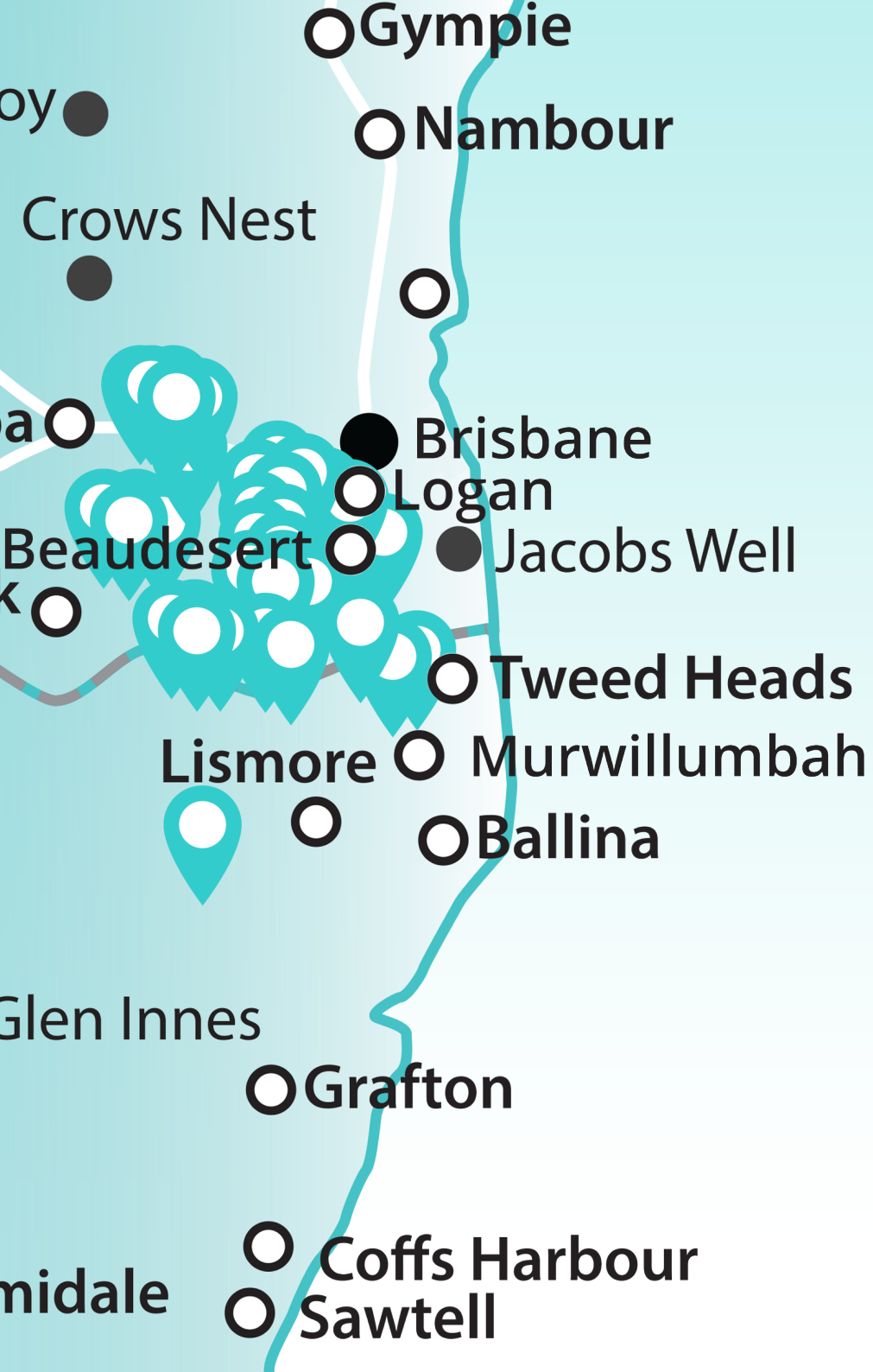
Supporting a life of choice.

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.



We have grown to support over 150 participants to live a life of their choice across South East Queensland and Northern New South Wales.

Under the NDIS, we currently deliver the following supports and services to people with a disability in rural and regional communities:

Daily Activities



Supporting participants with everyday tasks to empower them to live as independently as possible.

