



Rural Lifestyle Options Australia
Community Service Provider



Annual Report

2022 - 2023

Who We Are

Our Vision

Changing lives, stronger communities.

Our Mission

Building inclusive communities and valuing the contributions and unique talents and rights of all.

Our Values

- We are committed to authenticity.
- We believe in lifelong learning.
- We are compassionate.
- We are empowering.
- We are respectful.
- We are innovative.

Our Culture

- We dare to dream and do things differently.
- We understand rural and regional communities.
- We employ a person centred approach.
- We believe in establishing authentic connections for people we support.

Rural Lifestyle Options Australia Ltd (RLOA) acknowledges the Traditional Owners of Country throughout Australia. We pay our respect to Aboriginal and Torres Strait Islander cultures; and to Elders both past and present.

Pictured: Ronald and former Brisbane



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the Broncos player, Scott Prince, at the 30th Year Celebration Function.

Visit us online at www.rloa.org.au

Our Chair Update

Committed to what matters most - our clients.

Following the retirement of Carole Caswell and Ann Armstrong, our founders, who devoted three decades to Rural Lifestyle Options Australia, I assumed the role of Chair last December.

Their monumental contributions inspired the creation of the "Lifetime Achievement Award", with both Carole and Ann being its first recipients. Their legacy is inspiring, and as I embark on my journey as Chair, their dedication sets a high standard. Last year presented an array of challenges, as we continued to deal with the aftermath of COVID, appoint new Directors and under the diligent leadership of Michelle and her Team, ensure that services to our participants and the broader community remained at an exceptional level of quality.

I express my profound gratitude to our staff, who consistently ensure that the care for our participants and their families is second to none, a commitment that stands out even more given the industry's notorious high turnover. It was this unparalleled dedication that drew me to RLOA's Board three years ago. Transitioning from a Director to Chair in the last year, I reflect with pride on our collective achievements both as an organisation and from a governance perspective. In the past year we have appointed several new Directors and I welcome them to the Board. I also commend Michelle and our Executive Team for their tireless and great work, and the support they provide the Board in our decision making.

Through the work of our Directors and Executive Team, we have developed a much better risk management system, built an Aged Care business from the ground up, improved our financial

management systems, whilst making substantial IT investments in a new Client Management System (CRM) and Human Resource Information System (HRIS) to improve operational efficiencies. These strides come at a crucial juncture, as NDIS reforms intensify, often exerting pressure on our operational margins. In the new Financial Year, we will be creating a Business Analyst position that will assist RLOA utilise data and information to make better informed decisions and build upon the great work we already do. Despite a minor financial setback to our revenue last year, we received an unqualified audit report and sustained our quality certification under the *NDIS Practice Standards Framework*.

Looking to the future, it is paramount that we cultivate further resilience and aim to not only sustain but also elevate the quality of services offered to our participants and their families. To achieve this, we must continue to be innovative and explore service avenues beyond NDIS funding, to solidify our organisation's foundation for decades to come. For me, my vision as Chair will be to respect and honour the tremendous contribution and legacy of Carole Caswell and Ann Armstrong as our Founders, whilst simultaneously steering the organisation to adeptly confront forthcoming challenges such as cyber-security and further NDIS reforms, with our participants and their families remaining at the centre of everything we do.



Chris Leck

BA (Hons), MA (Applied Psych), GAICD, MAHRI

Chair



A Welcome From Our CEO

Charting the future and celebrating legacies.

Reflecting on the past year, it is evident that our collective resilience, innovation and commitment to the people we support have not only navigated us through unprecedented challenges but also propelled us towards a future filled with immense opportunity. As we journey through the pages of Rural Lifestyle Options Australia's Annual Report for 2022 – 2023, let's celebrate our achievements and set our sights on the horizon that promises growth and progress.

Firstly, the retirement of two of our most cherished board members, Carole Caswell and Ann Armstrong, marks the end of an era. As founding Directors of RLOA, they dedicated 30 long years, shaping the organisation to what it stands as today.

In recognition of their unparalleled contribution, not only were they appointed as Lifetime Ambassadors in January 2023, but we also proudly introduced the 'Lifetime Achievement Award' at RLOA, with Carole and Ann as its first recipients. Their enduring legacy serves as a beacon of inspiration within RLOA and the broader disability sector.

