



GO NEWS

LIVE YOUR 'BIGGEST LIFE POSSIBLE!'



**No. 25
Winter
2026**

In This Issue:

- The Latest
- Programs News
- Team Updates
- NDIS News
- Op Shop
- Strategic Plan
- Feedback
- Contact Us

Goulburn Options acknowledges the traditional custodians of the land upon which we work. We pay our respects to the Taungurung people, and to their elders past, present and emerging.



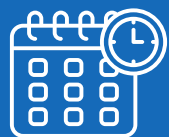
Goulburn Options has a zero tolerance to abuse of any kind. Our organisation is committed to safeguarding the health and wellbeing of all People, including the health, safety and wellbeing of children and young people in our care, all participants, staff and volunteers.

DISABILITY PRIDE!

Every July is Disability Pride Month, a month all about celebrating the contributions and achievement of people with disability. Whilst we celebrate our community each and every day here at GO, Disability Pride Month gives us that extra excuse to sing it from the rooftops! Right through July, we've been reflecting and sharing the amazing successes of our crew. From goal achievement and growing independence to new friendships, new skills and community outreach, every individual participant at GO has their sights set on reaching their own Biggest Life Possible. As every program is designed to support personal development, every day we bear witness to the deep determination, courage, kindness and strength our participants all hold. We couldn't be prouder to be even just a small part of the journey.

As for formal celebrations, in the final week of July, our participants once again took over the entire GO Again Op Shop, running all operations usually managed by our awesome team of volunteers. Last year's take over was a great success, bringing many new faces to our shop and raising record funds for GO. This year was just the same! Thank you to everyone who stopped in to celebrate with us! Happy Disability Pride!

THE LATEST



**COMING
SOON**

Friday 11th September
R U Ok? Day
(Wear Yellow to GO!)

Thursday 24th September
Footy Colours Day

Friday 25th September
AFL Grand Final Public Holiday
(GO Programs Closed)

Friday 16th October
Carer's Week Celebration

Wednesday 28th October
GO Annual General Meeting
(AGM)

Friday 30th October
Halloween Disco
(Dress Up & Come to Dance!)

Pictured: Carol and Blaine in charge of the op shop!

GO Again Op Shop at Shop 4/115 Anzac Avenue, Seymour is a huge part of the Goulburn Options community. The Op Shop, managed by our community of volunteers on a day to day basis, raises important funds which go straight into supporting programs and resources for our participants. Routinely, our participants also join the volunteers as part of their programs, learning important communication and job-ready skills by interacting with the team, and the community, and keeping the op shop well stocked and running smoothly.

By taking over GO Again for the entirety of the week, those skills get to be on bright display! Our hope is that Disability Pride Month will give our community a great excuse to come down and visit us, supporting our participants and our organisation. As you can see in the photos above, our team are always ready to support your bargain hunting!

THE LATEST

GO DRAMA DOES **SHREK**



The GO Drama group is becoming well-known for their creative, comedic, captivating productions! Past short films have been premiered at GO Community events to great acclaim, and now, the team have set their sights on the swamp! Hand crafting costumes, scripting, performing, filming and editing, we can't wait to see the finished product (or the reveal of Shrek from behind the mask!)

Pictured: Donkey, Shrek & Fiona, a.k.a Kaitlyn M, Lukas D & Katelyne B



WINTER ADVENTURES

It can be hard to find the will to get out and about when it's so cold outside, and much easier to stay bundled up at home. But if GO participants know one thing, it's how to make the most of every day (even the frosty ones!) Seymour, and local surrounds have so much on offer.

Take Carol for example, finding a cozy way to get creative, painting pottery at The Glaze Shed. Or Steven, Rio and James visiting Lake Nagambie to take a foggy stroll around the boardwalk. Samuel knows that any day is a good day for fishing in the Goulburn, whilst Caitlin bundled up for a nice local art-walk. And if all else fails, our libraries are always a haven of warmth and fun. Kaitlyn, Gemma, Bonnie and DSW Sue know this well!



