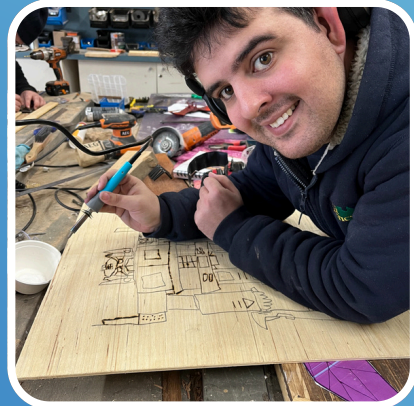




# Goulburn Options

## Disability Support Services



# 2024

# Annual Report

# Goulburn Options

## *Disability Support Services*

Live your **Biggest Life Possible!**

## Acknowledgements

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



Goulburn Options is committed to safeguarding the health and wellbeing of all participants, including the health, safety and wellbeing of children and young people in our care.

## Contact Us

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Email: [go@goinc.org.au](mailto:go@goinc.org.au)

Office: 16-18 Station Street, Seymour 3660



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# GO AT A GLANCE

Participants

**95**

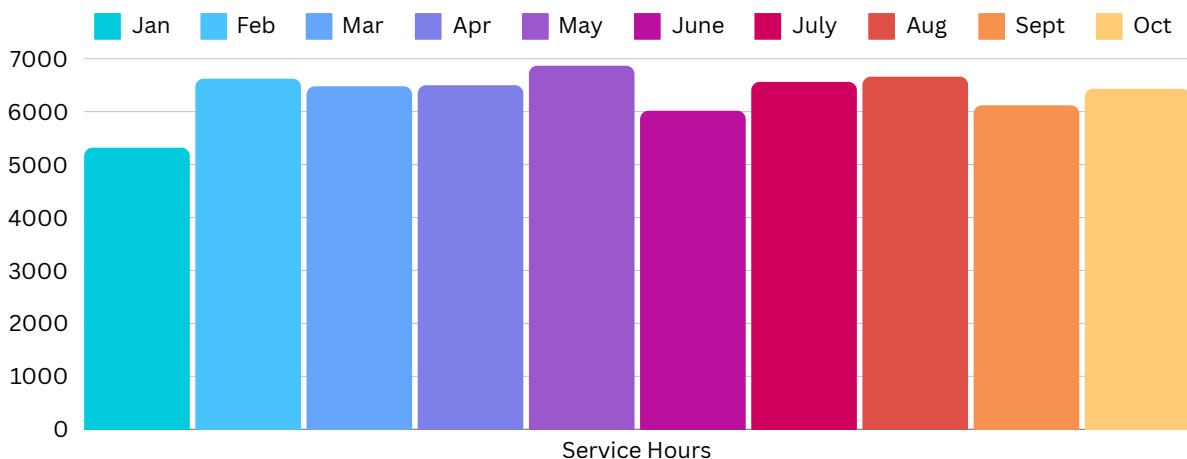
Staff

**98**

Volunteers

**30**

In 2024, GO has already delivered over  
**63,578.97 hours** of support!



In 2024...



**9** GO support workers began Certificate III Individual Support



**12** members of the GO Admin team completed GOTafe's Emerging Leaders Course.



# GO AT A GLANCE

## What do GO Participants say?



**96%**

of GO participants say they are happy with GO all, or most of the time.



**Hannah C**

Goulburn Options is a good place to talk to lots of different people. My favourite programs are literacy, cooking and craft.

## What do GO staff say?



**93%**

of GO staff recommend Goulburn Options as a great place to work.

