



# Goulburn Options Annual Report 2022



*“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

After a very trying last few years with the Covid pandemic and now increasing rates of inflation, Goulburn Options has remained on target and grown its services across 2022. Quite an achievement indeed!

Under the leadership of our CEO Melinda Burgess, Goulburn Options has returned impressive performance indicators in key areas. Some highlights:

- Goulburn Options remains in a very sound position in terms of cash on hand and overall net asset value, despite an increasingly challenging economic environment
- Acquisition and development of our new premises at 16-18 Station Street provides a large art studio, ample administrative space and prominent street frontage in Seymour's commercial zone
- Rationalised floor space at 28 High Street permits greater opportunity for expansion of support programs for our participants, carers and families
- Redevelopment of our O'Sullivan Road property will allow us to provide modern, contemporary residential and respite support capability in a very lucrative housing market
- Exploration of innovative alternatives are being undertaken to maximise investment return from our Delatite Road property
- Increased numbers of participants are choosing Goulburn Options as their preferred support provider
- An expanded business model now provides for service delivery to TAC recipients
- A growing skilled and specialised workforce is being engaged (quite a difficult accomplishment in these times of full employment, it should be remembered), buoyed through an emphasis on formal training and increased professional development.



## **Board Chair Report**

In respect of the recent floods, the Board was pleased to note how our managers and staff selflessly collaborated with participants to keep business operations functioning, albeit on a limited scale for a few days. We should also acknowledge the timely support shown to Goulburn Options in generous sponsorship and provision of valuable material supply from our friends at Bendigo Bank, Height Capital and Seymour/Kilmore Toyota and Central Ford Kilmore.

Thanks is also due to Seymour SES, Hilldene CFA, Seymour CFA, Chuck E Electrical, A & S Refrigeration, and Dylan Welsh from Welsh Industries Landscape and Construction for their diligent service protecting our properties during the flooding and enabling the subsequent clean-up at 28 High Street which was key for the speedy return to normal business operations.

Finally, the Board wishes to salute retiring Director Trevor Harmes who was responsible for the very efficient oversight of the coffee van, O'Sullivan Road and Station Street projects.

Goulburn Options overall strategy remains determined to increase our involvement and presence in local activities, practically demonstrating our lived values of capability, equity and diversity.

The Board looks forward to an exciting year ahead.

### **Ewan McDonald**

*Goulburn Options Board Chair*







## CEO Report

I began my tenure as Goulburn Options' CEO in September 2021 to the announcement of another snap lockdown in the Mitchell Shire due to the ongoing COVID-19 pandemic. Thankfully, this trend did not continue into 2022 and we were able to resume usual programs and services. Whilst we experienced small outbreaks amongst our staff and participants, our COVID Safe Plan ensured minimal service disruption.

Our new Station Street building has been the highlight of our year, and was officially opened by Steph Ryan on November 4th, 2022 during an event generously sponsored by Height Capital. We are incredibly grateful to everyone who has assisted in making this space possible. A particular thankyou is offered to Trevor Harmes, a now retired Board Member, who coordinated the building's transformation.

Our units at O'Sullivan Road have undergone an extensive renovation with the updating of kitchens, bathrooms, flooring and outdoor spaces, all which are due to be completed by the end of the year.

Our services have grown in 2022. Not only do we have an overall increase of participants accessing our Programs, Supported Independent Living and Flexible Support areas, but we have also increased the number of participants in Support Coordination, and are now providing supports to participants funded under the TAC.

Goulburn Options' GO Again Op Shop has had a very successful year, and has expanded its operations, outfitting a warehouse space at Delatite Road to better manage donations and products.

This year, Goulburn Options began a traineeship program and took on ten new trainees being supported to study their Certificate IV in Disability whilst working at GO. All ten trainees are still currently with us, and are a valuable addition to the GO team.





## CEO Report

Alongside our growth in service, we have grown our administrative team and made changes to our organisational structure, dividing our services into two key areas: Programs & Events, and Flexible & Living. Diane Sloley has taken on the role of Flexible & Living Coordinator alongside Bill Staring as Flexible & Living Assistant. Brittany Jones has returned from maternity leave as Programs & Events Coordinator with new team member Jade Parker as Programs & Events Assistant. Also GO welcomed Shannon Inness and Grace Coppinger in Administration, and Linda Cafasso in Support Coordination. We also said farewell to Jack Cornelissen.