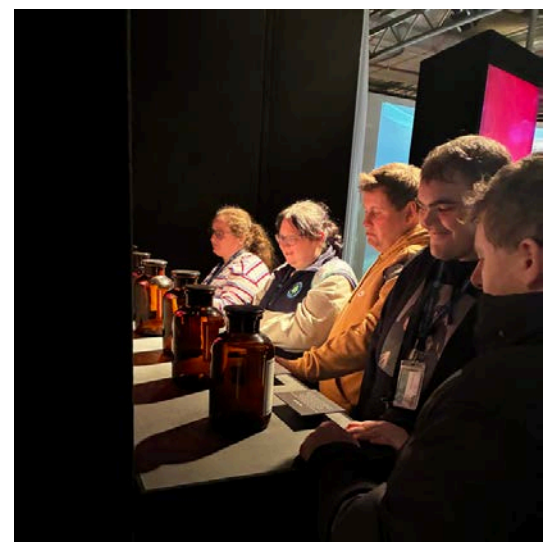
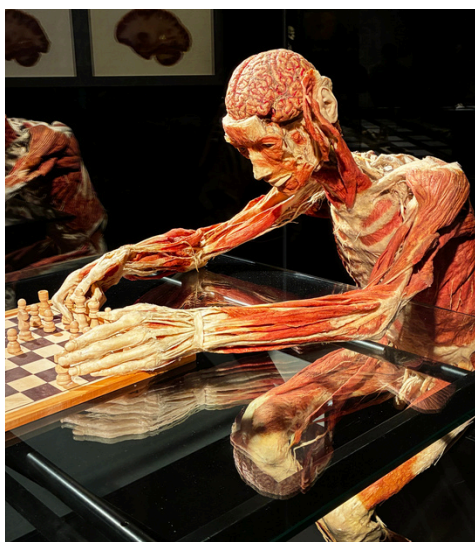
Pictured: Carol. Steven, Rio and James. Kaitlyn, Gemma, DSW Sue & Bonnie. Caitlin. Samuel.



Pictured: Andrew, Hannah, Katelyne, Davis, Megan, Paris and David B connecting with emergency services via The Centre.

HANDS ON LEARNING AT THE CENTRE

For the past few months, the GO Literacy Group have been enrolled in the Ability Me Program at The Centre. The Ability Me Program supports participants to discover their own skills and interests, whilst practicing communication, developing life skills, and preparing for the workplace with hands on experiences and community connections to guide their learning. Some of the highlights of the program so far have been days out with local emergency services, presentation days, and travel excursions planned and achieved as a team! At the end of the course, learners will come out with both a Certificate I in Work Education, and a Certificate I in Transition Education. We've been speaking with the crew, who are absolutely loving it! What a fantastic and inclusive initiative in the community.



Pictured: BodyWorks excursion: Andrew, Hannah, Megan, Davis and David B learning all about human anatomy!



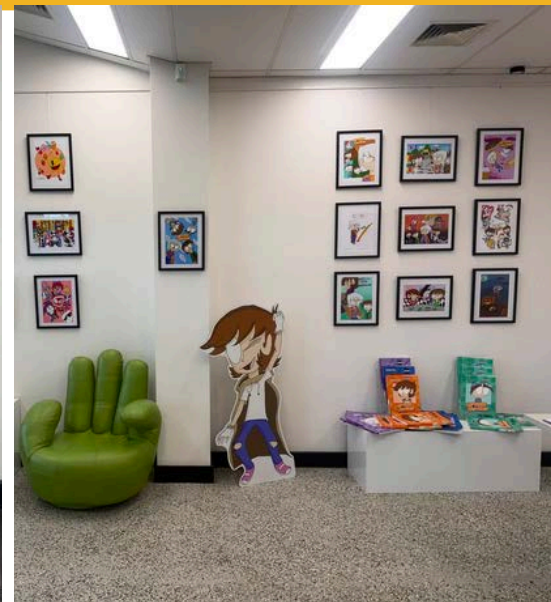
COOKING WITH CHRIS

Supported Independent Living (SIL) is designed for independence, and fun! To mix up the usual dinner routine, DSWs Shrawan and Daniel recently introduced Chris to the joys of Nepalese cooking, sharing new techniques and flavours. Chris is great at overseeing work in the kitchen and keeping the jokes rolling along the way.

Pictured: DSWs Shrawan and Daniel with participant Chris M



Blaine, David, Gemma, Bonnie, Andrew and Rio, with DSW Ros



CapeTwin exhibition featuring original characters from Captain Crasher!

