Goulburn Options

Annual Report 2017/2018

Front Cover

Winner *of the Robert Falkenbach Award – Goulburn Options Pop Up Gallery*

Mandy Gloede, Herself Surprised, Mixed Media Collage.

'I found this work to be ascetically beautiful and constructed in a thoughtful manner with a very attractive palette, the work would not be out of place at The Melbourne Art Fair or internationally for that matter. Collages can often be frustrated, mixed medias place incoherently just for the sake of it with little or no real purpose. I found this work to be thoughtful, interesting and beautiful and I warmly congratulate Mandy.' Adam Knight, Judge

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

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

ABN # 21 170 525 763
ACN # A0009776T

Our Statement of Purpose

* To assist and support people with a disability to reach their full potential and personal goals

* To establish, manage and increase opportunities for people with a disability to access the community

* To build an inclusive community and advocacy for people with disability

Our Vision

A community that values and promotes the independence and full participation of people with disability

Our Mission

To develop, educate and sustain a community network that enables and encourages people with disability to achieve their full potential

Our Values

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

* Respect for individual choice and difference

* A community based on equality, dignity and non-discrimination

* Working in partnership with stakeholders to provide participants with diverse and enjoyable opportunities

* Services that are flexible, responsive to change and offer transparency and accountability

Highlights of the year

The year has passed quickly, and the Board has been very active. It has been a pleasure to work with our professional members. Regretfully, Elaine Lavender had to retire due to ill health and we wish her well. Ellen Kemp also retired mid-term due to new work commitments.

The year started with a new interim CEO, Rosey Panelli, after the tragic loss of Robert Falkenbach. Rosey soon got into the swing of things. Her work ethics and commitment convinced us that she was the right choice and Rosey became our full time CEO in February.

With the purchase of 28 High St for our new centre a lot of work was needed to make it fit for purpose. I praise the building committee, CEO, staff and volunteers who worked hard, with long hours, to achieve what we have today. Activities commenced at the new centre on May 28th with a very smooth move from Delatite Road, due to our professional staff. "Well done all". More needs to be done but we continue working to build a centre of excellence.

In August the CEO, staff and fund-raising committee worked hard to ensure the official opening of our new centre would be a great success, with a weekend of celebration. On Friday evening August 17th we launched the "Pop-up-gallery" which had to be seen to be believed. The artists exhibiting ranged in age from 5 -85. We are grateful to the Seymour and District Art Society, Wid Bradley and Wendy Webster for the strong support that made this project such a success. A big thank you also goes to Adam Knight, renowned art curator. His comments were wonderful and a great encouragement to the artists. The Robert Falkenbach award for the outstanding work was won by Mandy Gloede, a Goulburn Options staff member.

Saturday 18th was the official opening conducted by our participants. Many people attended and enjoyed the artwork, Go Op Shop stall, wine tasting, and Devonshire tea. A lot of purchases were made so, again, a well-deserved thank you to all that helped.

The Op Shop was the next on the list for a makeover with Rosey and her dedicated volunteers revamping the shop completely. After 2 weeks and many hours, the result is wonderful with good comments from the public. The Op Shop is running at around 34% better than last year thanks to all the volunteers, staff and participants. Our fundraising committee has also worked tirelessly on various activities including raffles and a wine drive. There are plans for ongoing projects that will raise funds to assist the Board in the purchase of a full kitchen at High Street.

I thank my fellow Board members for their assistance during the year. If I was to thank any member for that extra commitment, it must be Michael Molony who has been instrumental in assisting Rebecca our Business Manager in bringing our financial reporting into the 20th century. I must thank Rosey for the way she has steered the staff and volunteers, and for the rapport we have. Also, a special thank you to Rebecca and Megan for their assistance, and in the way they have gone about their duties to ensure GO is in the position it is. Lastly but not least a thank you to all our staff and volunteers and those businesses, trades people and the public that have assisted in helping GO through the year.

Bob Edwards

Board President

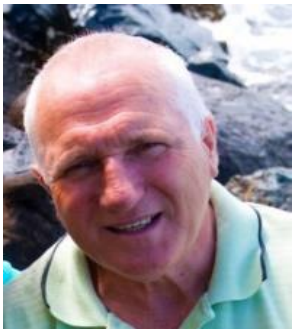
The Board

President – **Robert (Bob) Edwards** had an early association with Goulburn Options as a Board member (1988-89) then as an Instructor from 1995-98 for "Seymour ATSS". Bob, with Pam Schivo, started G.A.T.E in February 1995. Rejoining the Board in 2003 Bob has served 4yrs as Secretary, 7yrs Treasurer, 2yrs as Vice President and 3yrs as President, receiving Life Membership in 2008. In 2015, at the opening of the Goulburn Options respite units, number 3 was named 'Barry's B & B' in loving memory of Barry Knippel a former member of Goulburn Options who was Robert's brother in law.

Vice President – **Janice Kemp** has been associated with Goulburn Options for 18 years. She volunteered on our Board of Management the year after her daughter started with us in 2001 and has served continuously on the Board from that time. Janice runs a family furniture business in Seymour and therefore brings a business background combined with the perspective of a parent of a child with disability. In loving memory of Janice's daughter Jessica who sadly passed away in 2007 we named our first respite unit 'Kemp's Kastle'.

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

Secretary – **David Stokes** joined the Board in 2015. He is a former Secretary (CEO) of the Seymour Water Board and is now retired. David and his wife are carers for their adult son who attends Goulburn Options day programs part time. David also volunteers his time to the Seymour Fire Brigade and the Seymour St Mary's Church.