Social and Community Participation



Assisting participants to connect and integrate within a community of their choice.

Supported Independent Living



Developing skills for participants to live as independently as possible.

Short Term Accommodation



Providing tailored getaways for participants to recharge their batteries.

Plan Management



Collaborating with participants to maximise the benefits of their NDIS plans.

Support Coordination



Working creatively with participants to utilise their support budgets to assist them in achieving their goals.

Chair and CEO Update

What a year it has been with the transformation that we as an organisation have experienced.

The year to 30th June 2019 saw Rural Lifestyle Options Australia transition its service provision completely to the National Disability Insurance Scheme (NDIS).

Over the course of the year we grew our revenue by 60% from the previous financial year which allowed us to deliver 220,370 hours of service under NDIS.

As part of our service delivery we now provide Supported Independent Living accommodation in 9 separate locations in South East Queensland and Northern Rivers region of New South Wales. In total 158 participants are provided with services under (NDIS).

As an organisation we continue to focus our efforts in providing the best possible service and outcomes for our participants. We also strive to make their lives as independent and meaningful as possible. One of the ways in achieving this is to raise funds for equipment that cannot be funded through NDIS to deliver on our motto 'Big enough to provide the service small enough to look after you'.

Projects completed included:

Emergency Short Term Accommodation (STA) was provided to a young man, who through extenuating circumstances became homeless for a period of 4 months until a plan for him was approved by NDIS. Subsequently we then provided him with funded Supported Independent Living.

A Ceiling Hoist System, designed to facilitate safe, comfortable and dignified transfers of people was purchased.

An accommodation house was created to provide a home for four participants. We made a substantial investment in renovations including ramps to meet their wide range of needs.

Over the past six months there has been a real focus on collaboration with other providers in the National Disability Insurance Scheme (NDIS) space. By working with other providers we have been able to deliver in a seamless fashion a full suite of services that some participants' plans require.

During the year we relocated our main office from Beaudesert to Murwillumbah which allowed for a greater focus on the regions of Gold Coast in Queensland and the Northern Rivers in New South Wales.

Due to the demand for services in the Logan and Ipswich local government areas we opened an office in Logan Central which has enabled a steady increase in services delivered.

The Board approved an organisational re-brand to symbolise our commitment to our quality services in rural locations which is our signature specialty. The windmill was chosen as our new logo, as it is widely recognised as being synonymous with the image of rural and regional Australia. We have welcomed the positive feedback we have received on this initiative.

It indeed has been an amazing year for us all. As a Board we are proud of the significant growth we all have achieved. It truly has been a challenging time. While coping with the intricacies of the NDIS for current and potential participants as an ongoing requirement, staff have managed the logistics of creating two new office sites.

Growing our organisation has involved recruitment, training and supervision of our expanding workforce. Furthermore, we now straddle Queensland and New South Wales which entails different legislative requirements. Even our quality assurance audit entailed different frameworks.

I would like to pay tribute to all the members of our Board. We have a blend of backgrounds, talents and expertise in our membership. It is imperative that we maintain some directors who are family members and/or have a lived experience to value add to our input.

My heartfelt thanks to them all in providing excellent governance at such a critical time in our organisational endeavours.

Our CEO Michelle Latailakepa started maternity leave from 17th June 2019 and the Board approved for David Gordon our Chief Operating Officer to become our interim CEO.

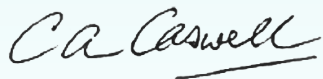
We now are on our path of continuous improvement with confidence in our ability to provide quality service delivery in the competitive environment. I pay tribute to our CEO and her management team who have been consistent in delivering excellent services while expanding our area of operations.

We are now financially in a sound place and proud of meeting budgets and growing accordingly to our projected outcomes. The future certainly augurs well for us.

Credit must be given to staff at every level for their loyalty, commitment and sheer hard work in what are at times difficult circumstances. We invest in specialised training for staff at all levels which has engendered dedication and pride in our organisation.

I know firsthand that there are many participants and families who are so grateful for the improvement for so many in quality of lifestyles.

Thank you to each and every one of you.



