

Annual Report 2015-2016





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

Photo: Jye Yates and Tamati Poingdestre.
Front cover photo: Sarah Morcos and Scope staff member Sharyn May.

Vision statement

Scope will inspire and lead change to deliver best practice. We will:

- Support and listen to each person and their family.
- Provide leadership to influence strategy and policy.
- Deliver person driven, flexible and responsive services to build a sustainable future.
- Build on our foundation for success through our expertise in service delivery, workforce development, quality improvement and research.

We will deliver better outcomes.

About Scope

- Scope is a disability service provider. Our services support the needs of people with physical, intellectual and multiple disabilities, and their families.
- Scope provides services from 99 service locations and employs 1527 people, including supported employees.
- Scope's total revenue was \$92.2 million in 2015-2016.
- Scope has a membership base of 485.

ABN 63 004 280 871

Scope's 2016 Annual General Meeting will be held on November 16th, 2016.

Annual Report objectives

This document reports on Scope's activities, achievements and financial performance during 2015-2016. The report is written to be easily read by Scope's stakeholders, including members, people we support, their families and carers, staff, volunteers, government, corporate and community organisations and donors. Scope (Aust) Ltd is a public company limited by guarantee and is registered as a company under the Corporations Law of Victoria.

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Scope's divisions

Scope provides individuals with high quality support and services from 99 service locations across Victoria. Scope's operations are divided across four geographical divisions.



Scope's services for people with a disability

Scope provides a range of service options to enable people to achieve their goals.

Therapy
Occupational therapists, speech pathologists, physiotherapists and psychologists provide individual or group services to both children and adults.

Community inclusion and education
Facilitates inclusion of people with a disability into the community. Includes Scope's Communication and Inclusion Resource Centre, Scope's Education team, the Building Advisory Service and Scope's Community Inclusion team.

Lifestyle Options
Scope Lifestyle Options offers group-based activities, as well as individual programs that allow people to pursue their interests and engage with their communities.

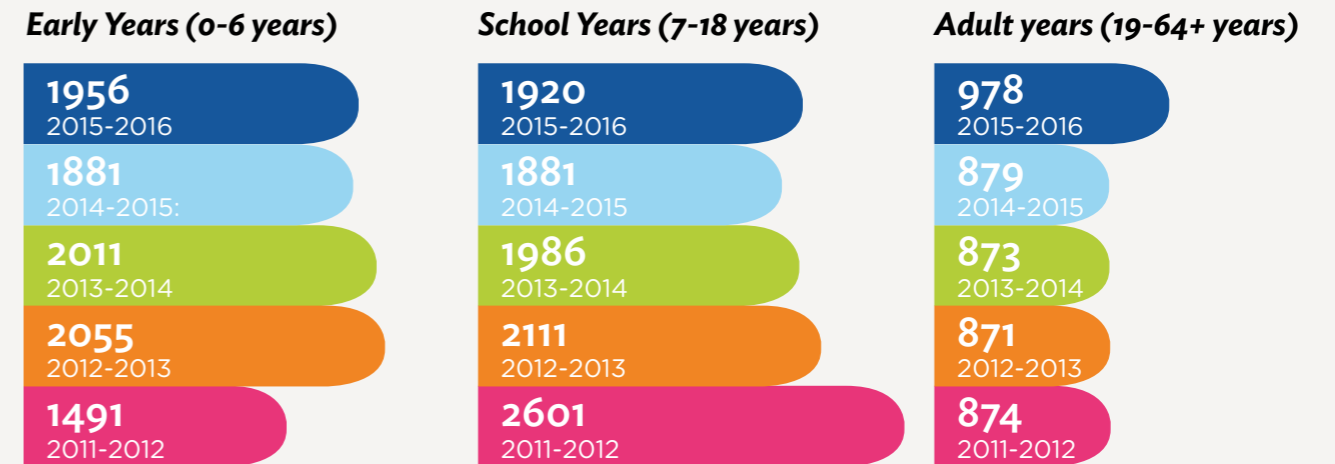
Supported living
Support to live as independently as possible, including in-home support and long-term supported living options for adults with a disability.

Respite
Respite services are designed to grow independence and get an individual out and about in the community. Respite is also a chance for family and carers to relax and take a short break from their daily routine.

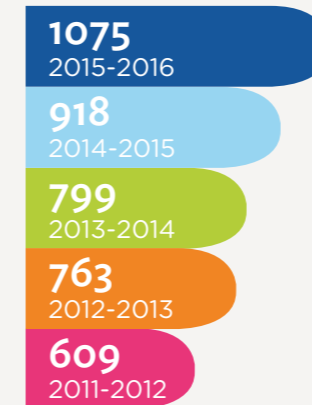
Services provided to people with a disability

Scope provided services to more than 6000 people with a disability in 2015-16. A number of individuals received multiple services from Scope.

