



Rural Lifestyle Options Australia Ltd.

Annual Report 2016

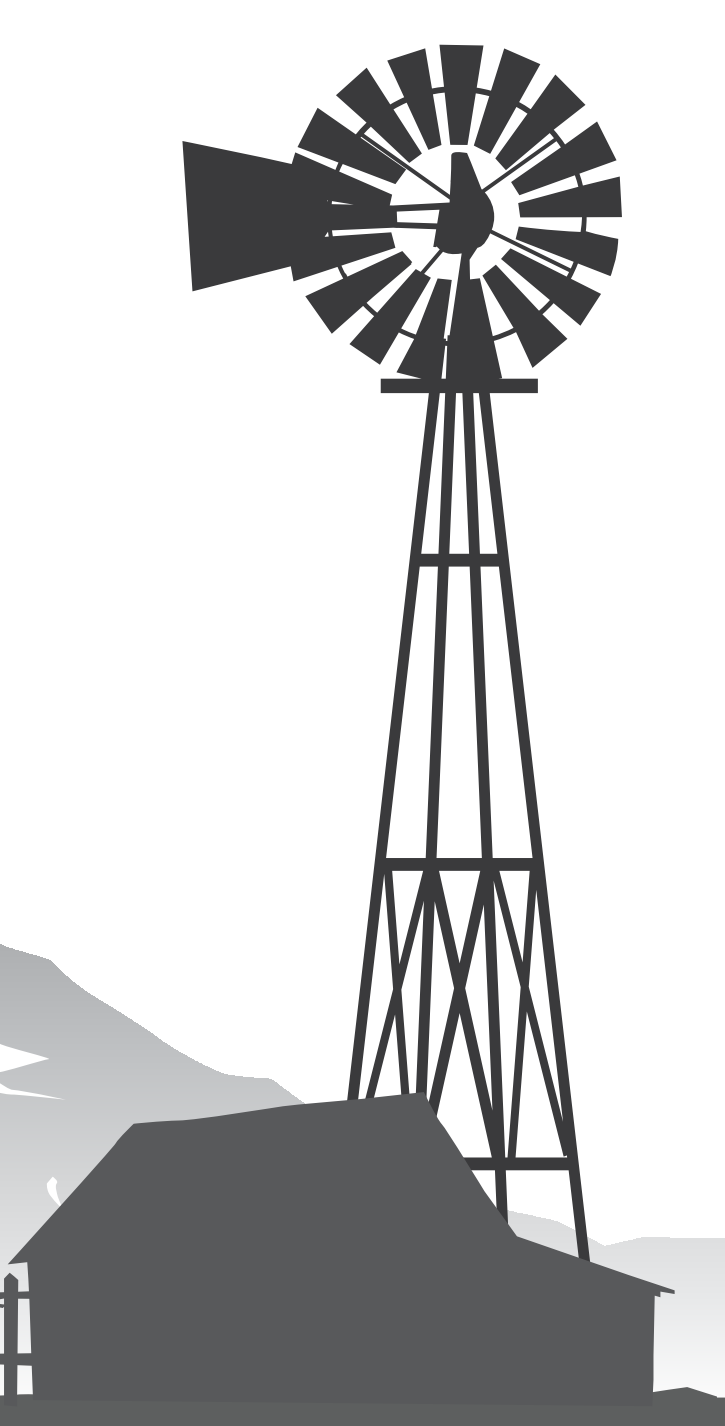
23 years and counting...

Supporting a life of choice.

“We create our tomorrows
by what we dream today.”

- Unknown





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Who We Are

RLOA enriches the lives of children and adults with a disability by creating choice, opportunities and skills for life. Our story began over 35 years ago when a group of families established a self-help group when their children who are now adults were toddlers. In those early years this was their only support network. Through their hard work, passion, drive and commitment RLOA was established.

RLOA has been providing support to people with disabilities within the Scenic Rim, Ipswich and Logan areas for over 23 years. We are proud to say RLOA is the service provider of choice for people with a disability who live in the Scenic Rim and greater region.

Our location is unique and so too are the services we provide to ensure children and adults with a disability can enjoy the lifestyle that our world heritage location offers.

