GOULBURN OPTIONS
Disability Support Services

ANNUAL REPORT 2026



BIGGEST LIFE POSSIBLE

GOULBURN OPTIONS

Disability Support Services

Live your **Biggest Life Possible!**

www.goinc.org.au
go@goinc.org.au
5792 3192

Commitment to Safety

Goulburn Options has a zero tolerance for 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.

Acknowledgement of Country

Goulburn Options acknowledges the Traditional Owners of the land upon which we work. We pay our respects to the Taungurung People, and to their Elders, past and present.

Find out more about the Traditional Owners of this land:
https://taungurung.com.au/





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INTRODUCTION

Welcome to Goulburn Options!

Goulburn Options (GO) is a local, community based organisation that has been supporting people with disability and their families since 1981 (for those counting, that's 45 years this year!) In all that time, we've grown and changed alongside our community, but our purpose has always remained the same: to encourage and support people to live their Biggest Lives Possible!

Today, GO provides a range of disability supports and services across the Mitchell Shire and Goulburn Valley region, delivered by a dedicated team of employees and volunteers. At the heart of everything we do is our participants: their goals, their choices, their relationships, interests and aspirations.

Our Annual Report is an opportunity to pause and look back on the year together. It provides an overview of what we've been working towards, achieved, how we've grown and the things we've learned along the way. You'll hear from all the different areas of our organisation, including the Board, Management Team, Services Leaders and Support Coordination, as well as from participants and staff.

This report is about the people who make GO. Behind every number, project and achievement are the people, relationships and everyday moments that bring our purpose to life.



BOARD REPORT

The past twelve months have seen the continued development of Goulburn Options to meet the changes and challenges of the disability sector. We are fortunate to have a talented and committed group of volunteer Board members, generous with both their time and expertise. All members serve on at least one of our committees in addition to attending our monthly meetings. There is also significant work between meetings: reviewing and researching documents, analysing policies and preparing presentations. Following the restructure of our committees last year, our talented committee chairs have worked diligently to ensure that GO is meeting all obligations, is future-focused and is, most importantly, delivering quality service to our participants.

Finance Risk and Audit Committee

by Kevin Ekendahl, Committee Chair

Over the past year, the Finance, Risk and Audit Committee (FRAC) has continued to strengthen its oversight of Goulburn Options' financial management, risk, governance and assurance activities. The Committee's Terms of Reference were updated to provide for the appointment of external members, bringing additional skills and independent perspectives to our work. We were pleased to welcome Brad Greer as an external member of the Committee.



A key focus has been the implementation of GO's annual internal audit program. This included internal audit activity against the NDIS Practice Standards, providing the Board and management with greater assurance over compliance, service quality and key organisational controls. The year also saw the implementation of GO's updated Risk Management Framework, supported by revisions to policies, procedures and ongoing risk monitoring. This represents an important step in strengthening the organisation's approach to identifying, managing and reporting risk.

The Committee maintained close oversight of GO's financial performance throughout the year. While a number of accounting corrections were required, GO finished the financial year in a relatively strong financial position.

Business Development Committee

by Helen Gwilliam, Committee Chair

The Business Development Committee provides advice on and oversees the progress of business ideas and projects, capital works and Strategic Plan projects.

This year, the Committee's main focus was progressing upgrades to GO's Supported Independent Living (SIL) accommodation to increase available accommodation and meet participant needs. The Delatite Road Units were reopened following refurbishment and GO completed minor upgrades to the Delatite Road House to make the accommodation more

comfortable for residents and staff. We also started to investigate any further upgrades that may be needed so Delatite House can continue to meet a wide range of participant needs into the future.

We worked with management to ensure Mitchell Shire Council's planned development of the Seymour Community Wellbeing Hub at Anzac Village is managed to minimise disruption to GO Again Op Shop operations and deliver a more accessible precinct. The Committee also received the annual report of GO Again Op Shop activities, which demonstrated the continuing great work of volunteers, participants and staff to promote GO in the community, raise funds and save thousands of items for reuse. A particular highlight for the Committee was seeing more participant hours in GO Again Programs and the participant's Op Shop Takeover in Disability Pride Month.

Clinical Governance Committee

by Liz McCoy, Committee Chair

Over the past year, the Clinical Governance Committee has focused on strengthening the foundations for safe, effective, person-centered services across Goulburn Options. A significant piece of work have been clarifying what clinical governance means for GO, and reinforcing that responsibility for quality and safety is shared across the whole organisation, not only by support staff. The Committee agreed a working definition that brings together leadership, culture, systems and accountability in support of people living their Biggest Lives Possible.

Alongside this, the Committee mapped key regulatory and compliance obligations, including the NDIS Practice Standards, safeguarding, human rights, and health information requirements. A base-line clinical governance maturity assessment was completed to help identify priorities for future improvement, and the Committee endorsed the Safer Care Victoria Clinical Governance Framework as a foundation for our ongoing work. We have also strengthened our oversight of incidents and continuous improvement, including clearer incident reporting and the introduction of a regular summary of continuous improvement activity.

Clinical Governance is ultimately about creating the conditions for people to receive safe, high-quality support, and I am proud of the foundations we have built together over the past year.

Participant Voice Committee

The Participant Voice Committee offers participants the opportunity to have their voices heard directly by the Goulburn Options Board. The Committee meets bi-monthly, attended by Director Jane Challis and managed by CEO Debbie Mitchell. Our Participants use a formal meeting structure, and take it in turns to Chair the meeting, informing the Board directly of what they see working well at GO, what they would like to see in future, raising issue they'd like addressed, and being updated directly on developments in the organisation.

All members of the Committee have grown their confidence in expressing their views, and bring such valuable insights into their lived experience. We're proud to continue the Committee's work into the future and thank our participants and attendees for offering their time and opinions. This Committee ensures that our participants have a real impact on organisational decision-making.

BOARD REPORT

The Board

by Tony Gooden, Board Chair

The key responsibilities of the Board remain the governance of the organisation, ensuring we have the policies and practices in place to meet our obligations, be they financial, statutory, clinical, regulatory or to our people. We oversee the risk management strategies, and the performance of our CEO, and perhaps most importantly, we play an active role in building the culture of the organisation.

