

# Better Together

Scope Annual Report  
FY2023-2024



# About Scope

**Scope was founded over 75 years ago, by families who wanted better support for their children with cerebral palsy.**

Today, we continue to solidify our identity, purpose, and leadership as one of the largest not-for-profit disability service providers in Australia, supporting thousands of people with complex intellectual, physical, and multiple disabilities. We operate across Victoria and New South Wales from 425 service locations.

## Service Highlights FY2023-24



**5214**

Clients Supported



**2240**

Adults and children who received therapy and psychology services



**1426**

Clients in Supported Independent Living



**805**

Clients who participated in Social Connections programs



**347**

Number of Supported Independent Living homes



**613**

Clients who access our Employment Services

# A Message from the Board Chair and CEO

The year has been big, busy, and pivotal for Scope.

We have a long and proud history, having celebrated 75 years of supporting and empowering people with disability to belong and thrive. We remain committed to our purpose of leading the future of disability services and supports for some of the most vulnerable in our community.

Informed by the voice of our clients and employees and the broader sector, we unveiled our Strategic Plan 2024-2028. The successful implementation of our Strategic Plan will ensure we chart a course for Scope's growth, sustainability, and impact for years to come.

Scope is committed to shaping a positive future alongside the people we support, and we are optimistic about the way forward – united in our dedication to support, inform and lead the sector. We are grateful for the dedication and resilience of our service delivery teams, with the relationship between our disability support workforce and clients at the heart of everything we do.



**Professor Sanchia Aranda AM**  
Board Chair



**Kate MacRae**  
Chief Executive Officer



[See the Scope website for the complete Board Chair and Chief Executive Officer Report.](#)

# Overview of Services



## **Supported Independent Living**

Supporting clients in specialist disability accommodation to live independently, helping them with daily living and personal care.

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## **Short Term Accommodation and Assistance**

Helping clients learn independent living skills and engage with their local community while giving family and carers a chance to take a break from their daily routine.

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## **Therapy Services**

Providing therapy services for all ages and abilities, including early childhood intervention, school-aged, adults and multidisciplinary therapy services.

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## **Social Connections**

Delivering day programs, including centre and community-based activities, tailored to each client's goals and interests.

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## **Communication and Inclusion Resource Centre**

Providing workplace training and specialist consultancy in disability inclusion and access, as well as communication aid development and support, behaviour support and support coordination.

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## **Individualised Living Options – Exploration and Design**

Designing personalised support arrangements for clients on tasks like applying for a rental property, to living in a shared home with others.

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### **Disability Employment Services**

Providing clients in New South Wales with regular, ongoing support through the job search process and assistance with staying in work.

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### **Macquarie Employment Training Services**

Delivering a range of courses for clients, from nationally recognised qualifications to a range of short courses

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### **Packaging Solutions**

Providing New South Wales clients with supported employment opportunities where they can earn a wage, learn new skills and make friends.

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### **Customised Employment**

Working with clients to match skills and ideal workplace conditions with inclusive employers to create a specialised role where their contribution is valued and support needs are recognised.