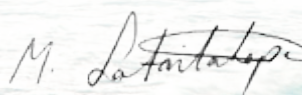
On behalf of our community, I extend our heartfelt gratitude for their dedication and stewardship over the past three decades. As we look to the future, I'm thrilled to welcome Chris Leck as our new Chair. Chris's vision for leading a full-purpose organisation complements the ethos of RLOA, and we are confident in his leadership to further our mission.

Our staff remains the backbone of RLOA. Their dedication, expertise, and resilience are why we have presented numerous awards and recognitions throughout the year. As we nurture and invest in our

team, it's heartening to acknowledge our low staff turnover which stands at 1.25% compared to the sector average of 28%. This statistic is a testament to our positive work environment, our culture and the opportunities we provide. To every staff member, thank you for your incredible commitment and loyalty. Your passion is what fuels our success.

On the horizon, the Strategic Plan for 2023-2026 is taking shape. Our Board of Directors and Executive Team have collaboratively reviewed our purpose and charted key goals, ensuring that RLOA not only thrives but is also resilient to unforeseen challenges. This plan reflects our dedication to expanding our services in response to the evolving needs of those we support and the communities we proudly serve. In our commitment to continuous improvement and modernisation, we have successfully integrated a new HRIS and CMS within RLOA. Our ongoing investment in digital technology and data-driven decision making underpins our intention to operate efficiently and ensure our sustainability for many years to come.

As always, our gratitude extends to everyone we support, their families, and our exceptional staff. Your continued faith and commitment to RLOA fortify our resolve to create a better tomorrow. With the foundations firmly set and an eye on a promising future, we are well poised for the challenges and opportunities ahead.



Michelle Latailakepa
Chief Executive Officer



Pictured: Founder and former Chair, Carole Caswell receiving her Lifetime Achievement Award.



Board and Governance

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

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

Their primary responsibilities include setting the strategic direction, ensuring the achievement of strategic goals within the budget, overseeing risk management, and providing robust executive leadership. They are dedicated to upholding the highest standards of corporate governance, to ensure our sustainability and focus on our core objectives. The CEO reports to the Board and is responsible for the day-to-day management of the organisation, leading a team of professional staff in supporting all participants to achieve their respective goals and life aspirations.

Board of Directors

Chris Leck

Chair (Appointed June 2020)

Carole Caswell

Chair (Retired December 2022)

Maria Fuchs

Vice Chair (Appointed April 2022)

Ann Armstrong

Vice Chair (Retired December 2022)

Cheryl Dixon

Director (Appointed April 2022)

Julian O'Rorke

Director (Appointed May 2023)

Leigh Clement

Director (Appointed May 2023)



Pictured (Left to Right): Leigh Clement (Director), Mark Fenton (Special Advisor), Cheryl Dixon (Director) and Chris Leck (Chair).
Absent: Maria Fuchs (Vice Chair)

Our Executive Team

Leading the organisation to translate vision into reality.

Our Executive Team leads Rural Lifestyle Options Australia's work by engaging our key stakeholders in setting direction and harnessing the passion and commitment of staff and supporters to achieve incredible life outcomes for our participants and consumers.



Michelle Latailakepa
Chief Executive Officer
(Appointed February 2015)



Robert Rees
Executive Leader Support Services
(Appointed April 2019)



Nicholas Power
Executive Leader Business Development
(Appointed May 2015)



Steven Dsouza
Executive Leader Finance
(Appointed July 2022)

Financial Performance

Rural Lifestyle Options Australia (RLOA) are proud to announce the conclusion of a financially robust financial year, showcasing even greater strength than the year prior.

Our cash reserves experienced a noteworthy surge, ending at \$1.99 Million as of June 2023, a notable increase from the \$1.46 Million recorded at the close of June 2022.

This improved liquidity not only safeguards the organisation's future but also equips RLOA with the flexibility to branch out into diverse revenue channels, prioritising projects with promising returns on investment.

Of particular note, is our exceptional resource management. Despite not being a beneficiary of any Government Grant Funding and relying primarily on income generated through the NDIS, the organisation has been adept at navigating the intricate challenges.

In particular, the inherent risks associated with catering to NDIS Supported Independent Living Participants, many of whom frequently receive insufficient funding relative to the level of care and support they require.