Ian Brooker has been a Board member for the last 7 **years**. He is now retired from his career in building & planning, however, his background in this area continues to assist greatly in planning and future growth of our facilities. Ian offers great insight and knowledge in legislative issues as well as practical approaches to issues.

Raelene Eason was elected to the Board in 2017 after many years as an active member of the Lower Hume parent support group. A teacher for 30 years, she has a daughter attending Goulburn Options. Raelene feels that it is important for all the families and staff who make up the Goulburn Options community to be well supported and she is looking forward to working with the Board as the organisation continues to develop.

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

Elaine Lavender is a retired school teacher who has been associated with Goulburn Options for 6 years where her son attends day programs. Elaine was also involved with GATE (now Yooralla). She shared coordination of the Goulburn Options carer's network with Bev Ridley and has been a dedicated volunteer in the swimming program. Elaine was Board secretary during 2018 and a member of the Employment and Fundraising Committees ~ *resigned 29th May 2018*

Ellen Kemp joined the Board in 2018. Her passion for supporting everyone in our community began at a very young age, having first hand experiences with disability through her family. This inspired her to obtain Certificates in Disability, Mental Health and Community Service. She also has a Diploma in Community Services and an Advanced Diploma in Community Sector Management. Ellen works as a mental health clinician and Key Worker/ Case Manager for Targeted Care Packages ~ *resigned 15th May 2018*

Board attendance

Since the prior AGM, 10 Board meetings were held. Attendances by each Board member were:

Board Member	*Total Eligible*	*Number Attended*
Robert Edwards	10	9
Michael Molony	10	9
Janice Kemp	10	9
David Stokes	10	9
Alan Mooney	10	10
Ian Brooker	10	6
Raelene Eason	10	5
Elaine Lavender	6	6
Ellen Kemp	5	5

Snapshot of services for 2017/2018

- 60 participants regularly accessing service from Goulburn Options
- 71 day programs running from Monday to Friday
- 104 flexible supports weekly
- 7539 hours of flexible support over 12 months
- 43 staff employed at Goulburn Options
- 5 staff are full time
- 20 staff are permanent part time
- 31 staff fill casual shifts

Service awards

This year we would like to acknowledge the current staff and volunteers who have given long years of service to Goulburn Options.

STAFF

Name	Years of Service
Rebecca Staring	18
Deborah Wiggett	16
Megan Hill	12
Damien Frost	11
Debbie Williamson	10
Debra Saunders	9

Name	Years of Service
Jessica Smith	9
Hayden Saunders	8
Mandy Gloede	8
Rob Stutchbury	7
Mandy Karadimos	6

VOLUNTEERS

Name	Years of Service
Alan Mooney	24
Betty Roworth	20
Margaret Sheppard	20
Judith Kecskes	19
Norma Walton	19
Jan Deglatis	18
Beverly Edwards	18
Janice Kemp	18
June Scott	18
Robert Edwards	17
Dorothy Garcia	16
Tracey Gatt	16

Name	Years of Service
Monika Guest	16
Barbara Kelly	16
Pam Jeffery	16
Marie Maggs	14
Jan Williams	12
Pat Munro	11
Nancy Halpin	11
Sharon Hazelden	10
Janet Fish	8
Ian Brooker	7
Elaine Lavender	6
Shirley Neal	5

What a difference a year makes!

The National Disability Insurance Scheme (NDIS) has been described as the most significant social reform since Medicare, with the Disability sector undergoing a revolution as government policy reshapes delivery of care. As Goulburn Options prepares for the official roll out of the NDIS in our Goulburn region from January 2019, the Board, staff, participants and their families have all been working hard to understand and prepare for the transformation. Change can be challenging and unsettling but there are new opportunities emerging for people with disability and Goulburn Options is committed to ensuring that the NDIS will be a positive new step for all our participants.

As an organisation Goulburn Options will no longer be directly funded by the government. We will be required to operate as a business in a market-style system. Whilst much of the work we do will continue as before we must review and adapt our planning and administration to ensure that we have the necessary infrastructure and flexibility to function as a business in a competitive environment. Throughout this year we have been evaluating and reporting on our organisation using seven business domains modelled on the Australian Business Framework. These domains are presented below.

Strategy

Major objectives for 2018 have been the High Street relocation, the implementation of new business systems, and the provision of support to our families through the pre-planning phase of the NDIS. Our strategic plan is due for review but in such an unusual climate with many unknown factors, our approach has been to complete the projects that have been initiated, settle the staff and participants into a new environment with ongoing quality care, and to continue gathering data to inform a strategic plan in the new year.

The new location offers increased opportunities for community engagement and our goal is to build a centre that will become a social hub where people with and without disability can create, collaborate and work together. A kitchen and outdoor area are still required so developing effective strategies for fundraising, donations & bequests is a high priority going forward.

Corporate governance

The Board has provided steady leadership through a year of change, ensuring that all resources were in place for the relocation from Delatite Road to High Street. Acquiring knowledge about the impact of the NDIS has been a high priority. A thorough review of the constitution and all policies has also been crucial preparation for the changes ahead.

Clients and market focus

Goulburn Options provides a range of popular services to our participants and has always sought to encourage and respond to individual needs and aspirations. This approach to service delivery will not change with the NDIS. However, it is anticipated the NDIS framework will promote and facilitate greater diversity of options for people with disability and Goulburn Options will be working together with participants and the community to creatively explore new ideas and opportunities to enhance the lives of people living with disability. Ten participants have been through early transition so far, so we already have some first-hand experience of this new system.

