

Rural Lifestyle Options Australia

MAGAZINE

ISSUE 10
2018

BIANNUAL PUBLICATION

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Registered Provider

Supporting a life of
CHOICE

Rural Lifestyle Options Australia

MAGAZINE

ISSUE 10

BIANNUAL PUBLICATION

July 2018

QUEENSLAND

PO Box 617, Beaudesert, QLD 4285

NEW SOUTH WALES

PO Box 6304, Tweed Heads South, NSW 2486



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Produced and published twice yearly by the Rural Lifestyle Options Australia Marketing and Communications division with contributions from the Board, staff, participants, partners and volunteers.

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CEO'S UPDATE

Welcome to the tenth edition of Rural Lifestyle Options Australia magazine, which reflects on our journey over the past six months.

In this edition you will find some interesting and inspiring stories. You can read about Steven whose dream it was to be supported to live independently in the community on page 3. You will also hear about Sheryl who celebrated a significant milestone with the organisation on page 17.

It has been just over 12 months since our organisation successfully transitioned from grant funded programs and services to participant focused and directed supports under the National Disability Insurance Scheme. We made the decision to continue to specialise in the areas we had experience and transitioned out of services such as group based supports and programs and formed strong partnerships with complimentary services.

We have welcomed new participants, families and staff to the organisation and successfully expanded our services from outside of South East Queensland to over the border in Northern NSW. Although we have been expanding our geographical footprint I wanted to assure people that we still believe bigger isn't better, and we never want to lose sight of our focus to deliver quality supports to people over quantity of services delivered. We still live by the motto "Big enough to provide the service small enough to look after you".

I also wanted to let you know about some other exciting things we have

coming up in the next half of the year. We are proud to host our first NAIDOC Week celebration on Thursday 12th July from 10.30 - 11.30am at 2 Davis Street Beaudesert, for more information visit our Facebook page.

This year, we will shine a spotlight on the stigma of disability by hosting the 1:5 All Abilities Charity Relay. The relay will see participants of all walks of life work together to complete a five km relay event amidst the beautiful surrounds of Tamborine, Queensland. The event will be occurring on 15th September, for more information please visit

www.rloa.org.au/1in5.

In coming months we will also be celebrating our 25th anniversary at our Annual General Meeting, the details will be announced in coming weeks.

I am thrilled to announce that we are opening a new office in Murwillumbah in early August. We are proud of our rural roots and our Beaudesert office will continue to provide services to people residing in the Logan, Ipswich and Scenic Rim regions. Our Murwillumbah office will cover the Gold Coast and Northern NSW regions.

I would like to thank you for your continuing support over the past 6 months and remember if you would like to submit an article or would like to hear about a particular topic just phone the office on **1300 032 175** or send us an email to social@rloa.org.au

Michelle Latailakepa
Chief Executive Officer

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NDIS MAKES DREAMS COME TRUE FOR STEVEN

Have you ever wondered what it's like having to live in a hospital and being unable to go home because you don't have the supports you need to live independently, like so many other people do, and take for granted?

Well until the National Disability Insurance Scheme (NDIS) was rolled out this is exactly what happened to Steven, this is his story!

Steven was a very active man working for the local council, he enjoyed surfing and was always commended by peers for his physical fitness. In 2008 Steven was diagnosed with Huntingtons. Until very recently Steven remained active in his community, however due to the progression of his condition he was hospitalized and unable to return home. Once Steven's medical concerns were alleviated he remained unable to return home for a variety of reasons and found himself in limbo in the hospital ward with no way out and no one to turn to.

The Hospital wanted to discharge Steven as he was no longer acute, however due to a lack of suitable accommodation for Steven, he was forced to remain in the hospital even after several months and numerous unsuccessful attempts from family and staff to find another place for Steven to live.

Rural Lifestyle Options Australia was approached by Steven's Supports Coordinator to see if the organisation could assist Steven in pursuing his goal of once again living independently in a community of his choosing. After hearing Steven's story, Rural Lifestyle Options Australia's Service Manager, Mr Shane Ferguson wanted to meet and work with Steven, his family and the Supports Coordinator to make his dreams come true.