RLOA offers a range of programs and support options. Our services include My Life My Choice Self-Directed Service, Mental Health Services, Supported Holidays, Fee For Service supports, Supported Accommodation, Respite, Centre Based Respite, and a range of programs aimed at Learning and Life Skills supports.



Our Mission

Supporting a life of choice.

Our Values

- We build authentic connections.
- We believe in lifelong learning.
- We are compassionate.
- We are empowering.
- We are respectful.
- We are innovative.

Our Culture

- We dare to dream and do things differently.
- We understand rural and regional communities.
- We employ a person centred approach.
- We believe in establishing authentic connections for the people we support.
- We operate within an environment of continuous improvement.

Chairperson's Update



Carole Caswell
Chairperson

Welcome to our 23rd AGM. So much has happened this year. It is simply amazing what we all have achieved in the past year.

Firstly, I regret that this year started on a sad note for us with the passing of Eric Armstrong on the 6th of January who was one of RLOA's most ardent supporters right from when we started. Eric was a very close friend of my family and a fervent ambassador for RLOA. Ann Armstrong has continued as a Director from our early days and their son Scot has been one of our original participants.

Eric's most significant altruism for RLOA was securing Emerald House for us, providing at last stability as we had been moving from rented offices frequently. Our then committee heard that these premises were up for sale and asked Eric to do a building inspection for us and he

bought it that day for us. The Armstrongs then rented this house to us on the proviso that when we were financially secure we could buy it back from them at the original price. They kept their commitment, even though the market value had almost doubled. Such generosity is rare.

My heartfelt thanks to our Board of Directors. Our challenges this year have been mind boggling. I am proud of how committed this Board has been, to work so hard consistently to achieve so much in just one year. We indeed are an effective team. I extend my appreciation to Robyn Taylor (Company Secretary), Rita Darragh (Treasurer), Ann Armstrong (Vice Chairperson) and Cheryl Stephan (Director).

I am indebted to our consultant Patrick Herd from Community Business Australia who has been a great asset in facilitating our workshops to expedite our projects. His expertise and encouragement enhanced the whole process. Likewise our legal consultant Joanne O'Brien from CHR Law was invaluable in assisting with our complex transition to a company limited by guarantee in June 2016. This status now positions us effectively for future growth and for the implementation of the NDIS.

Early in November our Board was briefed by our external financial auditor. We welcomed his praise, as this auditor has vast experience nationwide with NGOs specialising in disability services. He was impressed with how well

prepared RLOA is for the NDIS in comparison to other such services.

I am pleased to report that we have reviewed and revised RLOA's Strategic Plan 2016/2017. We have completed Governance training and developed a Governance Plan for Directors. The RLOA Constitution has been reviewed. Also we have completed a Succession Plan for Directors.

It is hard to believe that it was only the 18th of January that we relocated our main office to our current CBD premises, which has been a boon for our promotion. No wonder our OP Shop has been such a resounding success due to the generosity of donors and regular patronage.

On behalf of our Board of Directors I pay tribute to our magnificent CEO Michelle Latailakepa, who is passionate about her advocacy for those with disabilities. She is highly qualified, multi-talented and has an outstanding work ethic. Michelle has brought to RLOA an outstanding breadth of knowledge and practice wisdom gleaned from her extensive management background experience in disability in both the government and non-government disability sectors. Furthermore, under her leadership her management team has excelled. Likewise, our overall service delivery is achieving noteworthy professional outcomes.

We extend our appreciation to every staff member, sponsor and volunteer who has helped us in our endeavours this year.

Chief Executive Officer's Update



Michelle Latailakepa
Chief Executive Officer

“If we all do one random act of kindness daily, we just might set the world in the right direction”.

- Martin Kornfeld

I hope you are inspired by the stories and achievements of the people we support, their families and our wonderful team of staff and volunteers.

2016 was an extremely busy year for Rural Lifestyle Options Australia (RLOA).

In line with our strategic plan six key strategic priorities were adopted.

1. **Expand our services.**
2. **Empower our people.**
3. **Engage our community.**
4. **Ensure our sustainability.**
5. **Encourage motivation.**
6. **Positive partnerships.**

Over the past year these strategic priorities have underpinned our vision as well as informed our everyday practices.