The culture, or the "how we do things around here" is a key to success. The way we (every member of the GO community) speak to one another, the respect we show each other and the integrity with which we go about our daily lives is a key determining factor in how effective we are in achieving our vision to encourage and support people to live their Biggest Lives Possible.

Over most of this year, the Board has been working on developing our next Strategic Plan. The process of clarifying vision, mission and values, and then identifying our goals and strategies for the future has been both rewarding and challenging. We have asked for input from all the stakeholders in our community and developed the plan that will take us through to 2030.

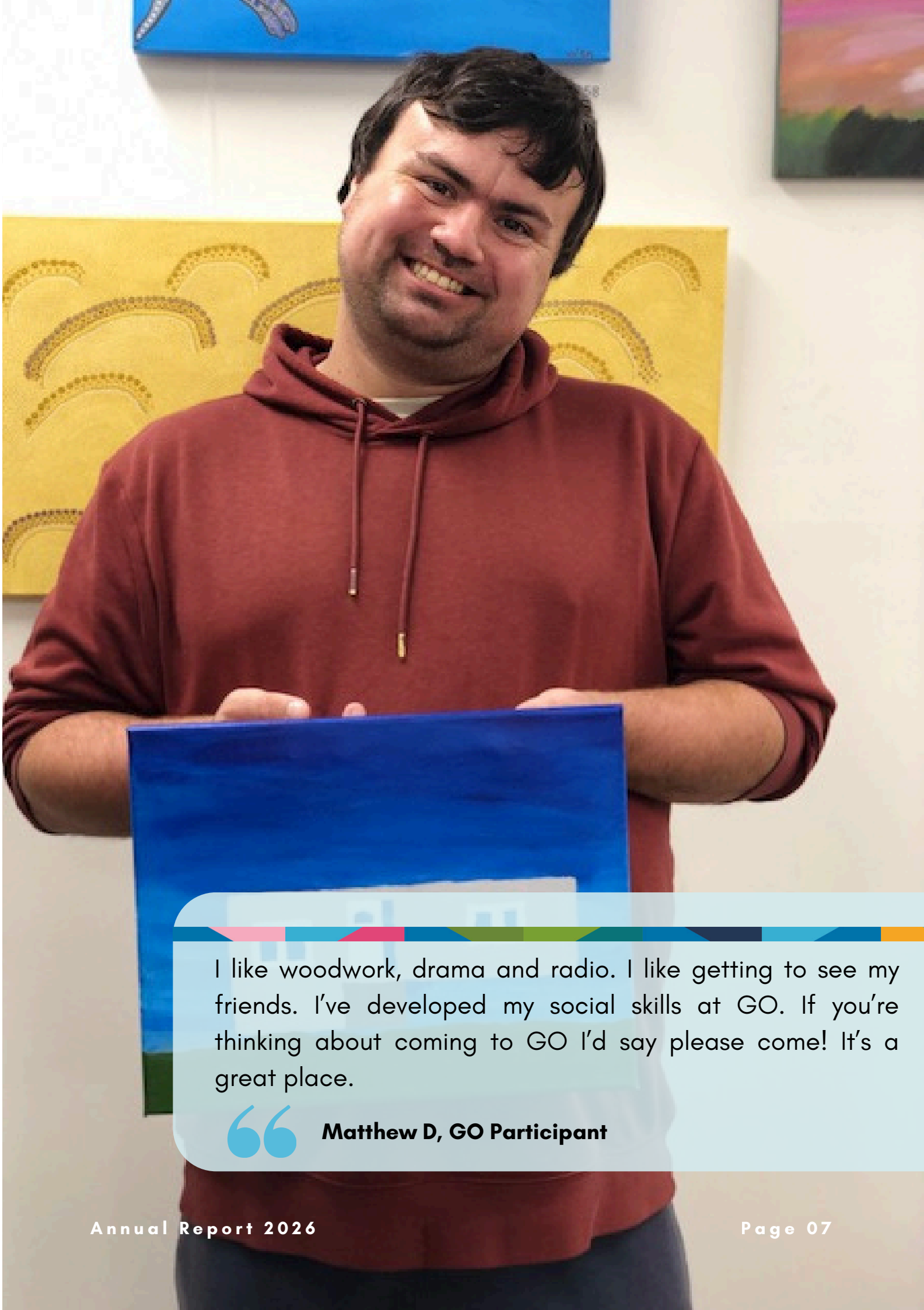
The Board makeup has been stable this year with only one change, and that was the resignation of our long-time Treasurer, Michael Molony, due to family and work committments. Michael, although no longer a director, has continued to provide advice to the Board on financial matters. His contribution, much of it unseen, to GO over many years and in many capacities has been invaluable.

During the years ahead we will see the full impact of recent changes in the NDIS, and no doubt they will present challenges, but I believe Goulburn Options is well placed to meet whatever lies ahead and ensure the best possible outcomes for all in the GO community.

I thank everyone of our Board Directors: Deputy Chair Helen Gwilliam, Secretary Louise Byrne, Kevin Ekendahl, Liz McCoy, Jane Challis and Akshay Arya. I also thank all our staff for their ongoing commitment to do the best they can for our participants, our fabulous Op Shop Volunteers, our parents and carers, and our Association Members.

Finally, I wish to thank our CEO Debbie Mitchell. Debbie ensures the Board is kept fully informed and her support is a crucial ingredient in the effectiveness of the Board operations. Debbie is using her experience and professionalism to lift Goulburn Options through improving standards, enhanced processes and higher expectations of performance. This is not easy work but Debbie is building a team that will ensure Goulburn Options thrives into the future.





I like woodwork, drama and radio. I like getting to see my friends. I've developed my social skills at GO. If you're thinking about coming to GO I'd say please come! It's a great place.

