



GOULBURN OPTIONS INC.
ANNUAL REPORT
1ST JULY 2016 TO 30TH JUNE 2017



Art Work by Caitlin Wright

ANNUAL GENERAL MEETING
THURSDAY 30TH OF NOVEMBER, 2017

7PM

A G E N D A

OPENING OF THE ANNUAL GENERAL MEETING

APOLOGIES

CONFIRMATION OF MINUTES FROM PREVIOUS YEAR

CONFIRMATION OF ANNUAL GENERAL REPORT

APPOINTMENT OF AUDITOR FOR NEXT YEAR

APPROVAL OF CONSTITUTION CHANGES

ELECTION OF EXECUTIVE POSITIONS

ELECTION OF BOARD VACANCIES

GUEST SPEAKER – SUZANNE MILLER

(CEO, NEXUS PRIMARY HEALTH)

CLOSE OF MEETING

SUPPER ALL WELCOME

GOULBURN OPTIONS INC

OUR STATEMENT OF PURPOSE

- * To assist and support people with a disability to reach their full potential and personal goals
- * To establish, manage and increase opportunities for people with a disability to access the community in a way that achieves their life goals
- * To build an inclusive community for people with a disability through the promotion of people with a disability and advocacy.

OUR VISION

A community that values and encourages the contributions and abilities of all people.

OUR MISSION

To enhance the lives of people with disability.

OUR VALUES

The following values underpin our commitment to achieving our mission. At Goulburn Options Inc we value:

- * Respect for individual choice and difference
- * A community based on equality, dignity and non-discrimination
- * Working in partnership with stakeholders to provide members with diverse and enjoyable opportunities
- * Services that are flexible, responsive to change and offer transparency and accountability.

*Goulburn Options Inc is endorsed as a Deductable Gift Recipient
and is a Tax Exempt Charitable Entity.*

ABN # 21 170 525 763

ACN # A0009776T

GOULBURN OPTIONS LOCATIONS

GOULBURN OPTIONS (MAIN OFFICE)

260 Delatite Road, Seymour VIC 3660



GOULBURN OPTIONS

28 High St, Seymour VIC 3660



GOALL & GO AGAIN OP SHOP

Shop 3 Anzac Ave Village, Anzac Ave, Seymour VIC 3660



GO GET LIVING UNITS

O'Sullivan Rd, Seymour VIC 3660 & Tarcombe Road, Seymour VIC 3660



PRESIDENT'S REPORT

I sit to write this report with great sadness over the sudden passing of our CEO Robert Falkenbach. Robert has been CEO of Goulburn Options Inc. since September 2016. He embraced the role and the benefits from his short tenure will be felt long into the future.

The past year has been extremely busy with a continued growth in services provided. The purchase of the High Street premises will ensure a positive move into the future, to enable the vision and mission statement of Goulburn Options Inc. to be achieved.

I would like to thank Elaine Lavender, Michael Molony, David Stokes, Robert Edwards, Norma Walton, Bev Ridley, Ian Brooker, Margaret Sheppard, Alan Mooney and Betty Roworth my fellow Board Members who have volunteered many hours throughout the year in their role as the Board of Management of Goulburn Options.

The Staff team are a valuable asset which the Board of Management greatly appreciates, especially with the continued changes and unique working environment that is Goulburn Options.

Goulburn Options once again faces a new chapter with the continued support of all stakeholders.

Janice Kemp

President Board of Management

The Goulburn Options' constitution provides the legal structure to our organisation and contains the fundamental principles and established precedents that form our governance. A copy of the Goulburn Options Constitution can be made available upon request

OUR BOARD MEMBERS



President - **Janice Kemp** has been associated with Goulburn Options for 16 ½ years. Janice volunteered on our Board of Management the year after her daughter started with us in 2001. From then until now Janice has been a part of our Board of Management. Janice runs a family furniture business in Seymour and brings her business background and perspective from a parent of a child with a disability. In loving memory of Janice's daughter Jessica who sadly passed away in 2007 we named our first respite unit 'Kemp's Kastle'. During 2016/17 Janice was a member of the Finance, Strategic Planning and Building and Employment Committees.

