



# ANNUAL REPORT 2021

40th Anniversary



*“biggest life possible”*



REGISTERED  
NDIS  
PROVIDER





## STRATEGIC DIRECTION 2021 - 2023

*To encourage and support people to live the “biggest life possible”*

### **Capability**

- ◇ Deliver quality informed and safe-practice guided support services.
- ◇ Assist participants to achieve personal goals and reach their potential.
- ◇ Grow our reputation as an employer of choice.
- ◇ Grow our reputation as a values-focused, community-based organisation.
- ◇ Support a vocational skills development approach.

### **Diversity**

- ◇ Empower participants to increase engagement within the community.
- ◇ Foster community appreciation for the shared gains achieved through diversity.
- ◇ Increase supports for Goulburn Options families and carers.
- ◇ Draw on and contribute to available resources of the wider community.

### **Equity**

- ◇ Advocate for and facilitate for Participants’ greater involvement in society as citizens.
- ◇ Stimulate opportunities for purposed independent living alternatives.
- ◇ Broadening our scope of services to include more of the community.
- ◇ Stimulate local options for independent housing.





## Board Chair Report

Most people thought they were glad to see the finish of 2020 and welcomed 2021 as a return to normality. Unfortunately 2021 has proved to be no less difficult a time, requiring all to navigate through the continuing COVID pandemic. For Goulburn Options, the situation was exacerbated early this year with the passing of our esteemed colleague and CEO Dr Rosemary Panelli.

This is the second year Goulburn Options' service delivery priorities have been heavily impacted by lockdowns, social isolation and of late, an increasing emphasis on the state-wide vaccination campaign. It is important to remember that due to the steadfast commitment of Participants, staff, families, and friends, Goulburn Options has remained open for business and is still dedicated to giving each of us every chance to live our biggest life possible.

I do ask that everyone take the time to meet Melinda Burgess, our new CEO. Melinda is a highly successful businesswoman and experienced organisational leader who will take us forward to meet some challenging times. Disability service provision is now a very competitive market place. To survive and thrive, Goulburn Options will make some significant changes in service delivery approaches.

Under Melinda's guidance through 2022, Goulburn Options expects to

- Expand our programs and experiential life-options activities to meet the changing expectations of Participants, their families and carers.
- Increase our practical involvement with the broader local community as a means of promoting our values and being recognised as contributing to building a better place for all.
- Further enhance our quality management systems to best practice benchmarks.
- Undertake regular reviews of our financial systems to ensure we contain costs and boost productivity.
- Partner with our staff to offer professional development and learning opportunities.

On behalf of the 2021 Board, I also wish to acknowledge the hard work and valuable contributions of retiring members Raelene Eason and Sarah Pyle. Their work, their wit and their company will be missed.

***Ewan McDonald***





A young boy with a wide smile stands in the foreground. He is wearing a bright green t-shirt with a graphic of a truck, a grey cap worn backwards, black shorts, and black sandals. He has his hands clasped in front of him.

**WEGA**  
**GO COFFEE**  
Keep Cups for Sale  
\$15.00 each  
Includes first coffee FREE

HAPPY EASTER  
coles

PLEASE COLLECT  
YOUR CUP  
HERE

**GO COFFEE**

A woman with long dark hair is working inside the coffee truck, smiling as she serves a customer. Another person is partially visible next to her.

In the background, there are other event tents, including a blue one. A person is seen walking near another stall. The setting is an outdoor event on a gravel surface under a cloudy sky.



# CEO Report

Who would have thought our 2021 would turn out much the same as 2020!

COVID-19 continued to cause disruption and changes to the services we had in place for participants throughout the year. Early on, just when we got things back up and running smoothly, we were forced back under restrictions and lockdowns again.

Somehow amongst all the constant changes we still managed to create opportunities for participants. Thank you to all our participants, carers, support staff and our Admin/ Management team for continually adapting to change which allowed Goulburn Options to provide the best possible supports during the pandemic. We are also happy to announce that Goulburn Options staff are 100% vaccinated, and our participants are not far behind. During the 'non' lock downs our GO Coffee van managed to attend some markets, support local events and continued to be a skills development opportunity for participants.

Goulburn Options participants joined in on the All-Abilities Golf sessions over the past year at the Broadford Golf Club learning golfing skills making some great connections with some wonderful members of the community, including the local police and fire crews.

The Go Again Op Shop welcomed Deb Williamson at the beginning of 2021 in her new role of Op Shop Co-ordinator. Deb's role provides onsite support to all our wonderful volunteers and additionally provides vocational skill development for our participants in the shop.

Sadly, in April after several months on leave, battling cancer, our compassionate and dedicated CEO Dr Rosey Panelli passed away.

