



Rural Lifestyle Options Australia
Community Service Provider

ANNUAL REPORT

2024 - 2025



CONTENTS

Introduction	3	Impact Statement 2024-2025	12
Chair & CEO 2024-2025 Report	4	Bringing Harmony to your Home and Yard	13
Our Board of Directors	6	How One Renovation Changed Bruce's Life	14
Governance and Risk Committee Chair Report	8	Adam's Return To The Library	16
People, Culture and Quality Care Committee Chair Report	9	Robert's Culinary Journey	18
Finance and Audit Committee Chair Report	10	An Update On Our Team	20
Our Executive Team	11	Supporting Our Future	22



Pictured: David Horne (Lifestyle Support Worker) and Geoffrey at the Coomer State Park.

INTRODUCTION

Rural Lifestyle Options Australia (RLOA) was founded in 1993 by a small group of families in Beaudesert who shared a vision to create meaningful support options for people with disability in their local community.

What began as a grassroots initiative has since grown into a leading not-for-profit organisation delivering disability and aged care services across South East Queensland and Northern New South Wales. Over three decades, RLOA has remained committed to its founding values of inclusion, empowerment and community, while evolving to meet changing sector needs, from the introduction of the NDIS to the launch of Support at Home. Today, RLOA continues to expand its impact through innovative programs, purpose-built services and a dedication to enhancing the lives of those it supports.

162 staff

308 clients

1 purpose

WHO WE ARE

OUR PURPOSE

Tailored supports and compassionate care delivered by our valued team to inspire individuals to lead independent and fulfilling lives within the community.

OUR VALUES

- We are authentic
- We are lifelong learners
- We are compassionate
- We are empowering
- We are respectful
- We are innovative

OUR MOTTO

We live by the motto

"Small enough to know your name, big enough to be there when you need us."



CHAIR AND CEO

2024 - 2025 REPORT

It is our privilege to present our report for the 2024-2025 financial year.

This has been a year of disciplined delivery, measured growth and deepening impact across the communities we serve.

In a period of sector reform and continued cost pressure, Rural Lifestyle Options Australia (RLOA) remained steadfast in its purpose "Tailored supports and compassionate care delivered by our valued team to inspire individuals to lead independent and fulfilling lives within the community".

Strengthening governance and accountability

The Board continued its focus on robust stewardship and contemporary governance. We completed our annual Board skills review and succession plan, strengthened risk management settings and maintained rigorous oversight of quality and safeguarding.

This year, RLOA exceeded compliance requirements across key audits and external reviews. We also refreshed our Board Charter and committee terms of reference to reflect best practice and our evolving strategy.

Strategy and impact

RLOA's strategy centres on four pillars: nurturing people, safety & culture, quality services, ensuring sustainability, and optimising systems.

In 2024-2025 we made tangible progress on all four:

- **Quality Services:** Continuous improvement cycles reduced incident re-occurrence rates and sustained high client satisfaction, low client churn rates and positive feedback.
- **Nurturing People Safety and Culture:** Central to our impact is a culture that values people and prioritises safety. RLOA continues to nurture an environment where staff and clients feel respected, supported and heard. We strengthened our Work Health and Safety systems, enhanced psychosocial wellbeing initiatives and embedded our culture framework across teams. This focus on belonging and care ensures that our workforce remains engaged, and our services are delivered with compassion and consistency. We know that a thriving, safe culture translates directly into better outcomes for the people we support.

- **Ensuring Sustainability:** Investment in workforce development and leadership pathways expanded our internal talent pipeline, with several employees completing accredited training and where possible, leadership roles were filled internally. We have expanded our Aged Care and Disability offerings across Redlands, Logan, Gympie, Sunshine Coast, Gold Coast and Wide Bay, strengthened partnerships and co-designed with clients, unpaid carers and local providers.
- **Optimising Systems:** We have upgraded our Human Resources Information System (HRIS), Client Management System (CMS) and Information and Communication Technology (ICT) systems and developed integrated systems, processes and practices that support staff to deliver quality services and drive data informed decision making, saving time and resources which have been redistributed across the organisation.

Financial sustainability and financial performance

The Board's priority is ensuring that every dollar entrusted to us generates meaningful outcomes. Despite inflationary headwinds, RLOA delivered a operating result of \$74,134 surplus, which has been reinvested in frontline services, digital tools and workforce wellbeing. We continue to diversify revenue, optimise unit costs, and protect the organisation's capacity to support people in regional and rural communities. RLOA delivered a prudent financial outcome while absorbing significant unfunded rises in costs in insurance, Workcover premiums, transport and workforce wages. Operational efficiencies, improved rostering and careful procurement helped us maintain quality and access. We directed a significant share of savings into service innovation, our digital uplift program and workforce development where it will have the greatest impact.

Sector settings and reform

Reform within both disability and aged care continues. We have engaged constructively with government and sector bodies on the future of aged care and home support arrangements, preparing RLOA to adapt with minimal disruption to the people we support and the team who work for RLOA. Our Board remains focused on policy developments so that RLOA can transition effectively while upholding continuity of care. This year, RLOA delivered more personalised support to more people, closer to home. We advanced quality, strengthened our workforce and invested in our ICT systems that make services easier to access and safer to deliver.

Workforce and culture

Our team is our greatest strength. We continue to welcome new employees to RLOA and retained 74% of staff year-on-year, against a tight labour market.

Investments included:

- **Learning & Development:** Induction and refresher training through our HRIS Learning Management System, including purchasing and rolling out additional modules across Aged Care and NDIS.
- **Wellbeing and safety:** A focus on psychosocial safety, flexible family friendly rostering, paid wellness days, job security in a volatile sector and an extensive rewards and recognition program.
- **Career pathways:** Executive team succession plan, new internal pathways which included transfers and promotions and investing in our frontline leaders.

Digital and service access

We continued to modernise our digital infrastructure to enhance reliability, compliance and user experience.