Vice President - **David Stokes** was welcomed to the Board in 2015. David, a former Secretary (CEO) of the Seymour Water Board is now retired. David along with his wife are carers for their adult son who attends Goulburn Options Day Programs part time. David also volunteers his time to the Seymour Fire Brigade and the Seymour St Mary's Church. During 2016/17 David was a member of the Finance, Strategic Planning and Building and Employment Committees.



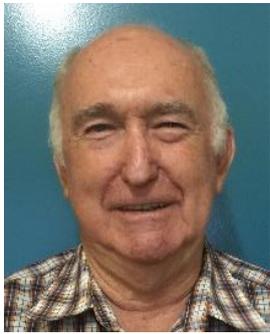
Secretary - **Elaine Lavender** has been associated with Goulburn Options for 5 years with her adult son attending Day Programs through a Self Funding option. Elaine has had active involvement with GATE (now Yooralla) and has now retired from her teaching career. The Carers Group named 'Friends of Goulburn Options Carers Network' is co-ordinated by Elaine and Bev. This group was created for parents to gather together to have a chat and support each other and share information. Elaine is also a dedicated volunteer in Goulburn Options swimming program. During 2016/17 Elaine was a member of the Employment and Fundraising Committees.

Treasurer - **Michael Molony** was welcomed to the Board in June 2016. Michael, a former Board Member of Goulburn Options, has an adult son who has attended Goulburn Options full time since 2005. Michael is a Certified Practising Accountant, conducts his own accounting firm and brings this expertise and that as a business owner to the role. Michael is a member of the Board of Seymour Health and is a long time performer with the Seymour BATS. During 2016/17 Michael was a



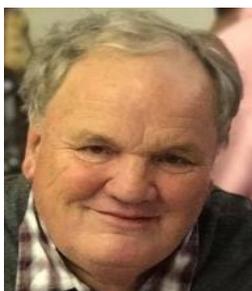
member of the Finance and Employment Committees.

OTHER BOARD MEMBERS



Robert (Bob) Edwards has been associated with Goulburn Options' early history as a Board Member 1988-89 then as a Instructor from 1998-95 when it was the "Seymour ATSS". Bob with Pam Schivo started G.A.T.E in February 1995. Bob is one of our longest serving Board Members commencing in 2003. Bob has now held numerous executive roles over 17 years 4yrs as Secretary, 7yrs Treasurer, 2yrs as Vice President and 2yrs as President of the Board. Bob was given a Life membership in November 2008. In September 2015, at the opening of the Goulburn Options respite units, unit number 3 was named 'Barry's B & B' in loving memory of Barry Knippel a former member of Goulburn Options who was Robert's brother in law. During 2016/17 Robert was a member of the Strategic Planning & Building Committee.

Margaret Sheppard (Boppa) - joined the board in 1998 after the passing of her mother who had been on G.O. committees for many years. She is primary carer of her sister Rosemary who has attended G.O. since 1987. Boppa is retired from her banking career and has held the positions of President, Vice President, Treasurer and Secretary over her time on the board and is now on the fundraising committee to ensure that G.O. stays a strong and viable facility for Rosemary and her friends to attend. During 2016/17 Margaret was a member of the Fundraising Committee.



Alan Mooney has held the member representative role for 8 years and continues to represent and speak up for Member issues upon the Board as well as giving Members insight into functions of the board and decision making. Alan has been attending Goulburn Options for over 25 years and continues to prove his commitment to the governance of the organisation.

Ian Brooker- has been a Board of Management member for the last 6 years. Ian is now retired from his career in building & planning. His background in this area continues to assist greatly in planning and future growth of our facilities. Ian offers great insight and knowledge in legislative issues as well as practical approaches to issues. During 2016/17 Ian was a member of the Strategic Planning & Building Committee.