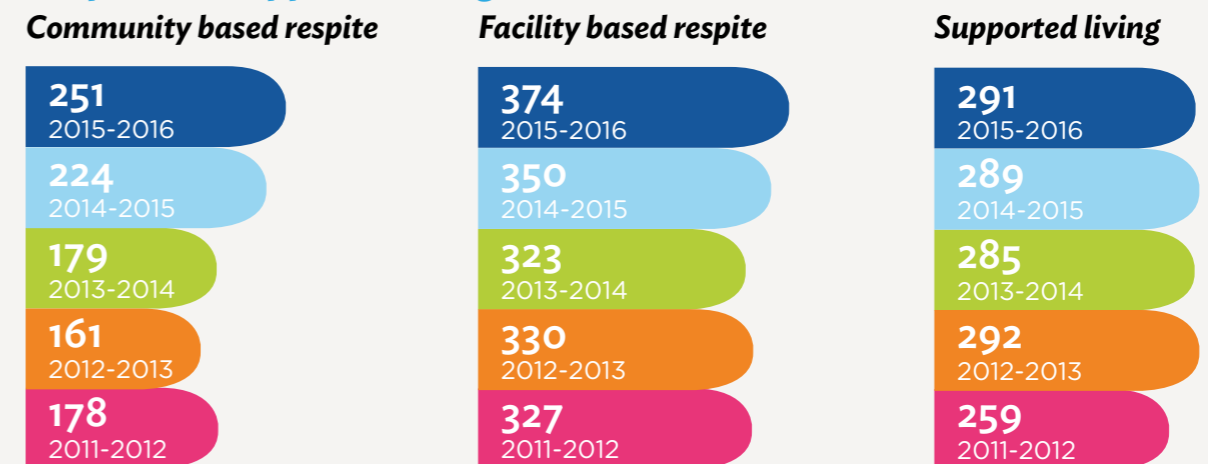
Therapy and psychology services



Lifestyle Options and individual support



Respite and supported living services



Scope 2015-2016 highlights

Provided services to more than **6000** people with a disability

Established Customer Insight Committee

Partnered with Melbourne University to appoint Professorial Fellowship

Scope staff completed **9300** formal learning and development activities

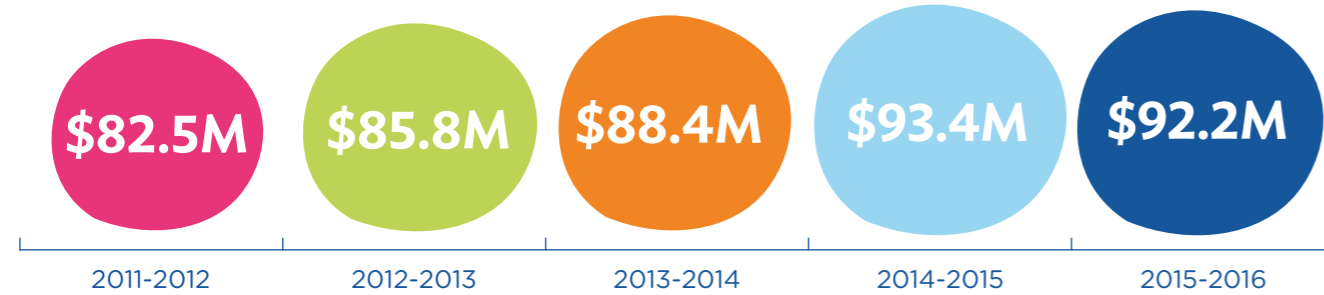
Achieved a customer satisfaction rating of **90%**