A new web site, created in-house, has been an economical, flexible and effective communication platform, as have the Facebook pages. Media coverage has raised our profile in Seymour and beyond.

Financial sustainability

A substantial overhaul of the accounting systems is almost complete with a range of improvements that assist with analysis, reporting and budgeting.

Fundraising continues to be essential. The Op Shop has increased turnover this year and undergone refurbishment, whilst new projects such as the wine sales and the $10 raffle have also proved successful. Due to the magnificent effort of our volunteer fundraisers and our generous supporters, we are making progress toward the funding of a new kitchen and outdoor recreation area. However, to achieve all our future goals and dreams we will need to advance fundraising to a more effective level.

People and capability

Goulburn Options is fortunate to have a very strong team of experienced, qualified and long-serving staff members. Such a team underpins our quality services and provides participants with consistent, trusted support. The team is complemented by volunteers in the Op Shop, fundraising and swimming programs. The move to High Street and the lift in our public profile has assisted with the recruitment of quality staff, including a Support Coordinator, in readiness for the roll out of the NDIS.

As the Disability sector is evolving from a State to Federal system, staff Industrial Awards have been under review to ensure they are appropriate and flexible to work with the NDIS. Goulburn Options has joined the bargaining process for the sector with approximately 40 other organisations. We are hopeful that this high-level conversation will lead to a positive outcome for all staff in the sector and a more streamlined Award that will be simpler to apply.

All staff now have access to epilepsy training and next year we will be bringing work-based disability training to Seymour in conjunction with Seymour TAFE. As the sector grows we will be offering more employment opportunities to the community of Seymour.

Safeguarding quality management and improvement

Maintaining the highest quality of care has always been the goal of Goulburn Options throughout its long history. All aspects of our operations are audited against state and national standards and staff training and development is ongoing. This year we completed a major review of organisation policy and we are well prepared to meet all the requirements of the NDIS related to quality and safeguarding frameworks.

Information and knowledge management

Our ICT systems are now high quality and serving us well. We are currently installing, a new Client Management System which is a necessity with the complexity of NDIS billings and the need for detailed analysis of service delivery. In addition, it will improve efficiency for some of our programming and participant record management.

Thank you to the Goulburn Options Board, staff, participants and volunteers for your support through 2018. Despite the sudden, sad loss of your CEO Robert Falkenbach in 2017 you all rallied magnificently to keep the wheels of the organisation turning and to support me as I stepped in at short notice. Very special thanks to my management colleagues Megan Hill (Disability Services Manager) and Rebecca Staring (Business Manager). With such a loyal and committed team we can face the challenges of 2019 with confidence.

Rosemary Panelli

Chief Executive Officer

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seymourtelegraph.com.au

A day to celebrate: Goulburn Options chief executive Rosey Panelli (centre) and others celebrate moving into the centre's new building on High St, Seymour.

New home for service provider

By Gus McCubbing

For all those involved with Goulburn Options, the long wait is over.

The organisation has officially moved into its new centre, opposite the Vietnam Veterans Commemorative Walk on High St, Seymour, which represents a game-changer in terms of the disability and support service it can provide to clients.

While the new property was bought almost a year ago, it took some time to be ready to move from 260 Delatite Rd, about 2 km out of town, where it had been based since 1998.

Goulburn Options chief executive Rosey Panelli said it was important for people with a disability to be able to take part in everyday life, something which was difficult when located on Delatite Rd.

"We're looking forward to being right in the centre of town and being able to access things like public transport, shops and facilities that are now just on our doorstep," she said.

"Delatite Rd was a beautiful open space and it was good for the 20 years we were there. But now people feel it will be more appropriate for us to be centrally located, so we're fortunate to have a building that's really suitable for our needs.

"More people now will be bringing themselves to programs. They'll catch public transport or walk and I think it does create more independence for our participants.

"At Delatite Rd if we wanted to go somewhere then everyone had to pile into a bus but now they can travel in a way that suits their needs."

Mrs Panelli however would not be surprised if staff and clients still felt a twang of nostalgia for the old premises.

"When people work at and attend a centre for 20 years, they do have really fond memories of that place," she said.

"But I think that's balanced out by the excitement of a new building that's got so much more inside space to use and all the new opportunities that offers.

"I think we'd outgrown Delatite Rd, certainly for the administrative staff, we were all tripping over each other trying to work in very cramped and noisy conditions. So it will be good for the staff to have quiet places to do other jobs."

Looking ahead, Mrs Panelli said Goulburn Options still had a few things to be done, including a new kitchen which needed to be built and plans to develop the front garden.

"We want to turn it into a beautiful outdoor space but again it's going to take a certain amount of fundraising and planning to complete," she said.

But her biggest challenge was how Goulburn Options navigated the regional rollout of the National Disability Insurance Scheme in early 2019.

"We need to be really visible in the marketplace, to be flexible, to offer a really wide range of services, so it challenges us to think about how we can do that," she said.

"However, moving into a new building that's bigger and more flexible is certainly going to give us a good platform for moving forward and coping with the challenge of being part of the NDIS.

"We hope there are people in the community who might benefit from our services who are perhaps not aware of what we can do, or for whom we did not seem relevant because we were so far out of town.

"Now that we're right in the heart of the community, people will be more aware of that.

"And it's really positive to see a key business in Seymour and a key employer flourishing and expanding and really continuing to add to the prosperity and quality of services available in the town."