Goulburn Options staff believe the key strengths of our organisation are:

- The dedication of our workers
- Our warm and welcoming culture
- Organisational flexibility

# STRATEGIC DIRECTION 2023-26

## What We Have Achieved So Far

### Goal 1: Maximise Our Assets

- Delatite Road Units entirely renovated
- Planning for Delatite Road Main House renovation underway
- ICT Systems Development in progress
- Program spaces review currently underway



# STRATEGIC DIRECTION 2023-26

## What We Have Achieved So Far

### Goal 2: Invest in Our People

- GO Workforce Strategy currently in progress
- 1,943 training hours across our workforce
- 432 hours invested in leadership development



### Goal 3: Build on Our Strengths

- We've increased the number of our supports from 62,910 to 63,578 hours!
- GO currently hosts 19 different Group Programs
- 8 new participants joined Goulburn Options in 2024



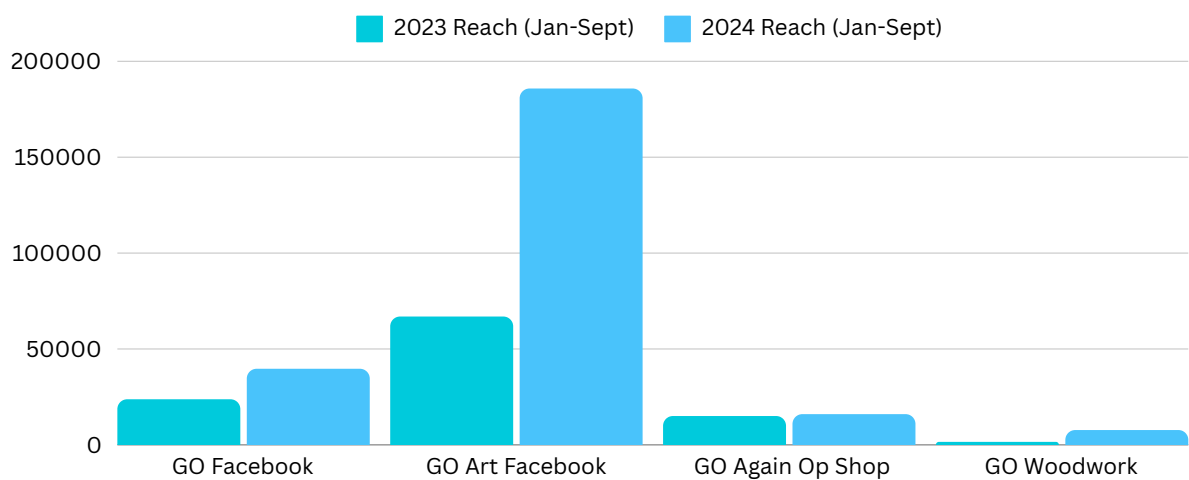


# STRATEGIC DIRECTION 2023-26

## What We Have Achieved So Far

### Goal 4: Promote Our Brand

- Marketing and Social Media plan in development
- Notable increase of engagement across all GO social media accounts



### Goal 5: Engage with Our Community

- Ongoing success of Participant Voice Committee meetings
- Participation in a wide range of local activities - including 9 community events in 2024









# OUR BOARD

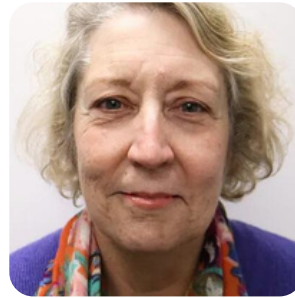
The Goulburn Options Board governs the organisation and is accountable to its members for its performance. The Board has seven members elected by the members of the association.



**Tony Gooden**  
*Board Chair*  
Dates of Service:  
2020 - 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



**Helen Gwilliam**  
Dates of Service:  
2022 - Present



**Trevor Harnes**  
Dates of Service:  
2019 - Present



**Kevin Ekendahl**  
Dates of Service:  
2024 - Present

## Outgoing Members

Goulburn Options offers heartfelt thanks to Sarah for her years of service to our organisation.



**Sarah Puppa**  
Dates of Service:  
2021 - 2024





# BOARD CHAIR REPORT

This year Goulburn Options has continued the mission of providing the best possible service to our participants. We are always looking to improve what we do and how we do it.