Steven chose the community he wanted to live in. A suitable dwelling was located, therapy assessments completed for both the dwelling and Steven, then the NDIS planner could be responsive and assess the situation with the urgency that it deserved to make Steven's dreams come true.

A team of very experienced support workers were assembled, and the Huntingtons society attended to do some specific training for the team.

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

- Steven



QUEENSLAND AND NEW SOUTH WALES

For the third year running, Rural Lifestyle Options Australia participated in Feel Good February.

This year, random acts of kindness were carried out across South East Queensland and Northern New South Wales during the month of February to give back to the local communities in which we operate.

Teams in both states handed out free ice cold beverages and can coolers to thirsty community members during what many would consider a heatwave.

Community members were more than happy to accept these random acts of kindness, which is reflective of the smiles in the photos.

This is just one of many ways [#RLOAGivesBack](#) to the local communities which have supported us over the years.

“

It's brilliant to have had your participation and support these last few years.

I hope that your staff have enjoyed sharing the kindness!

”

**MRS LINDA PANG
FOUNDER
FEEL GOOD FEB**

To learn more about Feel Good February visit
www.feelgoodfeb.org





INTERNATIONAL

WOMEN'S DAY

On Thursday, 8 March 2018, Rural Lifestyle Options Australia recognised International Women's Day.

International Women's Day (8 March 2018) is a global day celebrating the social, economic, cultural and political achievements of women. The day also marks a call to action for accelerating gender parity.

International Women's Day is not country, group or organisation specific. The day belongs to all groups collectively everywhere. So together, let's all be tenacious in accelerating gender parity.

This year, the theme for International Women's Day was **#PressForProgress**. A strong call to motivate and unite friends, colleagues and whole communities to think, act and be gender inclusive.

At Rural Lifestyle Options Australia, we are proud to say that we have a female CEO leading our organisation, which many other organisations can not.



Proud to support Rural Lifestyle Options Australia

Bentleys is an accounting and advisory firm with a 70+ year history of working with businesses and families in rural areas.

We are privileged to work with regional and rural clients across many industries, and we are also very proud to support Rural Lifestyle Options Australia (RLOA) through fundraising events and initiatives.

RLOA embodies everything that makes rural communities and organisations great. We applaud the team's efforts and look forward to further assisting RLOA into the future.

Contact us today.

P +61 7 3222 9777
E bentleys@bris.bentleys.com.au
W www.bentleys.com.au

UNFUNDED PROJECTS

Our Unfunded Projects initiative 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.

Every dollar we raise through our Unfunded Projects counts and contributes toward supporting a person with a disability living in a rural or regional community.

Our Unfunded Projects, as listed on our website, are only made possible through the generosity of members within our community. Contributions from Preloved Homewares Op Shop purchases, Play For Purpose ticket sales, bequests, donations, in-kind support from local businesses, and our Monthly Giving and Workplace Giving programs all assist in bringing our Unfunded Projects into fruition.



Unfunded Project 8: Improvements to Social Hub Drop In Centre

Rural Lifestyle Options Australia's eighth Unfunded Project was purchasing additional items such as the basketball hoop, volleyball equipment, gaming machine, coffee machine and frother for our newly opened social hub drop-in centre. This is where friends have a safe space to meet in their local community where they can access a range of equipment and the venue is also wheelchair friendly.

Total project cost was \$1,268.92

Rural Lifestyle Options Australia would like to say thank you to everyone who assisted us in fundraising for this project.



Unfunded Project 9: New Accommodation House [This project is still underway]

Rural Lifestyle Options Australia's ninth Unfunded Project was for the cost of materials, labour and trades for the newly established wheelchair accessible accommodation house within the Scenic Rim. Through generous donations we were able to convert a building into a newly renovated four bedroom fully accessible residence for three lovely young people we have the privilege of supporting.

Project cost to date is \$13,187.05

Rural Lifestyle Options Australia would like to say thank you to everyone who assisted us in fundraising for this project.