Matthew D, GO Participant

STRATEGIC DIRECTION REPORT

2023-2026

The 2023-2026 Strategic Direction Report reflects on Goulburn Options' progress against our five strategic goals, highlighting key achievements and developments across our people, places, services, brand and community connections

Goal 1: Maximise Our Assets

- Develop a future use strategy for Delatite Road
- Develop our spaces to enhance our programs



Outcomes

- Refurbishment and upgrades made to Delatite Road House and Units in preparation for future use strategy planning. Initial research and data collection completed for use strategy.
- Initial review of all programs spaces completed in preparation for master planning. Program plans implemented across all services to maximise use.



Goal 2: Invest in Our People

- Train and develop our staff to build capability
- Create and enable career pathways for staff
- Involve all participants, carers and staff in designing and improving our services

Outcomes

- Formalisation of staff training plan. Mandatory First Aid and CPR training introduced. Supervision and Appraisal processes in development.
- Initial research undertaken in preparation for development of Workforce Strategy.
- Biggest Life Possible Quality Framework developed and implemented. Increase of communication and consultation org-wide.

STRATEGIC DIRECTION REPORT

2023-2026



Goal 3: Build on Our Strengths

- Deliver services to younger people
- Grow participant numbers across service types
- Investigate opportunities for service provision in southern parts of Mitchell Shire

Outcomes

- Full audit complete against Child Safe Standards. Expansion of Child Services paused pending NDIS reforms.
- Participant numbers in Services have remained stable, whilst Support Coordination declined in response to changes in the sector. Responsiveness remains high to the needs of current participants, including increasing service hours and support.
- Decision to consolidate and strengthen Seymour services prioritised over area expansion.

Goal 4: Promote our Brand

- Grow our programs and services through marketing and branding activities
- Strengthen Goulburn Options as a household name in the Mitchell Shire

Outcomes

- Communication strategy implemented across social media channels, including development of several new stakeholder-specific newsletters.
- Improved engagement with Mitchell Shire Council has provided exciting upcoming future opportunities for Goulburn Options in the region.



STRATEGIC DIRECTION REPORT

2023-2026

Goal 5: Engage with Our Community

- Create and foster community and sector connections for the benefit of participants and programs

Outcomes

- GO regularly hosts and participates in community events to great success. Community Engagement planning has begun, with a new Community Engagement Sub-Committee to be added to the Board calendar.



The 2023-2026 strategic period has seen Goulburn Options make strong progress across each of its strategic priorities. We have strengthened our facilities and programs, invested in our people, embedded the Biggest Life Possible Quality Framework, strengthened our communications and community presence, and continued to respond to the changing needs of our participants and the broader sector.

While some initiatives have evolved in response to changing circumstances, the period has provided a strong foundation for the next stage of GO's growth. Our focus on strengthening our Seymour services, building organisational capability and deepening community connections positions Goulburn Options well to enter the 2027-2030 strategic period with confidence, purpose and a clear commitment to creating the Biggest Life Possible for the people we support.

2027-2030 STRATEGIC PLAN

Vision: To encourage and support people to live their Biggest Life Possible

Mission: To provide safe, high-quality and inclusive support and opportunities that build capability, choice, connection and participation for people with disability.

Values:

- ***Capability:*** We build the ability of participants, staff and the organisation to grow, contribute and act with confidence.
- ***Equity:*** We recognise different needs and remove barriers so people have fair access to opportunity, support and participation.
- ***Diversity:*** We value difference in people, experience, perspective and contribution, and design for genuine inclusion.
- ***Respect:*** We treat people with dignity, kindness and empathy, and listen to their experience and choices.
- ***Integrity:*** We act honestly, safely and ethically, and do what we say we will do.

Our Biggest Life Possible Quality Framework remains at the heart of everything we do. As the disability sector and NDIS continue to evolve, we will strengthen our people, systems and services to ensure we continue delivering safe, high-quality, person-centred supports. By investing in our workforce, digital capability and organisational excellence, we will be well placed to meet future challenges while helping participants achieve their goals and live their Biggest Life Possible.

Quality of Life 	People live their Biggest Lives through choice, independence, meaningful relationships and opportunities to participate fully in their communities.
Quality Employment 	A capable, engaged and values-led workforce is empowered to grow, lead and deliver exceptional outcomes for the people we support.
Quality Practice 	Contemporary, person-centered practice is safe, evidence-informed, innovative and continuously improving to deliver the highest quality supports.
Quality Business 	A strong, sustainable and well-governed organisation uses its resources wisely to create lasting value for participants, staff and the community.
Quality Community 	Inclusive communities where people belong, contribute and are valued, with genuine opportunities to connect, participate and thrive.

Quality of Life

Strategic Objectives

1.1 Strengthen participant planning so every person has a high-quality, regularly reviewed plan that guides meaningful, person-centered supports.

1.2 Expand capability-building, training and employment pathways so participants have more opportunities to learn, contribute and achieve their goals.

Quality Employment

Strategic Objectives

2.1 Embed our values in everyday practice so our culture is consistent, respectful and centered on participants.

2.2 Build a capable, supported and sustainable workforce by strengthening capability, wellbeing and staff retention.

2.3 Strengthen leadership and management capability so our people are well supported and our organisation continues to grow.

2.4 Clarify roles, responsibilities and strategic priorities so people can focus on what matters most.

Quality Practice

Strategic Objectives

3.1 Implement an integrated Governance, Quality and Safeguarding Framework so participants recieve safe, high-quality supports and the Board has strong oversight.

3.2 Create one integrated planning and reporting framework so decisions are aligned, transparent and informed by evidence.

3.3 Strengthen consistent systems and processes so the organisation is resilient, efficient and able to grow.

Quality Business

Strategic Objectives

4.1 Align our service model with participant needs and sustainable funding so we remain relevant, responsive and financially strong.

4.2 Implement a contemporary ICT strategy that improves service delivery, communication and organisational effectiveness.

4.3 Implement an organisation-wide Quality Management System that drives continuous improvmeent and consistent, high-quality services.

4.4 Invest in assets and infrastructure that support safe, accesible and sustainable service delivery.

4.5 Develop innovative service and social enterprise opportunities that increase participant choice, inclusion and long-term sustainability.