Delivered community education programs to **3453** individuals

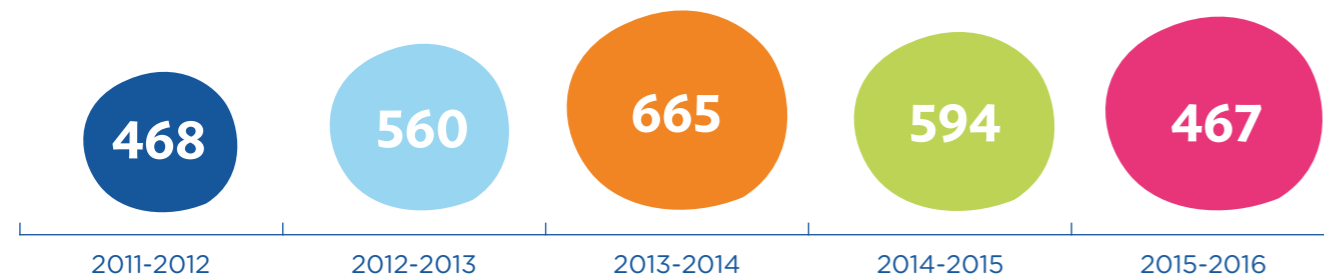
Photo: Cameron Bowering

Scope's five year scorecard

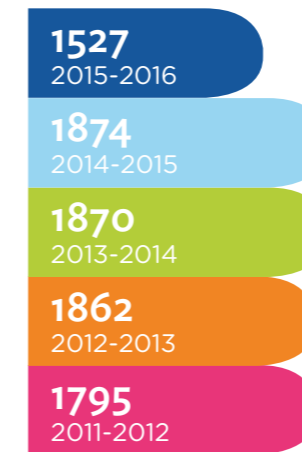
Revenue



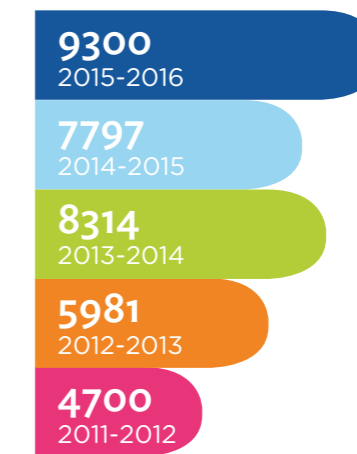
Number of individuals Scope supported in leisure and recreation activities



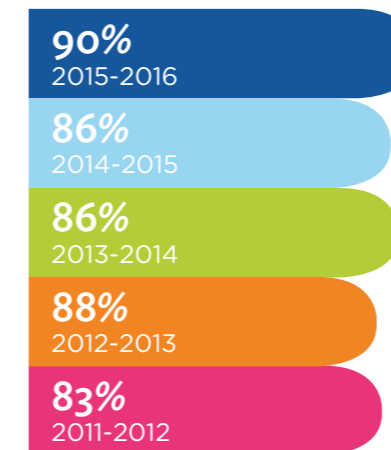
Number of staff **



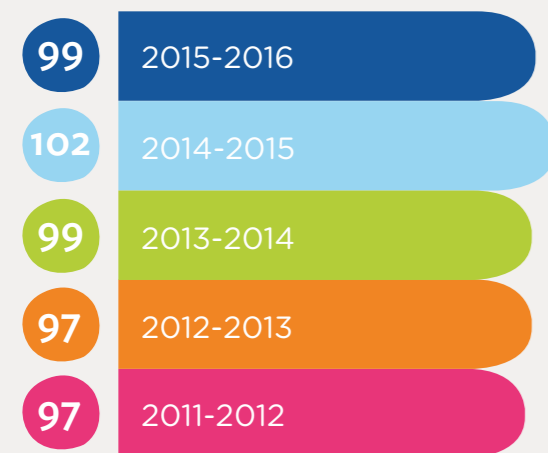
Attendances by staff at formal learning and development activities



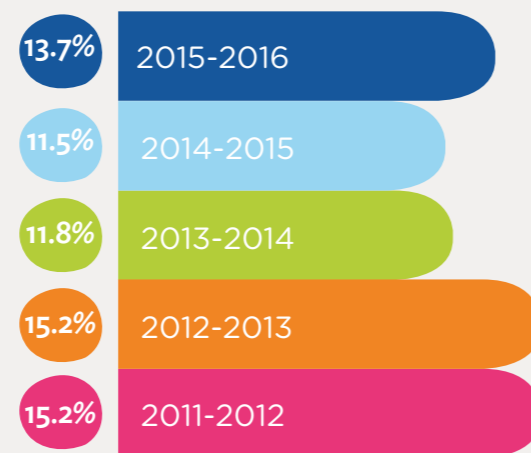
Customer satisfaction ratings



Number of service locations **



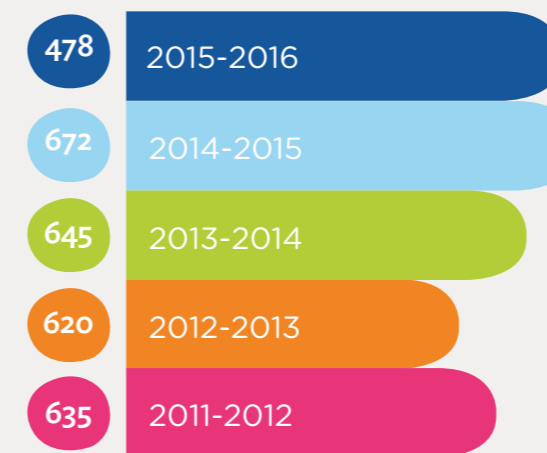
Employee turnover



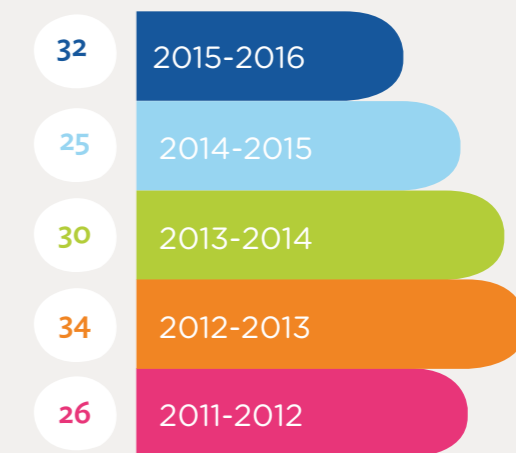
**Changes to the number of services locations and number of staff reflect the transfer of Scope Business Enterprises.