CAPETWIN: CAPTAIN CRASHER

GO Participant Jack F, aka CapeTwin held his first solo exhibition at GO this month. CapeTwin is a comic artist and author of the original work Captain Crasher: a superhero story with several volumes already published. The day was a great success. The amazing work on display -- comics, character studies, original prints - are a testament to Jack's body of work and dedication.

TIMEZONE FUN!

Pure fun at Cragieburn TimeZone! Arcades really have something for everyone to get involved in and can provide great sensory engagement... plus a bit of healthy, good-humoured competition



Pictured: James. DSW Mandy and Hannah. Judith's lantern.

Lights on the Goulburn

In June, more than 350 people made their way to Goulburn Park in Seymour for the Lights on the Goulburn Festival, an evening of light, music and connection in celebration of winter, and in support of recent natural disaster recovery efforts. The highlight of the night was the community lantern parade, which GO participants had been preparing for in the weeks leading up, crafting handmade lanterns for the night. How beautiful!



CLEANING UP

Pictured: Shannon and Luca, with DSW Shaun.

It feels like the cold will never end, but we know that spring is just around the corner. To help get the GO gardens ready, participants Shannon and Luca have been helping Shaun on maintenance, weeding, mowing and leaf blowing. The gardens and lawn areas at High Street are really looking spick and span after their efforts, that's for sure. Now, we just have to wait for the sun to come out...





RECEPTION DIARIES

Over the past few months, Hannah has been behind the desk at Station Street every Thursday as part of her Reception Program. We stopped in to see how she's been going.

Every Thursday, Hannah joins the team at Station Street with support worker Siobhan, as GO receptionist.

Hannah completes lots of jobs, including answering phones, passing on messages, printing and laminating, taking stock take, ordering and receiving supplies, and emailing and greeting people who come into the office.

Hannah's favourite part is talking to people on the phone through the computer system, and we've had really positive feedback that people love hearing Hannah's voice on the other end of the line when they call! Hannah's goal for the reception program is to learn job ready skills that she'll be able to use in employment.

Hannah really likes admin jobs, and would recommend the reception program to anyone looking to learn new skills!

"It's really good, and fun!" she says. Great work Hannah!



Pictured: Hannah at Reception



GO GREEN *Getting Crafty!*

GO Green is all about looking after the planet, upcycling, recycling and getting creative. This month, the GO Green crew foraged to find the materials for their latest project: natural sculptures.

Isn't it just amazing what you can do with a few pine cones, some googly eyes and a creative eye?!

Pictured: Paris with her creation! Plus, the rest of GO Green's work!

TEAM UPDATES

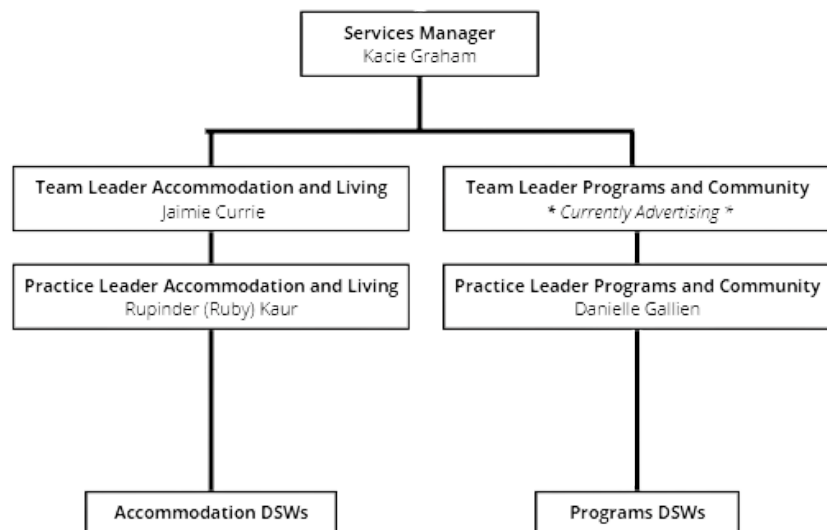


Rupinder (Ruby) Kaur

Welcome Ruby!