In general, this is developing and implementing the strategies of the Strategic Plan but close up it is making sure we have the right people supported with the required resources in a safe and supportive environment.

As we have grown one of our challenges has been maintaining that family feeling and those personal links when the family is so big. We can't just expect that all will be well - we have to work on it - be clear on what our values are and demonstrate those values in how we all interact. We have to evolve our policies and practices. We have to strategically apply our resources and plan for the future. We have to modify our structures to meet new needs and challenges. I am pleased to report that from my perspective - those are exactly what we are working on - together.

The GO Board currently has three committees which support the continued good governance of our organisation. They are The Risk and Policy Committee, the Business Development Committee and the Organisational Resilience Committee.

During the year the Board farewelled Sarah Puppa who was convening our Risk and Policy Committee. Sarah brought her professional expertise, clear thinking and life experience to the Board. We are hopeful that sometime in the future when her family commitments allow, she might put her hand up again. We have welcomed Kevin Ekendahl who has stepped straight into the Risk and Policy Committee chair role bringing valuable industry and management experience.

I thank all our volunteer Board members for their ongoing effort and commitment. The meetings and prep work that is undertaken is not the most engaging arm of GO but essential for effective governance and looking to the future.

Once again, we have two Board Vacancies open to people with the right skill sets, who support our values, and are committed to working cooperatively to achieve our vision. I urge anyone who is interested to make contact.



# BOARD CHAIR REPORT

Last year I stated that we were most fortunate to have an experienced, dedicated and talented CEO and leadership team. At the end of August this year we farewelled Melinda Burgess who shepherded us through a period of unprecedented growth ensuring we did not lose our people focus and at the same time building a team to take us forward by investing in their professional development and exposing them to the bigger picture. Melinda was popular with participants and dedicated to them and passionate about best practice in the disability sector. We thank her and know that she will always be part of the GO family.

The Board undertook an extensive recruitment and selection process in the search for the right person to build on the gains made by Melinda. Debbie Mitchell was the unanimous choice of the selection panel and has hit the ground running already proving her expertise in dealing with the complex and at times frustrating organisation that is the NDIS. We welcome Debbie and are excited by what she is already seeing with fresh eyes.

At Goulburn Options our participants, carers and families, our staff, our association members, our volunteers and community supporters come together to ensure our focus is on Biggest Life Possible.



**Tony Gooden**  
Goulburn Options Board Chair



# CEO REPORT

Goulburn Options has had a great year in 2024, with many exciting developments and new programs. In June, we undertook our registration audit which identified full compliance with the NDIS Practice Standards, which was an excellent result. The auditors acknowledged the hard work undertaken to develop and implement further improvements to the service. We undertook an organisational structure review and developed the new role of General Manager to oversee the organisations day to day operations and support the leadership team. Megan Montgomery has taken on the role of General Manager.

Training and professional development of staff has been ongoing with a new cohort of trainees undertaking qualifications with GOTafe and the leadership and administration team completing the Emerging Leaders Program. Megan Montgomery successfully completed a Mini MBA with the Australian Institute of Management.

We have had ongoing expansion of our woodwork program, the renewal of the RAGZ program, and new program additions such as GO Green, Zumba and photography. Our new wheelchair bus arrived, assisting us with transport, and we have periodically opened the doors to the Station Street Art Gallery Shop. We have begun work on the future use of Delatite Road and look forward to further development in the coming year. Our administration team has grown and developed, with the introduction of new team leader roles to oversee our important service areas.

My time at Goulburn Options comes to an end on August 30th 2024, and I would like to take the opportunity to thank the whole GO community for their support during my time as CEO. Debbie Mitchell will take over as CEO from September 1st 2024. I have full confidence that the team will be a wonderful support to Debbie in her new role and that Goulburn Options will continue to grow and thrive long into the future. I wish everyone continued success into the future.



**Melinda Burgess**

Goulburn Options CEO (2021-2024)



# CEO REPORT

I would just like to say thank you to the Board and our team of staff, volunteers and community for my warm welcome to Goulburn Options a short time ago.

