

THE RLOA TIMES

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The new home for RLOA NEWS

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RURAL LIFESTYLE OPTIONS AUSTRALIA REACHES 30 YEARS OF SERVICE

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THE RLOA TIMES

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ACKNOWLEDGEMENT

Rural Lifestyle Options Australia Ltd (RLOA) pay our respect to Aboriginal and Torres Strait Islander cultures; and to Elders both past and present.

Welcome to the 'RLOA Times' - heres the scoop!



Rural Lifestyle Options Australia marked an exciting milestone last year, with the organisation's 30th year of service.

For those who are new to our organisation, this year marks the 30th anniversary of Rural Lifestyle Options Australia. Looking back over the past 30 years, it is remarkable to see just how far we have come. From long standing staff members who have been writing our story with us for over 20 years to participants who have been along for the journey from the beginning.

As an organisation, we are incredibly grateful for all the support over the years from our cherished participants, our loyal families, our passionate staff and our generous supporters who have allowed us to continue to deliver on our mission. Carole Caswell and Ann Armstrong, our longstanding Chair and Vice Chair respectively and two of the original founding members of RLOA decided to retire from their posts at the 2022 Annual General Meeting.

Their incredible efforts to building the organisation into what it is today has left a long-lasting legacy and their impact will continue to inspire those within the organisation and more broadly within the NDIS sector for many years to come. Carole and Ann's connection to the organisation remains as their adult children will continue to receive RLOA supports and excitingly they have also been announced as RLOA's new Lifetime

Ambassadors. Their 30 years of work has also been recognised with a new Award Category with Carole Caswell and Ann Armstrong being the first 'Lifetime Achievement Award' recipients at RLOA.

Rural Lifestyle Options Australia is pleased to announce the election of Chris Leck as Chair of the Board of Directors, and Maria Fuchs as Vice Chair respectively.

CEO Michelle Latailakepa has expressed her sincere thanks to outgoing Chair, Carole Caswell, and Vice Chair, Ann Armstrong, for their outstanding efforts, exceptional contribution and long-term commitment in creating and leading change at Rural Lifestyle Options Australia over the past 30 years.

In this edition, you will read about how one of our long standing NDIS participants Nick is thriving towards his NDIS goals – rediscovering his passion for gardening and landing his dream job whipper snipping at the local Beaudesert Pool (p3).

You will discover our latest service offering entailing Aged Care Home Care services and learn how we can support you or your loved ones with bespoke services under their Home Care Package funding (p4).

On Page 6, you will read about our '90s Throwback' 30th Anniversary function which saw participants, family and staff put on their best nineties themed attire to celebrate 30 years of service. On Page 8, you will read about our recent Senior Support Workers Development Day, where our Senior Support Workers learnt alongside their peers to ensure their commitment to ongoing learning and development was realised in order to provide the best support possible to the teams looking after our participants who reside in our Supported Independent Living arrangements.

We hope you enjoy the new 'RLOA Times', your quarterly snapshot into just some of our incredible stories over the last quarter.



WHIPPER SNIPPING... THE DREAM JOB FOR NICK!

With thanks to Rural Lifestyle Options Australia, Nick is striving towards achieving his NDIS goals!

Nick's journey in the lead up to scoring his new job came from many years of dreaming that one day he would have a paid job. Nick has always loved gardening, okay maybe not so much weeding, but he has always loved using the whipper snipper so when he got offered a job doing just that, the smile that lit up on his face was priceless. Although it isn't the easiest job, Nick works extremely hard every second Tuesday to maintain the pool grounds at the local Beaudesert Pool to keep them presentable for the locals.

Recently, Marketing and Engagement Officer, Chelsea Ardley, had the opportunity to visit Nick at his place of work where she asked both Nick and his Lifestyle Support Worker Kelly some questions around how Nick was travelling and enjoying his newfound job!