OTHER BOARD MEMBERS



Norma Walton- was welcomed to the Board in 2014. Norma has had a long association with Goulburn Options as a valued Op Shop Volunteer and also was a part of a fundraising group named the 'Go Girls' who fundraised for Goulburn Options by catering for small events. During 2016/17 Norma was a member of the Fundraising Committee.

Bev Ridley – joined the Board of Management in 2016. Bev cares for her son who lives independently and who receives support from Goulburn Options as well as other service providers. Bev is a valued Op Shop Volunteer and is the Op Shop volunteers rep. Bev is passionate about the services Goulburn Options provides and expanded her voluntary role by joining the Board of Management. Bev is also part of the 'Friends of Goulburn Options Carers Network.'



Betty Roworth- has had an association with Goulburn Option Board of Management for 11 years. Betty serves as a committed volunteer in the swimming programs, using her skills and experience as a swimming teacher and has done so for over 14 years. Betty retired from her role as a Board member in January, 2017 although she continues to serve as a member of the Fundraising Committee.

CEO'S REPORT

Since commencing on 12 September 2016, I spent my first 100 days getting to understand how Goulburn Options works and the culture of the organisation. It was quickly apparent that we have an extraordinary staff that are qualified, skilled, experienced and passionate about the work they do and the people they work with; our client members.

In my first year I've seen amazing changes in the lives of our participants; in their confidence, their capacities and in some cases their mobility and communication.

Our participant numbers continue to grow and we finished the year with sixty-three and more enquiring. We should be very proud of our reputation for the quality of outcomes achieved by our participants, but even so we are still a bit of an unknown in our area. Each of us can help to raise our profile by telling stories of our successes.

During the year we:

- settled on a new financial reporting system
- purchased a new bus from proceeds of the GO Again Op Shop
- significantly increased the hours and variety of in-home and flexible services we deliver
- grew our staff numbers and supported some to commence study for higher qualifications
- moved the Art Program to Anzac Avenue
- moved the Ragz Program to a larger room at Delatite Road
- received a grant from Count Charitable Foundation for instruments for the GO Band
- purchased a much-needed server to increase the capacity and reliability of our Information Technology. This was half funded by the Commonwealth Government's Community Grants Program.
- saw the participants elect a Member Advisory Group to represent all participants and to advise the Management Team of matters that they want considered. This has been a great success and their first project was the introduction of a recycling system for our centre. This has resulted in a reduction of the amount of rubbish going into landfill, as well as savings in tip fees.
- saw our Association Membership grow from 24 to 64
- settled on Vision and Mission statements:

Vision: A community that values and encourages the contributions and abilities of all people.

That's what we want to see for our work.

Mission: To enhance the lives of people with disability.

That's what we're going to do to achieve the vision.

The biggest thing was the purchase of 28 High Street which we took possession of on 27th June.

Robert Falkenbach

CEO

PROGRAM MANAGER REPORT

Disability Services Statistics 2016-2017

(Day programs remains as Day Programs and all other services including 1:1, Respite and Outreach are now called 'Flexible Supports')

We have 63 Participants
accessing services
from Goulburn
Options

We have
6 Vehicles

We are running 38
rostered Flexible supports
throughout the week
and a number of
Un-rostered supports

In the last
financial year we
provided a total
of 8,291 hours
of flexible
supports

