

ANNUAL
REPORT
2021/22



ROPE



igniting the courage to be extraordinary



MISSION STATEMENT:

To empower personal development through provision of information, education & life skills training. ‘Igniting the Courage to be Extraordinary’

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This year was a strange one for all Australian businesses; let alone not-for-profit entities working in a health-related industry. The spectre of the pandemic still lingered and its effects were still felt, but it was not our main headline anymore...

TIM EDWARDS:

President's Report

Restrictions steadily eased, but so did the support granted to businesses like ours in relation to the pandemic. There was no more job-keeper. Where there was Government guidance, it was less clear and less mandatory.

We had to navigate waters such as what you do to manage the need for pandemic leave, how to safely provide our services and protect both clients and staff, and how to deal with the significant financial consequences of all of these things.

I am incredibly pleased to say that the people behind ROPE did just that this year. Its staff, expertly led by Wes Bleakley, were not only resilient this year, but innovative and driven as well. In a job which is already hugely challenging, they dealt with the new environment, they adapted and they grew. The result is that somehow, despite the doom and gloom of recent times, ROPE is bigger and better than ever; and I can say that with a straight face, and in a written report (something a lawyer does not do lightly!).

A HIGHLIGHTS REEL OF THE STRIDES ROPE HAS TAKEN THIS YEAR LOOKS LIKE THIS:

- + ROPE TV continued to grow and reach screens. This attracted clients, broadcasted ROPE's reputation and community involvement to the world, and most importantly of all, it afforded clients an opportunity to express themselves, gain invaluable experience working on a real production-quality TV show, and gain the confidence that comes with those things. I'm excited to say that ROPE will be investing further in this program in the coming year. Watch this space;
- + ROPE continued its foray into the world of online and social media marketing. Its website received a revamp, steps were taken to take advantage of Google advertising grants, and we even started to sell merchandise. It will be really exciting to see what more we can do in that space. These seemingly little things can have a significant impact on a business;
- + Work experience and employment support continued to be a key focus. Our lawn moving business is kicking goals, for example;
- + ROPE expanded its offering into the NDIS plan management side

of disability support. This will enable ROPE to provide a more holistic approach to support. It will also provide another source of income for ROPE, which of course helps everyone who relies on the organisation;

- + Industry & Co, the ROPE Café, has continued to go strong, ingraining itself in the local community and of course giving clients real and practical hospitality experience;
- + And last but not at all least, the MyFuture and Beyond MyFuture programs continue to be industry-leading programs for clients and one of ROPE's key drawcards in the industry.

Those are just some of the big-ticket items. On a broader level, I would like to formally congratulate Wes and his team for stepping up in challenging times and not only staying afloat but looking forward and making things better. I would like to formally thank my fellow Management Committee volunteers for staying dedicated as we planned and made improvements to ROPE's governance structure and financial organisation. But most of all, I would like to acknowledge and congratulate the resilience shown by ROPE's clients and their parents and loved ones. You kept coming back, you kept getting up, and none of that was easy. Thank you for trusting us.



DAVID SHOOBRIDGE:

Treasurer's Report

During 2021/2022, COVID 19 proved to be a defining moment for ROPE and its participants. The organisation has come out stronger for the experience.

If it wasn't for the financial assistance provided by the Commonwealth and Queensland Governments and our Moreton Bay Regional Council, it could have been a different story. Administration and staff were sorely tested, throughout the year but I feel have proved themselves able to meet organizational requirements. During the 2020 -2021 financial year we had the benefit of the Commonwealth Jobkeeper Subsidy of \$800,445 and a \$50,000 cash flow support from Queensland State Government. Without this financial support ROPE may well have been unable to continue services so we extend our sincere thanks for this assistance.

As it was, the organisation continued all services without reduction throughout the year and the main COVID period with many staff needing to be absent. This meant that ROPE needed to not only recruit casual replacements but provide appropriate training. Without the government support ROPE may not have survived.

During the year, the organisation introduced various measures intended to increase efficiency and reduce outstanding debt. All invoicing is now done on a weekly basis and outstanding accounts followed up within a reasonable period. The pleasing result is that current revenue from 1st July 2022 and 31st October 2022 has increased by \$397,897.49 and the overall operating surplus is at \$121,696.85 compared to a deficit of -\$153,356.85 for the same period last financial year.