4.6 Strengthen long-term financial sustainability by diversifying income and building organisational resilience.

Quality Community

Strategic Objectives

5.1 Build strong partnerships that create meaningful opportunities for participants through learning, employment, community connection and improved access to support.

CEO MESSAGE

This past year has presented several challenges, as I'm sure most disability support services have experienced in such a complex system as the NDIS. We've also experienced additional regional pressures, including emergency planning, response to fire and flood, and the rising costs of transports that support community access, all while regional infrastructure has been inconsistent. However, GO has continued to respond to these challenges with creativity, perseverance and a person-centered approach at the heart of every decision.

Much of our year focused on continued service, business consolidation and development in readiness for the next three years. We've been closely watching the NDIS Reform Roadmap and folding expected changes into our new Strategic Plan in order to remain responsive and flexible to anything the sector throws our way.

Continued focus on systems improvements in both our participant and personnel database was invested, improving operations and efficient use of resources. The team also invested significantly in redrafting many governance and service frameworks, policies and procedures that reflect the uplift in our business and service operations over the past two years. In turn, this has supported the team's efforts in translating daily processes into practice.

At the end of 2025, GO saw the departure of long-standing team member, Megan Montgomery, as she stepped into a new career path. We thank her deeply for her many years of service to the organisation and our participants.

Since then, our Services Team has worked hard to advance the delivery of goal-oriented service provision across both Programs and Community and Accommodation and Living streams, with many new programs and systems to support the assurance of person-centered practice. This has demonstrated GO's commitment to quality systems and practices that underpin the delivery of our Biggest Life Possible Quality Framework.

As a result of this significant investment, GO received Best Practice endorsement for Quality Systems in our recent NDIS Mid-Term Audit in June. A huge congratulations goes to the team for this endorsement.

Since the middle of the year, our focus has now turned to the development of our 2027-2030 Strategic Plan. Supported by Sam from Curious and Curious, and informed by stakeholder consultation, we've achieved a new plan which builds on all the foundational work we've completed. We are proud to present the plan at our 2026 AGM and look forward to the Strategic Period ahead. We are confident that this plan is an important step in suring up our services, practices and supports for years to come.

Thank you to all GO participants, staff, volunteers, parents, carers, Association and community members for another fantastic year.



Debbie Mitchell
Goulburn Options CEO

OUR PARTICIPANTS

GO has 93 total participants.



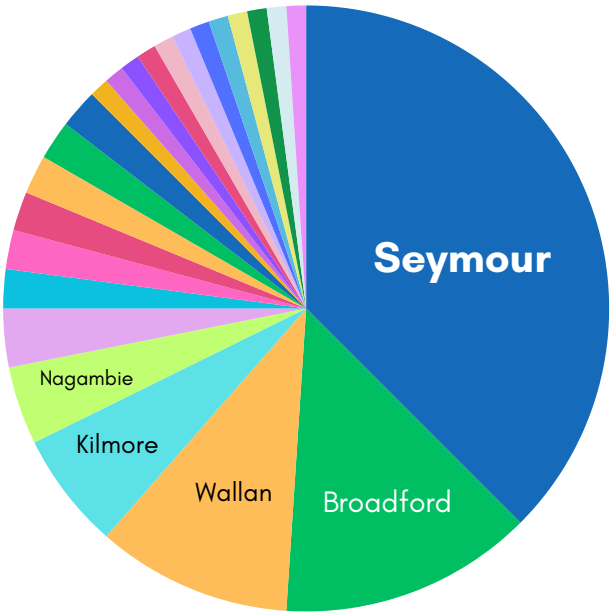
	2024	2025	2026
Participants receiving both Support Services & Support Coordination	33	33	32
Unique Support Services Participants	36	32	34
Unique Support Coordination Participants	23	28	27
Total Participants	92	93	93

88,448

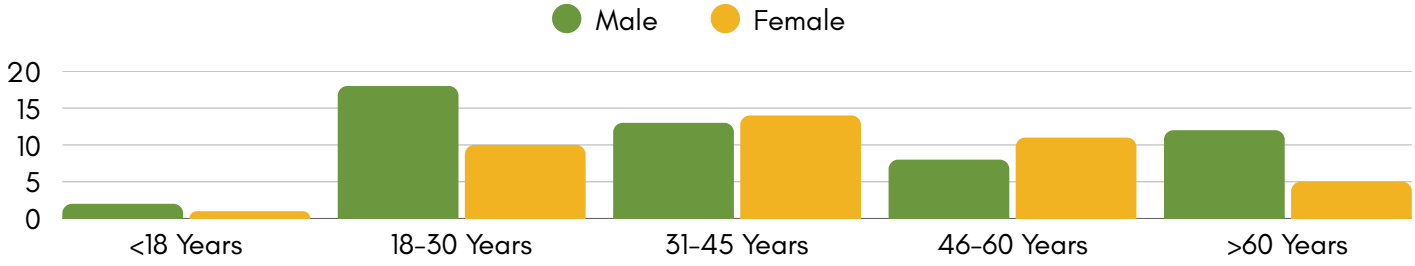
Service Hours Delivered in the 2025-2026 Financial Year

In 2026, we are supporting participants across **25 different towns**!