Key initiatives included:

- Upgrades to client management systems, HRIS and reporting dashboards, enabling more timely insights and better service planning.
- Streamlined referral and onboarding pathways, reducing average time from referral to first service delivered by our team.
- Transitioned core systems from physical servers to a secure cloud-based environment, improving reliability, scalability and cost efficiency.
- Launched a new staff intranet and implemented strengthened cybersecurity measures to better protect our systems and data.

Community, inclusion and partnerships

We strengthened partnerships with aged care providers, local councils and community groups that we serve. Our approach to cultural safety and inclusion continued to evolve, with practical actions to support people from Culturally and Linguistically Diverse (CALD) communities, First Nations peoples, LGBTQI+ clients and people living with dementia.

We launched and embedded feedback from lived experience advisory groups and continued to use co-design to shape local services.

Looking ahead

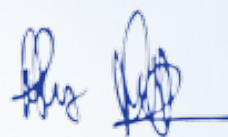
In 2025–2026 we will focus on:

1. Reform readiness in Aged Care and Disability, ensuring continuity of care and clear communication for clients, families and staff.
2. Diversification in our Aged Care and Disability offerings including expanding into complementary service streams with clear outcome measures.
3. Workforce capability, with expanded training pathways and leadership and development opportunities.
4. Digital enablement, with CMS enhancements, strengthened ITC and security controls.
5. Community connections, greater opportunities for client participation and deepening partnerships that reduce isolation and improve wellbeing.

RLOA is well positioned for the year ahead guided by strong values, sound governance and a clear strategy for impact.

Thank you to clients, families, staff, Directors and partners for your trust and collaboration. Together, we are building strong, connected communities where people can thrive.

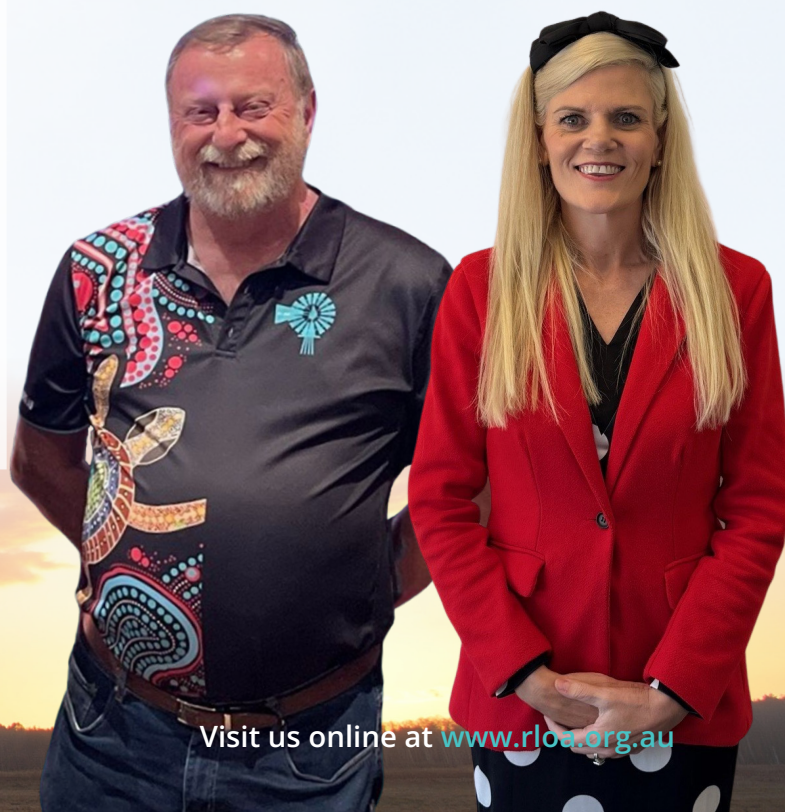
We are proud to bring the warmth of the country to the coast.



Chris Leck
Chairperson



Michelle Latailakepa
CEO



Visit us online at www.rloa.org.au

OUR BOARD OF DIRECTORS

PURPOSEFUL GOVERNANCE FOR LASTING CHANGE.

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

At Rural Lifestyle Options Australia (RLOA), our highly skilled Board of Directors are deeply committed to fostering a culture of care and excellence that directly benefits those we support. These dedicated leaders are responsible for defining our strategic vision, managing risks effectively, and providing strong, forward-thinking oversight. Their unwavering dedication to corporate governance ensures that RLOA remains sustainable and focused on its purpose of "Tailored supports and compassionate care delivered by our valued team to inspire individuals to lead independent and fulfilling lives within the community".

At RLOA, we believe our Board's role is central to building an organisation where empathy, accountability and innovation intersect to serve our community. With decades of combined experience across governance, risk management, strategic growth and operational excellence, our Board members champion best-practice systems and high ethical standards.

Their ongoing vigilance and strategic leadership empower RLOA to navigate complexity, maintain integrity and drive positive outcomes for every person we serve.

To learn more about our Board of Directors or our Strategic Priorities, please visit www.rloa.org.au/ourboard

Chris Leck

Chair



Chris joined Rural Lifestyle Options Australia in June 2020 and brings more than 30 years of experience in human resources, organisational consulting and governance matters. He works across a breadth of sectors including 50 not-for-profit organisations to deliver strategic reward, remuneration and people systems solutions. As a skills based Director he serves ex officio on the Finance and Audit, People Culture and Quality Care and Governance and Risk committees. His leadership supports RLOA's oversight, ensures strong governance and reinforces sustainable growth across all service channels.

Maria Fuchs

Vice Chair



Maria joined the Board of Rural Lifestyle Options Australia in April 2022 and is a professional engineer with over 20 years of experience in project management, design, planning and resource optimisation. She has over six years of director level experience in the not-for-profit sector and brings expertise in strategic thinking, risk management, impact investing and emotional intelligence. Maria serves on the Governance and Risk Committee. Her guidance contributes to RLOA's purpose led direction and supports the organisation's social and environmental impact.