Some participants are totally dependent on NDIS funding and rely on ROPE for assisting with

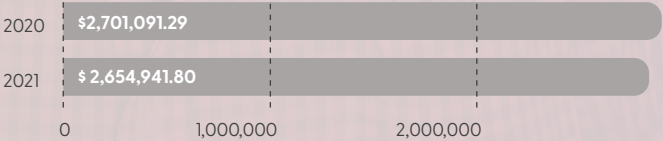
their daily needs and provision of appropriate activities. Unfortunately, in some instances their personal indebtedness to ROPE grows. Without the opportunities and support that ROPE provides, where do they turn? Management staff are well aware of this delicate situation and regularly take appropriate action to reverse such situations.

The organisation is now operating from a position of strength and continuing to expand.

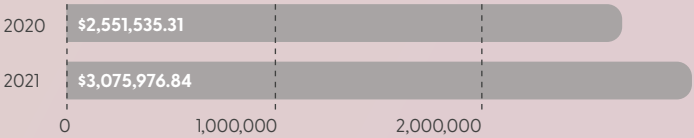
I consider that ROPE is now in the fortunate position of being to operate in a financially responsible manner for the benefit of its participants.

STATEMENT OF FINANCIAL POSITION

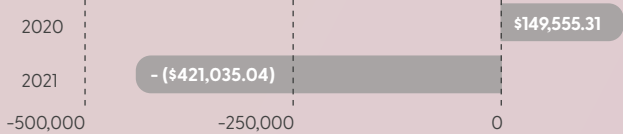
OPERATING REVENUE (\$'000)



OPERATING EXPENSES (\$'000)



OPERATING SURPLUS/DEFICIT (\$'000)





The past 12 months have demonstrated to us that with the support of the ROPE community and each other we could not only survive but actually thrive through challenging times.

WESLEY BLEAKLEY:

CEO Statement

As ROPE heads towards not only the end of 2022 but also the completion of our 23rd year, I reflect on the past 12 months that has been, the achievements accomplished, and once again ask the question “where did it go?”. We can only wonder how a small group of forward-thinking parents that started this little innovative organization called Redcliffe Opportunities for Peoples Enhancement would think. I wonder if they ever imagined what they envisaged and had the courage to establish would have the ability to positively change so many people’s lives.

The hard-fought battles in those early years remain the guiding light that help us today to continually improve our services and help support our ROPE Participants to live their best lives. 2021 – 2022 has also been a year to remember how much we can, and do, rely on each other to get through difficult and unprecedented times.

These challenges included COVID public health restrictions that were changing regularly and rapidly. During the pandemic, we evolved by adapting our services and discovered better ways to support, assist and help the ROPE Participants. Throughout these trying times, the Participants have shown incredible resilience, adaptability, and positivity.

I must confess that when you look at the achievements of ROPE in the past 12 months, it does make you sit back and wonder how we do it. Well, the answer is simple, it’s due to the dedication and commitment of a group of extraordinary people called Team ROPE. These dedicated people are the key to the success of ROPE, and without this amazing group of professionals ROPE would not be able to accomplish all that it does. So let me start by saying “Thank You” to Team ROPE, you are an extraordinary group who I am proud to say I get to work with daily.

As I near the conclusion of my report, I hope that you have been inspired by what has been achieved by Team ROPE and our Participants. They are an amazing crew. ROPE has made a commitment to keep moving forward and developing new and exciting programs to help expand the horizons and opportunities for our Participants, and you can be assured that this next year will be no different.

In closing I would like to say, “Thank You”, to the ROPE Management Committee for your support and the unwavering faith you have in me to lead this organization. To the Participants, you are the reason we do what we do and to see your faces daily enjoying everything that you do, is reward enough. It is our pleasure to be able to support you to achieve your goals and life dreams.

Thank you for allowing ROPE to be a part of your daily life, it is an honor and a privilege to do so.

And just as in the beginning, the support and involvement of families will always be fundamental to the success of ROPE, both today and in the future. We would like to say “Thank You” to every family who chooses ROPE to be a part of your lives and supply support and care to your family member.

As we look forward to the next 23 years, the past little while has shown that we cannot predict the future and what lies beyond, but as a collective we can certainly accomplish all that we want to achieve with the same energy, enthusiasm, optimism, and innovation, united in our commitment to make all possibilities, realities.