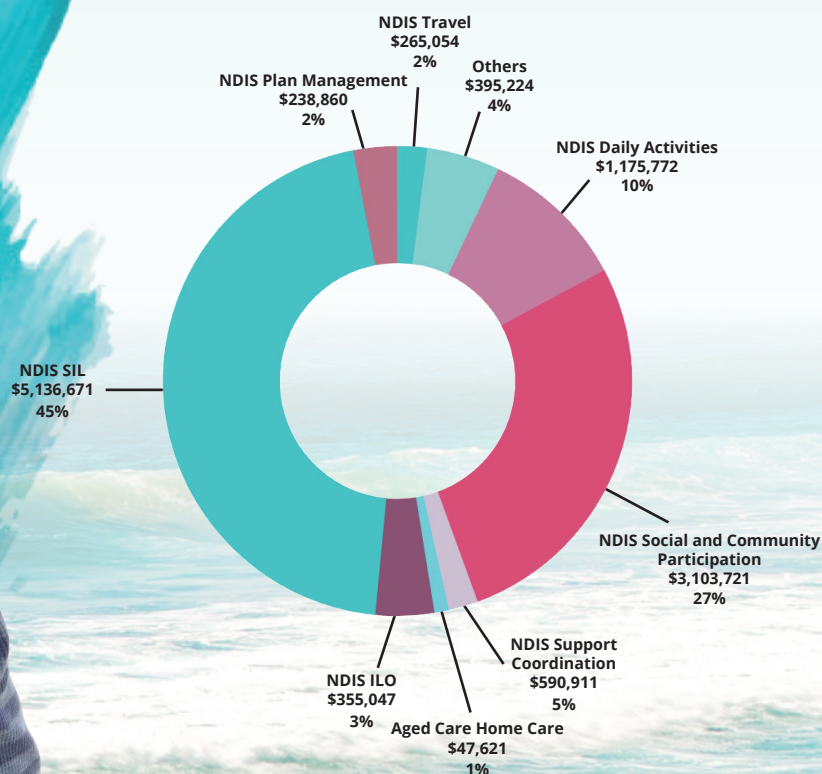
A testament to our resilience and adaptability, RLOA has consistently delivered commendable results even in the face of adversity.

One of the standout achievements of this financial year was the incorporation of the Home Care Packages (HCP) revenue channel. Under this initiative, we proudly provided support to 12 HCP consumers, a trend we anticipate will continue its upward trajectory.

This year, we would also like to emphasize the unwavering trust our Participants and Consumers have placed in Rural Lifestyle Options Australia, even amidst challenging business climates.

This trust is a reflection of the uniquely individualised attention and care we are proud to extend to each and every person we support.

REVENUE BREAKDOWN BY SERVICE TYPE



\$11,642,945

Total Revenue for 2022 - 2023

Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2023	30 June 2023 \$	30 June 2022 \$
Operating Revenue	11,230,516	11,337,292
Other income	412,429	220,352
Employee benefits expense	(10,438,629)	(9,753,543)
Depreciation	(257,729)	(213,269)
Intangibles - Amortisation	(10,800)	(6,000)
Bad and doubtful debts expense	(12,223)	(31,214)
Rental expense	(38,297)	(85,950)
Advertising and marketing expense	(238,540)	(148,264)
Client support services expense	(13,149)	(2,035)
Computer expense	(224,722)	(208,560)
Fundraising expense	(3,619)	(564)
Insurance expense	(48,432)	(57,283)
Motor vehicle expense	(45,023)	(44,400)
NDIS Plan Management expense	(439)	(6,584)
Printing and stationery expense	(18,509)	(22,444)
Professional fees	(100,583)	(111,173)
Repairs and maintenance expense	(28,800)	(40,552)
Telephone and utilities expense	(73,871)	(67,955)
Other expenses	(152,565)	(115,800)
Interest expense	(18,263)	(20,850)
Surplus / (Deficit) for the Year	(81,245)	621,204
Other Comprehensive income for the year, net of tax		
Total Comprehensive income for the year	(81,245)	621,204

Our Supports

Our services have continued to empower individuals on the NDIS and Aged Care Home Care packages, enabling them to pursue their aspirations and optimize their plans.

Throughout 2022-2023, we have remained committed to being a dynamic organisation, adjusting and evolving to address the unique needs of the rural and regional communities we serve and their families.

This year, Rural Lifestyle Options Australia has made further investments in technology to meet the expanding needs of those we champion in rural and regional areas.