Goulburn Options is holding its formal opening on the weekend of August 17.

> **"We need to be really visible in the marketplace, to be flexible, to offer a really wide range of services, so it challenges us to think about how we can do that."**
> — Rosey Panelli

Packed and ready: Goulburn Options maintenance workers Dylan Lotts (left) and Hayden Saunders.

It's all GO at Goulburn Options!

The 2017-2018 year has brought growth and change for Goulburn Options with our move to High St and the impending implementation of the NDIS in our region (Goulburn). With rollout set for the 1st of January 2019 we have had to put our roller skates on and quickly learn the structure of the scheme. We have been fortunate to support some of our participants as early entrants to the scheme which means that we have been able to experience working with the NDIS process on a smaller scale prior to full rollout.

We currently have 10 participants with approved NDIS plans. We've attended numerous forums and information sessions and have been able to pass on information and advice to our participants and families. We offer any support necessary to enable the transition to be as smooth and informed as possible including Support Coordination.

Goulburn Options programs have grown and developed over the last 12 months and will continue to do so under the NDIS. We expect to receive requests for new programs and activities as plans are activated and have already noticed an increase in demand for Health and Wellbeing programs such as hydro/swimming and yoga. Some of our participants have initiated an after-hours 'bootcamp' style program supported by specialist staff members with experience in the health and fitness areas.

With the move to High St we have increased our computer programs, using a dedicated computer room. We have also increased music programs, and more places have been made available in horticulture through the King Valley Learning Exchange

We have strengthened our community partnerships through the development of programs such as the women's shed program where participants attend the local community group developing great connections and confidence. At the Greyhound Adoption Program participants are supported 1:1 to attend and volunteer in the program.

We have a group that attends the local Seymour library weekly and the senior librarian from the Mitchell Shire Council (Tanya) facilitates and delivers an engagement activity program at GO fortnightly. We also offered access to the Certificate 1 in Transition Education Course when 'GO Workskills' (a training organisation) in partnership with Yooralla Seymour, offered supported places. The accredited qualification, written to support people with disability in the community, assists with independent living and community engagement and can also open up potential employment pathways.

Megan Hill

Disability Services Manager

The Goulburn Options Pop Up Gallery

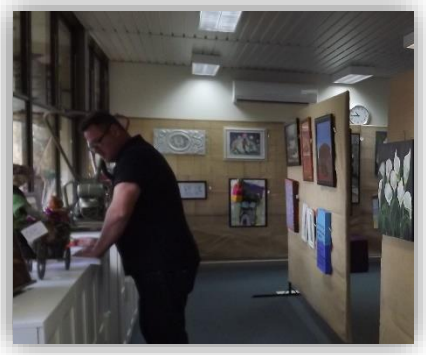
Centrepiece: The pop-up art gallery in Goulburn Options' opening weekend.

Officially opened: The new Goulburn Options building in High St.

Pop Up opening a big success

The new building at High Street was officially opened with a weekend of celebration centred around a Pop Up Gallery. Art is an important activity at Goulburn Options, so an Art exhibition was a wonderful opportunity to showcase our building and to showcase the achievements of our participants.

The Pop Up Gallery was an important step towards greater community collaboration and it was pleasing to see a variety of artists from the age of 5 to 85 come together to share their work and experience.



We are grateful to Adam Knight, our guest judge, for adding his touch of glamour to the occasion. The Seymour and District Art Society provided wonderful guidance and also sponsored the Robert Falkenbach award for the most outstanding work in the show. The award, presented in memory of our previous CEO, was won by Mandy Gloede, Goulburn Options very own Disability Services Assistant and Art Instructor.

The opening of the building took place on Saturday 18th August 2018, with over 100 guests attending. The exuberance of our participants and the music of our band set a really joyful tone for the day. Thanks to all the sponsors and supporters who helped to make the weekend so successful. We are truly fortunate to be located in a small rural township that has great community spirit.

It all adds up

The GO fundraising committee started many years ago and one of the more popular fundraising activities was the *GO girls.* Norma Walton was one of the *GO girls* who put on lunches for the people of Seymour; these events were always a huge success. In recent years, the main fundraiser has been the Op Shop with additional fundraising committee events mainly focussed on projects like the tri state games and Madi's place. Last year the committee became active again when we needed funds to assist with the move to High St.

I would like to make special mention of Elaine Lavender who led the committee so energetically before her resignation. She came up with some good fundraising ideas that have been successful, and we will certainly do again. Elaine inspired us to think big...and she said we wouldn't just be a fundraising committee that sat in the street and sold raffle tickets; we would be raising bigger funds than that. However, we all realised that we have to start somewhere and the IGA grocery grab raffle raised almost $3000. We wouldn't have the big flat screen TV at High Street if we didn't.

Selling raffle tickets in the street is a hard gig, especially sitting in 4 degrees at 10 o'clock on a frosty morning or 40 degrees at noon in summer. But we do it because tickets don't sell themselves sitting in Bec's office. To see Betty with pillows on her back bent over in pain is tough, but we sit there in the hope of getting another $2, and Betty doesn't give up, and in fact will say 'I'm free tomorrow if you need me to sell more'. We need more people like Betty and Norma. These ladies are in their mid 70's and have no children at the centre, they are just wonderful volunteers that we are so thankful to have. With 60 families at GO, I'm hoping we can get more people to help out. I realise some people work, some have health issues, some are aged, and some are out of town, but I would encourage all our families to think about getting involved with this committee, the op shop, or board. We unfortunately won't have the Bettys, Normas and Bevs to help as the years go on, so we need more people.