Carole Caswell
Chairperson



Michelle Latailakepa
Chief Executive Officer



David Gordon
Interim Chief Executive Officer



Financial Performance

\$7,507,620

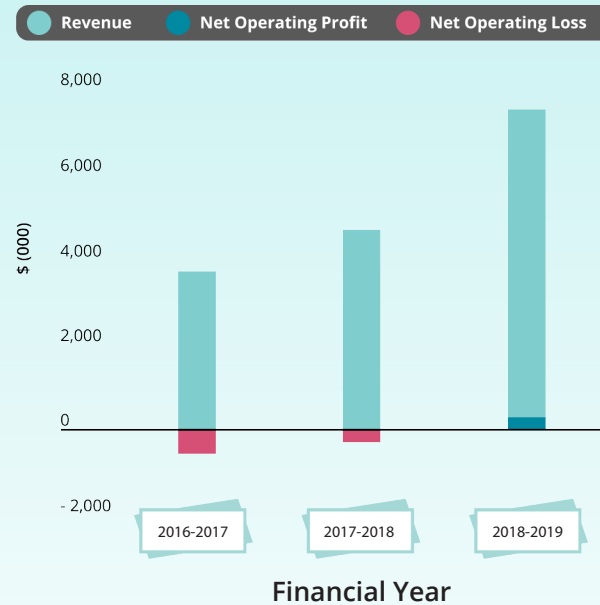
TOTAL REVENUE FOR 2018-2019

60% growth compared to 2017-2018 Financial Year

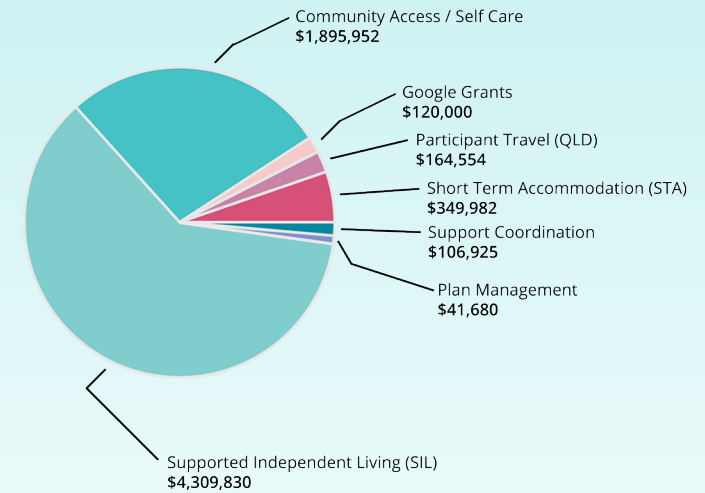
\$188,610

TOTAL OPERATING PROFIT

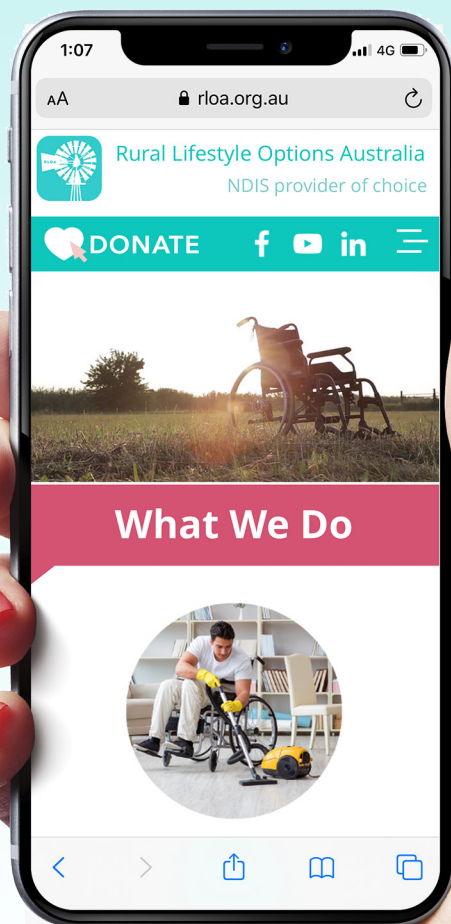
REVENUE CHANGES OVER TIME



OUR REVENUE BREAKDOWN



Our New Look



The 2018 -2019 financial year saw the organisation unveil our new brand and visual identity system.