OH&S incidents* and claims

Incidents



Claims



*Incidents refers to any OH&S incidents and/or hazard reported; including near misses, first aid attention and medical treatment.

President's Report Mark Burrowes



The National Disability Insurance Scheme (NDIS) began its roll out in July.

Scope has been preparing extensively for this significant milestone. We have deepened our understanding of what it means to be a growing, sustainable and effective organisation in the NDIS environment.

Sustainability includes being relevant to the needs and choices of people we support and their families, being financially sustainable in a competitive marketplace, being an employer of choice and seeking to be environmentally sustainable.

Scope's learnings from our participation in the Barwon trial is proving key to ensuring the organisation is prepared for the change that will impact every part of the business.

To guide the organisation through this critical time, the Board worked closely with the Executive team to develop Scope's new 2016-18 Strategic Plan. The plan provides the organisation with clear direction and a detailed blueprint for the future.

Governance structure for the future

With our vision firmly in place, we have made some key governance changes that position Scope for success.

As President, I am committed to ensuring a best practice approach to governance and to this end; the Board has taken some strategic steps forward.

These include changing Scope's legal name to Scope (Aust) Ltd, which mirrors the shift in our funding, away from State funding to national funding through the NDIS.

We reviewed our constitution to ensure it is relevant in the NDIS environment, and implemented changes to our Committee structure and functions to ensure they are fit for purpose.

The 2015 Annual General Meeting (AGM) was held with a new format which sees the AGM held separately from the Staff and Client Awards. We have had positive feedback from members about this new structure, which enables Board and voting members to focus on strategic governance matters.

Also at the 2015 AGM, we obtained member approval for the lowering of the minimum quorum at a members' meeting from 20 to 15, and for the lowering of the minimum number of directors from 10 to 7. This brought Scope into line with similar sized disability organisations, and ensures that meetings of members can operate effectively and efficiently.

It also ensures that the Board can continue to operate effectively if there are unexpected changes to its composition, where the Board is operating at or close to the minimum number of directors.

We said farewell to Rob Bowen who completed his 9 year term as a board member. Rob continues to be involved with Scope as a member of the Finance Committee. During the year, we welcomed new board members Lea Pope, Joanne

Stubbs and Marcell Judkins. In March 2016 Marcell was appointed Treasurer replacing David Lloyd Jones.

We also appointed a number of new independent Committee members. Rob Bowen and Lou Lachal were appointed to the Investments Committee, Sackville Kempton to the Risk & Audit Committee and Mark Chittleborough to the Business Development Committee.

Following a review by the Duty of Care ad hoc committee, we approved a program of activity to further strengthen our zero tolerance approach to abuse and neglect of the people we support. This has included new quality initiatives, the establishment of a Customer Insight Committee, and extensive consultation with clients and their families about a human rights framework at Scope.

We made the difficult but necessary decision to transfer Scope Business Enterprises to Endeavour Foundation, a specialist organisation in providing supported employment opportunities. This decision secured the employment of all our supported employees, and offers them the best future for long term opportunities.

Sustainability

The 2015-16 financial results demonstrate the strong foundations of the organisation. As we transform the organisation to respond to the opportunities and challenges ahead, the Board is committed to providing the governance needed to ensure Scope remains sustainable, effective and mission focussed.

I would like to thank Jenny, the Scope Executive team and staff for their continued commitment and dedication.

CEO's Report Dr Jennifer Fitzgerald



It's an exciting time as the National Disability Insurance Scheme (NDIS) rolls out across Victoria and nationally.

Looking ahead, one of our key priorities will be supporting people with complex disabilities, ensuring their voices and needs are considered as the scheme evolves.

We continue to work collaboratively with the National Disability Insurance Agency, providing feedback, learnings and customer insights.

Human Rights Framework

Scope's mission and values are built on the conviction that people with disability have the same rights that are afforded to everyone else in society.

We initiated the development of an organisational Human Rights Framework, using existing strengths and systems within Scope, while recognising the need for innovation in a rapidly changing and competitive environment.

The framework will be developed in consultation with people we support, families and staff.

Customer Insight Committee

This year our Customer Satisfaction rating was a record 90%, a reflection of the quality of service and dedication of our staff.

To ensure the voice of our customers is elevated and that the people Scope supports have clear avenues to participate in decisions that affect them, we established a Customer Insight Committee.

The Committee provides advice and recommendations to Scope's management based on feedback from customers who use Scope services.

The inaugural Committee is led by Scope Board Member Tricia Malowney. A key priority of the Committee is to establish and implement a consultation framework that includes local customer reference groups across the state.

This provides a platform for Scope's customers to be heard on a variety of topics including service delivery and planning, service quality, policies and procedures.