Cheryl Dixon

Chair of the Finance and Audit Committee



Cheryl joined the Board of Rural Lifestyle Options Australia in April 2022 and draws on nearly 30 years in banking and finance. Most recently as Executive Manager at PEXA she leads digital transformation of property transactions. With credentials from the AICD and experience as the first independent Director of the Queensland Rifle Association, Cheryl chairs the Finance and Audit Committee and sits on the Governance and Risk Committee. Her strategic and financial acumen is vital to RLOA as it grows and evolves.

Leigh Clement

Chair of the Governance and Risk Committee



Leigh became a Director at Rural Lifestyle Options Australia in May 2023. With a Bachelor of Commerce and GAICD credentials she brings over 30 years of experience in executive and senior management roles across government, transport, research and development and agriculture. As chair of the Governance and Risk Committee and member of the Finance and Audit Committee Leigh leads RLOA's commitment to stakeholder relations, best practice risk management and sustainable growth.

Katrina Ryan

Chair of the People, Culture and Quality Care Committee



Katrina rejoined the Board of Rural Lifestyle Options Australia in January 2024 and has over 30 years of experience in healthcare leadership including 17 years in executive and general management roles for private and not-for-profit hospitals. Her background spans national and state level nursing agency contracts, home in hospital care models and digital education platforms. As chair of the People, Culture and Quality Care Committee Katrina's clinical leadership helps ensure RLOA delivers high quality, person centred supports to participants.

Alex Roberts

Director



Alex joined the Board of Rural Lifestyle Options Australia in January 2024 and is an executive leader with a diverse background in mining, banking, finance, fintech and cybersecurity. His leadership in regulatory environments, growth strategy and operational efficiency is complemented by a strong commitment to community wellbeing. He volunteers in surf life saving patrols and supports training accreditation programs. Alex serves on both the People Culture and Quality Care and Governance and Risk committees.

Mark Fenton

Special Advisor to the Board of Directors



Mark joined Rural Lifestyle Options Australia as Special Advisor to the Board of Directors in September 2023. With more than 25 years of commercial business and finance experience he is a fellow of CPA Australia and the AICD and has served in leadership roles across disability, manufacturing, retail, professional services and retirement living. His guidance supports the Board's strategic oversight and enhances RLOA's operational effectiveness and financial stewardship.

Meeting of Directors

Name	Board Meetings		Finance and Audit Committee		Governance and Risk Committee		People, Culture and Quality Care Committee	
	A	B	A	B	A	B	A	B
Chris Leck	7	7	5	4	5	4	5	4
Cheryl Dixon	7	7	5 (C)	4 (C)	5	4	-	-
Maria Fuchs	7	7	-	-	5	4	2	2
Leigh Clement	7	7	5	5	5 (C)	5 (C)	-	-
Katrina Ryan	7	7	-	-	-	-	5 (C)	5 (C)
Alex Roberts	7	7	-	-	5	5	5	5
Mark Fenton*	7	7*	5	4*	-	-	-	-

A - Number of meetings held during the time the director held office during the year

B - Number of meetings attended

C - Chair of Committee

* - Special Advisor to the Board

GOVERNANCE AND RISK

COMMITTEE CHAIR REPORT



Leigh Clement

Chair of Governance and Risk Committee
Rural Lifestyle Options Australia

The Governance and Risk Committee plays a key role in supporting the RLOA Board through independent and objective oversight, advice and assurance on governance, compliance, risk management and strategic alignment.

The Committee's work this year focused on strengthening governance frameworks, enhancing risk management practices and supporting the Board and Executive to deliver on RLOA's strategic objectives.

Key achievements included revising the Committee's Terms of Reference, RLOA's Constitution and Board Charter to ensure they continue to reflect best practice and support effective and transparent decision-making.

The Committee also led the annual Strategy and Risk Management Workshop with the Board and Executive team, maintained active oversight of RLOA's Risk Register and conducted a comprehensive Board Performance Review, resulting in a Board Evaluation Report and action plan.

The review confirmed the Board's high standard of governance and identified opportunities to deepen engagement with stakeholders. In response, the Committee developed a new Stakeholder Matrix and Engagement Strategy to strengthen relationships and collaboration across our community. The Committee also supported strategic growth and operational improvement through recommendations to the Board on new business initiatives, including the sale of the Plan Management function and the establishment of the Harmony Home and Yard Maintenance service, both with the intent to improve service quality and sustainability.

It also oversaw the development of the Cyber Incident Response Plan, associated procedures and staff training initiatives, further enhancing RLOA's preparedness and capability to mitigate cyber threats.

During the year, the Committee also provided oversight of improvements to operational and governance systems, including enhancements to core operating software and online Board governance tools to improve efficiency and decision-making.

It also reviewed, updated and developed several new policies and procedures to ensure they remain contemporary and fit for purpose. These included new Governance, Information Technology, Use of Artificial Intelligence, Intellectual Property and Security and Social Media Policies and Procedures.

Through these efforts, and ongoing oversight of NDIS Quality and Safeguards Commission and the Aged Care Quality and Safety Commission compliance, the Committee continues to ensure that RLOA operates with integrity, accountability and a steadfast commitment to the safety and wellbeing of the people we support.



This year, RLOA supported Marty to attend the Johnny Cash Tribute Show in Beaudesert, Queensland.

PEOPLE, CULTURE AND QUALITY CARE

COMMITTEE CHAIR REPORT



Katrina Ryan

Chair of People, Culture and Quality Care Committee
Rural Lifestyle Options Australia

Throughout the year, the People, Culture and Quality Care (PCQC) Committee consistently provided governance oversight across workforce, culture, safety, service quality, and organisational compliance.

This was achieved through the regular review of information pertaining to human resources, quality care, and service delivery, with informed recommendations submitted to the Board as appropriate. The Committee convened frequently during the year, with strong participation from both Directors and Executive leadership.