Our new branding is as much about you, as it is about us, which is why we thought we would explain why we made the change.

The new Rural Lifestyle Options Australia logo has been designed to assist us in demonstrating our ethos – we are a proud NDIS service provider who deliver services in rural and regional communities. The windmill has become an iconic relic in the communities in which we operate and was chosen as a homage to our humble beginnings in the small regional Queensland town of Beaudesert. The rebrand has been undertaken to account for our growth. With the introduction of the NDIS and our growing number of participants, it was apparent that a refresh was long overdue. We knew with the introduction of the NDIS, that the disability services world was changing and we realised that we needed to separate ourselves from the pack.

The colour 'Aqua' has remained as our key theme across our new colour scheme due to its symbolism of serenity and stability. Our new website launched on Monday, 18 March 2019 and was developed to evolve with the story of our organisation. It has been designed to be visually modern, clear regarding content and simple in terms of navigation. We have adopted video content at the forefront of our website redesign and anticipate to include more video and rich media content into the next financial year.

Over the last twelve months, the brand has unfolded to all aspects of the organisation - from our office signage to our staff lanyards, from our social media pages to our website from all our internal documents to marketing materials and everything in between. As an organisation, we are passionate about continuous improvement, so we aren't going to stop here. Watch this space as you see the Rural Lifestyle Options Australia brand evolve as we continue to grow as a leader in the NDIS space.

Governed by Experience



Rural Lifestyle Options Australia has a highly skilled and qualified Board of Directors who are committed to providing governance as well as setting and safeguarding the strategic direction of the organisation.

Board of Directors

(left to right)

Emeritus Professor Ken Moores AM
Director

Katrina Ryan
Director

Carole Caswell
Chairperson

Ann Armstrong
Vice Chairperson

Dr Deborah Wilmoth
Director

Social Impact Plan 2018-2020

Our Social Impact Plan outlines our vision for the future.

Our Social Impact Plan outlines the key areas of activity that we will deliver over the 2018-2020 financial year.

Our social impact priority is to support people with a disability in rural and regional communities across Australia and impact evidence drives everything that we do.

STRATEGIC FOCUS AREAS

	1 Financial Growth	2 Workforce Capability	3 Organisational Effectiveness	4 Participant Outcomes
GOAL	We will be here in another 25 years and counting...	We will develop, shape and train our workforce for the NDIS.	We will be a strong agile and innovative organisation.	We will support our participants to build their confidence and skills and participate in the community of their choice.
STRATEGY	<p>1.1 Ensure the organisation's growth and sustainability whilst containing expenses.</p> <p>1.2 Brand recognition.</p> <p>1.3 Business relationships and strategic partnerships.</p>	<p>2.1 Enhance our Integrated Customer Management System (ICMS) to be more efficient and train our staff.</p> <p>2.2 Promote the organisation as an employer of choice with tertiary institutions and contribute actively to reconciliation.</p> <p>2.3 Develop our brand to attract and retain the best people.</p>	<p>3.1 Build and maintain sophisticated, integrated and sustainable information and communication systems.</p> <p>3.2 Implement effective governance and compliance frameworks including robust quality and risk management systems.</p> <p>3.3 Locate and open an office in Northern NSW and maintain our SE QLD office whilst sustaining our flat organisational business structure.</p>	<p>4.1 Support our participants to make individual choices to achieve their goals by building their sense of safety and independence.</p> <p>4.2 Make our organisation accessible to people with a disability through partnering with complementary organisations to achieve better outcomes.</p> <p>4.3 Seek opportunities for feedback from current participants and families about our services offered and delivered.</p>
INITIATIVE	<ul style="list-style-type: none"> Achieve an operating surplus, pass financial audit and complete tenders for services we use aimed at lowering costs. Partner with other providers to deliver more Supported Independent Living (SIL) arrangements across SE QLD and Northern NSW and open SIL and Specialist Disability Accommodation (SDA) arrangement in Beaudesert. Increase our NDIS offerings, deliver more NDIS services in Northern NSW and promote widely. 	<ul style="list-style-type: none"> Staff are trained in ICMS database enhancements for the NDIS in QLD and NSW. Establish partnerships with tertiary institutions within SE QLD and Northern NSW and deliver on our RAP commitments. Develop and implement a workforce strategy. 	<ul style="list-style-type: none"> Establish security, role and state levels and permissions for Integrated Client Management system. Conduct an external IT security audit to access organisations data storage, security and software. Open office in Northern NSW and maintain SE QLD office. 	<ul style="list-style-type: none"> Establish more rural connections in areas we support participants to facilitate authentic linkages within their communities including gaining support for Unfunded Projects that benefit participants. Develop partnership agreements and Memorandum of Understanding (MOU) with complementary organisations servicing NSW and QLD. Develop and circulate a feedback survey for participants and families, and implement strategies to address gaps and improve services.