Unfunded Project 10: Ceiling Hoist

[This project is still underway]

Our most recent Unfunded Project involves the installation and purchase of a Ceiling Hoist system designed to facilitate safe, comfortable and dignified transfers of people.

Ceiling Hoists are used to transfer people between two locations (e.g. between a chair and a bed). A ceiling hoist comprises of a track which is fitted to the ceiling and an electrically powered lifting motor, which is also attached to a sling.

A big thank you to our supporters who have assisted us so far with fundraising for this project.

Total project cost is \$8,333

Goal Progress Meter



Special thanks to:

Bentleys Chartered Accountants, who recently fundraised \$3200 internally toward this project.

Beaudesert RSL Services Club, who recently contributed \$2,000 toward this project.



Did you know there are a range of different ways you can support our Unfunded Projects initiative?

Visit www.rloa.org.au/getinvolved to discover how you can 'Get Involved'.

Visit www.rloa.org.au/unfundedprojects to learn more about our 'Unfunded Projects'.

Thank you

Welcome to Beaudesert

ALL CASH SECURED UNDER
TIME DELAY LOCK
24HR VIDEO SURVEILLANCE

COMMBANK

FOUNDATION

To celebrate CommBank Foundation's Centenary of Giving, Commonwealth Bank has partnered with the CommBank Foundation to donate \$10 million to community organisations.

On Tuesday, 8 May 2018, Rural Lifestyle Options Australia were thrilled to receive a \$10,000 Centenary Grant from the Beaudesert branch of the Commonwealth Bank.

Pictured is Mrs Michelle Latailekapa, Chief Executive Officer for Rural Lifestyle Options Australia being congratulated by Mrs Lou Moir, Commonwealth Bank Branch Manager.

Mrs Moir said the CommBank Foundation was started in 1917 when the bank and its employees chipped in for care packages to be sent to troops fighting overseas on the frontline.

"It has now grown to more than 13,700 of our people donating regularly to provide grants that support the wellbeing of the Australian community," she said.

"We are celebrating 100 years of Commonwealth Bank employees donating to local community groups, charities and disadvantaged schools.

We're proud to support Rural Lifestyle Options Australia and all the work they are doing for the community.

MRS LOU MOIR
MANAGER
COMMONWEALTH BANK

TEXT **RURAL**

to donate \$5 or more to support people with disabilities living in South East Queensland.



0437 371 371

Text "RURAL" to 0437 371 371 to make a donation to Rural Lifestyle Options Australia's Unfunded Projects.

www.rloa.org.au/unfundedprojects



SOCIAL HUB

GRAND OPENING

On Thursday, 3 May 2018 our new Social Hub was opened to the public in South East Queensland.

Participants, families, staff and community members were treated to a catered lunch and a walking tour of the recently renovated facilities.

The renovations included a new basketball hoop, a two player arcade machine, a ping pong table, a community garden and a pod machine stocking a generous selection of different coffee, tea and hot chocolate pods.

Attendees were all smiles visiting the new facilities which was re-purposed to create a safe space where people can meet their friends, make new friends and do a range of social activities together.

Our Social Hub is open to visitors during the week from 8.30am till 4.30pm and doubles as a respite house during the night. Our Social Hub is also home to a Sensory Room which incorporates special lighting, music and sensory objects designed to enhance a person's sight, sense of sound, touch and smell.

A big thank you to staff who worked tirelessly to pull this exciting new space together. We look forward to catching up with you or your loved one over a hot chocolate at our new Social Hub.



To view more photos from this event visit
[facebook.com/rurallifestyleoptionsaustralia](https://www.facebook.com/rurallifestyleoptionsaustralia)





OUR UPDATE ON RECONCILIATION

Most Australians enjoy one of the highest life expectancies of any country in the world — but this is not true for Aboriginal and Torres Strait Islander people.

On Thursday 15 March 2018, Rural Lifestyle Options Australia held a morning tea to recognise this inequality, as part of Oxfam's Close The Gap campaign.