We employ 34
staff at GO

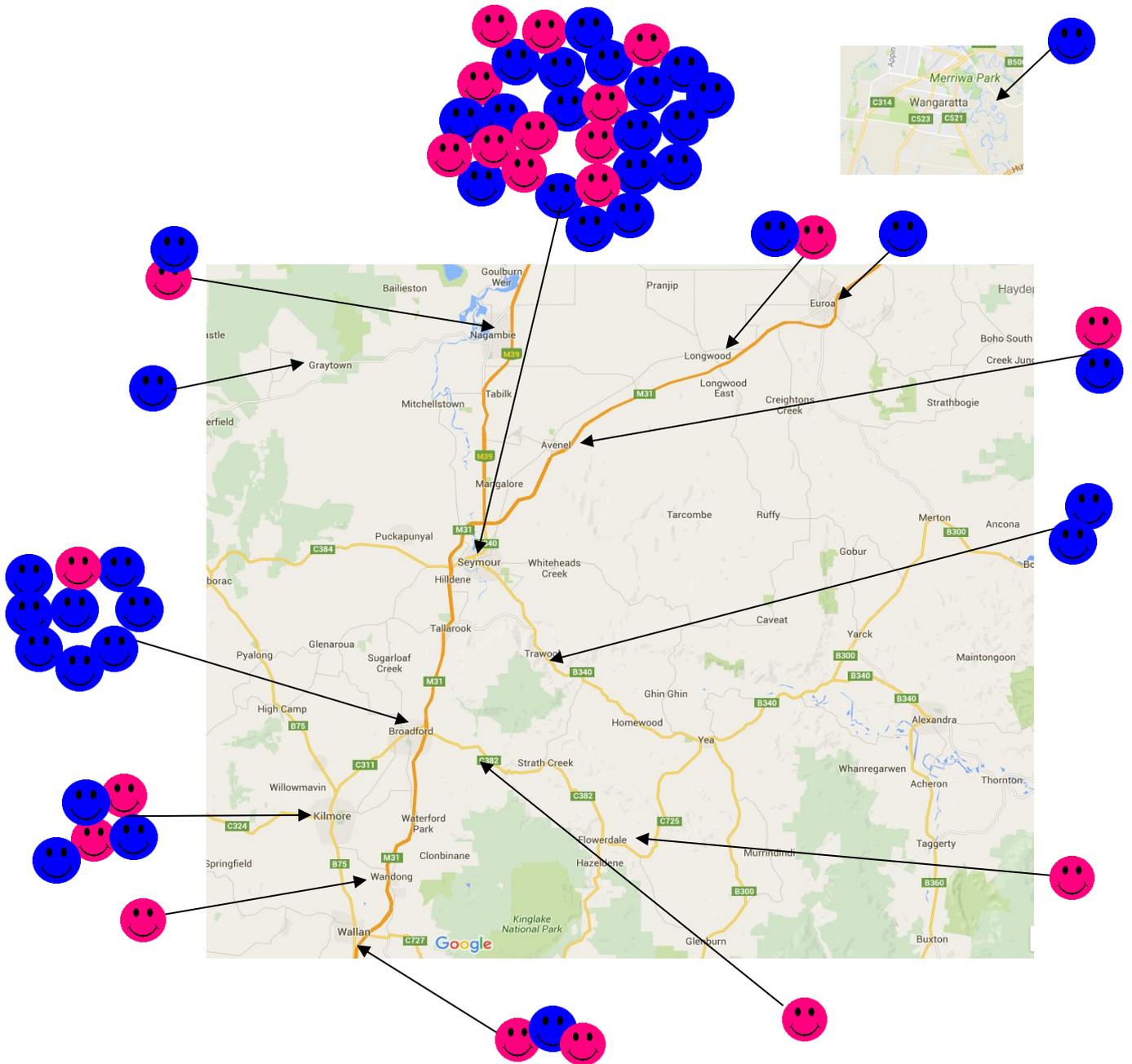
Currently we are
running 72
Programs
throughout Day
Programs Mon-Fri.

Megan Hill

Program Manager

GOULBURN OPTIONS PARTICIPANTS

COME FROM FAR AND WIDE



Nagambie = 2, Graytown = 1, Broadford = 9, Reedy Creek = 1, Kilmore = 5, Euroa = 1, Longwood = 2, Seymour = 29, Trawool = 2, Avenel = 2, Wandong = 1, Flowerdale = 1, Alexandra = 1, Wallan = 3, Hildene = 1, Wangaratta = 1, Tooborac = 1,

GO AGAIN OPPORTUNITY SHOP



Go Again Op Shop continues to provide quality second-hand clothing and household items along with an ever-expanding range of Member made products. Member cards and heat packs have been on offer for several years now and alongside these our Members now produce blackboards/shopping lists, cupcake stands, potted plants,

doorstoppers and bath salts. This provides an opportunity for our Members to see a product through the production phase, marketing and final sale, bringing relevance to the programs and a sense of belonging and self-worth as Members can see themselves taking part in the growth and support of the programs and the Op Shop.