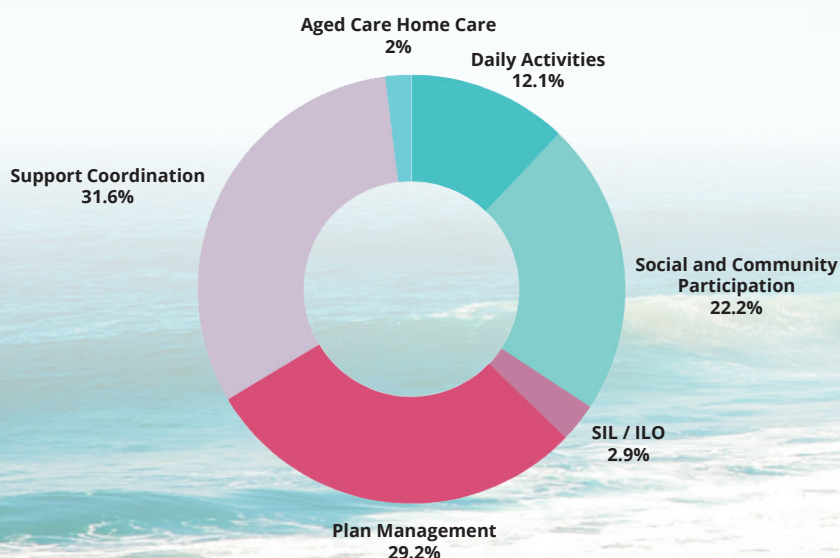
304

Participants
Supported under
the NDIS

291,753

Hours of Support Delivered

CLIENT BREAKDOWN BY SERVICE TYPE



12

Consumers
Supported under
Aged Care
Home Care

164

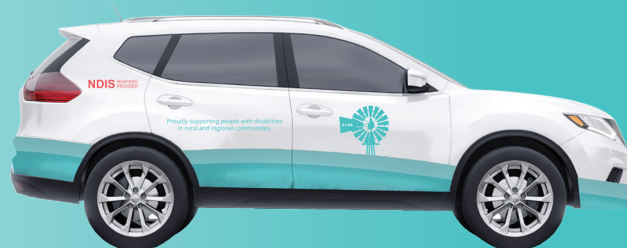
New Service
Sign Ups Across
All Service Types



Pictured: Cheryl Dixon (Director), Bill Shorten (Minister for the NDIS) and Nicholas Power (Executive Leader Business Development).

18

Participants
Supported Across
SIL & ILO



254,275 km

Travelled in Rural Lifestyle Options Australia Vehicles



Scot and Ann

FROM THE BEGINNING

Rural Lifestyle Options Australia is proud to support Scot to strive towards achieving his NDIS goals!

This year, we want to spotlight the journey of one special individual who has been a part of our story since our humble beginnings – Scot. Now 50, Scot is known for his infectious smile that brightens any room. His gentle nature, paired with his incredible long-term memory, makes every interaction memorable.

Whether he's watching his favourite movies or expressing his sheer joy for his constant routine and committed support staff, Scot's vibrant personality shines through. But it's not just The Bee Gees, Mary Poppins, Mr. Bean and the Muppets – that light up his life. It's also his visits from his mother, Ann Armstrong, and time spent with his siblings that bring him joy and happiness.

"Our journey started in the late 80s..." recalls Ann Armstrong, one of Rural Lifestyle Options Australia's co-founders and Vice Chair of the Board of Directors for 30 years (retired December 2022). "Guided by Carole Caswell, we initially received a \$15,000 grant to conduct the 'Roads to Independence' survey in the Beaudesert shire to show how many people with disability were in the shire at the time. Following the success of this survey, under the umbrella of an organisation named HAWA, we formed a committee with some of the mothers in the group – led by Carole Caswell of course – to support our children with post-school options and when we were ready we decided to branch out as an association. From the survey we conducted, we ended up getting group funding for 10 people so they got a few hours a week each and that's how we started building RLOA up."

Throughout his life, Scot has faced a series of obstacles – from being initially diagnosed with aphasia at a young age to later being diagnosed with an Intellectual Disability and Schizophrenia. His journey wasn't always easy. He experienced intense phases and multiple hospitalizations yet, with the unwavering support of his support network through RLOA, Scot found stability, care and a sense of belonging.