Our achievements over the past year

Scope relies on a great team of people who are passionate about our mission and share our high standards. This year a number of staff were recognised for their outstanding achievements at the Victorian Disability Sector Awards.

Most notably, Dr Barbara Solarsh, a senior Speech Pathologist with Scope's Communication and Inclusion Resource Centre was included in the Lifetime Achievement Honour Roll.

The award recognises Barbara's dedication to her career in creating a world where people who have communication difficulties are able to communicate successfully with everyone.

Zane McKenzie and Daniel Reid, were also finalists in the Emerging Leader category.

Following the establishment of a strategic research partnership with the University of Melbourne, Professor Keith McVilly was appointed as Professorial Fellow in Disability and Social Inclusion.

Professor McVilly will direct Scope's research agenda, oversee existing and new research programs, and work with the disability sector more broadly.

His appointment further establishes Scope's position as a leading voice in the area of research to create long term practical benefits for people with disability.

Future priorities

Scope's 2016-2018 Strategic Plan is a roadmap for the growth and transformation of our organisation. We understand the changes the NDIS will demand of service providers and we are ready to take on these challenges.

We will focus on being a sustainable and successful mission driven organisation in an NDIS environment.

Some of our strategic priorities include partnerships and solutions for innovative social housing, and ways to increase opportunities for meaningful participation and contribution by people with a disability in the community.

I am confident that we are well prepared to face the challenges ahead while remaining mission focussed.

I would like to thank Scope staff for their passion and commitment over the last 12 months and look forward to all we will achieve together in the year ahead.

Financial highlights 2015-2016

Profit and Loss

The Financial Report outlines Scope's ongoing focus on developing our services to remain sustainable in an NDIS environment. As an organisation, Scope aims to continually improve our efficiency and effectiveness. We do this by maximising our resources in an ethical and sustainable manner.

Statement of Surplus or Deficit for the year ended 30th June 2016		\$'000s
Income		
State Government		71,938
Rendering of Services		7,383
Donations and Fundraising		3,659
Other		9,241
Total Income		92,221
Expenses		
Staff and Related		76,493
Depreciation		1,723
Other		16,123
Total Expenses		94,339
Deficit from operating activities		-2,118
Financial income & gain on sale of assets		2,171
Deficit from discontinued operations and net change in fair value of financial assets		-1,340
Deficit for the year		-1,287

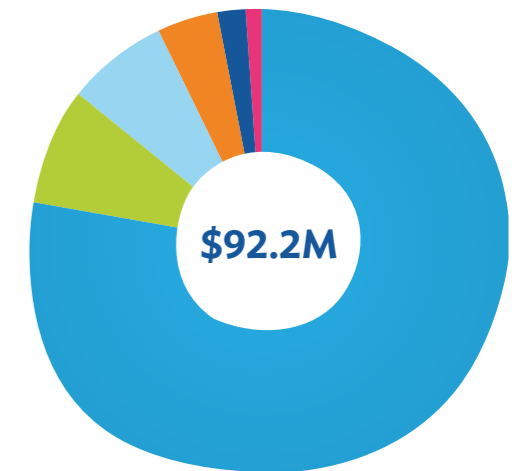
Balance Sheet

Statement of Financial Position as at 30th June 2016		\$'000s
Current Assets		
Cash and Deposits		22,082
Investments		470
Receivables and Other		6,391
Total Current Assets		28,943
Non Current Assets		
Property, Plant and Equipment		21,752
Investments		12,104
Other Assets		622
Total Non Current Assets		34,478
Total Assets		63,421
Current Liabilities		
Trade and Other Payables		5,962
Employee Benefits		10,472
Other Liabilities		6,382
Total Current Liabilities		22,816
Non Current Liabilities		
Employee Benefits		2,349
Provisions		69
Total Non Current Liabilities		2,418
Total Liabilities		25,234
Net Assets		38,187
Equity		
Retained Earnings		36,396
Reserves		1,791
Total Equity		38,187

Financial highlights 2015-2016

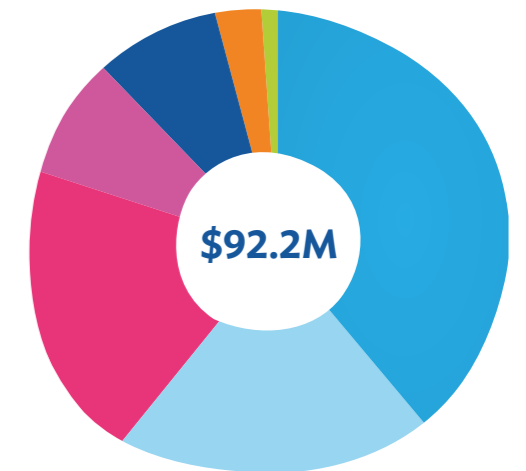
2015-2016 Revenue by source

State Government	78%
Rendering of services	8%
Federal Government	7%
Contributions	4%
Sales of goods	2%
Other	1%