In preparation for growth and responding to requests from people supported by the organisation our staffing team has grown during the last twelve months and we are pleased to be recruiting people to join our team based upon their values and wanting to make a positive difference in the lives of people we support and the communities we work in.

A review of all facets of the company's operation required several changes and innovations which saw the management and administration relocate to an independent main office. This allowed for renovation of the previous location to a fully operational sensory room and respite retreat.

This has been a very popular development with many families taking advantage of the resource. My heartfelt thanks go to our amazing team of supporters, our partners, our sponsors, and our incredibly dedicated team of staff and volunteers who each make RLOA the wonderful place that it is.



Our newly renovated respite living room.



Our new Sensory Room inside Emerald House Respite Retreat.

Treasurer's Update



Rita Darragh
Treasurer

This year the Board of Directors executed the company's financial strategy to consolidate on last year's performance. Control on expenses was maintained again this year. The company maintained its service delivery levels whilst preparing for the commencement of the NDIS.

Several projects were also completed to bring the company's operations to industry standard. This required one off payments to be made. The Board is committed to best practice with respect to financial literacy. This was accomplished by the Board attending several workshops.

With the advent of NDIS in the Scenic Rim, the Board is confident the strategic financial plans provided to the Senior Leadership Team will support not only the necessary financial viability of RLOA but support the participants goals and desires to live a life of their choosing.

Summary of 2015/16 Operating Income

1. Total Income



2. Breakdown of Disability Services Funding by Service Type



3. Total Expenses for Financial Year



Board of Directors



Carole Caswell
Chairperson



Ann Armstrong
Vice Chairperson



Robyn Taylor
Company Secretary



Rita Darragh
Treasurer



Cheryl Stephan
Director

Rural Lifestyle Options Australia Ltd. is a registered not-for-profit organisation, we became a company limited by guarantee in June 2016. Our company has members not shareholders and we reinvest any surplus back into the organisation to assist us in achieving our mission “Supporting a life of choice”.

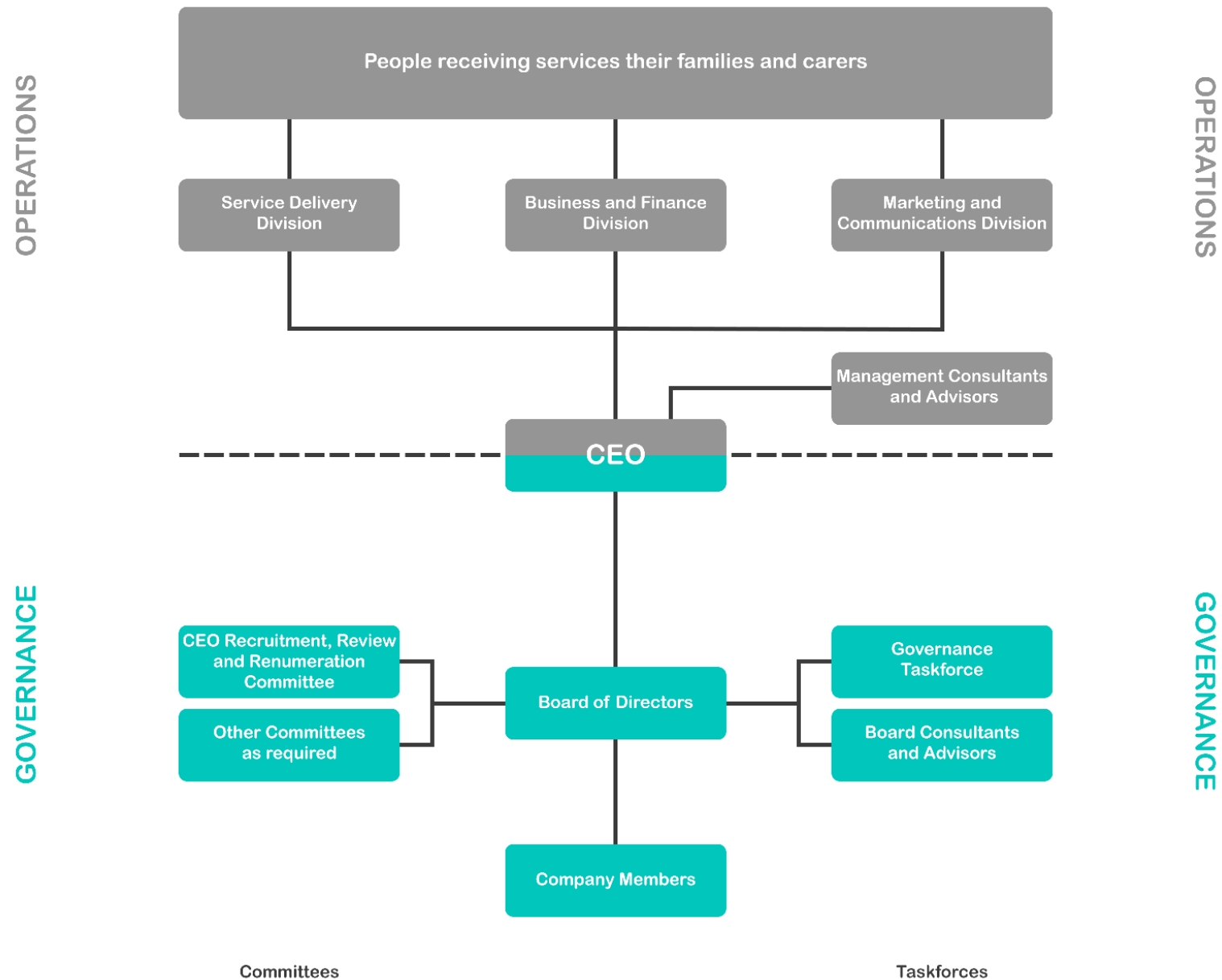
Our Board are strong advocates for the rights of people with a disability to live the life of their choice. All directors act in a voluntary capacity, dedicating their time and expertise in ensuring RLOA are focused and driven towards achieving our Mission, Values, Culture and Strategic Plan.