"We are extremely pleased to Welcome Rupinder Kaur, as our new Practice Leader in Accommodation and Living. Ruby comes to GO from Healthscope with 15 years of experience in supporting residents across NDIS and TAC in SIL and SDA settings. Over the last 9 years, Ruby has been a House Supervisor and supported a team of staff across several homes across Melbourne and Shepparton. More recently Ruby was responsible for setting up a new house, transitioning the residents and recruitment of disability support workers. Ruby has a Certificate III in Aged Care and a Diploma of Community Services. We welcome Ruby to GO and look forward to her contribution to the team and Accommodation and Living service." - Debbie Mitchell, CEO

Over the past few months, there's been some changes in the Support Services Team. As we farewell Brylie and Tanya from the Programs and Community, we congratulate Danielle on her new role as Programs and Community Practice Leader. In August, we also welcome Rupinder (Ruby) Kaur to the team as Accommodation and Living Practice Leader! We're also currently advertising for a Programs and Community Team Leader.



Kacie Graham
Services Manager



Jaimie Currie
A&L Team Leader



Danielle Gallien
P&C Practice Leader

— WE ARE —
HIRING
JOIN OUR TEAM

TEAM LEADER
*Programs and
Community*

- Passion for leading a large team of disability support workers
- Team approach with strong interpersonal skills
- Strong communication and administrative skills
- Experience in the disability sector, or equivalent
- Desire to make a positive difference in the lives of people with disability

Does this sound like you?

Send your resume and cover letter to
h@goinc.org.au

Changes to Funding

Plan Indexation will begin from 13 July 2026. This means that the NDIA will increase the funding available in eligible plans to reflect updated pricing. Indexation levels depend on the types of support received, and applicable price limits.

Changes to SIL

A new SIL registration group has been introduced: 0138 - Supported Independent Living. Providers are now required to use this line item when claiming and must meet updated registration requirements.

Changes to STA

STA has moved to a new pricing structure which includes: a move to hourly charges, an overnight sleepover support rate, accommodation costs and support worker accommodation costs. This means STA charges will now appear as multiple line items. Activities are also no longer funded under STA. It is unclear at this stage if meals are included. GO will continue to cover the cost of meals for STA until further clarification is received.

Service Agreements

GO will prioritise updates to Service Agreements relating to participants who receive STA. Other Service Agreements will only be updated out of their regular schedule if a need arises.



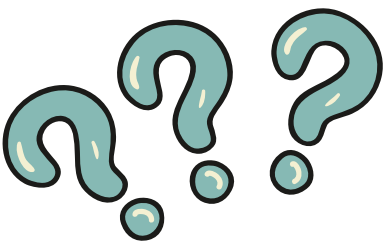
NDIS NEWS

Every financial year, the NDIA reviews and updates their Pricing Schedule. This year, new changes became effective 1 July 2026. All GO families received a letter from Business Manager, Rebecca Staring outlining what these changes mean for GO participants, but we thought we'd recap some of the key points here.

Please be advised: While the NDIA has released the updated schedule, the sector still awaits guidance and clarification on some issues. GO will continue to update our community on any key changes as we receive further information.

Transport

The Pricing Schedule continues to allow providers to charge for costs associated with travel, and as such, GO will continue charging at \$1 per KM. Any change to this will be communicated if it were to occur.



Have you got questions? Reach out!

Phone: 5792 3192

Email: finance@goinc.org.au



**MORE
INFO:**

NDIS Website: <https://www.ndis.gov.au/providers/pricing-and-payments/pricing/pricing-arrangements>

DSC Analysis: <https://teamdsc.com.au/resources/full-analysis-new-price-limits>



GO AGAIN OP SHOP



What's not to love about the GO Again Op Shop? We've got a huge range of clothes, home wares, shoes, kids toys, books (and just about everything in between!), a shop full of lovely volunteers and GO participants to make you smile, and all proceeds go right back into Goulburn Options Disability Support Services Programs. It's a win-win-win!

Pictured: Lisa. Volunteer Barb with Megan and Tahlia. Katie.



UPCOMING SALES!



Plus Size Clothing Sale
Aug 1st to 8th



Shorts & Skirts \$2 Sale
Aug 10th to 15th



\$5 Bag Sale
Aug 17th to 29th



Shop 4/115, Anzac Avenue, Seymour
Monday to Friday 9:30am - 4pm
Saturday 9:30am - 1pm
Sunday Closed



Visit Us!