33	Seymour	Waterford Park	**1**
13	Broadford	Mansfield	**1**
10	Wallan	Benalla	**1**
6	Kilmore	Beveridge	**1**
4	Nagambie	Pyalong	**1**
3	Euroa	Longwood	**1**
2	Avenel	Cragieburn	**1**
2	Tooborac	Marysville	**1**
2	Sunday Creek	Puckapunyal	**1**
2	Yea	Tallarook	**1**
2	Alexandra	Hilldene	**1**
1	Wandong	Mooroopna	**1**
1	Heathcote Junction		



Our Cohort - Average Age: 40 years old
(Age and Identified Gender)



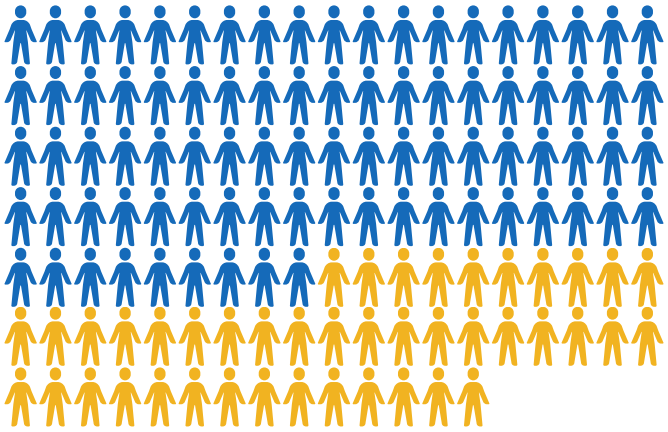


"Being a support worker with GO is very rewarding. To be able to support a person to lead their Biggest Life Possible, to share experiences, to witness growth in learning new skills, growth in confidence and independence, and to celebrate goals reached...to be a part of their jounery is heart warming."

Susie Nicholls, GO Disability Support Worker

OUR STAFF AND VOLUNTEERS

GO has total of 128 Workforce Members in 2026.

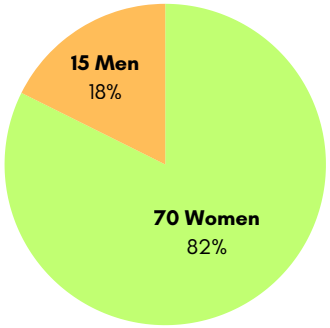


	2024	2025	2026
Staff	98	87	85
Volunteers	30	43	43
Total Workforce	128	130	128

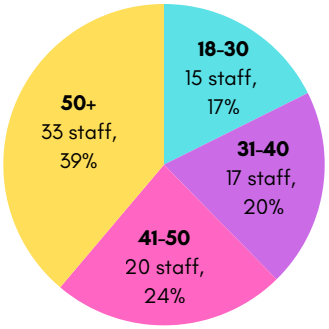
Staff Breakdown

27 Casuals, 49 Part Time, 9 Full Time

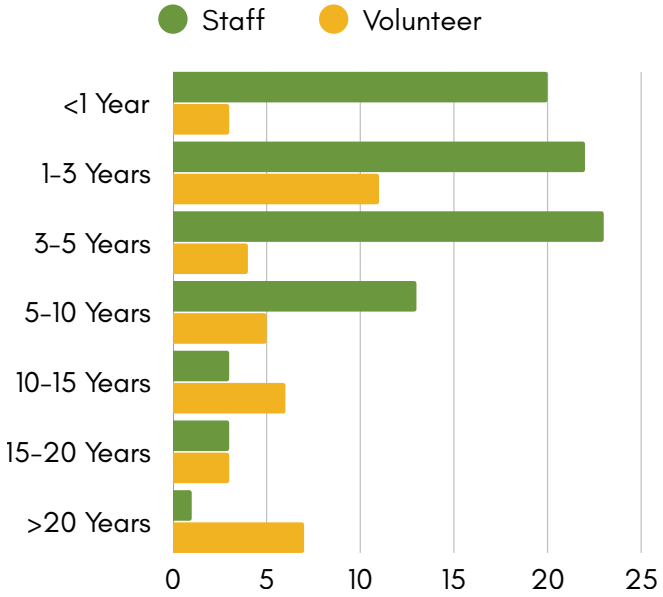
Employee Identified Gender

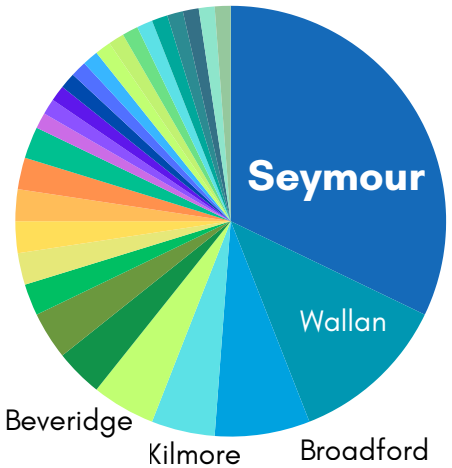


Employee Age



Years of Service





Our employees come from 28 different towns in our local area!

27	Seymour	Alexandra	**1**
10	Wallan	Epping	**1**
6	Broadford	Northwood	**1**
4	Kilmore	Shepparton	**1**
4	Beveridge	Clonbinane	**1**
3	Tallarook	Moorilim	**1**
3	Avenel	Woodstock	**1**
2	Nagambie	Kilsyth	**1**
2	Wollert	Tooborac	**1**
2	Yea	Mickelham	**1**
2	Euroa	Puckapunyal	**1**
2	Sugarloaf Creek	Kalkallo	**1**
2	Pyalong	Wandong	**1**
1	Mernda	Heathcote Junction	**1**

SUPPORT SERVICES

What an exciting year it has been to be a part of the Goulburn Options Team. With many changes in our team it has brought new opportunities, ideas and skill to the services delivered. With over 70 programs delivered and countless excursions we have had a very busy year ensuring evidence based outcomes to our services. In the coming year we will continue to provide more tailored supports, including a greater offering of programs focused on formal education, skills building, community participation, health and wellbeing. Remaining true to our word: **BIGGEST LIFE POSSIBLE!**

Our focus over the next twelve months will be imbedding our outstanding quality framework, ensuring our practice exceeds NDIS standards and making sure individual outcomes stays the sole focus of what we deliver. With increased staff training, oversight and support we are developing robust group program plans with clear outcomes, and look forward to celebrating these outcomes with participants, families and staff. Our Accommodation and Living Services will be an exciting place to be over the coming year: in line with NDIS practice standards we will be working on making SIL supports richer and more person-centered than ever, ensuring each and every participant is able to live their BIGGEST LIFE POSSIBLE, but their best life possible too... With individualised weekend activities and a focus on living life "my way".

Thank you to all the participants, families and carers who continue to choose GO to provide your services. We very much look forward to the year to come.