Our Impact

116

NDIS PREPLANNING MEETINGS HELD

16% growth compared to 2017-2018 Financial Year

358

NDIS PLANNING MEETINGS ATTENDED

601.96% growth compared to 2017-2018 Financial Year

73

NDIS PLAN REVIEW MEETINGS ATTENDED

386.66% growth compared to 2017-2018 Financial Year

329

NDIS QUOTES PROVIDED

33.73% growth compared to 2017-2018 Financial Year

174

NDIS SERVICE AGREEMENTS SIGNED

220,370

HOURS OF SUPPORT DELIVERED

191.22% growth compared to
2017-2018 Financial Year



This Financial Year, we held the first 1:5 All Abilities Relay in South East Queensland, during Disability Action Week to support people with a disability in rural and regional communities.



In 2018-2019, we grew to provide Supported Independent Living arrangements across 9 locations.





Lexie's NDIS Journey

Thanks to the NDIS, the future is looking bright for Lexie!

Lexie's journey in the lead up to successfully being funded by the NDIS is unfortunately not an uncommon one, approaching Rural Lifestyle Options Australia following an initial rejection of her original application.

Our Service Delivery Team assisted Lexie with this process. They started out by reviewing the NDIS decision and then collating further evidence to support her application. The challenge appeared to be with the information local General Practitioners were providing to participants and their families on this matter.

Without being critical of this, the medical model discussed participants in terms of priority from a medical basis rather than discussing disabilities and impacts of this on daily life. Based on our findings, Rural Lifestyle Options Australia provided some guidance to the local General Practitioners and attended with Lexie to ensure that the questions the NDIS had were being addressed.

It was deduced that an updated functional assessment was required to assess post rehab skills for development and deterioration. According to our Service Delivery Team, this was a long process for everyone involved but ended with the correct decision being made once all the information was sourced. On her fifth attempt, with each knock back more disheartening than the last, Lexie's funding was finally approved, and now her future is looking brighter than ever.

According to Lexie, our Service Delivery Team encouraged her to be optimistic every step of the way. "We were downhearted, but they kept saying 'Don't worry Lexie, we will get there' and we did in the end!" reminisces Lexie.

Lexie's NDIS package has granted her a freedom she hasn't had in years. It has allowed her to participate regularly in social outings and given her focus to pursue her own personal goals.

"The Lifestyle Support Workers are great, they take me out. I've been everywhere, I've been up to The Shed, which is at an Olive Farm at Rathdowney. You sit up on top of a big hill on a big veranda and when you look out you have beautiful views

“

**We were downhearted,
but they kept saying
“Don't worry Lexie, we
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did in the end!**

”

of the mountains. I've been to Darlington, the pubs downtown, I even went to Mondaze at Flagstone!" Outside of increased social participation, Lexie aspires to use her funding to assist her husband, Dave more in the kitchen.

"The next goal that's on my list is that I want to have my support workers help me to cook again. We're going to cook up some meals for my husband and I and put them in the freezer - I want to cook a month's worth of food at a time, over the course of a week!"

"We've made a list of meals we would like - my husband and I both enjoy spaghetti bolognese!"

Only a month into her NDIS supports, Lexie is feeling optimistic about the future proclaiming "I've got a life again!"

"Before I had the NDIS, I used to sit inside my own four walls, my outings consisted of me going out once a fortnight - and that was for a doctor's appointment. I never went anywhere other than that"

Today, Lexie has a team of female Lifestyle Support Workers who assist her in her day to day errands 6 hours a day, 5 days a week.