The Boards key areas of responsibility are Strategic Leadership, Policy Based Decisions, Compliance and Monitoring and Review.

Our day to day operations are managed by our Chief Executive Officer and the Senior Leadership Team who are guided by the Board of Directors who are accountable via the organisation’s constitution.

Name	Position	Meetings Eligible to Attend	Meetings Attended
Carole Caswell	Chairperson	11	11
Ann Armstrong	Vice Chairperson	11	10
Robyn Taylor	Company Secretary	11	10
Rita Darragh	Treasurer	11	11
Cheryl Stephan	Director	11	6

Governance and Organisation Structure as at 30 June 2016



Strategic Plan 2016 - 2017

Our Values:

*We build authentic connections
We believe in lifelong learning
We are compassionate
We are empowering
We are respectful
We are innovative*



Our Culture:

*We dare to dream and do things differently.
We understand rural and regional communities.
We employ a person centred approach.
We believe in establishing authentic connections for people we support.
We operate within an environment of continuous improvement.*



1. Expand our services

To all people with a disability living in our community.

- 1.1 Expand our catchment areas and target groups.
- 1.2 Expand our services to include a range of NDIS offerings.
- 1.3 Develop our social enterprises.
- 1.4 Secure alternative income streams.
- 1.5 Increase our brokered services.

2. Empower our people

Provide positive influence and outlook to our changing work environment.

- 2.1 Create opportunities for acknowledgement of excellent practice.
- 2.2 Establish a framework for learning and development for all staff.
- 2.3 Encourage self-development of staff.
- 2.4 Encourage and promote staff skills and personal attributes.
- 2.5 Match support worker's skills, strengths, talents and interests to people receiving services.

3. Engage our community

Be actively involved in community development and engagement.

- 3.1 Complete our preparations for the introduction of NDIS.
- 3.2 Establish authentic connections for people within the community of their choice.
- 3.3 Assist the people we support to build and strengthen informal networks.
- 3.4 Create opportunities to give back to local communities.
- 3.5 Encourage and promote social participation.

4. Ensure our sustainability

Create a sustainable organisational structure that demonstrates value of our services.