Today, Scot has found his home in Beaudesert, supported in a 24/7 care arrangement by RLOA staff who understand and cherish him, some of which have supported Scot for over two decades. As we reflect on the past, it's stories like Scot's that remind us of our mission's significance. Here's to the strength of individuals like Scot, the dedication of families like the Armstrongs and the Caswells, and the commitment of our wonderful team at Rural Lifestyle Options Australia.

Ann Armstrong would like to thank everyone who has played a part in not only Scot's journey but also in the journey of RLOA – past, present and future.

Rural Lifestyle Options Australia is proud to be supporting Scot under 'Daily Activities', 'Social and Community Participation' and 'Supported Independent Living' supports.



Embracing Every Adventure

DAVID'S JOURNEY WITH RLOA



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

Among the picturesque backdrop of Northern New South Wales, is David's very own apartment. Since joining RLOA, David's life has been a captivating journey of independence, discovery, and joy.

With the unwavering support of his dedicated Lifestyle Support Workers, David confidently ventures into the community, embracing all that life has to offer.

From routine medical check-ups and shopping trips to savouring the delightful dishes at local restaurants, every day brings a new adventure.

Among his favourite haunts is the library, where David eagerly dives into the world of puzzles, always keen on a challenging new one to unravel.

Yet, the beauty of David's story doesn't just lie in these regular outings. It's in the efforts he's making daily, learning to master domestic chores in his home and constantly enhancing his personal independence.

Every little accomplishment stands as a testament to his determination and the incredible guidance from his Lifestyle Support Workers.

David's spirit of exploration knows no bounds. Together with his dedicated team of Lifestyle Support Workers, he's traversed the scenic routes between Brisbane and the Gold Coast, basking in the mesmerising allure of Waterfalls, the tranquil Botanical Gardens, and the pristine beaches.

A recent trip saw him showing off his mini-golf skills, with the day ending with an exhilarating hole-in-one! Animals hold a special place in David's heart. His recent trips with his Lifestyle Support Workers to the Koala Sanctuary in Daisy Hill and the Currumbin Wildlife Sanctuary have been truly heartwarming.

There, David was particularly entranced by the crocodiles and thoroughly enjoyed the scenic train ride. David's parents share his enthusiasm and contentment, expressing their profound gratitude towards RLOA.


They revealed, "David eagerly awaits his community access days. We're blessed to have found RLOA. Seeing the joy it brings to our son's life is truly priceless." David's story with Rural Lifestyle Options Australia is a vibrant and inspiring one, highlighting the beauty of growth, exploration, and unwavering support.

Rural Lifestyle Options Australia is proud to be supporting David under 'Daily Activities' and 'Social and Community Participation' supports.



Whipper

THE DREAM



Rural Lifestyle Options Australia is proud to support Nick to strive 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. 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 under 'Daily Activities' and 'Social and Community Participation' supports.

Snipping!

JOB FOR NICK

Through Glenn's Lens

KODAK MOMENTS WITH RLOA

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

Every year, we celebrate the incredible journeys of our participants, and Glenn's story stands out as a beacon of joy, exploration, and self-reliance.

Armed with his trusty camera, Glenn often embarks on train journeys to the vibrant cities of Brisbane and Gold Coast.

As the picturesque landscapes whisk by, he eagerly awaits the moment he can set foot in the city and wander its bustling streets. Each click of his camera captures the essence of the locales, preserving memories of his urban escapades.

However, it's not just the allure of major cities that captivates Glenn. Closer to home, the local libraries of Jimboomba and Beaudesert are sanctuaries of solace and knowledge for him.

After immersing himself in books and stories, a cherished ritual awaits - a visit to a nearby café. Here, Glenn relishes their delectable toasties and refreshing beverages, turning an ordinary day into a delightful experience.

Our role in Glenn's journey goes beyond these beautiful escapades. We take pride in aiding him in mastering essential life skills.

On grocery shopping days, we walk alongside Glenn, guiding and empowering him to select his ingredients.

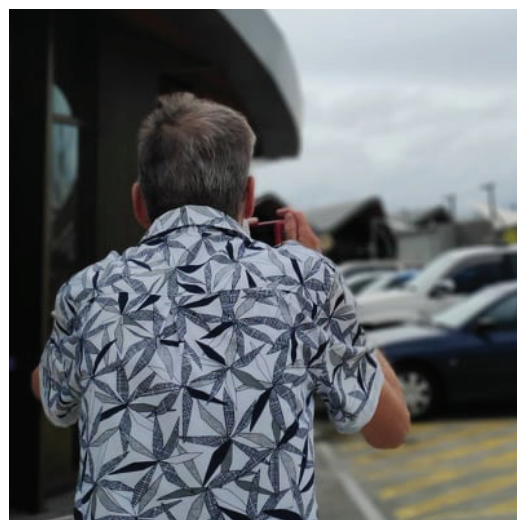
This not only enhances his culinary talents but instills a sense of independence and confidence.