As many others in the local Seymour area and surrounds, Goulburn Options was impacted by flooding in October, in particular our High Street premises. Participants living within the flood zones were supported to evacuate by our hardworking and dedicated team of staff, and in the aftermath our services were temporarily transferred from High Street to other locations. We are extremely grateful to the local community, tradesmen, staff, participants and our Board for their extraordinary efforts in cleaning up the High Street site. Unfortunately, we lost all of our vehicles to flood damage.

I would like to make particular mention of Graeme Dove of Seymour Toyota/Kilmore Toyota and Central Ford Kilmore, and Lee Day of Bendigo Bank — Kilmore and District for their generous donations and overall support to the organisation during this difficult time to get us back on the road.

We have received several other donations this year, including:

\$500 from the Rotary Club of Seymour

\$4242 from State Trustees

\$5000 from Keith Simkin for the upkeep of Rosey's Memorial Garden



## CEO Report

Goulburn Options has also received two \$500 grants through the Mitchell Shire Council for our volunteer evenings, and supports.

I would like to take this opportunity to thank the staff and volunteers of Goulburn Options for their incredible dedication, and for their contribution towards the vision of our organisation, for each of our participants to live their 'Biggest Life Possible.'

I would also like to thank our volunteer Board of Directors for their hard work and their support of me in my role. I look forward to another great year with many exciting projects underway for 2023.

**Melinda Burgess**

*Goulburn Options CEO*









## Support Coordination Report

The days are long, but the years are short!

Support Coordination has been a part of Goulburn Options for nearly 5 years now and continues to grow and expand. We are providing Support Coordination Services to nearly 70 participants, an increase of over 20% since this time last year. We are now also providing Support Coordination Services to participants under the age of 18.

Our participant base now extends throughout the Mitchell, Murrindindi, Strathbogie and Hume Shires with a 90% participant retention rate.

In May 2022 we welcomed Linda Cafasso to the team, assisting with Administration Support. Linda is now broadening her skill set and has commenced providing Support Coordination. With this new addition, taking our team to a total of 3, I myself was promoted to Team Leader. We have settled seamlessly into our new team dynamic, and look forward to continuing our growth as individuals and a team.

We continually strive to build on our foundation of knowledge to ensure we are meeting and exceeding the industry standard.

This includes upskilling of staff with intensive training courses including- DSC Support Coordination introduction course, Flexible plan review process, Improving Support Coordination for NDIS Participants and Restrictive Practices & Positive Behaviour Support.



## Support Coordination Report

In February 2022, Support Coordination engaged the services of Careview, a Customer Relationship Management system to support our growing number of participants. This system allows accurate record keeping & information management to ensure a quality service is delivered.

We continue to use the electronic platform DocuSign for electronic signing. This ensures that services can be engaged quickly, and enables participants and their supports choice and control with ease of access.

We are looking forward to another successful and jam packed year working with our participants and their families to achieve their '**Biggest Life Possible**'.

### Christie Gross

*Support Coordination Team Leader*

#### ***What is Support Coordination?***

Support Coordination is capacity building support that assists participants and their families to implement and utilise their NDIS plans. Support Coordinators work with you to ensure a mix of supports to maintain relationships, live more independently and access your community as per NDIS plan goals.







## **Goulburn Options In A Snap Shot**

Support services are provided at our various Seymour locations, and throughout the broader Goulburn Valley community.