The Committee advanced an updated Terms of Reference, incorporating comprehensive input from People and Culture and Operations leaders. The revised document enhances delineation of roles, responsibilities, and quality-care oversight, and was submitted to the Board for final approval. The Committee reviewed its annual work program and monitored outcomes in relation to the People, Culture and Quality (PCQ) Plan.

People and Culture

RLOA consistently works to improve workforce engagement, communication, and capability. Staff survey results received careful analysis, with the Committee recognising the substantial contributions of the Head of People and Culture in responding to feedback and taking effective action.

Quality Care

RLOA maintained a robust emphasis on compliance within Aged Care, Home Care, and NDIS services. The Committee undertook regular reviews of reports and feedback concerning care governance, ensuring continued oversight of essential aspects of service quality and safety.

Support and scrutiny were provided for accreditation and audit preparation activities, with members available to assist during the lead-up to the scheduled NDIS audit in November 2025. Safety governance received focused attention, notably with improved participation from Aged Care staff in the WHS Committee.

The Workplace Health and Safety Policy was updated and formally endorsed. The PCQC continues to review safety data, meeting minutes, and incident reports to inform ongoing improvements and reporting, enhance client feedback, and reinforce continuous improvement frameworks.

The PCQC supports the RLOA Board and executives ensure safe, high-quality client services and a supportive workplace, with the main goal of further strengthening governance in care and operations into the future.

This year, RLOA supported Matthew aka 'Brother Bear' to reconnect with nature through a range of different bush walks.

FINANCE AND AUDIT

COMMITTEE CHAIR REPORT



RLOA has once again shown that growth is the key priority for the business.

For the Financial Year 2024-2025, RLOA generated a Total Revenue of \$14.3 Million as compared with \$12.1 Million for the previous Financial Year.

The growth was primarily driven by Aged Care Home Care with total revenue of \$2.6 Million as compared with \$653,000 for the previous financial year, once again reflecting RLOA's focus on Growth, Diversification and Sustainability, which included the launch of our Harmony Home and Yard Maintenance business in the Redlands.

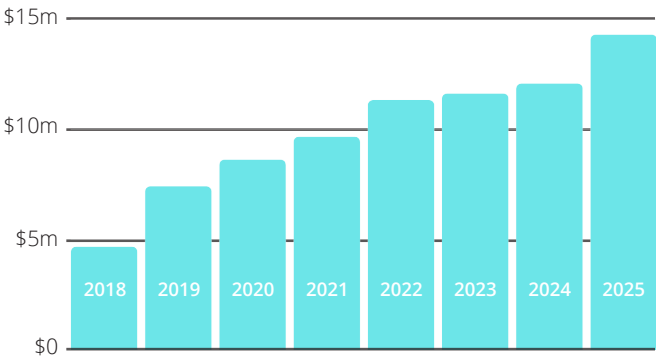
Despite the continued ongoing reforms, decreasing margins and higher compliance costs, we have continued to grow steadily. On 1 July 2024, we commenced the payment of fortnightly superannuation for all employees which is years away from the mandated reforms coming into place. This allows all employees to see their superannuation balances grow in real time rather than every 3 months.

By managing our finances effectively, we ensure job stability for our staff while doing everything we can to survive and to keep supporting the people who rely on us.

Cheryl Dixon
Chair of Finance and Audit Committee
Rural Lifestyle Options Australia

Accounting Standards - Simplified Disclosure Requirements and have been audited by external auditors and are available upon request.

Total Income



Revenue Statement
For the year ended 30 June 2025

	30 June 2025 \$	30 June 2024 \$
Revenue from contracts with customers		
Revenue from government grants, other grants and operations:		
QLD State Grant	\$35,000	-
Other organisation grants	\$183,932	\$176,106
Rental income	\$81,266	\$68,878
Program income	\$14,593	\$13,748
NDIS income	\$11,170,114	\$11,017,406
Home Care fee income	\$2,609,340	\$653,122
	\$14,094,245	\$11,929,260
Other income		
Interest received	\$63,324	\$62,261
Charitable income and fundraising	\$52,920	\$14,805
Other income	\$97,816	\$85,559
	\$214,060	\$162,625
Total revenue:	\$14,308,305	\$12,091,885

OUR EXECUTIVE TEAM

GROUNDING IN VALUES, DRIVEN BY IMPACT.



Michelle Latailakepa

Chief Executive Officer

Michelle Latailakepa has led Rural Lifestyle Options Australia for over a decade bringing over 20 years of driving positive change within the Human Services sector and during this time has gained a strong reputation for professional and ethical performance. Her career spans strategic leadership roles across For-Purpose and public organisations. Michelle is recognised for her ethical leadership and unwavering commitment to fostering inclusive communities that celebrate individual strengths.



Robert Rees

Head of Operations

Robert Rees joined Rural Lifestyle Options Australia in April 2019 and is the Head of Operations for the organisation. As Head of Operations, Robert is responsible for the quality of services provided to NDIS participants and Aged Care clients supported through Rural Lifestyle Options Australia. With over 30 years of sector experience and involvement in the 2014 NDIS pilot, Robert plays a key role in maintaining service quality, developing partnerships and supporting client outcomes through collaborative leadership.



Nicholas Power

Head of Marketing and New Business

Nicholas Power joined Rural Lifestyle Options Australia in May 2015 and brings over 15 years experience to the Head of Marketing and New Business role. He is responsible for driving brand strategy, business development, customer experience and digital innovation. He also oversees the organisation's ITC portfolio and Harmony Home and Yard Maintenance social enterprise. Nicholas's leadership supports sustainable growth and enhances service delivery across all brand touchpoints.