Every dish he prepares is a testament to his growing capabilities and our unwavering commitment to nurturing those abilities.

In the canvas of our annual narratives, Glenn's story paints a vibrant picture of exploration, learning, and growth.

His journey with us underscores the beauty of life's simple pleasures and the profound joy of discovering one's potential.

Rural Lifestyle Options Australia is proud to be supporting Glenn under 'Daily Activities' and 'Social and Community Participation' supports.





Drawing a Brighter Future

A PLAN MANAGEMENT STORY

"I'm a senior living with low vision with blindness and multiple health issues. I'm funded by NDIS and Plan Managed to enable my capacity for independence. I was asked if I'd like to share my thoughts on being plan managed by Rural Lifestyle Options Australia.

Firstly, it is important to me that I feel listened to. To be plan managed was my choice but being a client of a service that has empathy and is there for me is definitely a plus. If nobody is available to answer my enquiry then my Plan Manager, Sarah, always gets back to me.



SNAPSHOT

2

Plan Managers

179

Participants

\$238,860

Total Revenue

Further, I'm supported in my passion for art. I need many materials for art practice and this support enables me to continue drawing and progressing on my artistic journey. I never wait long for reimbursement or invoices to be paid. I'm grateful to have Plan Management on my side so that I don't have to worry about the financial concerns associated with my daily life. This service is invaluable and much appreciated."

Submitted by Janet H.

Support Coordination

This Financial Year, our Support Coordination Team comprised of five compassionate and dedicated team members.

Their passion is fueled by taking the words on the page of an NDIS plan and bringing them to life for our participants. Our Support Coordinators recognise that their roles are varied and unique, managing budgets, coordinating services and supporting participants to achieve what is important to them.

TESTIMONIAL



"I felt extremely lucky to support Rod flourish and achieve his dream of going Four Wheel Driving on K'gari!"

In Rod's Words:

I just loved the Four Wheel Drive and learnt so much from Ranger Tim about K'gari. We visited a rainforest; we had a fun drive on a 75-mile beach which Ranger Tim said was his favourite highway. We saw a shipwreck, stopped at Eli creek for lunch and just as we were driving back saw a dingo on the beach!

After a full day on K'gari we arrived home with our shoes full of sand and lots of wonderful memories. It was such an exciting day and one I will cherish forever.

A big thank you to my Support Coordinator for helping me to achieve one of my lifelong goals.



TESTIMONIAL



“As a Support Coordinator, I consider myself lucky to be apart of supporting Noah to reach his goals under the Individualised Living Options (ILO) stream of NDIS funding.”

In Noah's Words:

I love my independence and the fact that I can remain living on my own in my own home. I have a job two days a week which makes me feel great and I have made some good friends which helps with my confidence.

My Support Coordinator has linked me in with Support Workers who help me with daily tasks and when I'm out in the community.

I love the extra freedom this has provided me! My next goal is to get my drivers license with the help of my Support Coordinator and I am confident that I can reach this goal.

I feel the ILO option was a good fit for me and I'm really happy that my Support Coordinator has helped me reach the goals I was striving for.

SNAPSHOT

5

Support Coordinators

194

Participants

\$590,911

Total Revenue

My Aged Care

HOME CARE PACKAGES

Rural Lifestyle Options Australia were proud to debut our bespoke Aged Care Home Care supports this year, which we delivered with a splash of country charm.

This year, our focus was on crafting personalised Home Care Packages, aimed at supporting the elderly to maintain their independence in their homes for longer.

With our tailored approach, we rolled out an array of services to ensure that Aged Care Home Care consumers not only felt more happy and healthy in their homes but also received the essential care they required.

TESTIMONIAL



Yen, is an unpaid carer for her father-in-law Douglas who we have been supporting under a Level 4 Home Care Package.