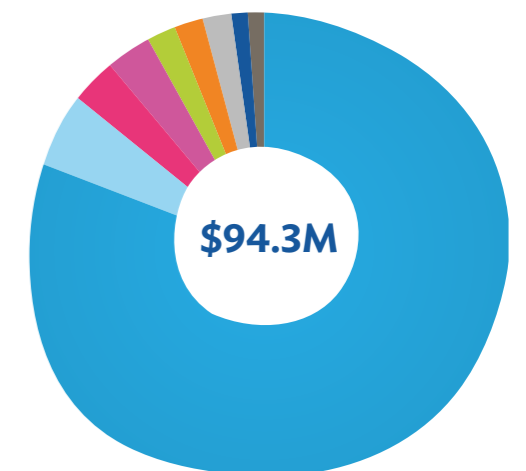
2015-2016 Revenue by category

Shared Supported Accommodation	39%
Lifestyle Options	22%
Therapy & Psychology	19%
Respite	8%
Other	8%
Fundraising	3%
Projects	1%



2015-2016 Expenditure by type

Employee expenses	81%
Other	5%
Communications	3%
Maintenance & vehicles	3%
Client costs	2%
Depreciation, amortisation & impairment	2%
Consultancy & professional fees	2%
Occupancy costs	1%
Fundraising*	1%



* The statutory accounting figures report on fundraising revenue raised from prior years, and recognised in this financial year when apportioned to particular projects.

Reporting against our strategic plan

Scope's Strategic Plan enables us to sustainably grow, diversify and position Scope – through leadership, partnerships and transformational change.

The following overview highlights our objectives, strategies and key outcomes for 2015-2016.



Photo: Allison and Kade Radford.



Customer driven
PAGES 14-17

Goal

Grow by delivering customer driven supports that people with a disability value and choose.

Strategies

- Understand what customers value and will buy.
- Transform our services to meet both customers' needs and NDIS pricing.
- Communicate with the market to retain and attract customers.
- Evaluate opportunities for growth.

Outcomes

- Information sessions commenced for customers to prepare them for transition to the NDIS (p17)
- New service locations in Ballarat, Bendigo, Geelong and San Remo (p16)
- Knox Redevelopment project progresses with openings of Boronia and Mitcham Lifestyle Options (p16)
- Positive Behaviour Support procedure rolled out (p17)



Engaged and productive
PAGES 18-21

Goal


Cultivate a growing, productive and values driven workforce.

Strategies

- Build a culture of customer service across all parts of our organisation.
- Increase the flexibility, mobility and productivity of our workforce.
- Attract and retain quality staff to grow our workforce.

Outcomes

- Values-based recruitment system introduced to better meet customer requirements (p20)
- Customer Insight Committee established to provide an independent consultation framework (p21)
- New NDIS Awareness and Customer Service training rolled out for frontline staff (p21)
- New Participant Leader and Workforce Leader roles introduced in Barwon to streamline customer experience (p21)



High performing
PAGES 22-25

Goal


Build a high performing, innovative and financially viable organisation.

Strategies

- Develop integrated systems, processes and policies that support effective customer service.
- Implement systems, processes and policies that support an agile and productive workforce.
- Build partnerships to minimise direct investment in assets.
- Promote and capture innovation and apply it across our organisation.

Outcomes

- Customer Enquiry and Relationship Management project rolled out across Barwon and the North Metropolitan region (p24)
- Tablet technology trialled with North Metropolitan and Ovens Murray Goulburn therapy staff (p23)
- Assistive technology piloted at two supported living homes (p24)



Mission based
PAGES 28-31

Goal

Build community capacity to recognise the human rights and citizenship of people with disabilities.

Strategies

- Support the citizenship and human rights of Australians with a disability.
- Amplify the voice of people with a disability.
- Influence systemic change for people with a disability.

Outcomes

- Rail operator V/Line awarded Communication Access Symbol (p31)
- Key Word Sign App launched at 2015 International Day of People with Disability (p31)
- Resources developed for carers, disability support workers and legal professionals to support decision-making by people with cognitive disability (p31)
- Survey tool developed to measure and track service outcomes (p30)



Customer Driven

Grow by delivering customer driven supports that people with a disability value and choose.



Brendan's Story

Scope is committed to providing people with a disability the support that they choose and value.

Scope welcomes the changes that the introduction of the NDIS will bring to the disability sector. Some successes have already emerged from the trial site in Barwon.

This year Scope supported Brendan Fowler, a participant from Barwon, to receive a new \$40,000 standing wheelchair with funding from the NDIS.

45-year-old Brendan used a standard wheelchair since acquiring a brain injury on an end-of-season football trip in 2002. The injury left Brendan with restricted ability to control his movements and limited communication. After expressing his goal to stand again, Scope supported Brendan to get the funding needed for this specialised equipment.