Steven Dsouza

Head of Finance / Company Secretary

Steven Dsouza joined Rural Lifestyle Options Australia in July 2022 and is the Head of Finance for the organisation. As the Head of Finance, Steven is responsible for managing the financial affairs of the business and is responsible for overseeing the financial strategy, compliance and fleet operations. With extensive experience in the Not-for-Profit sector, he ensures financial sustainability through effective cashflow management and statutory compliance. Steven is driven by a strong sense of purpose in supporting community-focused services.



Fiona Gracie

Head of People and Culture

Fiona Gracie rejoined Rural Lifestyle Options Australia in 2024, bringing over two decades of HR experience across government and aged care sectors. She provides strategic and operational leadership on all people-related matters, championing contemporary HR practices that align employee engagement with organisational goals. Fiona values RLOA's genuine commitment to its people and clients.

IMPACT STATEMENT

2024 - 2025



We support older people to access aged care and other services enabling them to live a lifestyle of their choice.

HOME CARE PACKAGES
(HCP)

146 clients supported

LINKING PEOPLE TO
CHSP PROVIDERS

26 people assisted

LINKING PEOPLE TO
MY AGED CARE TO GET ASSESSED

12 people assisted

LINKING PEOPLE TO HCP PROVIDERS
IN REGIONS NOT SERVICED BY RLOA

43 people assisted

We support people with disability to live independently in the community.

122,699 hours of Direct Support delivered.

3,013 hours of Support Coordination delivered.

170 people successfully transitioned from our Plan Management service.

202,384 kms of Transport Support driven.



BRINGING HARMONY TO

YOUR HOME AND YARD

In March 2025, Rural Lifestyle Options Australia launched Harmony Home and Yard Maintenance, our first social enterprise based in the Redlands.

From repairing or installing doors and locks to cleaning windows and gutters, changing lightbulbs, mowing lawns and pruning shrubs, Harmony's skilled Home and Yard Maintenance Officer, Stuart Charles is prepared to meet the diverse needs of the community with professionalism and care.

We prioritise both the functionality and aesthetic appeal of homes and gardens, ensuring that properties are well-maintained and attractive. Beyond the practical services, what truly sets Harmony apart is its foundational commitment to social responsibility. Unlike other maintenance services, Harmony Home and Yard Maintenance reinvests its proceeds directly into sustaining the essential community programs delivered by Rural Lifestyle Options Australia.

RLOA Head of Marketing and New Business, Nicholas Power shared his excitement ahead of the launch.

"After a year of dedicated preparation, we are thrilled to introduce a service that not only meets the home and yard care needs of the Redlands but also plays a crucial role in funding our Unfunded Projects. It's truly a win-win situation for everyone involved."

For Redlands residents, this means that each service booked with Harmony, whether it is lawn mowing, rubbish removal or pressure cleaning, translates into tangible support for vital community projects.

To learn more, please visit:
www.harmonyhomeandyard.com.au

From March to June 2025, we helped 23 new clients across 40 jobs with their Home and Yard Maintenance needs. This has only continued to grow in 2025-2026.



Pictured: Stuart Charles (Home and Yard Maintenance Officer).

Visit us online at www.rloa.org.au

MORE THAN A BATHROOM

HOW ONE RENOVATION CHANGED BRUCE'S LIFE

At Rural Lifestyle Options Australia, our goal is to deliver bespoke Home Care Packages which help you remain independent in your own home for longer. Through our Home Care Packages, we provide tailored supports that empower older Australians like Bruce to continue living the life they love.

At 87 years old, Bruce and his wife Sandra continue to enjoy life on their peaceful rural property in Kin Kin.

For Bruce, home is more than a place, it's where he feels connected, comfortable and independent. His goal was simple yet deeply meaningful, to stay living safely at home with Sandra, while maintaining his dignity and independence.

As Bruce's mobility declined, daily tasks like showering became increasingly difficult. Their bathroom, which had a shower positioned over a bathtub and narrow walkways, was no longer safe or functional. Bruce could no longer access the shower without risk, and even moving his four-wheeled walker (4WW) into the space was a challenge.

Determined to make a change, Bruce worked closely with his Occupational Therapist and a builder from Maroochy Home Assist. After a home visit in April 2025, plans were set in motion to create a bathroom that would support Bruce's safety, independence and well-being.

With careful planning and Bruce's own commitment to save his Home Care Package funds where possible, the dream of a safe, accessible bathroom became a reality.

This year, our HCP services supported 146 clients to maintain their independence and capacity to live in their own homes.



The major modifications included:

- Converting the existing shower recess into a level-access wet-room, with wrap-around grab rails and a handheld showerhead for ease and stability.
- Removing the old bathtub to create more space and eliminate trip hazards.
- Installing non-slip tiles and a medical-grade shower curtain for safety and hygiene.
- Replacing the vanity with a smaller, accessible design, allowing Bruce to safely manoeuvre with his 4WW.
- Relocating the power outlet inside the vanity to protect from moisture.
- Adding a combination towel and grab rail and a drop-down toilet rail for additional support.

The transformation has had a profound impact.

Bruce can now shower safely and independently and no longer needs to step over a high bath hob or rely heavily on assistance. The modifications not only reduced his risk of falls but also ensured his home will continue to meet his needs well into the future.

"It's wonderful to have a proper shower again" Bruce shared with a smile.

"It's made such a difference to my confidence and to still be here, at home with Sandra, means everything."

Bruce's story is a testament to the power of thoughtful design and the support of Home Care Package funding. What began as a simple wish to shower safely has become a lasting investment in his quality of life, independence and peace of mind.



ASTRA'S NEW BEGINNING

At Rural Lifestyle Options Australia, we know that care extends beyond people, it reaches the companions who bring them joy, comfort and unconditional love. When the circumstances of one of our Home Care clients changed suddenly, it left his much-loved German Shepherd, Astra, without care or a home.