Mandy Karadimos
Instructor



GO BAND



The GO BAND continues to go from strength to strength with weekly rehearsals at the very well-appointed Baptist Complex Auditorium and regular gigs. Playing in a band effectively relies on each member being able to work as part of a team, to concentrate on complex musical procedures for long periods of time and a love of and

ability to play electric rock music. The core of the band is “the Human Metronome” Di Gallagher, lead guitarist Lucas Hall, Luke Peters on guitar, entertainment and harmonica, front man Ash Laurence plus the ‘Goulburnettes’ (Crystal Semmens, Lisa Godfrey and Lisa Sterio), Sam Wilson and sometimes Rosie Sheppard. For quite some time, Josh Haddock had been M.C. for the band but when he moved on, it gave Daniel Kingley the opportunity to step up, an opportunity he has grasped very well. All of the band-members sing which means that microphones are certainly in high demand.

Performing in the GO BAND is a fine balance between disciplined team-work and letting-go enough to contribute boldly to the band. The current overall music program at GO addresses all aspects of the fine balance.

Rob Stutchbury

Instructor



GO GARDEN

Last year, in Horticulture training, we concentrated on the development of **personal** skills and abilities to foster an enjoyment of gardening as an achievable life-skill. Knowledge retained and achievements were thus considered on an **individual** basis. Where possible we “contextualized” that knowledge into a form that can be retained used in a practical manner.

This year we started with 3 main aims:

- To build on an already strong **TEAM** work ethos.
- To produce a greater volume of better quality plants for the Op Shop.
- To generate pride and a sense of achievement in being part of both of these.

Team Work

Our Participants have on multiple occasions set up as a team, the task of potting or repotting plants. We have then stepped out and left them to, by themselves as a group-----

- Organise their own division of labour.
- Organise their own planting system and workers.
- Organise resource gathering and handling (soil/fertilizer)
- Organise follow up treatment (fert./water)
- Organise removal and placement of product.

With a lot of noise, decision making and democracy, ***They do an awesome Job!!***

Plant Production

Many of the plants produced this year have been of near nursery quality, which has been reflected in Op Shop plant sales. We now struggle to keep them supplied.

Pride

At the end of each day, ***the Participants*** count the plants produced and calculate their \$ value if they are all sold (we have some mathematicians). They then enter this on a wall chart and are able to see that we have doubled last year’s production.

To summarise, I believe that this year all participants in the Hort. Program have improved their personal life skills, increased their ability to work with others in a team and, most of all, had fun doing productive work and So have I.

Glen Kelly

Horti Trainer



GO RADIO SHOW



The GO RADIO SHOW goes to air for 2 hours at 12 noon each Wednesday on Seymour FM 103.9. Alan Mooney and John Sloots are the consistent cornerstones of the team, appearing weekly, every Wednesday of the year, excluding major public holidays.

Lucas Hall, Dianne Gallagher and Josh Haddock (until he moved away in MID-September) go to air fortnightly and are well backed up by casuals Jackie McKenzie, Gemma Leech, Brennan Collier and Jade Gallagher.

One of the major functions of the GO RADIO SHOW is to enlighten the wider community about Goulburn Options. Another function is to illustrate to the wider community that people with a disability can be just as significant contributions to the community as anyone else. By doing this, we are encouraging the community to value and encourage the contributions and abilities of all people – the GO Vision. As one of the most popular programs on Seymour FM, the GO RADIO SHOW achieves this.

The GO Mission is 'to enhance the lives of people with disability'. The GO customers that are members of the GO RADIO SHOW team are certainly enhanced by their involvement – speaking up on radio, choosing music, developing and expressing opinions, following rigid procedures and doing the same thing as other members of the community.