"My son Alex is also a participant, so I had met a lot of the girls previously and I feel comfortable with them at the moment. Every one of them is unique in their own way. They've all got their own little quirks and I just love each and every one of them."

"At the moment with the NDIS, I'm looking forward to getting on with my cooking, being out and about in the community - I actually went out with my cousin the other day and it was so lovely, I hadn't done that in ages. I want to do other things too, like going to the movies."

Lexie's story paints a picture of what the National Disability Insurance Scheme was designed to achieve. It has allowed her to express choice and control while reintroducing a sense of freedom, back into her life.

Rural Lifestyle Options Australia are proud to have played our part in assisting Lexie get her NDIS journey underway and are happy to hear that she is making the most of her NDIS plan as she strides towards her goals under the scheme.

Supporting Lexie to live a life of her choice.

What Others Are Saying...

"It's been such a journey - I can't thank each and every one of you enough ... really - there just aren't sufficient words. Thank you from the bottom of my heart."

- Constance



"Throughout the whole experience I have felt well supported by the service and I now have my independence back again, I now make the decision affecting my life not the hospital."

- Steven



"My nephew has been at Rural Lifestyle Options Australia since its inception and since this time he has had many wonderful experiences with the organisation. The staff have always been very supportive and over the years he has received wonderful care, both at home and during activities. The staff have always been very caring and supportive and when I have attended social events, there has been a lovely feeling throughout the place of kindness, happiness and support."

- Garry



"Rural Lifestyle Options Australia is fantastic. For the past 20 odd years my son has enjoyed coming to Rural Lifestyle Options Australia. He doesn't want to go anywhere else but here. We now have in home care, with people from 8am to 5pm, 7 days a week which has taken a lot of weight off my shoulders. We all love Rural Lifestyle Options Australia, even the staff, and we want to see this organisation thrive into the future."

- David





Your Impact

Proudly supporting people with a disability in rural and regional communities...

Our Unfunded Projects initiative has been operating since 2015 and includes any project undertaken by Rural Lifestyle Options Australia which adds value to the lives of the people we support, which we do not receive any funding for. Over the 2018-2019 financial year period, we delivered three new Unfunded Projects.

Unfunded Project 10 involved the purchase and installation of a Ceiling Hoist system, designed to facilitate safe, comfortable and dignified transfers of people. This project has been up and running since the beginning of 2019 now, and the difference it has made for both the participants, and the staff members has been monumental.

Total project cost was \$9,000.

Unfunded Project 11 involved the cost of materials and labour for a newly established, wheelchair accessible, accommodation house. Through generous donations we were able to convert a building into a newly renovated five bedroom fully accessible residence for four lovely young people we have the privilege of supporting.

Total project cost was \$18,320.

Unfunded Project 12 saw Rural Lifestyle Options Australia provide emergency Short Term Accommodation (STA) to a young man in 2018-2019 financial year, who through extenuating circumstances became homeless for a period of 4 months until a plan for him was approved by NDIS. Funding under the NDIS was not able to cover the shortfall until permanent supports and accommodation were put in place. The organisation's commitment was to ensure the young man was not homeless until a permanent housing solution was sourced.

Total project cost was \$116,000 and saw the organisation using our own cash reserves to ensure this project was delivered.



Project Spotlight: Ceiling Hoist System

Facilitating safe, comfortable and dignified transfers of people, from the bedroom to the bathroom.

A Relay With Purpose



Marketing Snapshot

WEBSITE

Total Users

17.99%

INCREASE COMPARED TO 2017-2018
9,674 Users vs 8,199 Users

Total Sessions

17.69%

INCREASE COMPARED TO 2017-2018
13,955 Sessions vs 11,857 Sessions

Total Pageviews

31.54%

INCREASE COMPARED TO 2017-2018
37,130 Pageviews vs 28,228 Pageviews



10,001

EMAIL UPDATES SENT TO OUR SUPPORTERS

207,189

PEOPLE REACHED THROUGH SOCIAL MEDIA



64.24%

INCREASE COMPARED TO 2017-2018
1,626 followers vs 990 followers
(Facebook)



175,065

VIDEO VIEWS THROUGH SOCIAL MEDIA





NAIDOC Week 2018

Our update on Reconciliation



NAIDOC Week celebrations are held across Australia each July to celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander peoples.