For a gold coin donation, guests enjoyed a morning tea, traditional indigenous music and Close The Gap trivia at our South East Queensland Main Office. Attendees were invited to sign a petition which called on the government to provide adequate health services to Aboriginal peoples.

From Sunday 27 May 2018 to Saturday 3 June 2018, the organisation recognised National Reconciliation Week. This year, Reconciliation Australia invited all Australians to learn more about Aboriginal and Torres Strait Islander Cultures and histories, to share that knowledge and help us grow as a nation.

The campaign highlighted some of the lesser known aspects of Aboriginal and Torres Strait Islander histories, cultures and achievements. On Tuesday 29 May 2018, Rural Lifestyle Options Australia held a morning tea at our

South East Queensland Social Hub to support National Reconciliation Week.

Guests watched a short video reflective of this year's theme of 'Don't Keep History A Mystery' and enjoyed a selection of indigenous cuisines with a modern twist including Crocodile and Corn Vol Au Vents, Peppermint Gum Cream Cookies and Lemon Myrtle Native Slab Cheesecake, purchased through indigenous organisation *Game Enough?*.



To learn more about our commitment to reconciliation visit www.rloa.org.au/resources



CORPORATE INDUCTION

Rural Lifestyle Options Australia is an innovative organisation where everyone's voice matters.

We understand that starting a new role can be both exciting and overwhelming. To assist with this, our Staff Induction has been designed to assist staff in understanding the mission, purpose, values and culture of the organisation.

During our Staff Induction procedure, we provide our staff with the right knowledge to grow, learn, develop their skills and reach their full potential.

We offer information about the benefits of working for Rural Lifestyle Options Australia, including salary packaging, novated leasing, a range of working arrangements and much more.

Our culture is the essence of the way things are done and we encourage every member of the Rural Lifestyle Options Australia community to grow and have their ideas heard.

To ensure our staff are up to date with the latest information from the sector, each new staff member must complete 7 Disability Induction Modules. Rural Lifestyle Options Australia hope that the latest additions to **#TeamRLOA** over the past 6 months find their experience with the organisation, a rewarding one.



For job vacancies visit www.rloa.org.au/careers

ABOVE

AND BEYOND AWARDS



**WHAT WE DO
IS JUST AS
IMPORTANT AS
HOW WE DO IT.**

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 Leadership team, the staff member is presented with a framed certificate by the CEO. Recipients of this award also receive a \$50 Coles Group & Myer Gift Card, feature in our Annual Report, biannual Magazine and across our social media pages.



CHERIE FLETCHER

FEBRUARY 2018



SAMITA MOOKAR

FEBRUARY 2018



SHERYL COLTON

APRIL 2018



VICKI SCHOFIELD

MAY 2018



JUDY KAUR

MAY 2018

DID YOU KNOW?

The majority of our workforce are in permanent positions.

For more information contact 1300 032 175.

WELCOME SALLY!



Sally is currently completing her traineeship in our Customer Service Team. Make sure you give a warm welcome to Sally next time you see her at Main Office!

Visit www.rloa.org.au/careers

PEOPLE, ENGAGEMENT & CULTURE

SERVICE MILESTONES

Rural Lifestyle Options Australia values our workforce.

Working for the company continuously over a period of time is a big achievement and at Rural Lifestyle Options Australia we like to celebrate and recognise the contribution of staff who have worked for the organisation for 5 years, 10 years, 15 years and 20 years. Staff receive a personalised letter from the CEO, a certificate recognising the years of service and a \$50, \$100, \$150 or \$200 Coles Group & Myer Gift Card depending on the length of service.

**SHERYL COLTON
RECENTLY
ACHIEVED
15 YEARS OF
SERVICE**



EMPLOYMENT BENEFITS

Our employees are our greatest asset.

To learn about our organisation's extensive employee benefits or to submit a job application please visit www.rloa.org.au/careers.

STAFF SPOTLIGHT



Fiona joined Rural Lifestyle Options Australia in February 2011 as a Lifestyle Support Worker.

Fiona states that her "aim is to assist in providing support in a caring way that enhances the development in others".