As a recent caller to our show stated honestly "It lifts me. I'm not laughing at you, I'm laughing with you". *True inclusion*

Rob Stutchbury

Instructor



Alan Mooney



John Sloots

GO RECYCLE AND MAINTENANCE

The GO Maintenance and Man Cave crew have again been busy this year with a range of jobs and projects being completed. Tuesday afternoon you can see the participants completing a number of projects, some being; Cup Cake Stands for the 'High Tea' Fundraiser, Tea Cup Planters, Canvas Frames & Chalk Boards just to name a few. The group in this program will also conduct any maintenance checks on a range of our small machines.

The maintenance team along with the Op Shop have combined to keep the stock rotated on almost a daily basis and the participants have a great understanding of this process and gives them an important role in the daily running's of the Op Shop.



Tuesday & Thursday mornings you can see the gang heading out with the mowers and small machinery to complete any garden maintenance at any number of GO premises with participants putting their small machinery qualifications to good use. With many projects in the pipeline and preventative maintenance a must, it's another busy year ahead for the maintenance/man cave team.



Hayden
Saunders

Maintenance Co-ordinator

FUNDRAISING



The later part of this year has seen our fundraising efforts directed to the GO MOVATHON as we prepare to make the move to our new premises in High Street.

The staff, participants, the dedicated committee and fabulous supporters of GO Inc made our High Tea on High and our Pie drive a great success.

As we head into 2018 we have some great events in the planning stages... stay tuned!

Elaine Lavender

Secretary of the Board of Management

FRIENDS OF GO CARER'S NETWORK

With small beginnings in 2014 the Carer's Group continue to meet and share experiences.. highs and lows of our demanding Carer's role.

As a group we offer peer support and help each other connect with resources.

As NDIS rolls out, we hope to be able to help make this a less daunting process, and help empower each other to get the best for our family members we care for.

Elaine Lavender

Secretary of the Board of Management



DID YOU KNOW??



The GO RAGZ enterprise began in February 2010. Our initial sales were 4 bags a month.

We are currently now selling on average of 40 bags a month. Our sales for the last three financial years have tripled.

In the 2016/2017 financial year we sold 455 bags with a profit of \$2502.50



That Gemma Leech with support from other members at GO organised and fundraised for 'The World's Greatest Shave'. Everyone on the day donated to the cause and had fun colouring their hair. We had three brave people who shaved their heads for the cause, Gemma Leech, Joshua Haddock and Josh's mum Kerrie Warren.



Joshua Haddock, Gemma Leech, Kerrie Warren

DID YOU KNOW??

A long-time member and Participant of Goulburn Options has been awarded the Rotary Club 'Shine On Award' for 2017. Alan Mooney, with the support of Goulburn Options, travelled to Mt Martha, with his wife Katie and two friends to collect the award which was presented to him on April 30.

Alan was sponsored by the Rotary Club of Southern Mitchell. Alan has been recognised for his community service within Lions, Senior Citizens, Goulburn Options Board of Management, GO Again Op Shop and Seymour FM radio station.

The 'Shine On Awards' were established in 1993 to recognise the outstanding acts of community service given by people with disability.



On the 6th May at one of GO's GO Socials the GO Band were presented with an oversized cheque from Count Charitable Foundation who generously donated \$2,500 to the band. These funds have enabled the band to purchase new gear for all band members.



DID YOU KNOW??

There are now 28 members that participate in the GO Art programs across the week. Quite an increase from the 8 original members that were originally in the program!



Art by Robin Grak



3D artwork by Lachlan Williams



Art by Nathan Hall



Art by Lisa Sterio



Art by Rosie Sheppard

Art by Ross Wall



IN MEMORY

Robert Falkenbach

03.11.1949 – 18.11.2017

Rob began his role as CEO at Goulburn Options on 12th September, 2016. Rob was very passionate about his role at 'Goulburn Options' and one of his visions was to increase the community's awareness of the great work that Goulburn Options provides to their participants and the dedication of the staff team. Rob was working towards growing the Goulburn Options brand and was excited about the move into the Community at 28 High Street, Seymour. Sadly Rob passed away suddenly on Saturday 18th November, 2017. Rob will be sorely missed by the Goulburn Options Community.



Some members of the Goulburn Options Staff Team