**Stay safe, be strong.
And remember always:
‘Ignite the Courage within
you to be Extraordinary’**

Strategic Plan

Over the 2022–2023 Financial year, the strategic focus for R.O.P.E will be:

PROVIDE HIGH QUALITY PARTICIPANT SERVICES

- + Maintain the steady increase of life skills & personal development based programs for participants. This will include further 'My Future' programs operating within & outside the Moreton Bay Region. The implementation of a individualised Literacy & Numeracy program to meet the personal needs of the ROPE participants. This next financial year will also see R.O.P.E expand the provision of 1:1 support both in the community & in-home as well as expand work focused programs to help those participants who wish to begin their working careers.
- + To develop connections and source opportunities for further work experience & employment opportunities for the participants who wish to pursue these avenues.
- + To increase & maintain the opportunities of community access for participants to become socially & actively involved in their local surrounding communities.
- + Continue increasing our existing bank of resources for non-verbal participants in danger of exclusion from programs & their communities due to communication breakdowns
- + Run stakeholder forums, including but not limited to:
 - Parent forums
 - Participant forums
 - Life development meetings to expand and improve ROPE's support provision
 - Strategic Planning meetings for continued development of R.O.P.E programs on offer
- + Continued implementation of user friendly electronic reporting options, utilising portals for participants' annual reporting systems
- + Continue the development & expansion of Industry & Co.

MAXIMISE OUR ORGANISATION PROFILE

- + Strategic marketing campaign to further promote ROPE services (new ROPE Brand video)
- + R.O.P.E Web page, Facebook & Instagram pages updated on a regular basis
- + The continued development of ROPE TV
- + The ongoing implementation of community focused events including but not limited to:
 - R.O.P.E annual Getaway
 - Annual R.O.P.E Open Day
 - Annual Bunnings Sausage Sizzle

NURTURE OUR TEAM OF SUPPORT STAFF

- + Monthly Team Meetings
- + Upgrade of staff qualifications to a minimum of Certificate IV in Disability
- + Continuation of upskill Training utilising outside agencies
- + Promotion of staff training & development opportunities both in-house & off-site
- + Implementation of Professional Development
- + Further implementation and development of the ROPE Rewards Program as an ongoing team incentive



ROPE

The year that was

Through all the chaos of COVID, ROPE still managed to actualize some amazing results, none of which were minor in anyway. All this being said, it is what ROPE does differently that sets us apart from what is the normal disability service provider practice.



ROPE TV

A monthly TV program giving insight into ROPE activities as well as Participants, plus offering an awesome opportunity for community and business groups to come and promote themselves. Think of Totally Wild meets Cheez TV.