The standing wheelchair supports Brendan in a nearly standing position. It can be used as both a wheelchair and a standing frame, allowing Brendan to sit or stand in the wheelchair as he wishes. The chair can convert from sitting to standing with a hydraulic pump or electric-powered assist.

While the wheelchair itself is amazing, the real benefits came from combining the technology with therapy.

Brendan's health outcomes and quality of life will be vastly improved with the new chair. Positive physical outcomes include improved circulation, bone density, and urinary and bowel health; decreased spasticity in muscles, and prevention of pressure sores and contractures. Psychological benefits range from an increased sense of independence to greater resilience against depression.

It means greater mobility, freedom and independence.

Photos: Brendan Fowler with Bridget Prowse.



Customer Driven

Knox Project Update

The Knox Services Redevelopment Project was established in 2013, transforming our services to better facilitate independence, community participation and social inclusion of the people we support.

The project has benefited from the input and feedback provided by clients and families through the Knox reference groups.

New Lifestyle Options services have been established in Boronia and Mitcham over the last 12 months. Unlike the Knox site, these services are close to shops, libraries, gyms and parks, promoting opportunities for community engagement.

People living in Knox Accommodation have been actively involved in the design of their new homes.

Four three-bedroom units have been constructed in Boronia, and feature large separate living areas, secure individual access to bathrooms from the privacy of each person's bedroom, and integrated use of technology to enable accessibility and independence.

As with the Lifestyle Options services, the accommodation is close to shops, services and public transport—all priorities identified in the consultations.

Each individual has been provided with a transition plan and has been supported to decide which house to move in to and who

to live with, in consultation with the other residents and families. Regular house meetings focus on supporting the residents to have control and participate in typical home-related tasks such as menu planning, grocery shopping and understanding bills.

New Site Openings

Over the past year, Scope has responded to the changing needs of our customers by transforming the spaces in which support is provided. These new spaces enable greater flexibility in the delivery of services and programs, and increased participation of people with a disability in their local communities.

In early July 2015, both Ballarat Lifestyle Options and Central Highlands Therapy relocated to Ballarat's historic post office in Bakery Hill. The move was in response to the growing number of participants, and the need to move to a more central location for better community access. Ballarat Lifestyle Options in particular had been previously housed in several temporary locations. Bakery Hill provides a more permanent location for the people Scope supports in Ballarat.

Scope Bass Coast also relocated from Cowes to San Remo in June 2016. This centrally-located office space will provide more community participation for the people Scope supports in the San Remo, Wonthaggi and Cowes regions.

In August 2015, Scope opened the Golden Art Space at Bendigo's Golden North Lifestyle Options. It was developed in response to people who Scope supports seeking opportunities to develop their artistic skills and promote small business opportunities. The studio will also provide an opportunity to build partnerships with local artists, galleries and the wider community. The redevelopment of the space was made possible by a grant from State Trustees Australia Foundation.

Based on learnings from the NDIS trial, Barwon Therapy Centre opened in Geelong CBD. The site operates on a half community-based, half centre-based model. Its rooms serve multiple purposes, with its one-to-one session spaces allowing therapists to meet clients outside of school hours, reducing appointment waiting lists.

Having all therapists in one location also facilitates a more holistic approach.

Positive Behaviour Support

Some people supported by Scope may struggle with behaviours that potentially could cause harm to themselves and to others.

Scope initiated a project to develop strategies that would improve the support to people with these behaviours of concern and help improve their quality of life.

The first step of this process, in March 2014, was to ensure that all individuals were supported with a quality Behaviour Support Plan (BSP). Secondly, a framework for the implementation of Positive Behaviour Support (PBS) throughout Scope was developed, with a working group formed to oversee its implementation.

In February 2016, PBS training rolled out to Scope services that provide support to people with behaviours of concern. From June 2016 onwards, a "Behaviours of Concern" workshop was also included as part of the Group Recruitment and Selection process for Support Workers. Both PBS training and the "Behaviours of Concern" workshop will continue over the next 12 months, with PBS regional forums also planned.

The Office of Professional Practice has commenced a review of BSPs to measure their effectiveness.

Moving to Choice and Control

The advent of the NDIS brings much opportunity, but is undoubtedly a big transition for customers. Scope is committed to providing the people we support and families with the knowledge and support they need to transition smoothly to the new system.

Scope has partnered with advocacy organisation VALID to deliver NDIS information sessions to customers across the organisation, in line with the rollout schedule.

These sessions provided customers with an overview of how they would receive supports under the NDIS, an introduction to goal setting and planning, and what they could do to prepare for their planning meetings.

Customers also heard from Zane McKenzie, an NDIS participant from the Barwon trial site and disability awareness educator with Scope's Communication and Inclusion Resource Centre.

Zane, who has cerebral palsy, had a goal to increase his capacity to work independently and more often. The NDIS provided funding for a support worker who could assist with equipment and logistics, enabling Zane to achieve his goal.