MID TERM AUDIT REPORT

In June, GO completed our NDIS mid term audit with GCC (Global Compliance Certification). We have since received our audit report, and I am extremely pleased to inform you that GO have been successfully recommended for continued Certification with the NDIS and NDIS Practice Standards.

A significant amount of work has occurred over the last 2 years, as well as more recently (last 12 months in preparation) by all of the Management and Admin Team, alongside all of our support workers to ensure our Service and Business Practices meet or exceed the requirements of the NDIS Practice Standards. These Standards are in place to ensure we are meeting the needs of our participants.

GO has developed and implemented many systems and practices that demonstrate great strides in robust monitoring and oversight of participant needs, but also the requirements for staff credentialing , monitoring of safety and strong financial and governance practices.

The report provided GO with a couple of suggestions of possible improvement, however, one element of practice that was extremely well deserved was a BEST PRACTICE measure for Quality Systems. The auditors spoke to their experience in this area and very rarely would rate any organisation for best practice in quality. This is fantastic feedback for GO, one to be celebrated, and testament to the hard work of all of the team to bring quality, systems and frameworks to the forefront of our work everyday .

Congratulations and thank you to everyone for your continued hard work, effort, and drive to improve our services for our participants, and to ensure that GO continues to be a quality and sustainable service provider in our region.

CEO

Debbie Mitchell



Strategic Planning

The Goulburn Options Board is currently finalising consultations for our organisation's next Strategic Plan (2026-2030). We've had such great contributions from all members of our community and look forward to sharing the official direction of GO for the next few years at this year's AGM in October. Stay tuned!

BLP AWARDS

Goulburn Options' Biggest Life Possible Awards are a way to recognise and celebrate the amazing supports our employees offer each and every day. We've had a great selection of winners over the last few months, but we also did something a bit different in May and June. In recognition of all the amazing work being completed by the whole team, we passed up on individual awards in favour of sending out a huge group thanks. We've just seen so much team work and amazing support going on recently, we thought it was fitting!

WINNER

February Winners

Rebekah D - Quality of Life
Tiffany G - Quality of Life
Shrawan C - Quality Practice
Naomi D - Quality Business
Linda C - Quality Business
Bill S - Quality Business

March/April Winners

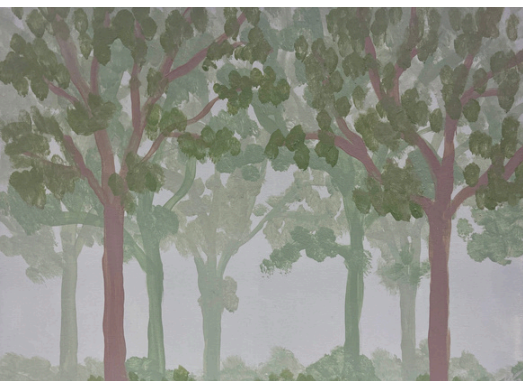
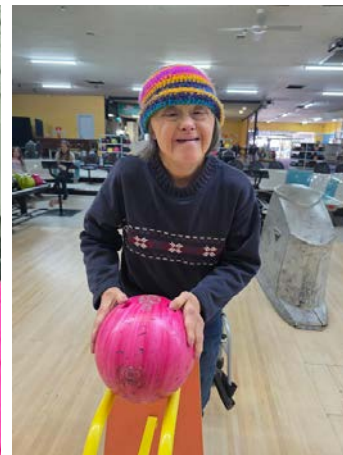
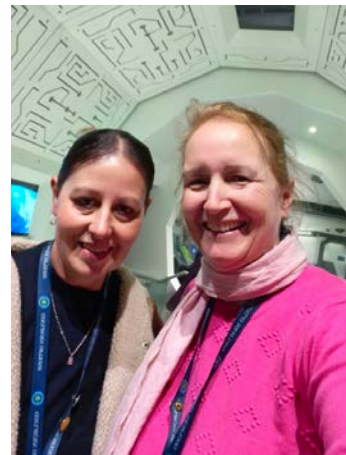
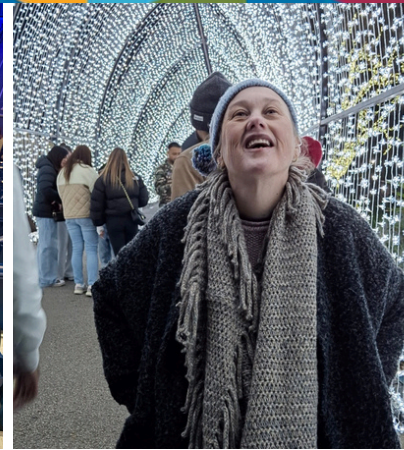
Jacinta W - Quality of Life
Erin M - Quality Practice
Garry D - Quality Practice
Mel G - Quality Business