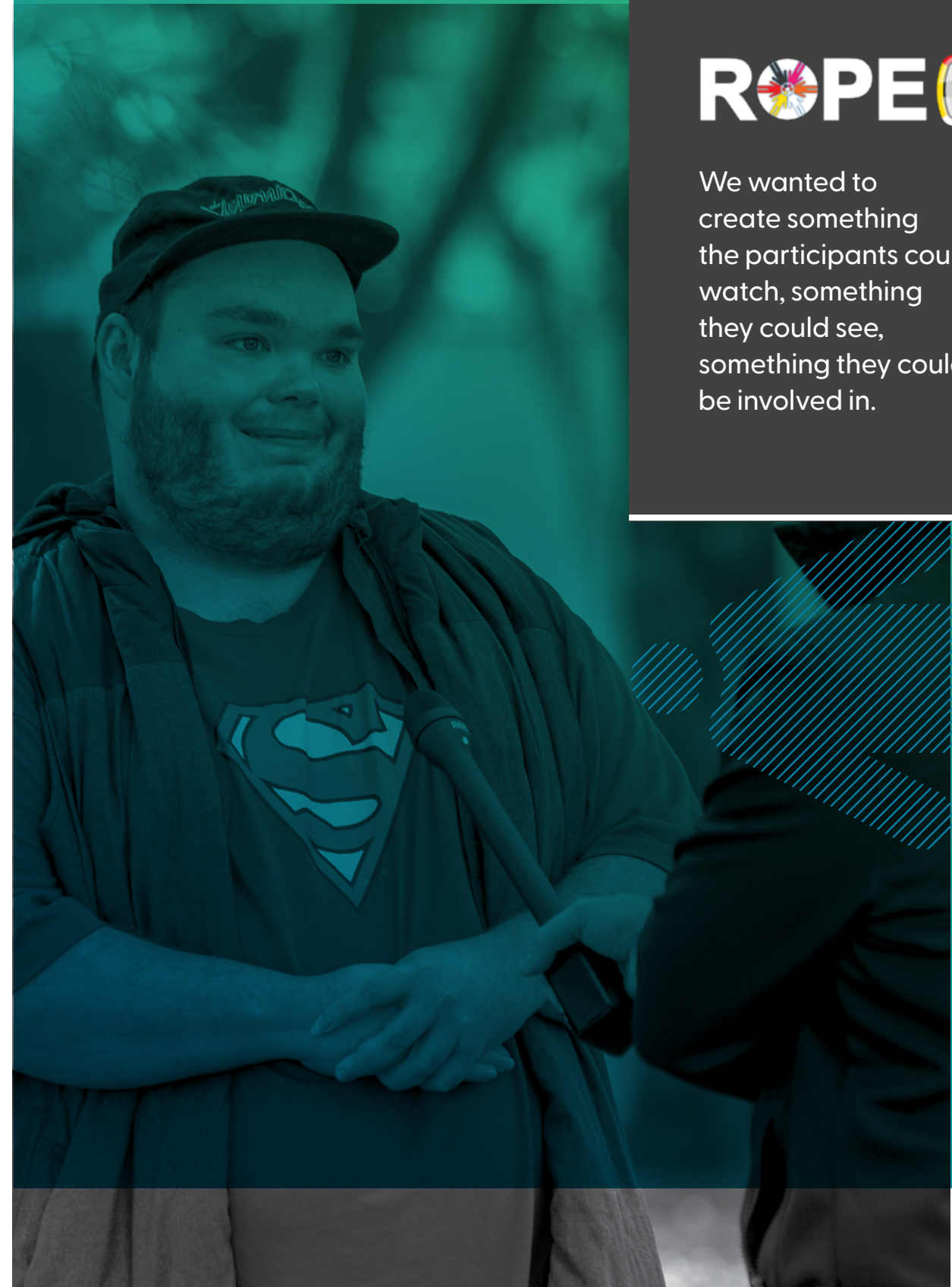


NEW SOCIAL ENTERPRISE 'LAWN CARE SERVICE'

Lawn maintenance offering an incredible service to families and the public at very affordable prices.



We wanted to create something the participants could watch, something they could see, something they could be involved in.



BEYOND MY FUTURE

Focusing solely of employment-based skills, building resumes, work experience, traineeships, practical skills development.



INDUSTRY & CO,
COFFEE WITH A PURPOSE

An open to the public coffee shop that offers traineeships, training and the most amazing toasties and coffee the Redcliffe Peninsula has to offer (I might be a little bias).



This year we are proud to announce to release of the Industry & Co. Signature Blend coffee, developed in partnership with local coffee roasters, Neli Coffee.



LIFESTYLE, LEISURE, AND LEARNING

A daily group community-based program developing skills in public transport travel, social skills, communication, community access and much more...



SKILLS 4 LIFE

Weekly skills-based program building independent living skills, personal safety, goal setting, cooking, communication, social skills, team building and a pop-up café.



MY FUTURE PROGRAM

3 day a week program focusing on helping Participants to transition from school into developing independent living skills, budgetary matters, physical fitness, social skills development, physical fitness, creativity, and work readiness.



FRIDAY NIGHT DINNER DATES

Monthly social outing to bars, clubs, events and much more...



24/7 IN-HOME SUPPORT

Supporting Participants to remain living independently in their own homes, supporting meal preparation, medical appointments, shopping, cleaning, and nightly sleep-over support.



1:1 COMMUNITY SUPPORT

Supporting Participants to engage in their communities, attend music performances and shows, meet-up with friends on outings, attend the gym, and even in some cases support in the workplace.

MEET OUR

Management + Administration



Wesley Bleakley
CEO



Donna Smith
CEO PA & Event Manager



Lindy Kellahan
WH&S and ROPE Trainer



Angela Martin
NDIS Liaison officer



Narelle Gourlay
NDIS Plan Reviewer/Facilitator



Penny Partridge
Floor supervisor

The ROPE team is made up of over 50 staff, from support workers through to Administration staff and the Management team.



MEET OUR

Board

The ROPE board shares the company key values and are dedicated in working towards the strategic focus and continuous improvements to ROPE's governance structure and financial organisation. We are extremely lucky to have this group of professionals working alongside our team.



Tim Edwards
President



James Lord
Vice President



David Shoobridge
Treasurer



Yaz Broderick
Secretary



Alice Wallace
Committee Member



Tom Wilson
Chair of Marketing / Committee Member

THANKS TO OUR SUPPORTERS





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