The Go Again Op Shop is very successful, and it is gratifying that the local community continues to support people with disability. Thanks to all the fantastic volunteers who work there. Great work has been done by Bev, Liz, Rosey and Julie who also spend many hours when the shop is closed to keep it as wonderful as it is.

Garry gets going on grocery grab

By Gus McCubbing

When Garry Sutton's two minutes of free shopping at O'Keefe's IGA began yesterday morning, coffee was the only thing on his mind.

As the owner of the winning ticket in the Goulburn Options 'grocery grab' raffle, Garry's prize was everything he could fit into a shopping trolley within the time limit.

Garry said while he was not as nimble as he used to be, he was well-assisted by Megan Hill from Goulburn Options.

"She got the sort of things I wouldn't even think about," he said.

"My priority was just coffee. I've got a dog, but she only eats chicken . . . so I'm not sure if I got anything for her. I really won't know too much about the haul until I get home and sort it all out.

"But right now I've just got to find a way of getting it home!"

Goulburn Options volunteer Margaret Sheppard said the purpose of the raffle was to raise funds for the new centre in High St.

"We ran the raffle over three months and sold $3100 worth of tickets, so it's been very successful and all the Seymour community got behind it . . . and Garry has been a longtime supporter of Goulburn Options, so it's pleasing that he won it," she said.

Goulburn Options chief executive officer Rosey Panelli said she enjoyed the event and was grateful towards all those involved.

"I'd really like to thank Sue and Peter O'Keefe and IGA's support of the raffle . . . they've always been good and loyal supporters of Goulburn Options," she said.

"We should also thank the volunteers who spent hours in the streets selling the tickets. It was a lot of fun and Garry had a really good attitude towards it."

Garry ended up grabbing about $386 worth of groceries, with O'Keefe's IGA donating $100.

Ready to grab goods: Garry Sutton (middle) and Goulburn Options chief executive officer Rosey Panelli with O'Keefe's IGA staff before the grocery grab gets under way.

In action: Garry's grocery grab assistant Megan Hill on the hunt for some coffee and walnuts.

We are very thankful of the support the staff gives for every fundraising opportunity as most things are run at the centre or we need the staff to order or prepare for us to be able to fundraise. For example, the wine orders needed a bit of organising, so it was pleasing that once things got rolling we were able to take on the labelling and orders. If we all continue to work together we will have a successful fundraising committee.

Margaret Sheppard

Chair – Fundraising Committee

The Opportunity Shop

The Op Shop continues to play a key role for Goulburn Options. Our participants enjoy the opportunity to work in the shop, acquiring retails skills and building relationships with our customers. At the same time the shop is a wonderful public relations activity for our organisation, raising awareness in the community of who we are and what we do.

The volunteers have done a mighty job this year led by Bev Ridley and Liz Wylie. Despite closing for two weeks to complete a refurbishment the shop has maintained a year-long profit lift of approximately 34%.

The OP Shop Facebook page has developed quite a following of people who enjoy the blogs about unusual goods that are donated. Occasionally we receive objects of special value and the Facebook page has been an effective method of spreading the word to possible buyers.

The shop depends entirely on goods donated by the public and the quality and amount of gifted material is extremely high. We thank the people of Seymour and surrounding areas for their loyal support. Sometimes the quantity of donations can be almost overwhelming and loads of hard work goes on behind the scenes by participants, volunteers and staff to keep the goods sorted and organised. We are extremely committed to recycling and if there are goods we cannot sell we explore every possible option to prevent them ending up as waste.

Many of our volunteers have been working in the shop for decades and we are extremely fortunate to have such loyal supporters. Looking ahead however, it is important that we continue to recruit to ensure that we have a strong team to share the many tasks required to keep the shop working well.

Rosemary Panelli

Chief Executive Officer

Revamped op shop is ready to go again

New and improved: Goulburn Options staff and volunteers Jake Williamson, Liz Wyllie, Bev Ridley, Julie Heath and Rosey Panelli are ready to reopen the Go Again Op Shop today.

By **Alison O'Connor**

Seymour's Go Again Op Shop has had a mini makeover and will re-open its doors today.

The shop — located on Anzac Ave — is an integral part of Seymour-based Goulburn Options, a not-for-profit community service organisation for people with a disability.

The op shop closed its doors two weeks ago to conduct a refurbishment and expansion of its premises, and will reopen at 9.30 am today bigger and better than ever.

Goulburn Options chief executive Rosey Panelli said the fully volunteer-run shop's purpose was two-fold.

"All the money raised in the op shop goes to providing services to residents in Seymour and surrounding areas through Goulburn Options," she said.

"As well as raising funds for Goulburn Options, the shop also provides an opportunity for participants to join in a retail operation."

Ms Panelli said the refurbished shop was now bigger and would allow the group to increase the quantity of items on offer.

"We encourage people to drop off their unused or unwanted items during our opening hours. Of course, we like donations to be clean and not broken," she said.

The shop contains clothes in every size, as well as shoes, homewares, toys, and everything in between.

● The Go Again Op Shop is open from 9.30 am until 4 pm Monday to Friday, and 9.30 am until 1 pm on Saturdays.

Op shop find reunites vet with his dog tags

By **Gus McCubbing**

When Barb Kelly, a volunteer at the Goulburn Options op shop in Seymour, discovered a pair of dog tags in her store, she never thought they would belong to a living veteran, let alone that he might be reunited with them.