On Thursday 12 July 2018, Rural Lifestyle Options Australia held a morning tea in recognition of this important and significant event.

Members from Jymbilung House, a local Indigenous community organisation, attended the morning tea with Elder Lorraine Iselin opening the event by giving a Welcome to Country. Elder Denise Lewis also gave a small speech explaining the significance of NAIDOC Week. We are proud of our relationship with Jymbilung House and will continue, as a service provider to develop and grow our cultural knowledge and realise our vision for reconciliation.

National Close the Gap Day, is an annual opportunity to send our governments a clear message that Australians value health equality as a fundamental right for all.

On Thursday 21 March 2019, Rural Lifestyle Options Australia acknowledged National Close The Gap day by hosting morning tea events at our offices in both South East Queensland and Northern New South Wales.

As part of our commitment to reconciliation, attendees signed a petition calling on political parties to reduce disadvantage among Aboriginal and Torres Strait Islander people with respect to life expectancy, child mortality, access to early childhood education, educational achievement, and employment outcomes.

Aboriginal and Torres Strait Islander peoples have long called for a comprehensive process of truth-telling about Australia's colonial history.

Monday 27 May to Monday 3 June 2019 marked National Reconciliation Week.

National Reconciliation Week calls on all Australians to learn about the shared histories, cultures, and achievements of Aboriginal and Torres Strait Islander peoples and non-Indigenous peoples.

This year's theme was 'Grounded in Truth: Walk Together with Courage'. To recognise this important week, events were held at both our Northern Rivers Main Office and Scenic Rim Service Hub. Attendees were asked to reflect on what reconciliation meant to them, and asked to share their vision of what a reconciled Australia looked like to them.





Michael's Fight

From an early age, Michael's goal in life was to never be unemployed and to always be able to provide for his family. A firm believer in continuous education, Michael spent many years of his life investing in his personal learning and development.

He fought to be the top of his field in whatever he set his mind to and his qualifications allowed him to travel extensively, whilst providing a good quality of life for those who were closest to him.

Michael had the world at his feet, until one moment changed his life forever. As Michael was commuting to work on his motorcycle one morning, a truck pulled out in front of him and he went right into the side of it. Michael describes the accident as "a disaster" with the impact crushing his "hands, arms, legs, shoulders, knees, feet and toes." The next four years would see Michael in the fight of his life. During this period, Michael was in and out of hospital, and as he recalls had "well over 50 general anesthetic surgeries" to put him back together again.

"At the time, there was no NDIS, there was nothing like that. I went to the Commonwealth Rehabilitation Centre to see if they would help me get better so I could be employable again, but they refused to help me because there was ongoing surgery. So, their stance was come back and see us when the surgeries are finished, and the surgery is still going on today. That was in 1999."

Michael continued to explore avenues to become employable again, but with multiple surgeon reports stating 'home duties only', he had no luck in finding a job provider to help him. After exhausting all options, Michael took it upon himself to find a job, on his own. Despite receiving multiple interviews, Michael couldn't pass any of the medical exams, which put him back at square one. The next few years would see Michael's family breaking down, and despite receiving a payout from the Government, his "lawyers and Centrelink ended up taking almost half of it". After the payout, Michael was put on a 10 year preclusion period which prevented him from claiming any expenses or benefits through the government, which complicated matters further, as he had two children to raise.

“ It took their Service Delivery Team two days to organise everything. I was in tears; I was just stunned. ”

"I managed to scrape through with only a few hundred dollars left to my name. By the end of the ten year period, I had nothing left. I went nowhere. I did nothing. I missed out on a lot of things and my mental health declined dramatically. I went to many places seeking help, but couldn't get any assistance, as there was no funding."

"Fortunately, the NDIS came on the scene, and I distinctly remember Julia Gillard standing up and saying "No Australian should have to live a lesser quality of life because of a disability, no matter how they acquired that disability" and I was actually applauding her, that was an amazing statement for me. It took some time to get it up and running, and there were a lot of teething problems as you could well imagine and the reason being that you cannot put disabled people in categories... as every person has a separate disability from the next person."