With the consent of the client's daughter, our team immediately began reaching out to the community to find Astra the loving home she deserved. After countless calls, an angel appeared in the form of a local dog trainer, who sent out a message through the German Shepherd Club and her network of passionate dog lovers. What followed was a heartwarming display of kindness... A coordinated care and transport mission that unfolded over the course of a weekend.

Thanks to this extraordinary teamwork, Astra now calls the Gold Coast home. She has a new family who adore her, a German Shepherd brother named Ziggy and two beautiful acres to roam and explore. She has already mastered getting in and out of the car and even learned how to use a doggy door!

What began as a moment of uncertainty has become a story of love, hope and community. For our client, there is comfort in knowing that his loyal companion has found her forever home. One filled with care, joy and endless tail wags.

THE NEXT CHAPTER

ADAM'S RETURN TO THE LIBRARY

At Rural Lifestyle Options Australia, our goal is to deliver personalised NDIS supports that empower people with disability to live life on their own terms. Through our individualised NDIS plans, we provide flexible, person-centred assistance that helps participants like Adam build independence, connect with their community and achieve their personal goals.

For Adam, each day begins with quiet determination and a growing sense of purpose. Once hesitant to venture beyond his home, he now looks forward to the moments that connect him with his community and none more so than his cherished visits to the library.

With the guidance and encouragement of Rural Lifestyle Options Australia's dedicated support team, Adam has been steadily building his independence.

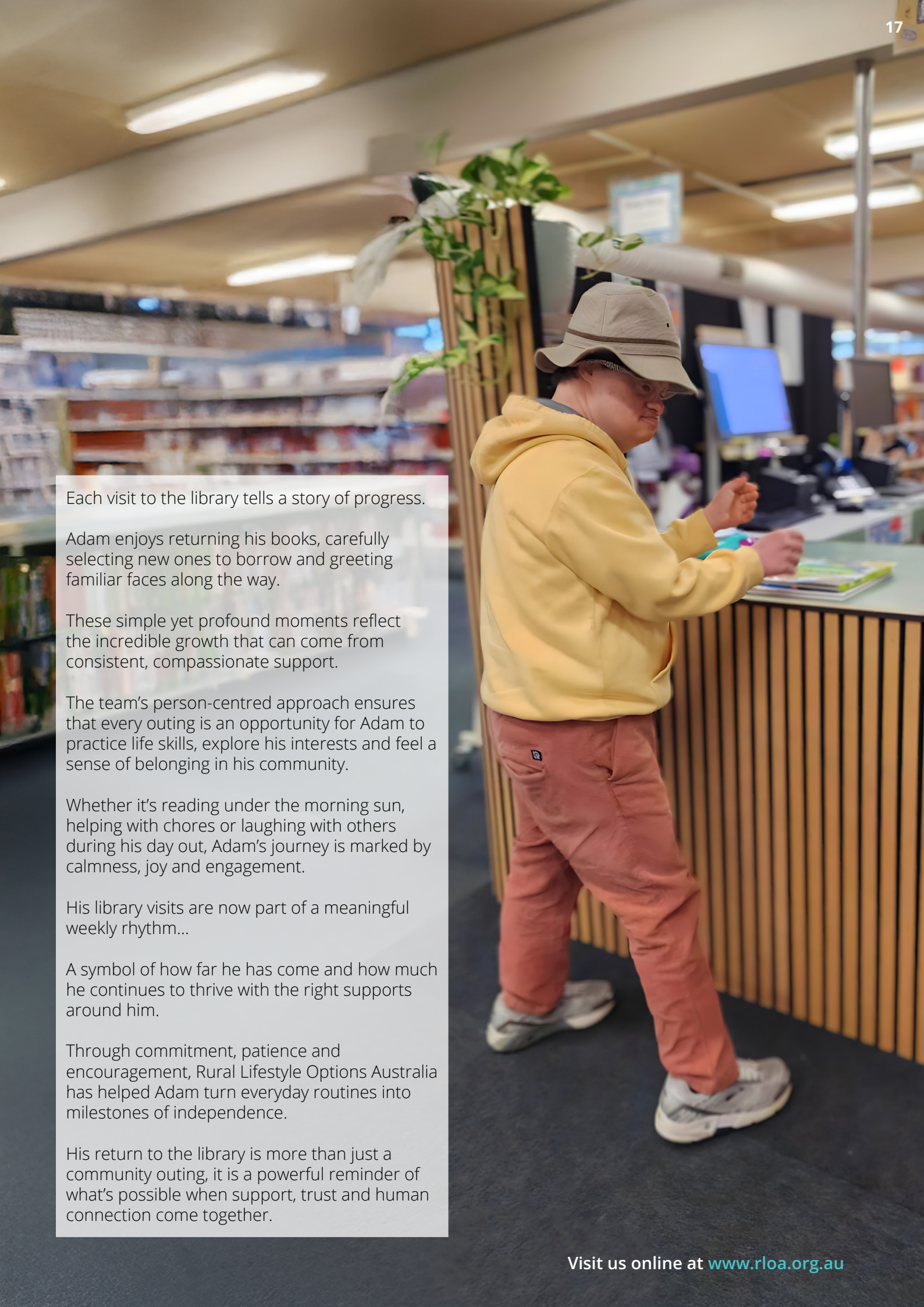
What began as small steps...

- Participating in his morning routines;
- Engaging with his communication board;
- And helping around the house...

Have become the foundation for something greater...

Confidence and pride in his achievements.

This year, we provided 24-hour support to 17 participants, enabling greater independence, skill development and meaningful community connections.

A photograph of a man, Adam, standing at a library counter. He is wearing a light-colored bucket hat, glasses, a bright yellow hoodie, and reddish-brown trousers. He is looking down at something on the counter. The background shows library shelves filled with books and a computer monitor on the counter. A potted plant is visible behind him.

Each visit to the library tells a story of progress.

Adam enjoys returning his books, carefully selecting new ones to borrow and greeting familiar faces along the way.

These simple yet profound moments reflect the incredible growth that can come from consistent, compassionate support.