Outside of work, Fiona enjoys spending time with friends and family, going to the movies, reading and gardening. Fiona possesses a Certificate III in Education Support.

Visit www.rloa.org.au/ourpeople

A woman with dark hair and a young boy are smiling and looking at each other. The woman is leaning in towards the boy, and they both appear to be in a playful or affectionate mood. The background is slightly blurred, showing some colorful objects.

Join the team.

**CURRENTLY HIRING IN NEW SOUTH WALES,
IPSWICH AND SCENIC RIM**

To learn more visit www.rloa.org.au/careers



BRISBANE CONVENTION CENTRE

In February 2018, a group of staff attended the Disability Support Workers Conference 2018 in South Bank, Brisbane.

Together with Cherie, Yasmin, Jason and Laura, I had the privilege of attending the Disability Support Workers Conference 2018 held at Southbank over 20th and 21st February, 2018. I would firstly like to express my gratitude at being selected and supported to attend the Conference which was educational, thought-provoking and inspirational.

After receiving a welcome from Uncle Des Sandy on behalf of the Yuggera People, Ms Coralee O'Rourke, Minister for Communities and Minister for Disability Services and Seniors officially opened the Conference.

Ms O'Rourke revealed the startling estimate of an additional 60,000 participants in Queensland, who are not currently accessing services, transitioning to the NDIS over the next twelve months.

The Minister estimates that by 2019, the NDIS will be accessed by 97,000 participants. Mr Rhys Kennedy, CEO of CPL addressed the burning question of job security. Following on the estimates provided by Ms O'Rourke,

Mr Kennedy was confident that the increased number of participants will lead to a greater demand for Support Workers.

Mr Kennedy did caution that the way services are delivered is changing and it will be up to Support Workers to embrace the changes, upskill and continue to look for new and innovative ways to support participants.

Representatives of Conference sponsor Hesta gave out some lucky door prizes and provided information and "food for thought" concerning superannuation. The second day saw the Rural Lifestyle Options Australia contingent eager and hungry to learn more and "soak up" the atmosphere created when a large group of people come together in common purpose – to learn how to provide the best possible support to our Participants. Jo Jessop, CEO of Multicap chaired the day.

The venue and catering could not be faulted. The Conference certainly wet my appetite to learn more about the disabilities with which our incredibly brave, funny and inspiring Participants live and how to better support them as individuals to reach their highest.

Let the learning continue!

This article was submitted for inclusion by Michele Guinea, Lifestyle Support Worker for Rural Lifestyle Options Australia.



GIVING

GOVERNANCE

Emeritus Professor Ken Moores is a highly experienced company director across a range of profit and not-for-profit entities from many industries and sectors.

Ken was particularly attracted to Rural Lifestyle Options Australia's (RLOA) call for directors as way of giving to a cause he believes strongly in by donating his considerable expertise. Initially trained in accounting and finance to PhD level Professor Moores rose through academic ranks to become a highly successful Vice-Chancellor and President of Bond University. In this role, he resolved the long-standing campus ownership issue by a debt and equity financed purchase of the campus and turned around the financial performance by growing student enrolments over 80 percent during his leadership term. Additionally, he proved innovative in adding educational faculties and professionalising the governance of the university. He has subsequently refined these capabilities through a series of board appointments.

In the later stages of his academic career Ken was attracted to the values-based management of family businesses. He devoted himself to this sector and has become Australia's leading family business expert and has been recognised internationally for his research and achievements in this

field. His latest book, *Leading a Family Business: Best Practices for Long-term Stewardship* with colleague Dr Justin Craig from Northwestern University in Chicago was published in 2017. Within our region Ken served as chair of the board of National Park Pty. Ltd (O'Reilly's Rainforest Retreat). He also serves in the education sector. One of his current directorships is with the Australian Industry Trade College, in headquartered in Robina. It is these twin backgrounds of values-based management and education that Ken believes will enable him to add value to the strategic priorities of RLOA in its endeavours to grow and develop in the challenging landscape created by the National Disability Insurance Agency (NDIA).

