

Scope Strategic Plan FY2020–2023

Mission: Scope's mission is to enable each person we support to live as an empowered and equal citizen.

Strategic Intent: We will deliver customer driven services and sustainable growth to be a market leading national service provider by 2023.



An outstanding customer experience

We will build our market position through delivering outstanding customer experiences.

- Customers are at the heart of our decision making.
- Our brand is well known and preferred.
- Our services and products are viable and meet market demand.
- Our services deliver high quality outcomes.

A greater social impact

We will lead the community to create lasting social change.

- We are a leader in inclusion and access.
- Our insights are valued by key stakeholders and decision makers.
- Our research influences practice to improve outcomes.

A leading and successful team

We will engage and empower our people to succeed.

- Our people demonstrate strong leadership.
- Our people love working for Scope and are proud to be our ambassadors.
- Our people are agile, flexible and responsive to customers and opportunity.
- We create a safe and healthy workplace.

A thriving national organisation

We will formulate a pathway to growth and drive national expansion.

- We have a deeper understanding of market trends and opportunities.
- We have a clear organisation wide plan for growth.
- Our reach has expanded throughout Victoria and nationally.
- We are financially sustainable in the NDIS environment.