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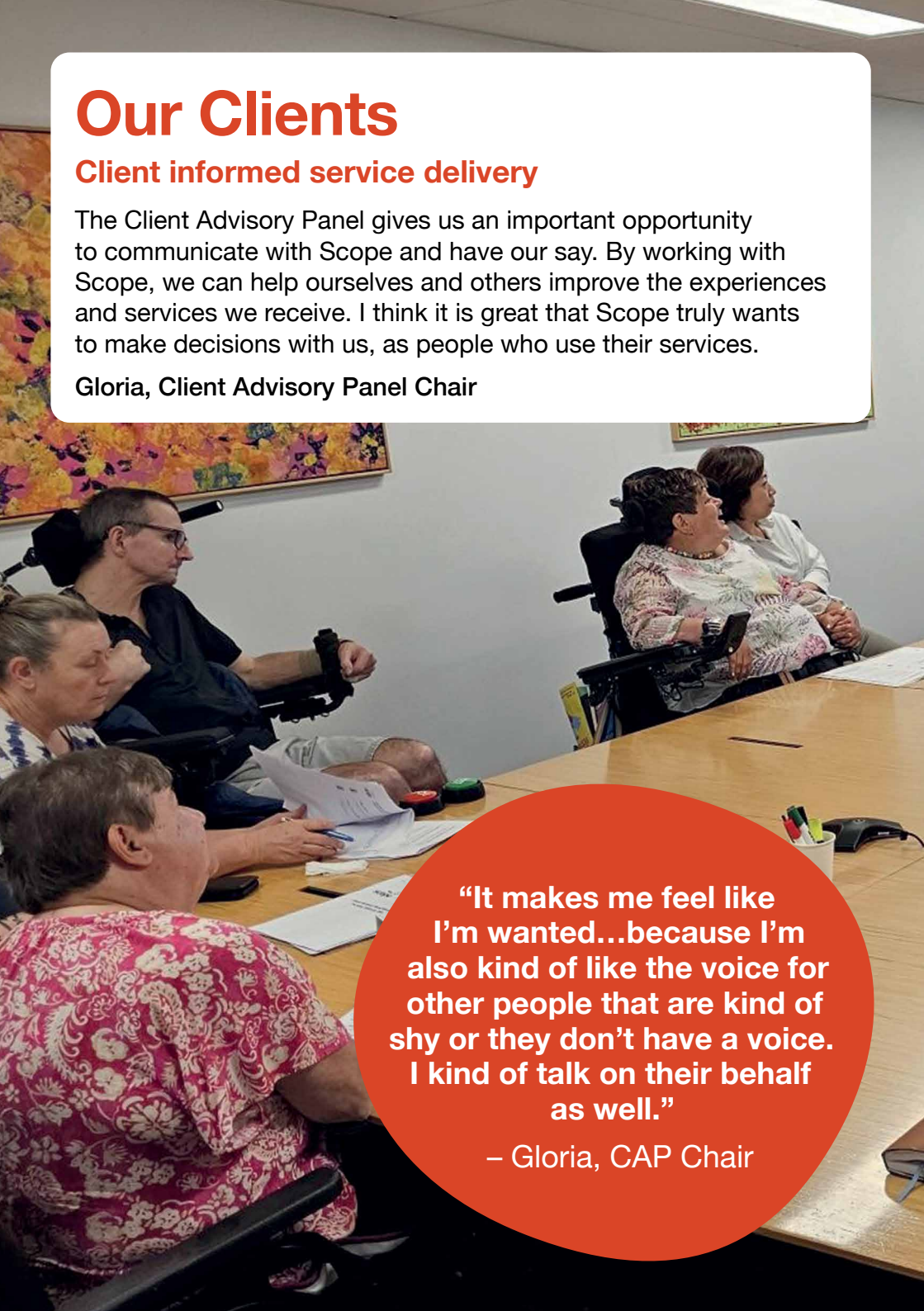
**We create  
meaningful  
opportunities  
for people with  
disability to belong  
and thrive.**

# Our Clients

## Client informed service delivery

The Client Advisory Panel gives us an important opportunity to communicate with Scope and have our say. By working with Scope, we can help ourselves and others improve the experiences and services we receive. I think it is great that Scope truly wants to make decisions with us, as people who use their services.

Gloria, Client Advisory Panel Chair



**“It makes me feel like I’m wanted...because I’m also kind of like the voice for other people that are kind of shy or they don’t have a voice. I kind of talk on their behalf as well.”**

– Gloria, CAP Chair

## **Scope's Client Advisory Panel (CAP) is the main representative body for Scope clients.**

Comprising a diverse group of people with disability, the CAP plays a crucial role in amplifying the voice and perspectives of those using Scope services. Panel members inform Scope's planning, strategy, and decision-making in a safe and supportive environment.

Since its formation in March 2023, the CAP has been actively involved in various key projects and initiatives, including:

- Scope Disability Action Plan
- Scope Strategic Plan 2024-2028
- Scope Human Rights Policy
- Sexual Health and Wellbeing Procedure
- Scope Advertising Campaign
- Animals in Service Protocol
- Complaints and Feedback Process

A core value for Scope is to... 'excel together in all that matters to our clients and colleagues.'

Through their lived experiences, active participation, and their generous volunteering of time over the course of the year, CAP members have contributed to meaningful changes and improvements within the organisation.

Before the Client Advisory Panel, I didn't think people with disability had a voice.

– Jacqui, CAP Member

I can actually say what I feel without being afraid.

– Nicole, CAP Member



**Learn more about our Client Advisory Panel's involvement in key initiatives.**

# Our People

Toyota comes to Packaging Solutions



**“We will have a dedicated “Toyota Champion” to work with staff to continue the Toyota way of thinking.”**

**– Stephen Price, General Manager Packaging Solutions**

## **After an intensive and highly rewarding mentorship opportunity, Scope's Packaging Solutions team in New South Wales is thriving after studying the Japanese art of *Kaizen* with manufacturing giant, Toyota.**

*Kaizen* is the basis for the 'Toyota way of thinking', and it broadly translates to 'continuous improvement'; something Stephen Price, General Manager Packaging Solutions and his team is passionate about.

"Toyota specialises in educating companies in continuous improvement through the Toyota Production System Support Centre (TSSC)," Stephen said.

"We consulted TSSC because we wanted to improve production and organisation at our packaging solutions sites," he said.

"But, the ultimate goal was to find a way for supervisors to have more time to spend with our supported employees, training them and reaching goals together."

Over six months, a team of TSSC engineers visited Scope's packaging solutions sites and advised on ways they could become more efficient and sustainable.

"Six months, four site visits, many coffees, bundles of sticky notes and reams of butcher's paper later, the project team have come away with amazing learnings on how to make our enterprises more efficient and productive," Stephen said.

"Going forward we will have a dedicated 'Toyota Champion' to work with site managers and staff to continue the Toyota way of thinking, and embed the structures and procedures learnt during the last six months," Stephen said.