Prior to moving his NDIS package to Rural Lifestyle Options Australia, Michael had trialed two other NDIS providers, but felt they couldn't offer him the "choice and control" the NDIS had promised. "They would change carers almost every single day. Nobody cares about your dignity; they just don't worry about it. Through no fault of your own, you have lost control of your life. So, eventually I bailed from them and went to RLOA. They were actually quite amazing to begin with. I couldn't believe the speed at which they worked at. It took their Service Delivery Team two days to organise everything. I was in tears; I was just stunned."

"There have been a few carers I've had which have just been astounding... Knock, knock, knock on the door and the first thing they do is give you a massive smile. They greet you and shake your hand before asking "What would you like to do first? What would you like to do today? What can I help you with?"

Over the course of Michael's journey, he has stayed true to his goal of continuous education. Recently, Michael completed his studies to become a Justice of the Peace and is looking forward to working in practice to give back to the local community.

For the past five years, Michael has been the Manager of the Body Corporate Committee, in the building in which he resides. These days, Michael's fight looks much different, as he fights to achieve the best outcomes for the residents in his complex. "I've made massive changes. All for the better. I've managed to drop our expenditure by over \$50,000 a year. I'm delighted with that. And as a result of this, the body corporate fees have never risen."

Change has always been welcomed by Michael, who has overcome a lot of adversity in his life. "People are so frightened of change. Nothing... Nothing... can improve unless you embrace change. Change needs to be embraced. Change is the most amazing thing you can find. Everybody can benefit from change."

As an organisation, we are proud to support Michael in achieving his goals, and hope he continues to go from strength to strength. Today, Michael has rediscovered love. He has an "incredible relationship with his two children" and is still very passionate about personal learning and development.

"I keep on putting myself in the deep end, and just keep learning."

Rural Lifestyle Options Australia offer our sincere gratitude to Michael for taking the time to share his story.

Supporting Michael to live a life of his choice.

“
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Knock, knock,
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”

What Our Workforce Is Saying...

In conjunction with the University of Western Australia Learning for Purpose Centre for Social Impact, all staff were invited to participate in the largest national workforce survey which addressed how to improve work, build better careers, learn and be healthy.

Over 500 Not-for-profit organisations participated and the survey compared our organisation's results to the rest of the sector.



To learn more about Learning For Purpose visit www.learningforpurpose.org



Staff Snapshot

This Financial Year, we relocated our Main Office to Murwillumbah, New South Wales and opened a new Service Hub in Logan, Queensland creating new job opportunities in support of the local economies, in the areas in which we operate.

100%

OF STAFF COMPLETED
NDIS WORKER ORIENTATION TRAINING

119

TOTAL STAFF



78%

Permanent Part Time

19%

Permanent Full Time

3%

Casuals

Above and Beyond Awards

Nominations for the Above and Beyond Award are submitted by peers to the Rural Lifestyle Options Australia Leadership 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 Leadership team, the staff member is presented with a framed certificate by the Chief Executive Officer.



Sally Schiffmann

January 2019



Raeli Badger

February 2019



Sam Wright

February 2019



Alma Hamzic

May 2019



Feel Good February 2019



Thank You To Our Supporters

CORPORATE PARTNERS, SUPPORTERS AND SPONSORS

Beaudesert Mitre 10
Beaudesert RSL Services Club Inc
Beaudesert Specsavers
Beaudesert Times
Bentley's Chartered Accountants
BKS Coffee2Go
Birnum Rural Fire Brigade
Busy At Work
Deep Grey Photography
Fleet Partners
Frank and Ruth Ellis
Huntingtons Society
Jag Fix It
Jimboomba Times
Master Builders Queensland
MS Queensland
Nortec
On-Q Human Resources
Phil Day, Cartoonist
Play For Purpose Charity Raffle
Queensland Country Credit Union
Queensland Times
Remserv
Reeves Lawyers
Tamborine Pony Club
Vistaprint

COMMUNITY GRANTS

Beaudesert RSL Services Club, Community Sponsorship Program **\$2,000**
Gambling Community Benefit Fund **\$27,272**
Google Adwords Grant **\$120,000**
Wright Stronger Community Fund **\$3,800**
Scenic Rim Regional Council Community Grants Scheme **\$4000**





Rural Lifestyle Options Australia
NDIS provider of choice



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