As we continue to respond to changes in the landscape of disability service, the team and I will be focusing on elevating our systems and support services to ensure efficient operations, which embrace innovations and continuous improvement at the core of what we do, which will reinforce our commitment to **Biggest Life Possible** for our participants.

I look forward to the year ahead, embracing the community and collaboration that Goulburn Options instils, and the many developments that the dedicated board and team of staff are planning.



**Debbie Mitchell**  
Goulburn Options CEO





# SUPPORT SERVICES REPORT

At Goulburn Options, our commitment to providing high-quality services remains central to everything we do. This year, we have continued to deliver a wide range of disability support services, including Supported Independent Living (SIL), Day Programs, Community Access, TAC services, and Support Coordination. These services are designed to empower participants, fostering independence, community engagement, and personal growth.

In 2024, we successfully completed an audit that resulted in recertification, a testament to our dedication to excellence in service delivery and compliance with regulatory standards. This outcome reflects the tireless efforts of our team and the participants we support.

Some of the highlights from this year include:

- A new cohort of trainees undertaking a Certificate III in Individual Support, strengthening our workforce and ensuring we continue to deliver quality care.
- The introduction of new programs such as Zumba, which promotes physical activity and well-being, and the expansion of existing programs like woodwork, art, and Key Word Sign.
- The growth of our GO Again Op Shop operations, where we added a warehouse to increase shop floor space, enabling us to serve more customers and create additional opportunities for participant and volunteer engagement.

However, this year has not been without its challenges. The ever-evolving landscape of the National Disability Insurance Scheme (NDIS) has created uncertainty, and changes in funding models and regulations have impacted both our participants, their families and our services. Many participants are facing increased complexity in navigating their plans, which in turn has required us to adapt our service models to ensure they continue to receive the support they need. These challenges underscore the importance of our ongoing efforts to advocate for participants, ensuring they have equitable access to essential supports.

In response to these changes and to continue elevating the quality of our services, our leadership team undertook practice leadership training this year. This initiative is helping us strengthen our service delivery and ensure a continued inclusive, participant-focused approach.

So the team have embarked on the design of our new quality framework to ensure continuous improvement and to address the broader challenges we face.



# SUPPORT SERVICES REPORT

The 'Biggest Life Possible' framework focuses on five key areas:

- **Quality of Life:** Ensuring participants have meaningful experiences and opportunities to live fulfilling lives.
- **Quality Employment:** Providing staff with the skills, training, and opportunities to thrive in their roles and deliver the best possible support.
- **Quality Practice:** Implementing evidence-based practices that improve outcomes and opportunities for our participants.
- **Quality Business:** Strengthening our operational and financial capabilities to sustain and grow our services.
- **Quality Community:** Building partnerships and fostering a sense of community inclusion for our participants.

As we look to the future, we remain committed to adapting to changes and ensuring that Goulburn Options continues to be a leader in providing high-quality, participant-centered supports.



**Megan Montgomery**  
Goulburn Options General Manager







# SERVICE AWARDS

## 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. We send our heartfelt thanks to every person, business and organisation that have provided encouragement and support throughout 2024.

## 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

#### 5 YEARS

Garry Dismorr  
Glenys Pentland

#### 10 YEARS

Amy Forcier

#### 15 YEARS

Deb Saunders  
Jessica Smith

### Volunteers

#### 10 YEARS

Kerry Baldwin  
Bev Ridley  
Barb Molony  
Dot Kanters

#### 15 YEARS

Janet Fish

#### 20 YEARS

Marie Maggs

#### 25 Years

Norma Walton





# CONTACT US



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**Website** [www.goinc.org.au](http://www.goinc.org.au)  
**Postal Address** 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)**



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Goulburn Options GO Woodwork  
Goulburn Options Support Coordination  
Go Again Op Shop





**Biggest Life Possible**