The team's person-centred approach ensures that every outing is an opportunity for Adam to practice life skills, explore his interests and feel a sense of belonging in his community.

Whether it's reading under the morning sun, helping with chores or laughing with others during his day out, Adam's journey is marked by calmness, joy and engagement.

His library visits are now part of a meaningful weekly rhythm...

A symbol of how far he has come and how much he continues to thrive with the right supports around him.

Through commitment, patience and encouragement, Rural Lifestyle Options Australia has helped Adam turn everyday routines into milestones of independence.

His return to the library is more than just a community outing, it is a powerful reminder of what's possible when support, trust and human connection come together.

A TASTE OF INDEPENDENCE

ROBERT'S CULINARY JOURNEY



At Rural Lifestyle Options Australia, our goal is to deliver personalised NDIS supports that empower people with disability to live life on their own terms. Through flexible, person-centred assistance, we help participants like Robert build independence, connect with their community and achieve meaningful goals, one confident step at a time.

"I made this!"

That is the moment Robert loves most. Presenting what he has cooked and sharing it with pride.

Every second Friday, Robert rolls up his sleeves at The Cookery School in Robina. With the encouragement of his Lifestyle Support Workers, he's become a regular in the kitchen greeting familiar faces, following the chef's lead and steadily mastering new skills.

Over the term, Robert has made pizza and focaccia from scratch, hand-rolled fresh pasta with a homemade sauce, pressed quesadillas with salsa and guacamole, shaped sausage rolls, folded sushi and rice paper rolls and even baked gingerbread and cupcakes. He now uses a handheld knife with growing confidence, follows multi-step instructions and sits with classmates to enjoy the meal they've prepared together. Recently, he was presented with a certificate, one he proudly took home to show his carer.

Progress hasn't just been on the plate. Robert communicates using a mix of signs, a communication book, and an iPad app. Our team leaned in, learning key signs, creating visual supports and coordinating with family to improve access (including internet for his language app).

When Robert began trialling hearing aids, staff adjusted environments and travel plans so he could participate comfortably. When class schedules changed or places filled quickly, his workers kept momentum by planning alternative community activities including short beach walks at Kingscliff or Cabarita, puzzle time at the library, browsing cookbooks at Kmart and Big W and social catch-ups at local venues.



Beyond cooking, Robert's community connections continue to flourish. He lights up when talking about darts and pool, proudly displaying his trophies and greeting familiar faces at the bowls club. Everyday moments such as choosing a recipe, greeting classmates, paying for lunch or pointing to the next stop on the plan help build something powerful, fostering confidence, calm and a genuine sense of belonging.

Robert's story shows what person-centred, consistent support can do. With the right tools, patient coaching and a team that adapts around him, everyday routines become milestones. Needless to say, on Fridays, when the apron goes on and the knives come out, independence smells a lot like freshly baked pizza.

This year, our NDIS services supported 162 participants to build capacity, achieve their goals and maintain independence.

PEOPLE AND CULTURE

AN UPDATE ON OUR TEAM



At Rural Lifestyle Options Australia (RLOA), our people are the heart of everything we do.

The high quality supports and services we provide would not be possible without the commitment, passion and expertise of our dedicated team members.

Our Values are more than just words on a page; they are lived every day.

This is reflected in the strength and stability of our workforce:

- 91 team members have more than two years of service and 39 have been with RLOA for over five years.
- Our NDIS Management Team have all worked for RLOA for over five years of service.
- Our Executive Team includes two members with over ten years and one with more than five years of service.

This depth of experience is an incredible strength in an industry often challenged by high turnover and workforce instability.

We are proud to maintain a turnover rate which is consistently lower than the industry average in a very competitive market.

Our workforce is also generationally diverse, spanning Gen Z (13%), Millennials (36%), Gen X (41%), and Baby Boomers (10%) a blend of perspectives that enriches our workplace culture.

This year, we also welcomed back several valued team members who returned to RLOA. Our growing list of “boomerang” employees is a testament to the positive culture we continue to nurture.

Nurturing People, Safety and Culture

In line with our strategic objective of Nurturing People, Safety and Culture, we have implemented key goals arising from staff feedback in our annual Staff Survey.

These focus areas include:

- Enhancing communication between frontline staff, managers and teams across RLOA.
- Improving training and career development opportunities to support professional growth.
- Streamlining recruitment and rostering processes to strengthen workforce efficiency and satisfaction.

Investing in Systems and Development

Over the past 12 months, we have continued to optimise our Human Resource Information System (HRIS), introducing new processes and refining existing ones to improve the user experience.

We also launched a new Learning Management System (LMS) app, enabling easier access to mandatory training for frontline staff. Beyond position specific training, every staff member can access our full catalogue of 176 courses, supporting continuous learning and professional development.

Supporting Safety and Wellbeing

The safety and wellbeing of our team remain a top priority and our Workplace, Health and Safety Committee meet quarterly to help ensure that we continue to focus on proactive risk management. We recognise the contributions of long-serving staff through paid wellness days for employees with more than five years of service. Staff also have access to a range of wellbeing initiatives and workshops through our Employee Assistance Program (EAP) provider.

Rewarding and Recognising Excellence

RLOA remains committed to recognising the outstanding contributions of our people. This year, **289 staff awards** were presented across the organisation, a true celebration of excellence, teamwork and dedication.

Fair and Equitable Pay

In line with our values and following the Aged Care Wage Review, RLOA made the decision to pay above award wages for our Personal Support Workers, ensuring parity with the higher wages of our Lifestyle Support Workers in the disability sector. This reinforces our commitment to fairness, recognition, and respect across all roles.

Looking Ahead

As we move forward, our focus remains on empowering our people, fostering leadership at every level and strengthening our culture of care and accountability. We will continue to listen to our team, invest in their development and celebrate their achievements.

