

Real Living Options Association Inc.

Newsletter

ISSUE 36 AUG- 2018



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MISSION STATEMENT

Real Living Options Association INC is a family governed organization which values and respects the rights, responsibilities and aspirations of people with a disability, while promoting maximum participation and inclusion in the community with a focus on living a life with choice

Management Committee News

From the President:

On behalf of the Management Committee I would like to thank Mandy, Krisztina, Craig and Justine for the amount of time and effort they have given to supporting and assisting families to prepare for planning meetings and to attend and assist during their planning meetings.

The Office staff are also very busy with setting up the information on the NDIS portal. We thank staff for giving the additional time to getting everything right. We know this is very important for moving into the future.

The Management Committee members at this time of year start making the preparations for the Annual General Meeting. We know that some current members of the Management Committee will be willing to undertake a further term of office on the Committee. However, it is important to have an adequate number of members on the Management Committee to take the Service into the future. This is always something which the Committee give a lot of consideration to.

If you or someone you know is interested in becoming a member of the Management Committee, please let me or our Service Manager know of your interest.

Sincerely
Elsie Butler
Hon President
Email: elsie.butler@bigpond.com

Real Living Options Association Inc.

Office Hours: 9am to 4.30pm

Ph: 4035 5886

Fax: 4035 5887

On Call: 0408 827 261

Text Only: 0429 223 014

Email Service Manager: servicemanager@reallivingoptions.com.au

Email Support Facilitators: support@reallivingoptions.com.au

Email Administration: admin@reallivingoptions.com.au

Email Timesheets: timesheets@reallivingoptions.com.au

Service Manager's News

We are in the early stages of the NDIS transition and we are currently assisting Service Users and their families with their planning and supporting them at the planning meetings. If you haven't yet received a letter confirming your family member's access please contact the NDIA on 1800 800 110 and ask why. Everybody who is already in receipt of State funding should go across as a Defined Participant, which means you do not need to prove that you have a disability. There has been some glitches in the system which I have been able to assist families to resolve.

Once you have received a copy of your NDIS Plan you should receive a call from NDIA to organise a handover. This is very important as it helps you to understand your plan. If you give us a call before you attend your handover I am happy to have a quick look over your plan to let you know if your plan agrees with what you have asked for, and at the very least, if it gives you the same hours of support you were previously receiving. We have already had a situation where the plan did not match the previously funded supports and there is a process to get this resolved.



We already have 5 Service Users who have transitioned so far and we are working flat out in the office to get all the data linked in the background so that we can make a claim for payment. When a Service User transitions nothing much changes for the Service User but the systems for RLO are incredibly complex in order for us to ensure we get paid. We are working on our processes and systems and will implement changes to the roles of the Support Facilitators as we establish new process and systems. We have already made some changes to Krisztina's role and changed her title to Finance Officer. Please be mindful that we are under the pump to transition and may not be available to talk or meet with people if you drop into the office without an appointment.

I am very fortunate to have such a great team who are all sharing job roles and doing whatever has to be done. It is likely that things will remain a bit 'crazy' in here for the rest of the year, so please be patient with us if you need our assistance. Support needs will always come first, but if we don't organise our payment systems to ensure money is coming in we won't have a service to provide support.

Mandy Nielsen
Service Manager

**The On-Call phone
is currently
available for
emergencies
outside of office
hours 7 days a
week.
Ph: 0408 827 261**

Please Note :Real Living Options only has one incoming phone line, so if you call us and it goes to our message bank, it means we are probably already on the phone. Please leave a message and we will call you back. If you have an **urgent call during office hours** and you cannot get through on the main line you can call 0459 223 014. Please be mindful that answering your call, regardless of which number you ring will depend on who is available. We are only a small team who are always busy doing something for someone!

PUBLIC HOLIDAYS – RLO OFFICE CLOSED

Monday 1st October 2018



Easy Fathers Day Chocolate cake

Ingredients :

¾ cup butter (softened)
¾ cup brown sugar
2 eggs
1 teaspoon bi carb soda
¼ cup cocoa powder.
1½ cups Self Raising flour
1 teaspoon vanilla
½ cup milk

Method :

Place all ingredients in a mixing bowl and beat with an electric beater for 5 minutes. Bake in a moderate oven (180) until cake is firm and a skewer comes out clean when tested in the middle. Ice with Chocolate icing or serve with fresh cream when cool.

Cairns Tropical Pride 12th- 14th October

**A celebration of diversity, inclusion
and harmony.**

**3 days and nights of Art, Theatre,
Film, Music, Dance, Fashion, Drag,
High Camp, Party, Community,
Glamour, Culture, Beach, Dogs, Flags**



From August-
October the
following
Service Users
will have a
Birthday
Michael,
Mitchell,
Rachael, Julie,
Mathew, Daniel,
Andrew, Jenny,
Zoe



**2nd September
Father's Day.**

**Enjoy a visit to the
entertainment and
Markets at
"Carnival on
Collins" near the
Botanical Gardens
on Sunday 2nd Sept**

Date Claimer

**Annual General Meeting
Real Living Options Association Inc.**

**Venue: Brothers Leagues Club
Date: Thursday 11th October 2018
4 p.m. start**

**Light refreshments will be served
following the meeting.**

**Come and meet your friends and
share this occasion.**



**If you would like to contribute to any of our Newsletters, please submit your ideas, stories
or pictures to admin@reallivingoptions.com.au
for our consideration.**



Cairns Esplanade Markets

Every Saturday, between 8am and 4pm, The Esplanade Markets showcase local, quality made products from jewellery, leather work and homewares to pottery, clothes and skincare. If you need a gift or souvenir you are sure to find it here.

Held against the scenic backdrop of the Cairns waterfront, you can follow your market shopping with a swim in the Lagoon or take advantage of the free barbecues, exercise equipment and children's playgrounds.

24th August - Buy a daffodil and support Cancer Research



Tablelands Folk Festival (26-28 October)

A popular annual event in Yungaburra

- *Queensland's longest running folk festival.*
- *Very family friendly with lots of music and entertainment.*
- *Yungaburra Markets weekend also*

Cairns Festival dates 24th August – 2nd September- Lots of activities and interests for everyone to see.

**Grand Parade and Fireworks
57th Cairns Festival
Saturday 25th August
Come one – come all**



Keep your eye out when you are out and about for the RLO bus. As part of our marketing plan to help us grow and survive the NDIS we have advertised on the back of a Sunbus. If you see it on the road please let us know.