Mrs Kelly said the information on the tags included a blood group, a number, and the owner's religion, and decided to pass them on to a friend of hers.

"I thought it looked significant and shouldn't just be sitting out there in the op shop," she said.

"I knew Des Callaghan, who's in the Broadford RSL, so I gave them to him, hoping it might go into their archives or something.

"I didn't really think at first about finding the owner, because I really thought it might belong to someone from the First or Second World War."

But as was reported in the *Herald Sun* last week, Mr Callaghan placed a notice in the lost and found medals section of a veteran affairs magazine and was, miraculously, contacted by the owner.

A 73-year-old Vietnam War veteran, David Butler, turned out to be the owner.

Now living in Melbourne, Mr Butler was reportedly under the impression he handed back his tags when he returned to Australia in 1968 and gave back his kit at Keswick Barracks in Adelaide.

Mrs Kelly said she had no idea how the tags made the 700 km journey to Seymour, but she was rapt Mr Butler had the chance to wear them at the Anzac Day parade in Melbourne last week.

"I really didn't understand the significance of it all until this happened — I just assumed they'd be put into the Broadford RSL on display," Mrs Kelly said.

"Des said he'd find the owner, but I didn't know how that would happen.

"It was incredible ... for someone like that, who worked alone in the Vietnam War in intelligence, and therefore would have very little communication with others.

"I hope David can now find his medals — perhaps Facebook will help."

Surprise discovery: Barb Kelly, the GO Again Op Shop volunteer who discovered a Vietnam War veteran's long-lost dog tags (centre), with Goulburn Options members Daniel Kingley (left) and Jade Gallagher (right).

GO Band

The GO Band continues to go from strength to strength as a result of the commitment that many Goulburn Options participants show to the band, specifically Crystal Semmens, Lisa Sterio, Ash Lawrence, Gavin Lane, Lucas Hall, Dianne Gallagher and the recently departed Luke Peters.

Playing in a band is like playing in a sporting team. Other people depend on you and you depend on your team mates. Pressure is applied by the coaches and team work is the name of the game. Special mention must also be made of the back-up team; Rosie Sheppard, John Sloots, Richie Dirnberger and Sam Wilson.

When the GO Band did their set at the official opening of the new Goulburn Options centre, the looks on the faces of visitors who hadn't previously seen the band said it all. The GO Band is very good, very entertaining and unique.

Rob Stutchbury

Instructor

GO Garden

Relocating the nursery equipment to High Street has been slower than we hoped but once fully established, training will mainly take the form of a small production nursery with participants joining in whatever part of the process coincides with their class. Adjustments are made to cater for adverse weather conditions and seasonal demands and one of the sheds is now fitted out to provide an adjacent airconditioned indoor space.

Personal Skills Development will still be the focus of training as there is such a wide variation in abilities within the cohort. We have seen positive results with this approach with some participants now able to carry out tasks such as potting with minimal supervision. We have revived the vegetable growing program and will tie this to the cooking classes. I believe that being able to cook and then eat a plant the group have produced from scratch brings satisfaction and a sense of achievement. This inspires participants to repeat the process. Using the wooden raised beds initial crops included silver beet, cabbage, carrots, radish and spring onions. Soon we will do our major planting of summer vegetables. Spreading vegetables such as pumpkins will be planted in other under-used areas around the premises

We are involving the participants in the general landscaping and maintenance of the grounds of High street (in conjunction with our Maintenance crew). The tasks currently include weeding, mulching, pruning planting and watering. We have started planting shrubs that can be cut for our GO Floral flower arrangements. With all activities in this area OHS is carefully monitored; this is also a good opportunity to teach safe work practices.

The plants produced by participants and staff are taken twice weekly to the GO Again Op Shop as dictated by sales demand. As at end of September we have sold **$4,026** through the shop and have a target of **$6,000** to reach by Xmas. (Gross profit around **85 - 90%**). Participants are informed at all times of the output in $ terms and they all seem to join in the sense of achievement.

Glen Kelly

Horti Trainer

GO Radio Show

The Go Radio Show continues to air each Wednesday at 12 noon on Seymour FM 103.9. We also go right around the world. As we say on air "punch Seymour FM 103.9 into your search engine and follow the prompts". As Alan Moony says "we're on the Wild Wild Web".

Earlier this year the space occupied by Seymour FM at Kings park was drastically reduced. As a consequence, we do all our pre-show preparation at GO headquarters, 28 High Street. We are also strengthening our partnership by providing space at our centre for Seymour FM people to hold their monthly meetings and conduct training.

Alan Mooney continues his 25 year involvement with local community radio. John Sloots continues to be the most popular GO Radio Show presenter and Di Gallagher, Jackie McKenzie and Lucas Hall provide their unique styles to the show. Every so often, Davis Stokes, Andrew Leatham, Brennan Collier, Lisa Godfrey and Susan Meadows fill casual vacancies on our GO Radio Show.

We continue to entertain the listeners, play good music and inform listeners about Goulburn Options and what we do.

Rob Stutchbury

Instructor

Friday Community Lunch Group

The Friday cooking program is growing in strength with lunch for up to 50 people served at the centre each week. The program aims to produce a quality nutritious meal that could be served in any restaurant. Participants are continuously refining and improving a range of skills such as selecting a menu, estimating the quantity of product needed, shopping with confidence, decision making, setting a safe environment, food preparation and knife handling. At times this has been challenging in our makeshift kitchen.