This job couldn't have come at a better time for Nick, as Nick is lucky enough to be travelling to Hawaii in November where he is super excited to "go sightseeing and swimming, all while avoiding the gym and trying out different drinks".

"The fact that Nick has something to put the money towards, means he's doing his absolute best at every

shift" according to his Lifestyle Support Worker Kelly. When Nick was asked what his dream job would be, he responded "Mowing, whipper snipping or car washing as they are all the things I enjoy."

"Ever since joining the mowing crew a few years back I have always loved the whipper snipping and mowing the best, so I was so excited to get a job doing what I love!"

"I enjoy coming to work, I get all my gear ready in the mornings before Kelly arrives so I'm set to go!"

Nick loves the support he gets not only from Kelly but from Rural Lifestyle Options Australia as they have been by his side helping him achieve his goals he had set. Nick was quick to add that Kelly is great "as she supports me not only at work but with everyday tasks too!"

When Kelly got asked what her experience has been like supporting Nick and seeing him achieve his goals, Kelly stated "It has been amazing seeing him achieve the goals he has set, especially after knowing he has been wanting a job for some time now. I just love supporting him!"

Rural Lifestyle Options Australia is proud to be supporting Nick to live a life of his choice.

Aged Care Home Care Services

As an organisation, we are committed to delivering bespoke Aged Care Home Care services which support you or your loved one's needs, now and in the future.

At Rural Lifestyle Options Australia, our approach to Aged Care is built around the ethos of 'Live well, live longer.' This provides the foundation for our vision of delivering bespoke Home Care Packages, which are tailored to support you in making healthier choices while assisting you to remain independent in your own home for longer.

We offer a wide range of services designed to keep you healthier and happier in the comfort of your home while providing you with the necessary care and support. Whether you need assistance with re-connecting with your community, getting out and about, cleaning and household tasks, help with maintaining your garden, community nursing or personal care services, we will tailor our services to suit your needs.



WHAT CAN I USE MY AGED CARE HOME CARE PACKAGE FOR?

Have you or your loved one used a Home Care Package and are you looking for more information?

Do you know what is included in a Home Care Package?

In today's post, we cut through the jargon and let you know how you can use your Home Care Package to receive the supports you need to stay comfortable in your home. We explore the different Home Care Packages through My Aged Care and the various ways in which you can receive your services at home to help with your daily life.

So, what services can you expect to receive?

Well depending on the level of care you receive; at a glance you can expect to receive various services such as:

- Bathing, hygiene, and grooming to help with your hygiene and grooming.
- Nursing to help treat and manage medical conditions at home.
- Podiatry, physiotherapy and occupational therapy to help maintain movement and independence.
- Meals and food preparation to help you continue to eat well.
- Help with impairments to help manage conditions and maintain independence at home.
- Cleaning, laundry, and maintenance to help keep your home clean and safe.
- Home or garden maintenance to help keep your home and garden safe.
- Changes to my home to help improve your ability to move around your home independently.
- Aids to stay independent to help with communication, reading and hearing limitations.
- Transport to get you to appointments and community activities.
- Social outings, groups, and activities to help you remain socially interactive.



To learn more about how Rural Lifestyle Options Australia can support you or your loved one under our Aged Care Home Care model, please visit www.rloa.org.au/agedcare

Have you just received a Home Care Package? Where to start?

What is included and what isn't?

Through the noise to let you understand your My Aged Care Package and what you need in order to stay in your home longer. Home Care Packages and Aged Care are just one of the many affordable care services available to meet your individual care needs.

What can you get?

Through your Home Care Package you can get assistance with:

Personal grooming to help maintain your appearance and meet grooming standards. Assistance to find and monitor medical services.

Physiotherapy, occupational therapy, and other therapies to help with your independence and mobility. Assistance to ensure that you are safe in your home.

Assistance with continence to help you manage your needs and maximise your independence.

Assistance with other chores to help you maintain your home and make it more comfortable and liveable.