Together, we will ensure RLOA continues to be not just a great place to work but a place where people feel they belong, grow, and make a lasting impact.

Fiona Gracie
Head of People and Culture

STAFF RECOGNITION

Academic Achievement Award

There has been **5 recipients** this year who received a \$25 Gift Card each.

Birthday Card and Scratchy

Every employee received a handwritten personalised Birthday Card and \$2 scratchy.

Cheers for Peers Award

A total of over **48 people** received a \$10 Zarraffa's Gift Voucher each.

24 Days of Christmas Staff Competition

A total of **66 winners** were announced on the lead up to Christmas. Winners received a \$50 Gift Card each.

Having Our Backs Award

This year **4 staff** received this award.

Make Others Great Award

A total of **60 people** this year, received this award which included a \$50 Gift Card each.

Personalised Christmas Card and \$10 Scratchy

Every employee received a handwritten personalised Christmas card and \$10 scratchy from the CEO on behalf of RLOA.

RLOA Milestone Members Club

There are **39 members** who are part of RLOA's milestones club which offers them special benefits. Membership is granted once an employee reaches their 5 years of service milestone.

Stand Up for Safety Award

A total of **10 people** this year, received this award which included a \$50 Gift Card each.

Special Category Awards

A total of **47 people** received this award this year. Gift Cards, certificates, flowers, medals and trophies were issued depending on the actual award received.

Years of Service Award

A total of **10 staff** received their service milestone awards this year which are issued when you have worked for the company for 5, 8, 10, 15, 17.5 & 20 years.



Pictured (Left to Right): Sarah Van Wyk (Support Coordinator) receives a Special Category Award from Fiona Gracie (Head of People and Culture).

Visit us online at www.rloa.org.au

SUPPORTING OUR FUTURE

ENSURING OUR SUSTAINABILITY

At Rural Lifestyle Options Australia, every act of generosity, big or small, creates ripples of change across our communities. When you get involved, you are helping people with disability, carers and older Australians live with greater independence, dignity and connection. You can donate, volunteer your time, join Play for Purpose, partner with us or even host your own fundraiser. However you choose to help, your contribution directly supports our Unfunded Projects initiative which funds the essential programs, equipment and experiences that fall outside government funding but make all the difference in daily life.

To learn more about how you can support our future, visit www.rloa.org.au/getinvolved

3 QUICK WAYS TO GET INVOLVED

Play For Purpose Charity Raffle

Supporting Rural Lifestyle Options Australia through the Play For Purpose charity raffle is an easy and rewarding way to make a difference. Every \$10 ticket gives you the chance to win incredible prizes such as luxury cars, travel experiences, or cash rewards while directly supporting RLOA's Unfunded Projects Initiative. Half of every ticket purchased goes to RLOA, helping fund essential items and experiences that government programs do not cover, including respite opportunities for carers, accessibility improvements and community inclusion activities.

Your ticket helps us change lives and could change yours too.



Join our Workplace Giving Program

Workplace Giving is an easy and impactful way to support people with disability in your local community. By choosing to donate a small amount from your pre-tax salary each pay, you can help RLOA fund essential initiatives that fall outside government programs through our Unfunded Projects Initiative. Whether you give \$2 or more each pay cycle, every contribution makes a meaningful difference by helping provide respite opportunities, accessibility upgrades and community inclusion activities.

It is a simple and consistent way to create lasting change through the power of collective giving.

JOIN NOW

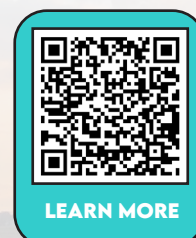


Make a Donation

When you make a donation to Rural Lifestyle Options Australia, you are helping us go beyond what traditional funding allows. Your contribution supports our Unfunded Projects Initiative which directly enhances the lives of people with disability in rural and regional communities. These initiatives provide vital support, resources and experiences that make everyday life safer, more inclusive and more fulfilling for the people we care for.

Every dollar counts and helps us continue creating opportunities where they are needed most.

 **DONATE**





Pictured (Left to Right): Nicholas Power (Head of Marketing and New Business, RLOA), Thomas Jithin (CEO, DSC), Amy Camilleri (Business Development Officer, RLOA), Laraine Dillon (Sponsorship Coordinator, DSC) and Stuart Charles (Home and Yard Maintenance Officer, Harmony Home and Yard).

This financial year, Rural Lifestyle Options Australia proudly committed to sponsoring the Donald Simpson Community Centre (DSC) for 2025 to 2026. The DSC is a much loved cornerstone of the Redlands community that continues to make a meaningful impact in the lives of older Australians. The Centre is a vibrant hub for connection, offering social activities, wellness programs, community events and essential support services that help older people stay active, engaged, and independent. Its mission to enrich lives aligns closely with our aged care ethos of "Live well, live longer."

As part of this partnership, members of our team visited the Centre to see firsthand the incredible work being done and to share how RLOA's Aged Care Support at Home and Harmony Home and Yard Maintenance services can complement the supports already available to members, empowering them to continue living safely and comfortably in their own homes. We are excited about the journey ahead as this partnership continues to grow and proud to support a space that fosters joy, purpose, and connection within the Redlands community.

OUR LOYAL SUPPORTERS

Grants

- Google Ads Grant (\$156,000)
- Microsoft Ads Grant (\$17,532)
- Support at Home and New Aged Care Act Transition Support 2024-2025 Grant (\$10,000)

Charity Partners

- Workplace Giving Program (\$7,112)
- Play For Purpose Raffle (\$2,950)
- Specsavers Giving Fund (\$411)

Banking Partner

- NAB Australia

Audit Partner

- MGI

Thank you!

For enquiries about this publication, please contact:
Nicholas Power, Head of Marketing and New Business
nick.power@rloa.org.au 0429 983 388

Visit us online at www.rloa.org.au



Rural Lifestyle Options Australia
Community Service Provider

ANNUAL REPORT

2024 - 2025