Kacie Graham
Services Manager



Programs and Community

This year has been an exciting, rewarding and inspiring year for community access and engagement. Our focus has continued to be on creating meaningful opportunitites for participants to connect with their communities, explore new interests, develop skills, build confidence and achieve their individual goals.

Community access through excursions has continued to increase, providing participants with opportuntities to experience new environments and take part in activities that reflect their individual interests. These experiences have supported participants to develop confidence and independence. The positive feedback received from our cohort and their families and carers has been a wonderful reflection of the enjoyment and value these opportunities provide.

We have also continued to develop and introduce new programs, including Adaptive Cooking, Farm Skills, Reception and TAFE opportunities. These programs offer opportunities to learn practical skills

SUPPORT SERVICES

explore vocational interests and discover new pathways. It's been particularly encouraging to see participants take on new challenges and build their confidence!

One of the greatest highlights this year has been seeing so many participants achieve their GO Goals. There's been some truly extraordinary successes this year! From new skills and new experiences to developed confidence, each milestone has been so important. Our All-Abilities Netball Day was another standout event and a huge success. The day provided the opportunity to have fun, work as a team and make meaningful connections with peers from other disability organisations. It was a wonderful celebration of inclusion, friendship, teamwork and ability.

Behind every participant achievement is a team of dedicated people who provide encouragement, guidance and support. We would not have been able to achieve everything this year without the amazing support workers in our team. Their commitment and teamwork have been instrumental in creating a positive and supportive environment



where participants feel encouraged to try new things and work towards their goals.

As we reflect on this year, we are incredibly proud of our participants, support workers and everything we have achieved together. We look forward to continuing this momentum and creating more opportunities for participants to connect, learn, grow, achieve and celebrate in the year ahead.



Danielle Gallien
Programs and Community Practice Leader

Accommodation and Living

2026 has been a year of continued development, learning and strengthening of practice within Accommodation and Living at Goulburn Options. Our focus remains on providing person-centered, safe and high-quality support that respects each participant's choices, needs and individual goals, while supporting everyone to live their Biggest Life Possible.

Throughout the year, we have continued to strengthen our everyday practice. A key focus has been supporting our Disability Support Workers through stronger day-to-day leadership, communication and guidance. Building staff confidence and consistency is important to ensuring participants recieve quality support in their homes and communities. We have also built on everyday systems that contribute to safe and well-managed homes. This includes maintaining clear documentation, medication and health-related support, household safety, regular compliance checks and effective communication between staff and leadership. These areas may

SUPPORT SERVICES

seem like small parts of the day, but together they help create safe, organised and supportive environments where participants can feel comfortable and confident.

Most importantly, our participants remain at the centre of everything we do. We continue to encourage choice, independence and active participation in everyday life. Our staff support participants with their individual routines, appointments, community access and personal goals, while recognising that every person's journey and achievements are different. Our Disability Support Workers play an essential role in making this possible. We recognise and appreciate their commitment, flexibility and ongoing efforts to provide respectful and person-centered support each day.



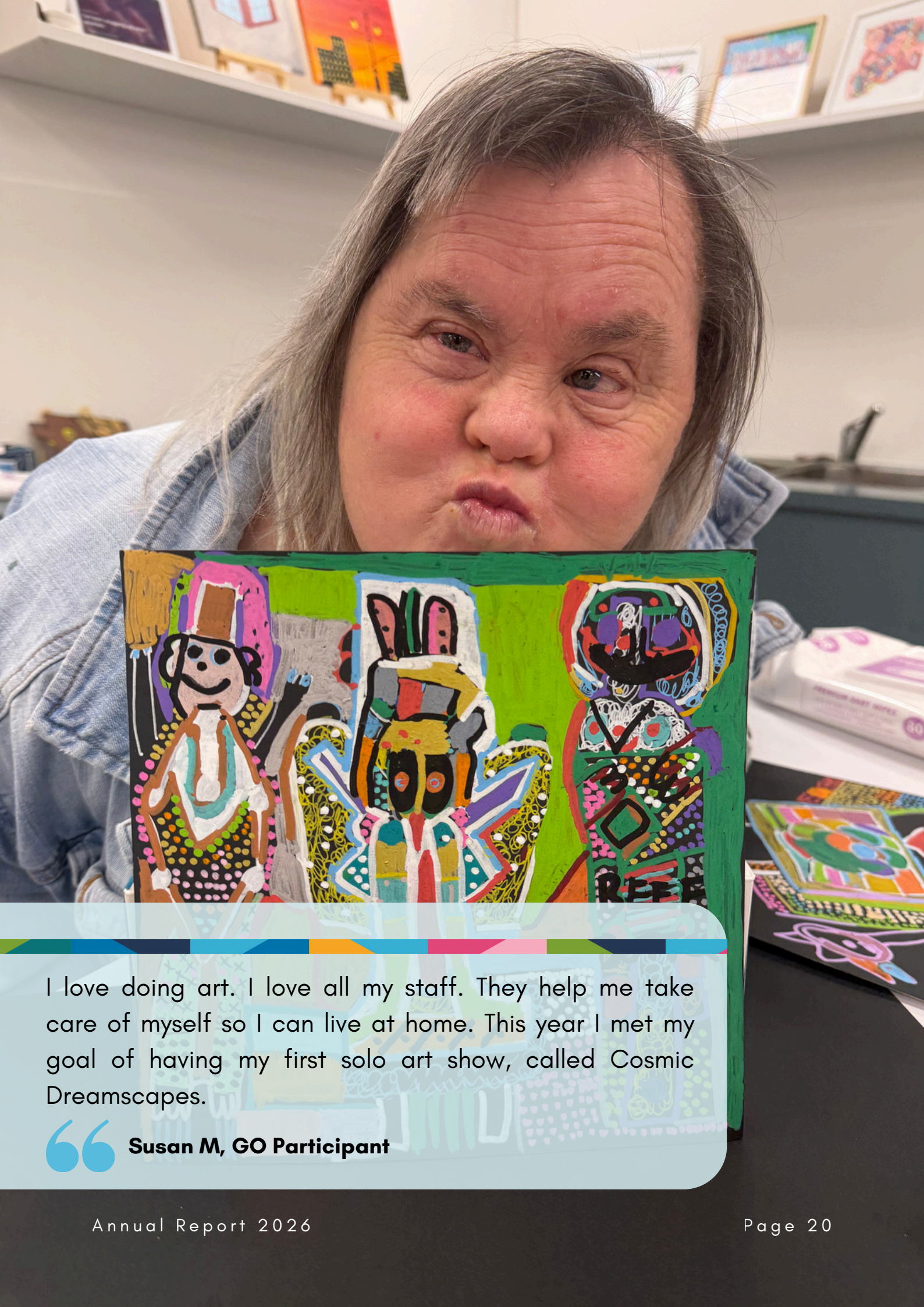
As we move forward, Accommodation and Living will continue building on the progress made this year. Our priorities remain strengthening quality practice, supporting and developing our workforce, maintaining safe and welcoming homes, and listening to participants so that their choices and goals remain at the heart of our service.