- 4.1 Develop our unit costings for the introduction of NDIS.
- 4.2 Develop our systems and identify economies of scale.
- 4.3 Restructure our organisation to meet the changing needs of RLOA.
- 4.4 Reduce our operating costs and overheads.
- 4.5 Broaden our income base to include multiple funding sources.

5. Encourage motivation

Have progressive and purposeful services that meet identified needs of current and future participants.

- 5.1 Redevelop service offerings in line with NDIS.
- 5.2 Maintain feedback opportunities for all people receiving services.
- 5.3 Encourage a culture of lifelong learning.
- 5.4 Deliver innovative services, supports and responses to requests for new supports.

6. Positive partnerships

Develop our partnerships and increase our brand.

- 6.1 Expand our supporter base and attract additional sponsors.
- 6.2 Increase our social media presence.
- 6.3 Increase exposure through community events and media outlets.
- 6.4 Develop and cultivate alliances, collaborations and consortia to expand service coverage.

Supporting a life of choice.

Supported Employment as at 30 June 2016



Rural Lifestyle Options Australia provides employment opportunities that are tailored to the capabilities of the individual, and support them to achieve success.

Through our Supported Employment programs, employees are supported to build social skills, confidence and an increased sense of purpose.



492

Hours of ground
maintenance



192

Number of
cars washed



684

Hours of paid
employment



9

Number of
employees

Staff Above and Beyond Awards

This Financial year, RLOA established the Above and Beyond Awards as part of our employee recognition and award system that is specifically geared to acknowledge exceptional practice of employees. The contributions made by staff were directly connected to RLOA's mission, vision, values and the strategic intent of our organisation.



Helen Kay
August 2015



Alan Vellnagel
September 2015



Bec Belton
September 2015



Merrissa Allard
November 2015



Fiona Davidson
November 2015



Andrew Daniels
February 2016



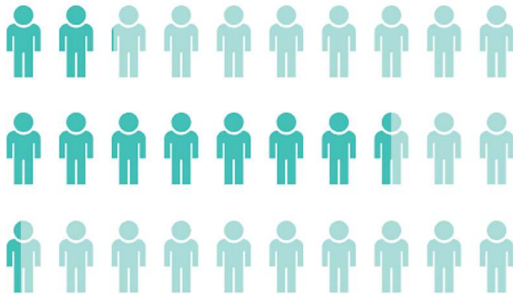
Jessica Penny
March 2016



Kirily Rimmer
March 2016

Staff Snapshot as at 30 June 2016

Staff by Employment Type



21% are Full-time

75% are Part-time

4% are Casual



81% of employees hold a Certificate III or higher Tertiary Qualification.



14% of employees hold a Degree or higher Tertiary Qualification.



Number of volunteer hours.

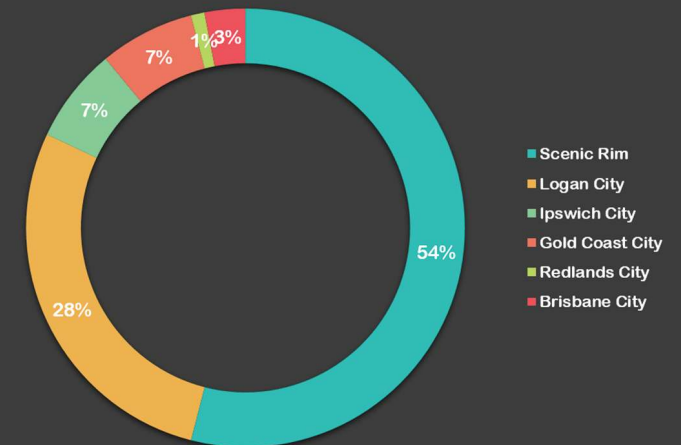


of the workforce
contributed towards
RLOA's Workplace Giving
Program.