Not long after GO's new sensory garden and verandah were completed which we aptly named Rosey's garden in memory of Rosey's passion for the creation of the space and GO hope to hold an opening for this when restrictions permit.



We Jointly undertook the temporary role of Acting CEO and ended up performing the role for nine months. We were determined to provide leadership and support during that difficult time whilst also dealing with the continual changes and restrictions with Covid - 19.

***Interim CEO's***

***Megan Montgomery & Rebecca Staring***



## CEO Report continued.....

Fortunately, Goulburn Options continued to receive the Job Keeper support payment up until the 30<sup>th</sup> March, 2021. This initiative supported many employees and ensured retention of staff during a very difficult time.

Not only did we have the constant disruption and changes to services we also came up against some challenges such as the rushed implementation by the NDIA of a completely new safety screening process (NDIS worker screening) which included all staff, board and Op Shop volunteers. The online application was riddled with bugs and there was an Australia wide uproar which saw the extension to have them completed of another 6 month.

We would like to take this opportunity to thank the 'Seymour and District Charitable fund' who assisted our organisation to purchase webcams and microphones for all desktop computers which proved essential during this past year. We would also like to thank the 'Department of Jobs, Precincts and Regions' for granting us funds to create online pathways out of isolation for people with disability including technical advice and education. It also saw the development of a Goulburn Options YouTube channel showcasing some of our popular programs and also including educational how to YouTube and zoom videos to assist people to stay connected. Following on from this fantastic support GO were able to provide virtual access to programs during lockdowns enabling our participants to stay connected from the comfort and safety of their own homes.

We were once again supported with a donation from the 'Count Charitable Foundation' and also received a generous donation from the Addelston Estate.

In May 2021 'Height Capital' ran a Ladies of the Valley High Tea and Charity Raffle celebrating local women in business. Proceeds raised from this fabulous event were donated to Goulburn Options.



Since our last AGM our GO team has welcomed 15 wonderful new support staff, a school leaver trainee and we welcomed Jack Cornelissen to the role of Support Services Leader.

We would like to end our report by thanking the Board for their support over this past year and for the recruitment of our new CEO Melinda Burgess. Welcome Melinda!

***Melinda Burgess***









# Support Coordination Report

What a challenging and tough 18 months it has been, but through resilience and our never give up attitude we are nearly there.

Support Coordination has been a part of Goulburn Options for nearly 3 years now, how that time as flown.

At the beginning we had no idea what was ahead of us, or even if the business was going to be successful. I, with the unwavering support of the late Rosey Panelli and the rest of the team at GO, have built the Support Coordination Service to what it is today.



Support Coordination continues to grow, with the addition of Rebecca Board in April 2020 we are now supporting 45 participants and their families to navigate the world of the NDIS.

We are very excited to welcome our new CEO Melinda Burgess in 2021. Melinda has a wealth of experience and knowledge, and we have no doubt our success will continue with her support.

Looking forward another successful year working with our Support Coordination participants and their families.

***Christie Gross***

*What is Support Coordination?*

*Support Coordination is a capacity building support that assist's participants and their families to build capacity, implement and utilise their NDIS plans. Support Coordinators will work with you to ensure a mix of supports are used to maintain relationships, manage service delivery tasks, live more independently and be included in your community as per NDIS plan goals.*

# 2021 Marks Goulburn Options 40th Anniversary

The history of Goulburn Options dates back to 1981 when a group of parents, carers and members of the public first put forward the idea of a centre for adults with disability. The group lobbied the government and received funding to form the Seymour Mentally Retarded Peoples Association. The Association secured the then RAOB Hall on lease and on the 27<sup>th</sup> of August 1982 an adult training centre was opened for 10 clients.

In 1987 a new Constitution was developed, and the Association became The Seymour and District Association for Learning Impaired Adults Inc. In 1988 a Residential Support Service for two clients was developed.

A capital grant from the Department of Human Services supported the purchase of the Association's own premises and on the 26<sup>th</sup> of November 1988 the centre moved to 17 Railway Street, Seymour.

In 1992 many of the state's Institutions closed and the centre had a sudden increase of seven clients. The challenge was to transition these new clients into the service ensuring their individual needs were met, whilst continuing to develop the abilities of existing clients.

With transitional funding from the Commonwealth Government, the Committee developed a vocational training program 'Thingamajigs'. This program established a shopfront workplace in which to employ clients to engage in contract packaging.

In November 1996, the Committee purchased a 15-acre property on the fringe of Seymour. The Railway Street property was sold and with assistance from DHHS Capital Works funding, the development of a new ATSS (Adult Training Support Services) Centre had begun. With the transition timing, slightly out of sync, the day programs were conducted out of an onsite caravan for several weeks.