We are proud of what our participants and staff continue to achieve together and look forward to creating even more opportunities for people to live their Biggest Life Possible.





Rupinder Kaur
Accommodation and Living Practice Leader



I love doing art. I love all my staff. They help me take care of myself so I can live at home. This year I met my goal of having my first solo art show, called Cosmic Dreamscapes.

Susan M, GO Participant

BUSINESS

The 2025-2026 Financial Year has been one of significant change and adaptation for our organisation. Across the disability sector, providers, participants and families have continued to navigate an increasingly complex and changing landscape driven by ongoing reforms to the NDIS. As an organisation, we remain committed to supporting participants to live their biggest lives possible while adapting our services to meet changing sector and funding requirements.

The introduction of the NDIS Short Term Accommodation (STA) hourly charging model from 1 July 2026 has created considerable uncertainty across the sector. Whilst we have actively sought clarification regarding the interpretation and application of the new rules, a number of important questions remain unanswered across the industry. This lack of clarity creates challenges for both providers and participants when planning and delivering supports.

Despite these challenges, we continue to advocate for clarity and practical outcomes that enable participants to access the supports they need to achieve their goals. Throughout the year, the Business Team, together with the broader Administration Team, has focused on strengthening organisational systems, improving compliance and supporting future growth. Key achievements included the development of Occupational Health and Safety and the initial development of a structured ICT framework, the establishment of an organisational asset and inventory register, and the implementation of maintenance, emergency preparedness and electrical testing schedules across all locations. A significant project during the year was the successful implementation of Employment Hero, our new Human Resources and Payroll platform. This investment has streamlined onboarding, payroll processing, employee record management and compliance monitoring, while providing employees with a centralised platform to access payslips, leave requests and employment information. The system also supports compliance with legislative changes, including Payday Super, and has been extended to support our Board Directors and volunteers, improving consistency and efficiency across the organisation.

As Chair of the Anzac Village Body Corporate, I continue to represent GO in discussions with Mitchell Shire Council regarding the proposed Community Hub at the Anzac Avenue complex. After 2 years of planning and collaboration, we are pleased to see this project moving closer to reality, with works expected to commence in early 2027. The Community Hub will be a valuable addition to Seymour, creating increased activity within the precinct and bringing more people to this part of town. We anticipate the development will strengthen the visibility of the GO Again Op Shop, attract new visitors to the area and further enhance our presence within the community.

The GO Again Op Shop has enjoyed another busy and successful year. We have continued to build our presence within the community while offering a wide range of quality second-hand goods at affordable prices. If you have not visited recently, I encourage you to drop in and see the diverse range of items available. There is always a bargain waiting to be discovered. I would like to sincerely thank our dedicated Op Shop volunteers who generously contribute their time each week to ensure the shop remains welcoming, well-presented and accessible to our community. Our volunteers also play an important role in supporting participants to develop vocational skills, confidence and workplace experience

BUSINESS

The 2025-2026 year also saw significant changes within our management and administration teams. I would like to take this opportunity to sincerely thank those team members who, after many years of dedicated service, have chosen to pursue new opportunities and begin the next chapter of their careers. With more than 38 years of combined service between them, their commitment, professionalism and loyalty have played an important role in shaping GO into the organisation it is today. On behalf of everyone at GO, thank you for your years of service, dedication and support. Your contributions have been significant, highly valued and will leave a lasting impact on the organisation. You will be missed, and we wish you every success for the future.

I would also like to acknowledge Michael Molony, who stepped down from his role as Treasurer this year. I have great admiration and respect for Michael, who has generously shared his knowledge and expertise with me over many years, particularly in all things accounting and finance. Whilst he has concluded his formal Board responsibilities, he continues to provide valuable guidance and support to both myself and GO in an advisory capacity, for which I am extremely grateful. Finally, I would like to thank our current Board members for their ongoing support, guidance and dedication to GO. As volunteers, they give their time and expertise to support the organisation, and I sincerely appreciate their commitment, encouragement and contribution throughout the year.



Rebecca Staring
Business Manager



GO AGAIN Op Shop

It has been another busy and positive year at GO Again Op Shop, with a focus on improving our store and creating an even better experience for our customers, volunteers and participants.

This year we introduced new merchandising displays, including dedicated sports and plus-size sections, refreshed the men's section and reorganised our books to make browsing easier. A new promotions system, improved signage and GO branding on the shopfront have also helped give the store a fresh, professional look.

The team also showed great flexibility during a period of change. When Coordinator Deb took three months' leave, Practice Leader Danielle stepped up to take on the Coordinator role, helping keep the Op Shop and warehouse running smoothly. Her willingness to take on the additional responsibility was a great example of the teamwork and commitment across GO Again.

BUSINESS

Our volunteers and participants continue to be at the heart of GO Again. They have supported each other through busy periods and staff and volunteer absences, while also enjoying social activities including our Christmas celebration, Volunteer High Tea and op shop shopping tour.