**Find out what's next for the  
Packaging Solutions team.**

# Our Organisation

## Reflect Reconciliation Action Plan

A step to reconciliation



**Scope is dedicated to ensuring that Aboriginal and Torres Strait Islander people with disability feel safe, welcome, and confident in accessing our services.**

\*Please note this content contains records, images, voices or names of deceased First Nations' people in photographs, film, audio recordings or print materials.

## **In December 2023, Scope unveiled its inaugural Reflect Reconciliation Action Plan (RAP), which we have since been taking steps to implement.**

Scope commissioned Greg Muir\*, a First Nations artist with a disability, to design the artwork for the Plan. Titled 'Into Freedom', Greg's work showcases themes of institutionalisation, transition and freedom shared between First Nations and disability communities in Australia.

Celebrating and empowering First Nations employees and people with disability to belong, thrive, and live their dreams is central to our vision.

"In its very essence, our RAP is a testament to our vision and values – by embracing reconciliation, we celebrate diversity and we acknowledge the unique contributions of First Nations people to our nation's culture and heritage," Kate MacRae, Scope's CEO said.

Our RAP amplifies this vision and enables us to create culturally-responsive disability supports, allowing our clients to live the lives they choose.

The plan outlines a series of practical steps that Scope is taking to advance reconciliation within our organisation and across our community. It encompasses commitments to recognise and respect the rights and culture of First Nations people, to provide opportunities for cultural learning and understanding, and to create a workplace that is truly inclusive and diverse.



[Learn more about our  
Reflect Reconciliation Action Plan.](#)

# Our Social Impact

Co-research with and by people with disability

from the questionnaire?

- What are the key findings from the interview?

**“They presented confidently and enthusiastically, with their research and recommendations being well received.”**

– Dr Caroline Hart,  
Research Officer

**Supported by funding from Perpetual's IMPACT Philanthropy Application Program, Scope developed and piloted a course for adults with intellectual disability that teaches them about research and how to be co-researchers.**

Co-research refers to research carried out 'with' or 'by' people with intellectual disability, rather than 'to,' 'about' or 'for' them.

The course ran from March to May 2024 with eight Scope clients participating as co-researchers. As well as learning about research, the co-researchers also carried out their own research project which involved developing a research question, collecting and analysing data, and reporting the results.

Some of the co-researchers presented their findings to Scope colleagues, families and supporters on how to support people with disability to live independently.

On evaluation of the course, co-researchers reported that they felt positive about the new skills they learned, with many saying they felt more confident about their ability to participate in the planning and implementation of research projects.

Some spoke about the importance of the inclusive and supportive approach taken during the course, and that they appreciated the positive group dynamic and friendships formed.

We extend our thanks and gratitude to the co-research team and to Perpetual's IMPACT Philanthropy Program for supporting the program.



**Find out more exciting projects  
from our Research team.**

# Board Members

**Professor Sanchia Aranda AM, PhD, MN, GAICD**  
Chair

**Gary Brinkworth, BEc, GAICD**  
Deputy Chair

**Dr Sarah Anderson, PhD, BPO, MPH**

**Brendan Earle, BA, LLB (Hons)**

**Professor the Hon. Jill Hennessy, LLM, LLB, BA, GAICD**

**Barbara Hingston AM, BA (Admin), BSW, GAICD**

**Andrew Richardson, BSc, LLB, MBA, FAICD**

**Serge Sardo, GradDipPsych, MBA, MAICD, MAPS**

**Nick Taylor, BBusSci (Hons), GAICD**

**Dr Nadine White, BLawsAdmin, LLB (Hons), PhD, GAICD**

# Executive Members

**Kate MacRae**  
Chief Executive Officer

**Debra Benger**  
Chief Quality, Safeguarding  
and Practice Officer

**Liz Cairns**  
Chief Strategy and Risk Officer

**Joel Chibert**  
Chief Financial Officer

**Leanne Dillon**  
General Counsel

**Lisa Evans**  
Chief Operating Officer VIC

**Bruce McCowan**  
Chief People Officer

**John Preston**  
Acting Chief Operating Officer  
NSW

**Sid Shekar**  
Chief Information Officer

**Alex Smith**  
Chief Transformation Officer

# Sector leadership

Scope has nurtured valuable relationships with other disability service providers and industry groups, including Ability First Australia and National Disability Services. Together, we engaged regularly in collective advocacy to represent our common interests and amplify the voices of people with disability. This has helped to strengthen the disability sector and foster cooperation to highlight the potential impacts of forthcoming changes.

Scope was represented on key external bodies addressing various issues relating to the sector, including developing the disability sector workforce, improving the mental health and wellbeing of people with disability, and enhancing equity in health through improved access to cervical screening for women with disability.

We have responded to a number of calls for submissions across government, including themes discussing disability employment, outcome measurement and the future of group homes.



**Make a monthly contribution to Scope**  
Find out more on our website or give us a call  
**1800 815 768**

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