Assistance with maintenance to help keep your home in good condition.

Assistance to help increase or maintain your independence around your home safely and comfortably.

Assistance to help you with mobility, transport and personal care.

Assistance with social and about to help you participate in community activities.

Assistance with transport and visitors to help you stay active with your community.

In addition to the above, it is essential to note that a Home Care Package should not be used in place of any other health programs you may qualify for.

If you require a visit to your GP or your local hospital, these services should continue to be used as and when they are needed.

Despite the many benefits of your Home Care Package, you should also note what cannot be covered, including:

- Items that would typically be purchased out of general income.
- Buying food, except as part of enteral feeding requirements.
- Payment for permanent accommodation, including assistance with a home purchase, mortgage payments or rent.
- Cost of home care fees.
- Payment of fees or charges for other types of care funded or jointly funded by the Australian Government.
- Home modifications or assets that are not related to your care needs.
- Travel and accommodation for holidays.
- Cost of entertainment activities, such as club memberships and tickets to sporting events.
- Gambling activities.
- Payments for services and items covered by the Medicare Benefits or the Pharmaceutical Benefits Scheme.

If you would like to know more about how you or your loved one can use their Home Care Package to stay comfortable in their home for longer, visit www.rloa.org.au/agedcare

Alternatively, to speak directly to one of Rural Lifestyle Options Australia's friendly Aged Care specialists email agedcare@rloa.org.au or call **1300 032 175** today!



HEALTHY BANANA MUFFINS

SERVES 12 | PREP 15 MINS COOK 15 MINS

INGREDIENTS

- 4 tablespoons unsalted butter
- 5 tablespoons honey, or pure maple syrup
- 1 cup mashed ripe banana (3 medium)
- ¼ cup milk
- 1 teaspoon vanilla extract
- 2 eggs
- 1 ½ teaspoons cinnamon
- 1 teaspoon baking soda
- ½ teaspoon salt
- 1 ½ cups white whole flour

METHOD

- 1 Preheat oven to 350°F or 160°C. Spray a muffin tin with cooking spray or line with paper liners.
- 2 Place the butter in a large bowl and melt in the microwave. Add honey, mashed banana, milk and vanilla to the bowl. Whisk to combine. Whisk eggs. Sprinkle the cinnamon, baking soda and salt over the wet ingredients. Whisk until well combined. Add the flour to the bowl and stir with a large spoon or spatula until barely combined. Be careful to not over-mix.
- 3 Scoop the batter into the prepared muffin tin, filling each cup about 2/3 full.
- 4 Bake for 15-17 minutes until a toothpick inserted into the centre of a muffin comes out clean.
- 5 Let muffins cool for 5 minutes.

This is your reminder to...

Live well, live longer.

Call 1300 032 175 to speak with our Home Care Coordinator today!

RLOA turns 30!

To celebrate our 30th year of operation, Rural Lifestyle Options Australia held a nineties themed celebration which called upon guests to dust off their boomboxes, put on their MC Hammer pants and prepare for a 'totally rad' celebration of just how far we have come since our inception in 1994.

Local member Jon Krause MP and former Brisbane Broncos player Scott Prince were just some of the attendees who came to celebrate our origin story, which saw RLOA return to the town of Beaudesert where our story began over 30 years ago. Participants, family members, staff, directors and special guests were treated to an afternoon of entertainment including a live music performance by David Barry and a delicious assortment of canapes from the Beaudesert Café.

Speeches and cake followed David Barry's performance which saw Ann Armstrong, one of RLOA's Lifetime Ambassadors, holding back tears as she reflected on her 30 year journey; expressing gratitude to the many who had helped in building RLOA to what it is today. She spoke fondly of participants and staff, past and present, and fellow retiring co-founder and former Chairperson, Carole Caswell, who unfortunately could not be in attendance.

"It is very emotional to see you all here enjoying life. This is what it is all about - to get to where we are today. Thank you. I just wanted to thank everybody, all staff, and I'm sure we can keep it going for a long time," she said.