Despite a challenging economic environment, sales have remained relatively consistent, and our promotions have helped move excess stock and reduce surplus at the warehouse. We are also continuing to grow our volunteer team, with five new volunteers currently progressing through recruitment.

We're incredibly grateful to everyone who contributes to GO Again and look forward to another year of community, connection and continued growth.



Deb Williamson
Op Shop Coordinator





I enjoy GO's swimming program and the opportunity to bring my previous experience as a swimming instructor. I run the program and love seeing the participants get more confident and comfortable in the water. I've been at GO three years. I enjoy working in such a friendly atmosphere.

Elizabeth King, GO Disability Support Worker



SUPPORT COORDINATION

What a year it has been!

As we reflect on the year, we sincerely thank our families and participants for trusting us to navigate the ever-changing NDIS alongside you. Through the changes and challenges, our focus has remained simple – supporting our participants to achieve the best possible outcomes. We are proud of the strong relationships we have built with the families and participants we support through Support Coordination. These relationships are at the heart of what we do, and we remain committed to being strong advocates for our participants.

We ask the questions, explore the options and keep looking for solutions when we believe there is a better outcome to be achieved. This approach has led to some great wins along the way, including successful ART outcomes, increased funding through plan variations and plan reviews, mid-cost AT applications, home modifications and secure housing outcomes.

These outcomes have provided participants with increased access to supports, greater independence and safety, more suitable living environments and housing stability. We are proud of the work that has gone into achieving these outcomes and, most importantly, the difference they have made for our participants and their families.

We recognise that positive outcomes are achieved through teamwork, and we are incredibly grateful for the strong relationships we have built with service providers, allied health professionals and community partners. Your collaboration, expertise and willingness to go the extra mile are invaluable to our participants. We certainly could not achieve the outcomes we work towards within the NDIS without your support, and we are incredibly grateful to have you alongside us.

These strong relationships also allow us to connect our participants with quality providers who genuinely understand their needs and are committed to helping them achieve their goals.

As we head into another year, our commitment is simple:

- We will advocate.
- We will ask the questions.
- We will keep looking for solutions.
- And we will celebrate the wins.

Thank you for trusting us to ride shotgun as we navigate the NDIS together – with plenty of chats, laughs and wins along the way!





Linda Cafasso and Kate Ellis
GO Support Coordination Team

SERVICE AWARDS

Congratulations, and thank you to everyone for your quality service and participation over these many years.

Lifetime Membership Award

For his long time service as an Association Member, Board Director, Treasurer and community support of Goulburn Options

Michael Molony

Staff Awards

5+ Years
Barb Fenwick
Kenny Kanyai
Susan McCullough
Jacinta Wilson
Raylene Sharp
Jacqueline Ford
Gaylene Visser

10+ Years
Lee Kelly

Volunteer Awards

5+ Years
Louise Byrne
Tony Gooden
Brenda Lebidka
Joan Lofts

Participant Awards

5+ Years
Jack Fitzpatrick
Daniel Kotsanis
Michael Willet

10+ Years
Katelyne Beasey

15+ Years
Robbie Wales
Jeremy Grant
Lisa Sterio

25+ Years
Andrew Leatham
Robin Grak





I enjoy being at GO. I feel like myself here and enjoy connecting with others. My favourite programs are coooking and art becuase of the skills I've learnt in both. Since I started three years ago, I feel happy here. I enjoy GO.

Tahlia B, GO Participant

OUR BOARD

The Goulburn Options Board governs our organisation, and is accountable to the Association for its performance. We have seen some recent changes in the Board, including incoming and outgoing members. We'd also like to thank Brad Greer for serving as an external committee member on the FRAC Committee this year.

Directors 2025-2026



Tony Gooden
Board Chair
Dates of Service:
2020 - Present



Helen Gwilliam
Vice Chair
Dates of Service:
2022 - Present



Louise Byrne
Secretary
Dates of Service:
2020 - Present



Michael Molony
Treasurer
Dates of Service:
2025 - 2026
OUTGOING



Kevin Ekendahl
Director
Dates of Service:
2024 - Present



Jane Challis
Director
Dates of Service:
2025 - Present



Liz McCoy
Director
Dates of Service:
2025 - Present



Akshay Arya
Director
Dates of Service:
2025 - Present



Trevor Harmes
Vice Chair
Dates of Service:
2019 - 2026
OUTGOING

Goulburn Options warmly welcomes our incoming directors, and thanks our outgoing directors for their invaluable skill and dedication to our organisation during their time on our Board. Any person wishing to join our Board, or one of our committees as an external member is strongly encouraged to reach out to Board Chair Tony Gooden at **boardchair@goinc.org.au**

GET INVOLVED

Goulburn Options has evolved into the well-known, and deeply well-loved organisation it is today thanks to its many supporters. We encourage and welcome any member of the community who would like to get involved with us.

Join the Team!

Looking for a job with Goulburn Options? Follow Goulburn Options on Seek.com to see open job postings. Alternatively, email your cover letter and resume to hr@goinc.org.au at any time.

If you'd like to Volunteer at the GO Again Op Shop, email hr@goinc.org.au, letting us know why you think you'd be a great addition to our team.

Keep Up to Date

There are so many ways to stay up to date with Goulburn Options.

- Follow us on Facebook and Instagram **@goulburnoptions**
- Visit our website **www.goinc.org.au** to:
  - Subscribe to our bi-monthly newsletter and receive the latest news from GO straight to your inbox six times a year!
  - Read our blog, published every month

Make a Donation

Goulburn Options is a registered charity. Make a tax-deductible donation to us via our Give Now Page: **www.givenow.com.au/goulburnoptions**

You can also support GO by shopping at the GO Again Op Shop, or supporting our raffles or activities through the year!



CONTACT US

Phone 5792 3192

Email go@goinc.org.au

Goulburn Options operates out of

16-18 Station Street, Seymour

28 High Street, Seymour

GO Again Op Shop

Shop 4/115 Anzac Avenue, Seymour

Goulburn Options is a

Registered NDIS Provider.



Annual Report 2026