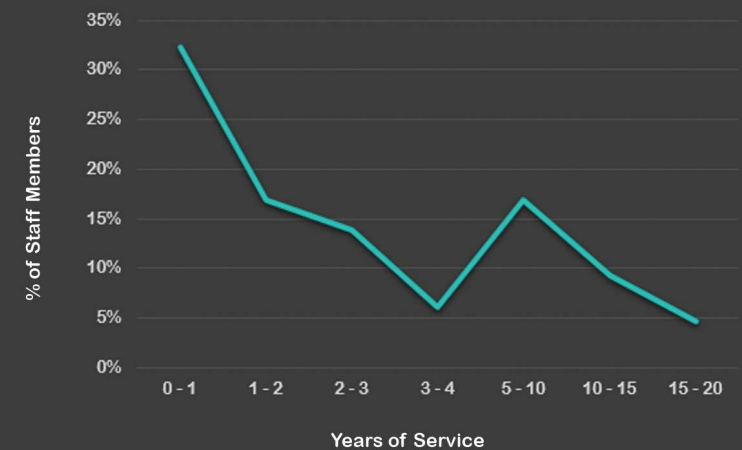


Number of students.

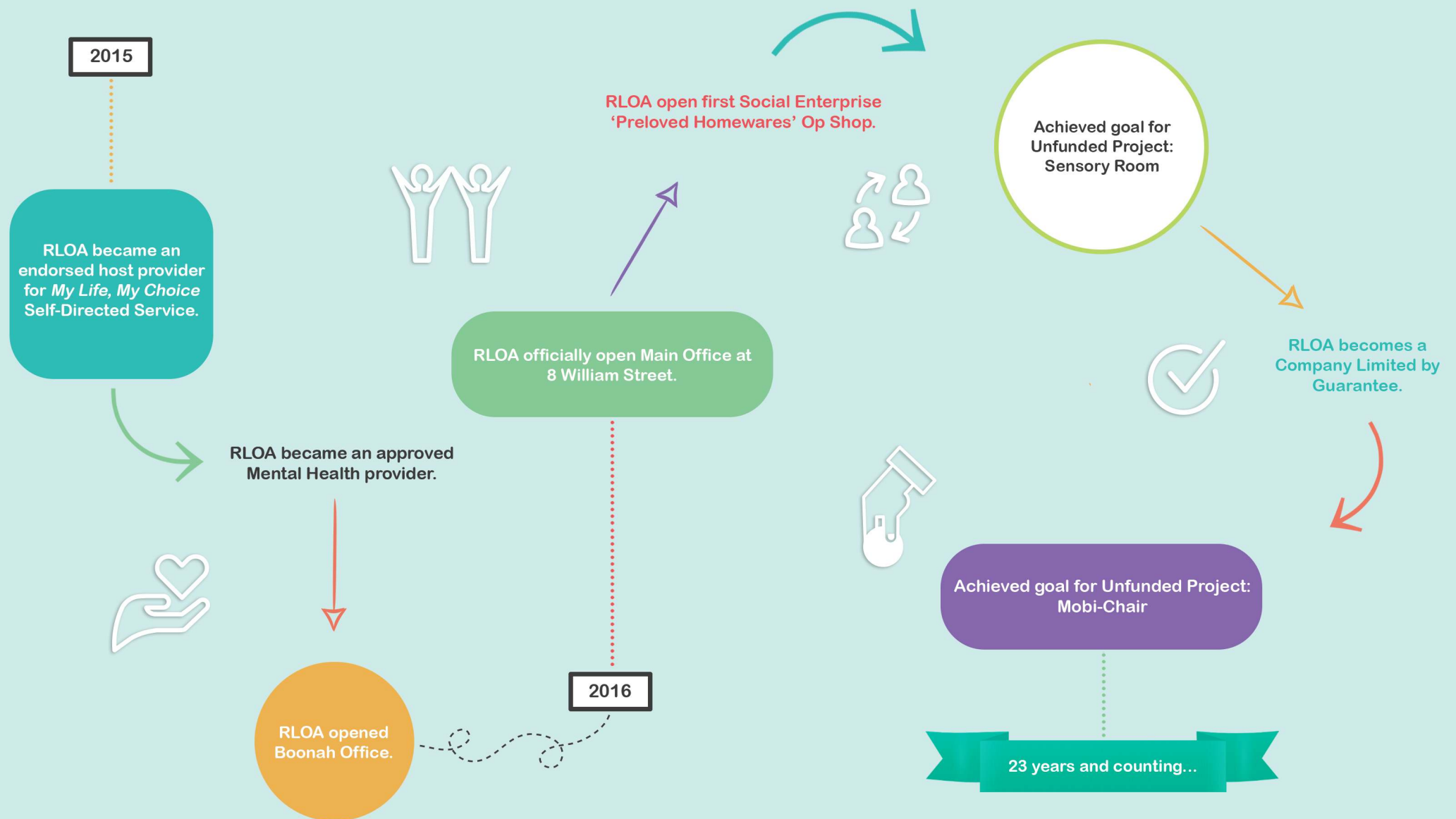
Staff by Council Location



Staff by Years of Service



Major Milestones



Get Involved

There are many ways you can show your support to RLOA.