To see more photos from our 30th Anniversary celebrations, visit www.rloa.org.au/news





Senior Support Workers Professional Development Day 2023

Earlier this year, our Senior Support Workers attended our Redland Bay Main Office to attend a Professional Development Day.

Our Senior Support Workers are responsible for overseeing the on the ground day to day operations of our Supported Independent Living arrangements to ensure everything runs as smoothly as possible for our participants in their homes.

The day saw our Senior Support Workers Rajinder Badesha, Sharon Dawe, Sheryl Colton, Leanne Weber, Kylie Barker and Rebekah Imber joined by Service Managers Monil Dangol and Celena Bolton in addition to our Executive Leader Service Delivery, Robert Rees. Manager People and Culture, Tamara Sulzberger organised and facilitated the Professional Development Day which was opened with a welcome by CEO, Michelle Latailakepa.



"I AM PROUD TO BE APART OF RLOA"

Rajinder Badesha | Senior Support Worker

Here at Rural Lifestyle Options Australia one of our core values is "We believe in lifelong learning" which has been included in the company's Strategic Plans since 2015.

This day was a great opportunity for these leaders to not only meet with their peers but to also share ideas and learn more about RLOA and NDIS to make greater improvements in the lives of our participants.

Sharon Dawe, one of our Senior Support Workers spoke about her experience on the day saying "It was a fantastic

day - very informative. It was fantastic to catch up with familiar faces as well as meet new faces. Thank you everyone."

When Leanne Weber was asked how she found the Professional Development Day, she said "I had a great day - I learned lots of new things and had many laughs! What a great team of people I work with. I am so glad to be a part of Team RLOA!"

When Sheryl Colton reflected on the day, she said "It was a great day catching up with everyone and learning something new. I'd like to say a massive thank you

to Tamara, Monil, Celena and Rob for their roles in facilitating and to all of those who welcomed us!"

Rural Lifestyle Options Australia is proud of our culture and we acknowledge that it is what brings us together and sets us apart as an employer of choice.

Our staff are the foundation for our ongoing effectiveness, and we are committed to their professional development and engagement

To learn more about our staff culture, please visit www.rloa.org.au

Staff Spotlight: Leo Dang

Leo joined RLOA in September 2020 and is a Service Manager. Leo is responsible for liaising with our participants and our overseeing a direct support team to ensure the delivery of quality care.

Leo notes that his favourite part about his role is "I enjoy being able to go home every day knowing that I have contributed to making someone else's life better".

Outside of work, Leo enjoys high adrenaline and thrill seeking activities with his friends noting that the last activity they did involved jumping out of a plane together!

Leo possesses a Diploma of Community Service and a Certificate III in Individual Support (Ageing and Disability)

To learn more about Our People, visit www.rloa.org.au/ourpeople



RLOA reward & recognition

At Rural Lifestyle Options Australia, we appreciate the efforts staff make and recognise those who go the extra mile for our participants and colleagues.

Sheryl achieves 20 Years of Service!

Rural Lifestyle Options Australia recognise the contribution of staff who have dedicated a part of their life to championing our mission of 'Building inclusive communities and valuing the contributions and unique talents and rights of all'

This quarter, we celebrated the incredible achievements of Senior Support Worker Sheryl Colton, who was presented with a 20 Years of Service Award for her work by Michelle Latailakepa, Chief Executive Officer.

In recognition of Sheryl's commitment and loyalty to the organisation, in addition to her award acknowledging

this meritorious milestone, she received a 20 Years of Service Plaque, a bouquet of flowers, a box of chocolates, a personalised letter from Michelle thanking her for her commitment and a \$200 RLOA Gift Card. Sheryl will also receive a celebratory lunch to commemorate this special occasion.

Sheryl said "It is a pleasure working for RLOA. My acknowledgement of 20 years will be a fond memory I will cherish always."