Training Day

Training and supervisions are one of the key ways GO continues to make sure that our support workers are equipped with all the knowledge and support they need to provide outstanding quality support to our participants. In fact, training is so important that we took a whole day for it. On the 20th of July our workforce came together and covered a wide range of topics, including epilepsy, mealtime assistance, behaviour support, chemical handling, medication administration, and incident reporting. We also broke up the day with some hilarious team building exercises, reminding us all of how great it is and how lucky we are to be part of such a vibrant team of people here at Goulburn Options.





1st Row

Kerryn P. James J busting out a tune. Crystal S at Disney on Ice. Carol S at LightScape.

2nd Row

DSW Erin and Caitlin. Kaitlyn and Bonnie. Briony M.

3rd Row

Steven G. DSWs Jacinta and Luci. Rosie S. Janet Y icing some cupcakes.

4th Row

Samantha W's amazing wintery artwork - very fitting!

**THIS MONTH
IN
PICTURES**

WORDSEARCH

This word search is filled with topics from this month's newsletter. Can you find them all?

WFHJ IHC PKBLS KLW TDS JSKRPTCLIQLT
WDMVDSYWVPOSTEEJDNENJLHHOPSVUJ
OIRIMWULKBQVLCLSWHKPSGVNATPURW
DRSZXYXHADYZZRCALLTOCEZOZUGBBI
ORYZPHDPZQYIKVOLCVNENYAWFGQPB
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WORD LIST

GOULBURN
OPTIONS
SUPPORT
WINTER
TRAINING
AUDIT
STRATEGY
NEWS
SALES
WELCOME
RECEPTION
LANTERN
GARDEN
TIMEZONE
SHREK

KEEP CONNECTED!

Follow Goulburn
Options on Facebook &
Instagram



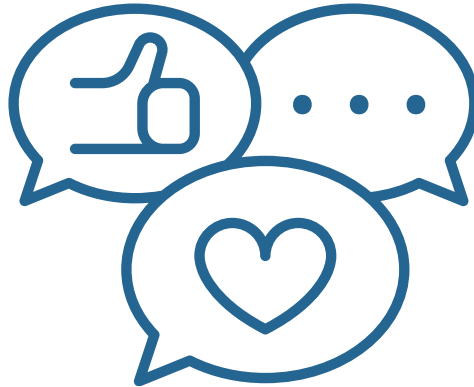
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Keep an eye out for
blog posts on our
website.



FEEDBACK



Here at Goulburn Options, we pride ourselves on delivering support services of the highest quality possible, but to do that, we need your help.

If you are a participant, family member or carer of a participant, staff member, or member of the broader Goulburn Options community we would love to hear from you.

How was your recent experience with us? Do you have any questions or concerns? Do you have a suggestion for how we could improve our service? Let us know!

You can give Goulburn Options Feedback via phone:
03 5792 3192

Email: **go@goinc.org.au**

You can even arrange an in-person meeting, or request a complaints and feedback form to remain anonymous.

Goulburn Options values any and all feedback as we strive to continually improve our service.



CONTACT US

LIVE YOUR 'BIGGEST LIFE POSSIBLE!'



GENERAL ENQUIRIES

Phone: **03 5792 3192**

Email: **go@goinc.org.au**

SUPPORT COORDINATION

Email: **supportcoordination@goinc.org.au**

Goulburn Options operates out of

28 High Street, Seymour

&

16-18 Station Street, Seymour

GO AGAIN OP SHOP

Shop 4/115 Anzac Avenue, Seymour

Goulburn Options is a **Registered NDIS Provider.**