All contributions are welcomed and go toward assisting the organisation in supporting people with a disability living in your local community.

Make A Donation

Every dollar you give helps RLOA to create life changing supports for people with a disability who live in the Scenic Rim and greater region. You can be assured that RLOA will use your donation wisely and as a measure of our good faith, we publish regular information regarding the use of donations on our website.

To find out more visit us online at:
www.rloa.org.au/makeadonation

Hold A Fundraising Event

Why not host a morning tea, raffle, bake sale, trivia night, garage sale, fete or fundraising event to go towards a great cause? It can be fun planning an event and bringing together friends, family or even work colleagues.

To find out more visit us online at:
www.rloa.org.au/fundraising

Volunteer With Us

Are you retired, semi-retired or not working and want to make a positive contribution of your time and share your skills with people with a disability who want to learn a new skill? RLOA are always seeking volunteers and there are a range of ways where you can get involved.

To find out more visit us online at:
www.rloa.org.au/volunteerwithus

Preloved Homewares Op Shop

This year, RLOA opened their first Social Enterprise. The Preloved Homewares Op Shop has a range of items with all proceeds going straight back into helping the people we support. If you would like to donate to us please drop in to our Main Office at 8 William Street, Beaudesert.

To find out more visit us online at:
www.rloa.org.au/socialenterprises

Workplace Giving

Workplace Giving provides a common goal between employer and employee. Workplace Giving operates through your payroll system. For example, if you get paid weekly you must donate weekly. If you get paid fortnightly you donate fortnightly and so forth. This comes out of your pre-tax salary.

To find out more visit us online at:
www.rloa.org.au/workplacegiving



Our Social Responsibility



Rural Lifestyle Options Australia is committed to making a positive impact in the communities in which we operate, both now and in the future.

This year, RLOA participants were engaged in a range of activities aimed at promoting inclusion in the community. These included:

Donating and delivering magazines to the Beaudesert Hospital.

Providing complimentary lemonade and iced water stands for the public outside our Main Office on hot Summer days.

Distributing free flowers and balloons the day after Valentine's day.

Creating artworks reflective of what happiness means to them and then donating the artwork to the residents of another Beaudesert based organisation - Wongaburra.

Distributing complimentary ice blocks and iced tea to community members over lunch.

Delivering complimentary hand made lemonade to the hard workers at the Beaudesert Police Station.

Any items we were unable to stock in our Preloved Homewares Op Shop were donated to the Beaudesert Animal Welfare League Queensland Op Shop. AWLQ Op shops raise funds to assist animals in need of care and forever homes.

To see more photos of RLOA's commitment to having a positive impact in the communities in which we operate check out our [#RLOAGivesBack](#) hashtag we used this financial year across our Facebook, Google+, Twitter and Instagram accounts.



Marketing as at 30 June 2016

Website

1 July 2015

Launched new Website

www.rloa.org.au

28,942 page views
8,548 unique users

Social Media



facebook.com/rurallifestyleoptions



linkedin.com/company/rural-lifestyle-options-australia



instagram.com/rloaorg



twitter.com/rloaorg



plus.google.com/+RloaOrgAu



youtube.com/rloaorgau

806 Facebook Likes

60.5% growth since last Financial Year



Over 22,000 Google+ page views

Over 20,000 Twitter Impressions



Over 11,100 Facebook video views

Over 7,500 YouTube video views

Our Stories

In case you missed it,
this year we heard...



Clare's Story



Christine's Story



Gavin's Story



Nat's Story



Angela's Story



Kylie's Story

For more of 'Our Stories' visit us at:
www.rloa.org.au/ourstories

Our Wonderful Supporters

Without the goodwill of others we would not be able to make a difference to the lives of children and adults with disabilities residing in the Scenic Rim, Ipswich and Logan areas.