On the 9th July 1997 the Hon. D. Napthine officially opened the new Centre. With the new centre came a new name, Goulburn Options Inc.

Since then Goulburn Options has grown exponentially. To date the organisation has been able to purchase a property with 3 units at 22 O'Sullivan Road in Seymour. The organisation has also purchased a shop at 115 Anzac Ave which is our Go Again Op Shop.

In June 2017, our organisation purchased a property at 28 High St which has become our new Hub in the heart of Seymour.









## Goulburn Options Snapshot

Support services are provided at our High Street Centre in Seymour and throughout the Goulburn Valley community.

<b>Participants</b>	<b>80</b>
<b>Staff</b>	<b>59</b>
<b>Volunteers</b>	<b>40</b>

## We currently provide.....

### Support Coordination

- Level 1 Support Connection
- Level 2 Coordination of Supports

### Capacity Building Supports

- Skills development and training
- Individual social skills development
- Assistance with decision making, daily planning and budgeting
- Individual skill development and training - including public transport

### Assistance with Daily Life

- Assistance with Self-Care Activities in the home (including sleepover)
- Short Term Accommodation (STA)
- Medium Term Accommodation (MTA)
- Supported Independent Living (SIL)
- Assistance with household tasks

### Assistance with Social, Economic and Community Participation

- Group and 1:1 activities in a Centre/Community







## Tributes



*Dr Rosemary  
Panelli*

*April 27th, 2021*

*Known to all as Rosey, she joined Goulburn Options in December 2017 and oversaw the organisation through some significant changes.*

*Rosey introduced a caring professional approach into Goulburn Options service delivery model.*

*Rosey will be sorely missed and her legacy will live on as Goulburn Options continues to grow.*



*Teresa Reid*

*June 9th, 2021*

*Teresa has been an important part of the GO community for over 6 years.*

*Teresa brought a thoughtful and professional approach to her work, encapsulated with a cracking sense of humour.*

*Teresa will be profoundly missed by Staff, Participants and the whole GO community*





## Our Board

The Board governs the organisation and is accountable to its members for its performance. The Board has nine members elected by the members of the Association.



**Ewan McDonald**  
*President*



**Raelene Eason**  
*Vice President*



**Louisa Munro**  
*Treasurer*



**Bob Edwards**  
*Secretary*



**Tony Gooden**



**Trevor Harmes**



**Sarah Pyle**



**Tracy Hynam**



**Louise Byrne**





## Supporters of Goulburn Options

Goulburn Options is the recipient of wonderful community support through donations, in-kind support, fundraising and grants. Our supporters are of all ages and come from every corner of our community. Heartfelt thanks to every person, business and organisation that has provided encouragement and support throughout 2021.

### Service Awards

The Goulburn Options team is fortunate to include loyal staff and volunteers, who have contributed to the Organisation over many years. The service awards celebrate each 5 years of service achieved.

#### Staff

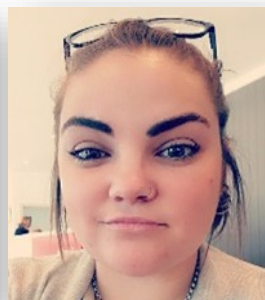
##### 10 Years

Rob Stutchbury



##### 5 years

Lee Kelly



Suzanne Hunter

Lisa Cowan

Stephanee Williamson

Kerryn Haeusler

#### Volunteers

##### 5 Years

Kerry Baldwin



Lyn Clark

Liz Wylie





# Goulburn Options

## Seymour, Vic 3660

<b>GO Centre</b>	28 High Street
<b>GO-Again Op Shop</b>	115 Anzac Avenue
<b>GO Get Living Units</b>	22 O'Sullivan Road
<b>Telephone:</b>	(03) 5792 3192
<b>Mobile:</b>	0417 153 365
<b>Admin:</b>	finance@goinc.org.au
<b>Programs:</b>	programs@goinc.org.au
<b>Website:</b>	www.goinc.org.au
<b>Postal Address:</b>	PO Box 345 Seymour 3661



### **Goulburn Options Disability Services**

@goulburnoptions · Community organisation

<https://www.facebook.com/goulburnoptions>



### **Goulburn Options GO ART**

@goulburnoptionsgoart · Art

<https://www.facebook.com/goulburnoptionsgoart>



### **Goulburn Options GO Coffee**

@goulburnoptionsgocoffee · Community organisation

<https://www.facebook.com/goulburnoptionsgocoffee>

**Thank you!**

Goulburn Options would like to thank its participants for generously sharing their photos with us for this report



Goulburn Options is a registered charity with the Australian Charities and Not-for-Profit Commission.



Donations can be made at [givenow.com.au/goulburnoptions](https://www.givenow.com.au/goulburnoptions)