In Yen's Words:

When my father-in-law was with our previous provider, I was super stressed. My husband had also just been through a complicated surgery – I was really totally on the edge. I attended a carers information session one day and that is where I first came across RLOA. When this moment happened, I can't stress how much I was really on the edge.

I was already on depression medication and I had been on sleeping pills because it was just too much for me to handle with it having to deal with the old carers complaining while I was also trying to look after my father-in-law too. From the moment I started talking to the team, my instincts told me these are the people that can help me and that's when I decided to move my father-in-law's Home Care Package across.

Everything was just so quick, the process, the transfer, the paperwork – it was just so quick. The people at Rural Lifestyle Options Australia are just so amazing. Nothing is ever a hassle for them.

They are so focused on helping the client and are not focused on just making money, which had been my experience previously. All I can say is Rural Lifestyle Options Australia has been a savior. I am so happy to give a testimonial so others can see that there are good providers out there who will do what it takes.

Our People

At Rural Lifestyle Options Australia, we recognise that the heart of our success is rooted in the commitment, passion, and brilliance of our people.

These figures not only represent numbers but also illustrate stories of dedication, growth, and achievement of the diverse and talented individuals who, every day, make our mission a reality.

Understanding the demographics, strengths, and areas of expertise of our team members is vital not just for our stakeholders, but also for our ongoing journey to foster a work environment that is both inclusive and dynamic.

184
Total Staff



10%
Full Time



83%
Part Time



7%
Casual



Staff Training

1,811

hours of upskilling and training delivered to staff.



115

Online courses made available

1.25%

*low in comparison to many other providers and sectors.

Staff Turnover Rate

Gender Breakdown



73%

Female



27%

Male

Firmly committed to equality.

In accordance with the requirements of the Workplace Gender Equality Act 2012 ('Act') Rural Lifestyle Options Australia lodged their annual compliance report for 2022/2023 with the Workplace Gender Equality Agency ('WGEA'). The Act encourages feedback from the community. If you would like to comment on the report please contact Rural Lifestyle Options Australia via email or get in touch with WGEA directly.

Pictured: Michelle Latailakepa (Chief Executive Officer) presenting Sheryl Colton (Senior Support Worker) with her 20 Year of Service Award.



Staff Satisfaction Survey

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

The results of this year's *Staff Satisfaction Survey* affirm that our dedication to fostering an inclusive environment has made a tangible impact on our team.

Our team of staff responded that the top 3 things that RLOA does well are:

86%

Believe RLOA focus on participant outcomes and training opportunities.

84%

Believe RLOA recognises staff achievements.

96%

Believe RLOA provide a safe work environment.

RLOA staff responded that our greatest strengths are:



Knowledgeable and understanding staff



Amazing Reward and Recognition



Privacy and Confidentiality

87%

of respondents said they are proud to work at RLOA.

Celebrating Our People

At Rural Lifestyle Options Australia, we recognise that our supports and services wouldn't be what they are, if it wasn't for the collective efforts of our incredible team.

Over the past financial year, our celebrations were magnified by the remarkable achievements of our team members. The following awards, bestowed by our Executive Team, are a testament to the unparalleled effort, outstanding performance, and significant career milestones attained by our staff.

5

A total of **5 people** received the prestigious **Above and Beyond Award** this year.

34

A total of **34 people** received the **Academic Achievement Award** this year.

60

A total of **60 people** received the **Cheers For Peers Award** this year.

12

A total of **12 people** received the **Family Nominated Shining Star Award** this year.

7

A total of **7 people** received the **Having Our Back Award** this year.

4

A total of **4 people** received the **Heroes of COVID-19 Award** this year.

49

A total of **49 people** received the **Make Others Great Award** this year.

34

A total of **34 people** received the **Academic Achievement Award** this year.

60

A total of **60 people** received the **Cheers For Peers Award** this year.

1

1 person received our new **Referral Bonus Award** this year.

1

1 person received our new **Safety Award** this year.

2

2 Teams with **10 staff** received our **Team Excellence Award** this year.

10 Staff

Received our **Years of Service Award** this year after reaching a significant milestone (5, 10, 15, 17.5 and 20 years)

193 Awards

A total of **193 Awards** were presented this financial year.

Testimonials

FROM THE TEAM

“

I love working at RLOA simply for what it stands for. I also feel very supported when times get tough and I am forever grateful for that support.

Submitted by Sarah

“

I love seeing how much staff truly care for the participants, and how much effort they go to, to go above and beyond.