We sincerely thank Sheryl for her loyal service to RLOA over the past 20 years.



Sally hits 5 Years of Service!

This quarter, we are thrilled to be celebrating the achievements of Finance Officer Sally Schiffmann, who was presented with a 5 Years of Service Award for her work by Michelle Latailakepa, Chief Executive Officer.

When Sally received this award, she responded with "Thank you Michelle and all the staff that are a part of this wonderful organisation. It is a pleasure to do my part in the bigger picture. I love my role here in Finance and the organisation is a fantastic place to work as it gives me a purpose knowing in some small ways, I help someone make their day a little easier."

In recognition of Sally's commitment and loyalty to the organisation, Sally received

an award acknowledging this milestone, a 5 Years of Service Medal, a personalised letter from Michelle and a \$50 RLOA Gift Card.



Want to join Team RLOA?

Download our free guide for job applicants for helpful tips to kickstart your career with us.

Find it online at:
www.rloa.org.au/careers



READY TO START YOUR NEW CAREER?

www.rloa.org.au/currentvacancies

**Lifestyle Support Worker
(Beaudesert)**

Job Type: Permanent - Part Time
Location: Scenic Rim

**Lifestyle Support Worker
(Gold Coast)**

Job Type: Permanent - Part Time
Location: Gold Coast

**Lifestyle Support Worker
(Logan)**

Job Type: Permanent - Part Time
Location: Logan

**Lifestyle Support Worker
(Tweed & Northern Rivers)**

Job Type: Permanent - Part Time
Location: Tweed Heads

**Lifestyle Support Worker
(Ipswich)**

Job Type: Permanent - Part Time
Location: Ipswich

**Lifestyle Support Worker
(Redland & South Moreton Bay)**

Job Type: Permanent - Part Time
Location: Redland Bay

Resident Lifestyle Support Worker (Tweed Heads)

Job Type: Permanent - Part Time
Location: Tweed Heads

Supporting male participant with 24-hour in-home support.

Residential Lifestyle Support Worker (Gold Coast)

Job Type: Permanent - Part Time
Location: Gold Coast

Supporting male participant with 24-hour in-home support.

Mental Health Support Worker (Gold Coast)

Job Type: Permanent - Part Time
Location: Tweed Heads



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THE NDIS EDITION WORDSEARCH

T	C	F	L	C	A	R	E	R	P	E	R	I	C
I	N	O	I	T	N	E	V	R	E	T	N	I	O
G	S	R	F	R	O	S	P	M	S	R	D	P	R
C	U	M	I	E	E	N	I	M	O	N	R	A	R
L	P	A	R	N	E	S	D	U	N	R	O	R	E
U	R	L	S	P	T	R	S	P	T	M	T	T	S
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O	R	R	V	D	E	A	S	N	R	E	O	N	N
D	I	T	N	D	I	D	L	G	N	E	O	T	C
S	I	S	G	C	N	A	N	D	I	S	C	P	E

CAN YOU FIND ALL THE WORDS IN THE GRID?

- GUARDIAN
- NOMINEE
- FORMAL SUPPORTS
- PARTICIPANT
- NDIA
- NDS
- COORDINATOR
- CORRESPONDENCE
- FIRST PLAN
- INTERVENTION
- CLUSTERS
- CARER
- FUNDING
- NDIS
- MYPLACE
- PROVIDER

SUDOKU

RATING: EASY

	4		7		2			5
		9	4	6	5			
	8				1		4	
6		8		9			2	3
9		2		4	8			6
4	5		1			9		
3		1	8	5		7	6	
		5		7	4	1		
7								

RATING: HARD

	4							2
1			4				7	9
	2				1			
	6							3
				1				
9		3			5			
		1			4	8		
							6	1
	5		1					

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1



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WOOLWORTHS
VOUCHER**

2



**WIN \$1000
THE GOOD GUYS
VOUCHER**

3



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FREEDOM
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