**Participants: 105**

**Staff: 78**

**Volunteers: 35**

### **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









## Our Board

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



**Ewan McDonald**

Board Chair

*Dates of Service:*

2018 – Present



**Tracy Hynam**

Vice Chair

*Dates of Service:*

2020 – Present



**Louise Byrne**

Secretary

*Dates of Service:*

2020 – Present



**Louisa Munro**

Treasurer

*Dates of Service:*

2020 – Present



**Robert Edwards**

*Dates of Service:*

1988 — 1991

1996 — 1997

2003 — 2008

2009 — Present



**Tony Gooden**

*Dates of Service:*

2020 — Present



**Raelene Eason**

*Dates of Service:*

2017 — 2018

2019 — Present



**Sarah Coombs**

*Dates of Service:*

2021 — Present



**Trevor Harmes**

Outgoing Member

*Dates of Service:*

2019 — 2022

**TONY McGRATH**  
**HONOUR BOARD**

**GREYHOUND RACING CLUB**

SECRETARY	DEVELOPER	YEAR	PROSECUTOR	SECRETARY	DEVELOPER
T. McMILLIN	GARRETT	1995	A. McMAHON	V. BRETHERTON	1995
M. HUGHES	LEONIE BURN	1996	A. McMAHON	I. McDONALD	1996
V. BRETHERTON	THOMAS BOY	1997	A. McMAHON	I. McDONALD	1997
V. BRETHERTON	NEAR VICTORY	2000	A. McMAHON	I. McDONALD	2000
V. BRETHERTON	WALLA WALLA	2001	A. McMAHON	I. McDONALD	2001
V. BRETHERTON	MURKIN	2002	A. McMAHON	I. McDONALD	2002
V. BRETHERTON	ROBSON BLD	2003	A. McMAHON	I. McDONALD	2003
V. BRETHERTON	PROT GARDEN	2004	A. McMAHON	I. McDONALD	2004
V. BRETHERTON	ALAN MURPHY	2005	A. McMAHON	I. McDONALD	2005
V. BRETHERTON	BLUE HILLS	2006	A. McMAHON	I. McDONALD	2006
V. BRETHERTON	WINDY HILLS	2007	A. McMAHON	I. McDONALD	2007
V. BRETHERTON	WINDY HILLS	2008	A. McMAHON	I. McDONALD	2008
V. BRETHERTON	WINDY HILLS	2009	A. McMAHON	I. McDONALD	2009
V. BRETHERTON	WINDY HILLS	2010	A. McMAHON	I. McDONALD	2010
V. BRETHERTON	WINDY HILLS	2011	A. McMAHON	I. McDONALD	2011
V. BRETHERTON	WINDY HILLS	2012	A. McMAHON	I. McDONALD	2012
V. BRETHERTON	WINDY HILLS	2013	A. McMAHON	I. McDONALD	2013
V. BRETHERTON	WINDY HILLS	2014	A. McMAHON	I. McDONALD	2014
V. BRETHERTON	WINDY HILLS	2015	A. McMAHON	I. McDONALD	2015
V. BRETHERTON	WINDY HILLS	2016	A. McMAHON	I. McDONALD	2016
V. BRETHERTON	WINDY HILLS	2017	A. McMAHON	I. McDONALD	2017
V. BRETHERTON	WINDY HILLS	2018	A. McMAHON	I. McDONALD	2018
V. BRETHERTON	WINDY HILLS	2019	A. McMAHON	I. McDONALD	2019
V. BRETHERTON	WINDY HILLS	2020	A. McMAHON	I. McDONALD	2020
V. BRETHERTON	WINDY HILLS	2021	A. McMAHON	I. McDONALD	2021
V. BRETHERTON	WINDY HILLS	2022	A. McMAHON	I. McDONALD	2022
V. BRETHERTON	WINDY HILLS	2023	A. McMAHON	I. McDONALD	2023
V. BRETHERTON	WINDY HILLS	2024	A. McMAHON	I. McDONALD	2024
V. BRETHERTON	WINDY HILLS	2025	A. McMAHON	I. McDONALD	2025

**GRV**  
GREYHOUND RACING VICTORIA  
**HALL OF FAME**  
INDUCTEES





## **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 2022.

### **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.

#### **Volunteers**

##### **5 Years**

Geraldine Knight

Betty Millett

Julie Heath

##### **15 Years**

Pat Munro

##### **20 Years**

Monika Guest

Barb Kelly

Pam Jeffery

Dorothy Garcia

Tracey Gatt

##### **25+ Years**

Robert Edwards

##### **30+ Years**

Bev Edwards

#### **Staff**

##### **5 Years**

Anita O'Sullivan

Jake Williamson





## Goulburn Options

Seymour, Vic 3660

<b>GO Centre</b>	28 High Street
<b>GO Station Street</b>	16-18 Station 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 is a registered charity with the Australian Charities and Not-for-Profit Commission.



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





*“Biggest life possible!”*