Crystal, Shannon, Paul, Katie and Jackie have all shown extreme resilience and a no fuss attitude to getting the job done. The cooking team is always working to improve and expand the menu with new ingredients, taste and texture. Dessert is a big favourite with sticky date pudding, upside down pear sponge infused with a lemon syrup, scones, cream and jam when time permits. The cooking program gives participants the opportunity to be part of a team that produces an amazing outcome and a sense of achievement, self-worth and confidence. We are all looking forward to the new kitchen at High Street and the opportunities it will bring.

Richie Firmin

Instructor

GO ART

It has been a busy and rewarding year for members of the Go Art Program. As well as the move to our brand-new studio in the High Street building, we had two more major events through the year.

At the end of last year participants in the Goulburn Options GO Art program were invited by the Mitchell Shire Council to exhibit artworks in an exhibition in Broadford to celebrate the International Day for People with Disability.

The artworks were displayed in the foyer of the Council Chambers, with our participants attending a special morning tea to celebrate the exhibition. The Council was so impressed with the artworks that it decided to purchase all the canvas-based works to keep in their permanent collection!

We also had the Pop Up Gallery exhibition as part of our official opening weekend at High Street. Our GO Art participants had the opportunity to exhibit their works alongside other members of the local community. Many of our artists sold works in the show and the feedback from the public was excellent. Robin Grak, Susan Meadows and James Jones each won blue ribbon awards for their outstanding works, as judged by Adam Knight.

Mandy Gloede

Disability Services Assistant / Instructor

GO RAGZ

The GO Ragz team does a fantastic job supporting the recycling efforts of the Go Again Shop. Using fabric from clothes that cannot be sold the team produced and sold 467 bags in 2017/2018. At $7.50 for a large bag, the rags are appreciated by many local businesses.

In addition, the team looks after the bagging of excess clothes form the Op Shop that are then sold on for us in developing countries. Hundreds of kilos of clothing that would otherwise find its way to land fill is efficiently recycled. Seymour is fortunate to have such passionate recyclers at Goulburn Options.

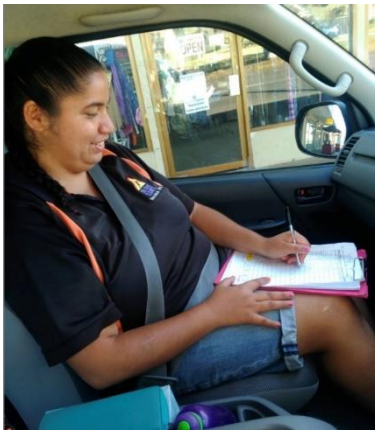
Debbie Williamson

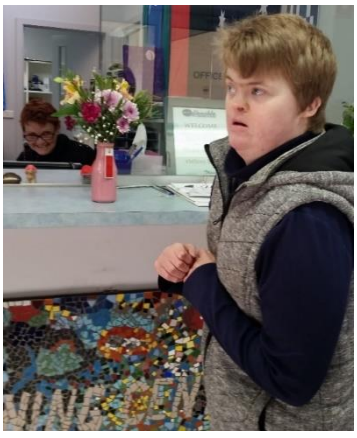
Disability Services Assistant / Instructor

GO Floral

The GO Floral team looks after 70 customers in Seymour, Broadford and Avenel. The vases of seasonal blooms are prepared at High street and then personally delivered by our participants.

The GO Floral team has become very well known in the community and this program has been most important in building community awareness of Goulburn Options. We are extremely grateful to all our loyal customers.





The maintenance crew

After a busy year of change for Goulburn Options the maintenance group has had many projects to complete, along with maintaining all of our sites and grounds. The participants of the maintenance crew have thrived with the challenges and have gone above and beyond to support each other whilst they learn new skills and complete some big jobs. Some of the main projects include, the relocation and downsizing of the maintenance workshop, the erection of an undercover lean-to area, lining and insulation of the new and improved ragz depot, supplying and piping of the water to the horti area, and the big, yet to be completed, task of relocating and rebuilding of the green and hot house. This has taken a lot of planning.

The maintenance team has also done a fantastic job of liaising and working alongside trades to troubleshoot, then complete all the important maintenance issues that arise, to help all the programs run as smooth as possible for our participants.

Hayden Saunders

Maintenance Coordinator

Did you know?

Seymour Telegraph
June 13 ·
Goulburn Options Disability Services staff will be among the first disability workers in Australia to participate in the program.
SEYMOURTELEGRAPH.COM.AU
Better training about epilepsy
The staff of Goulburn Options Disability Services have been invited to pilot...

Young Employee Recognition Award
Sponsored by LLEN
Criteria
Finalists
Jake Williamson, Goulburn Options
Carly Stasiak, McDonalds
Sarah Coombs, Woolworths
Nominees
Sunny Dias Martins
LOCAL LEARNING AND EMPLOYMENT NETWORK
CENTRAL RANGES

Did you know?

Goulburn Options was nominated for the

Victorian Regional Achievement and Community Awards

NEWS —— Aug 03 2018

Modern, caring organisation

by SEYMOUR TELEGRAPH

Goulburn Options chief executive Rosey Panelli, Crystal Semmens, Tyler Brown, disability services manager Megan Hill, and business manager Rebecca Staring.

For more than 30 years, Goulburn Options has been a pillar of support for people living with a disability in the community.

Women's shed turns two

THE Seymour Women's Shed celebrated its second birthday on Wednesday, June 13 with women from all across the region coming together for lunch and cake.