Our sincere thanks to those who assisted us this year to achieve our mission of 'Supporting a life of choice'.

Sponsors' List

A+ Vets Beaudesert
Amore Bed and Breakfast Tamborine Mountain
Beaudesert Freemason's Lodge
Beaudesert Mowermart
Beaudesert Newsagency
Beaudesert RSL Services Club
Beaudesert State High School
Bendigo Bank
Bentleys Chartered Accountants
Boonah Furniture Court
Cartoonist Phil Day
Freedom Motors Australia
Heit's Quality Meats
Jag Fix It
Janet Heine
Konica Minolta
Logan and Albert Hotel
O'Reilly's Rainforest Retreat Canungra
Quota International of Beaudesert Incorporated
Quota International of Jimboomba Incorporated
Sort Recycling Beaudesert
Specsavers Beaudesert
Vista Print
Wongaburra Men's Shed

Community Grants

Google Grant
HONDA Foundation Grant
IKEA Living Local Community Grant
Scenic Rim Regional Council Community Grants

Government Partners

Department of Communities, Child Safety and Disability Services
Department of Health (Commonwealth Government)
Department of Health (Queensland Government)
Department of Justice and Attorney-General (Office of Liquor and Gaming Regulation)
Department of National Parks, Sport and Racing
Scenic Rim Regional Council

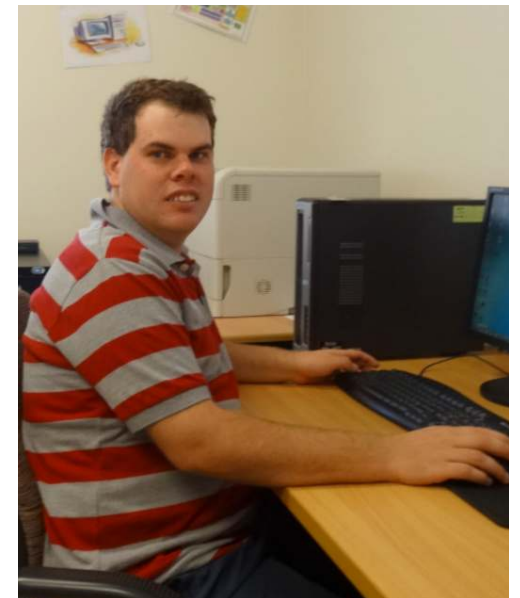
Subcontracted Partners

Ability Care
Blue Care
Centrecare
Commonwealth Respite and Carelink Centre
FSG Australia
House With No Steps

Our Events



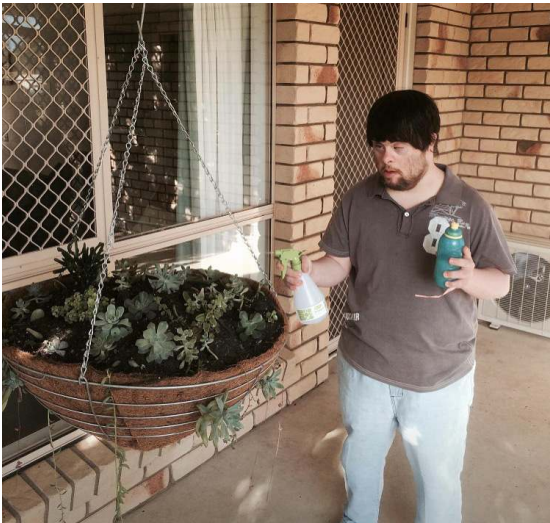
Our Events



Our Events



Our Events



Our Events





Rural Lifestyle Options Australia

Supporting a life of choice.

Annual Report 2016

Main Office

8 William Street
Beaudesert QLD 4285

Boonah Office

10 Elizabeth Terrace
Boonah QLD 4310

Emerald House Respite Retreat

2-4 Davis Street
Beaudesert QLD 4285

Jade Cottage Activity Centre

6 Davis Street
Beaudesert QLD 4285

Call us on (07) 5541 1702

Visit us at www.rloa.org.au