Submitted by Cara

“

RLOA has enabled me to deliver care that is person focused, with that comes the fulfilling opportunity to provide care that enriches and adds value and purpose to someone's life.

Submitted by Toni

“

RLOA is an amazing organisation whose focus of inclusion and empowerment for clients has fueled my passion for this industry.

Submitted by Nick

“

I love working for RLOA because I love helping people and everyone here is so friendly and caring.

Submitted by Jason

“

I've never felt so appreciated by an employer as I have with RLOA.

Submitted by April



I am grateful to have dedicated staff who are on the front line every day creating positive change.

Submitted by Celena



My life and personal growth is enriched by this meaningful work supporting others and making a positive difference in participant's lives.

Submitted by Angela



RLOA isn't just a company that we work for, it's a family we work with.

Submitted by Amy



I love how well supported and cared for that our participants are, which makes coming to work a pleasure.

Submitted by Vanessa



Every one I work with is so caring and giving. There is always that feeling of being supported.

Submitted by Scott



It is an honour to say who I work for. When people ask I'm proud to say "I am an RLOA Staff Member!"

Submitted by Kellie



I love being part of the RLOA team. I feel very supported and very welcomed.

Submitted by Kelly



It is the best job in the world helping people live their best life and making them smile and happy. I wouldn't want to be anywhere else.

Submitted by Linda

Our Staff From The Heart...

Kind and sincere words from our passionate team which echo our shared belief that we're crafting something truly special together...



After leaving school early, I began my working career as a labourer where working conditions are brutal under the Queensland weather. I then began and completed my carpentry apprenticeship where the role was physically demanding to a point that my knees and hearing were giving out. I went on to begin my career in airport security for the next four years where my skills were not recognised and I was simply treated as a number. I am now working for RLOA, which is the best organisation that I have ever worked for. RLOA is a company that I have been recommending to family, friends and people that I have met along the way. Why? Because RLOA recognises individualism, in both their staff and participants. I no longer feel as if I am just a number turning the wheels of corporations but a valued team member working towards a larger goal that aims to provide the best quality of care to our participants.

Submitted by Leo



RLOA isn't just a company that we work for, it's a family we work with. Everyday we support those in living their life to the best of their abilities, and always with a smile on our faces. I love being able to make a difference in someone's day, even if it's just a smile, it means I've made an impact. RLOA is a support system I didn't think I'd find but am so glad I did. I wake up everyday to change someone's life and go to sleep feeling accomplished that I've done so. I thank RLOA for the opportunity to do that every day.

Submitted by Amy



I love working for RLOA because of the care factor for everyone involved. The effort and level of communication in the workplace and for our participants is commendable. I really appreciate being a part of a supportive workplace community, especially in the current times.

Submitted by Sophia



I love working for RLOA because of the people I support, their families and the fact that I'm not just a number anymore. I've been working for 20 years and I've only ever been a number. But with RLOA I'm not. I feel like I matter and that I'm important.

Submitted by Leanne

Recognising Our Supporters

We would like to gratefully acknowledge all of our loyal supporters who have assisted us throughout the 2022-2023 Financial Year.

Company Secretary

Steven Dsouza

Our Ambassadors

Mrs Carole Caswell
Mrs Ann Armstrong

Auditors

MGI
SAI Global

Legal Partner

Hopgood Ganim Lawyers

Banking Partner

National Australia Bank

Charity Partnerships

Brisbane Broncos (2022 Season)
Bridge to Brisbane (2023 Event)
Play For Purpose Charity Raffle
Specsavers Community Program

Bequests

When preparing your Will, after considering your immediate family and loved ones, you may wish to consider a bequest to Rural Lifestyle Options Australia.

Our passion for supporting vulnerable people in rural and regional communities, drives us to believe with the right supports, a brighter future can be realised. Your gift or bequest will ensure we can respond to these needs.

For more information, please contact us on **1300 032 175** or visit www.rloa.org.au

Community Grants

Bay Island Ferries - Community Grant **\$500**

Scenic Rim Regional Council In-Kind Grant **\$1,000**

Microsoft Social Impact Grants **\$27,127**

Google Ads Grant **\$156,000**

Play For Purpose In-kind Grant **\$500**

QLD Health COVID-19 Grant **\$568**



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Rural Lifestyle Options Australia
Community Service Provider



Annual Report

2022 - 2023