Ken grew up in Brisbane and graduated from both QUT and University of Queensland before completing postgraduate studies in the United Kingdom. While he commenced his career in professional accounting he was quickly attracted to scholastic role and in Australia has taught at QUT, Griffith, UQ and Bond University. He and wife Tricia spend each week between Tamborine Mountain and Burleigh Heads. A firm believer in the value of choice Ken is deeply committed to ensuring that RLOA is given every opportunity to develop and grow within the new environment that now confronts all disability service providers. In this way, he believes RLOA will be best placed to enrich the lives of its participants by creating choice, opportunities, and skills for life.



MEET RACHEAL

FOR ALL YOUR NDIS NEEDS...

Racheal joined the organisation in April 2018 as an NDIS Intake and Supports Officer.

Prior to joining Rural Lifestyle Options Australia, Racheal worked as a Local Area Coordinator in New South Wales for NDIS and then more recently as an NDIS Supports Coordinator in Queensland.

Racheal is passionate about people with a disability and is a strong advocate for people's rights stating that she believes "everyone deserves to have choice and control in their lives".

As the organisations NDIS Intake and Support Officer, Racheal offers people face to face NDIS preplanning meetings across the Gold Coast and Northern New South Wales region and also provides Supports Coordination for people with approved NDIS plans.

If you require assistance getting your NDIS journey underway, contact Racheal on **0427 729 775** or on email at racheal.burley-dunbar@rloa.org.au.

Racheal is happy to meet you at a location of your choosing and the best part is, this service is 100% free.

“

My favourite aspect about being on #TeamRLOA so far is watching participants be included in the community and have choice and control over their future!

”

RACHEAL BURLEY-DUNBAR

**NDIS INTAKE AND
SUPPORT OFFICER**

NDIS ELIGIBLE?

Rural Lifestyle Options Australia has been proudly providing supports to people with a disability in rural and regional communities for 25 years and counting...

Daily Activities

Social and Community Participation

Specialist Disability Accommodation

Supported Independent Living

Supports Coordination

Plan Management



NDIS REGISTERED
PROVIDER

www.rloa.org.au/ndis

www.rloa.org.au 21

Believe. Build. Belong.

Our personalised employment service enables you to realise opportunities and build confidence to change your life, for life.



Once you register, you'll receive one-on-one support from an experienced ON-Q consultant.

Work readiness support | Pre-employment support | Job searching | Training

Everyone is unique, and we all have different employment goals.



Each year, we help hundreds of people to find and maintain employment. Whether you want to supplement your benefit with a part-time job, return to the workforce after an injury or health condition, or overcome a barrier to employment, we are here to help.

We would love to talk with you about working together



We are a leading disability employment provider offering: assistance to find and keep a job, NDIS support and school leaver employment support.

Get in touch to start today
Call 1800 761 561
www.onq.org.au



LEADING WITH YOUR ABILITY

Did you know that **1 in 5** Australians have a disability?

Participate in the **1:5 All Abilities Charity Relay** to support one in five Australians living with a disability.



Tamborine Pony Club
Saturday, 15 September 2018

Relay | Family Fun | Food Trucks | Music & Entertainment

Proudly supporting

Rural Lifestyle Options Australia's
Unfunded Projects

www.rloa.org.au/1in5



Sponsorship opportunities still available contact nick.power@rloa.org.au for more details.

Got the travel bug?



Design your very own ultimate family holiday experience to the value of \$25,000!

Play For Purpose is Australia's most efficient charity lottery which lets you play for awesome prizes while supporting Rural Lifestyle Options Australia.

Not only do you have a 1 in 19 chance of winning \$1 million worth of prizes, but a record 60% from every ticket sold goes directly to Rural Lifestyle Options Australia. Now that's a win-win!

Purchase your ticket today at www.playforpurpose.com.au/rural-lifestyle-options-australia

Important Dates

Draw closes - Tuesday 25 September 2018

Date of draw - Thursday 27 September 2018



**PLAY FOR
PURPOSE**
The Charity Lottery