The shed's aim is to provide somewhere for women to go to have some company, a cup of tea and get out of the house for a day.

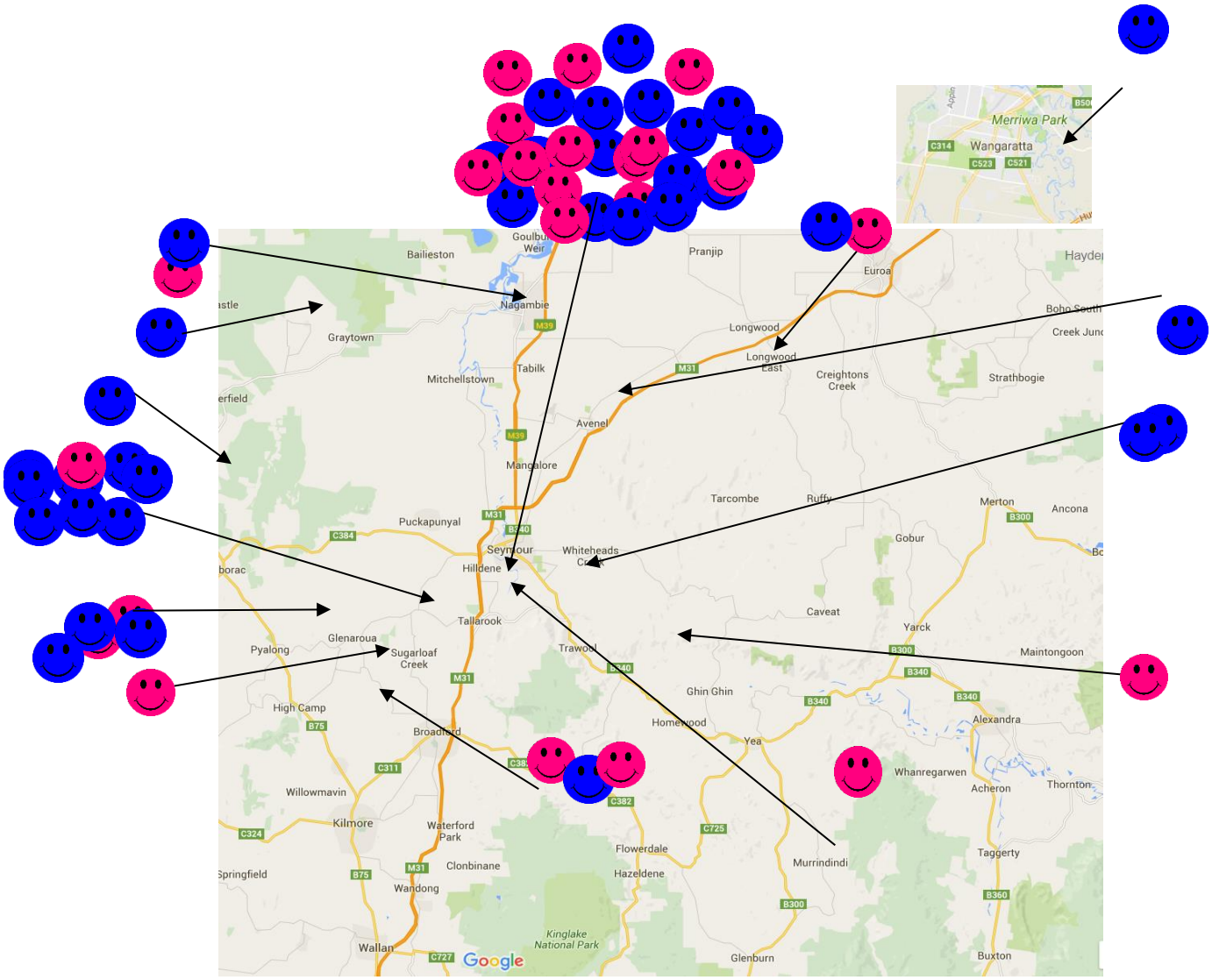
Seymour Women's Shed secretary Michelle Beaumont said the shed has been going from strength to strength and has something for everyone.

Members celebrated the shed's birthday with cake outside on a table made and donated by Leesa Waters, who also helps with gardening projects.

"We'd like to thank everyone that's donated, Alicia for sending people to us, Goulburn Options for coming, Cr Sanderson for sending Nestle to us to donate and all the staff and participants for coming," Ms Beaumont said.

Happy birthday: Members and Mitchell Shire Mayor Rhonda Sanderson celebrating the Seymour Women's Shed's second birthday. The celebration provided members with the opportunity to reflect on the Shed's achievements over the past two years.

Distribution of service recipients



Avenel (1)
Broadford (9)
Flowerdale (1)
Graytown (1)
Kilmore (5)
Longwood (2)
Nagambie (1)
Reedy Creek (1)
Seymour (30)
Tooborac (1)
Trawool (2)
Wallan (3)
Wandong (1)
Wangaratta (1)

Goulburn Options Disability Services

www.facebook.com/goulburnoptions

Go Again Op Shop Seymour

www.facebook.com/goagainseymour

Centre and Go Depot:
28 High Street, Seymour 3660

Mailing Address:
P.O. Box 345, Seymour 3661

Centre Hours:
8:30am to 4pm - Mondays to Fridays

Telephone:
03 57 923 192

E-mail:
Chief Executive Officer: ceo@goinc.org.au
Disability Services Manager: megan.h@goinc.org.au
Business Manager: finance@goinc.org.au

GO AGAIN OP SHOP
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