Scope will also be offering customers the opportunity to learn how to set goals through optional group workshops and one-on-one sessions.

Photo: Jessica Dahlstrom with Kris Bain at the new Boronia Lifestyle Options.



Engaged and Productive

Cultivate a growing, productive and values driven workforce.



"The smile on their face is what motivates me."
Peter Runting



Peter's Story

Peter Runting is modest about his achievements, preferring to deflect to his passion, respite. In 2015 Peter received the Debbie Otto Award at the Staff and Clients Awards for his outstanding contribution to Scope and the people we support.

Peter is the Respite Coordinator for Scope's South Division. He is committed to delivering high quality services and further developing Scope's support programs. Peter coordinates two respite services in the South Division—Great Break and Southern Recharge.

Prior to this, Peter worked as an automotive electrician and performed maintenance on Scope's fleet of buses. He eventually began driving a bus for Scope, and then moved into a Disability Support Worker role at Great Break.

In 2008, the South Division identified a lack of school holiday programs for children with a disability. With Peter's support and funding from the Department of Health and Human Services the South Division created Southern Recharge, which provides school holiday programs to children aged 6-18 years. Over the past eight years the program has grown to provide school holiday programs at two community venues for approximately 50 individuals.

Children choose from a range of activities held at the venue, which could include sport, cooking, arts and crafts, team activities and other outdoor activities.

The Great Break program delivers two respite services in the South Division—Great Break and Southern Recharge. The program runs at full capacity, with many participants requesting return holidays.

The weekend holidays are designed to be exciting and fun, providing people with an opportunity to make friends and have new experiences.

Both programs also provide families and carers with the opportunity for a break.

Peter is continually looking at new ways to further develop Great Break and Southern Recharge. A key focus for him is looking into how these programs can be run under the NDIS.

Over the past 14 years Peter has shown vision and worked with enthusiasm. He loves seeing the young people he supports achieving their goals and experiencing new things.

"It's all about the people we support."
Peter Runting

Photos: Clockwise from top left: Thomas, Andrew and Samantha, Rebecca, Rebecca with Peter, and Dora, on a Great Break trip to Mount Donna Buang.



Engaged and Productive

Values-Based Recruitment

The NDIS will drive growth in the number of Disability Support Workers (DSWs) employed at Scope. As a result, there will be an even greater need to ensure that prospective employees are aligned with the values of Scope, and in turn those of the NDIS.

Scope introduced values-based recruitment in October 2015. Applicants attend two and a half hour group-based interviews. The session includes a range of activities and discussions to highlight Scope values. During the session, a local person supported by Scope discusses what they look for in the ideal DSW.

Applicants are assessed using values-based selection criteria. Candidates successful during this phase then meet the relevant person or people supported by Scope, their potential team, and attend the pre-employment program to ensure they are the right fit.

This process has provided prospective DSWs with a deep understanding of what is expected of them in this role. It has also empowered people we support to have a direct impact on the people entering our workforce.

Since October 2015, there have been 16 group recruitment events in the metropolitan area. Rollout to rural areas has commenced and recruitment events have been run in the Gippsland, Loddon Mallee and Ballarat regions.

Scope Staff Recognised at Disability Awards

Three Scope staff were recognised at the 2016 Victorian Disability Awards.

Dr Barbara Solarsh, a senior Speech Pathologist with Scope's Communication and Inclusion Resource Centre (CIRC), was included on the Lifetime Achievement Honour Roll. The award recognises Barbara's

career dedicated to creating a world where people with communication difficulties can convey their messages to everyone.

Barbara coordinates Scope's Communication Access initiative, which supports businesses and services to understand the needs of people with a communication difficulty. She ensures that people with communication support needs are actively involved in decision-making around their means of communication, whether it be through communication books, sign language or electronic devices.

Barbara generously shares her knowledge with colleagues, families, and others in the disability sector, as well as through presentations and workshops both in Australia and overseas.

Zane McKenzie, Community Educator, and Daniel Reid, Disability Support Worker at Scope Bendigo ICON Lifestyle Options, were also recognised for their contributions to the

disability sector. Finalists in the Emerging Leader category, both Zane and Daniel have played active roles in raising awareness and promoting inclusion for people with a disability.

Customer Insight Committee

The Customer Insight Committee is an advisory body to Scope's Executive Management team.

Established in August 2015, it provides a consultation framework between Scope and its customers to help inform and positively influence Scope's services and strategic direction.

All Committee members must be people with a disability. During the first 12 months of the Committee, Scope Director Tricia Malowney served as Chair. This role will be handed to another Committee member at the end of 2016. All other current Committee members are independent and do not currently access Scope services.

The Committee has contributed to the development of Scope's Disability Action Plan and Cultural Responsiveness Plan; advised on Scope's research priorities and methodology, and consulted on the implementation of Scope's Strategic Plan, including NDIS readiness.

Future milestones include the commencement of regional reference groups by the end of 2016. Initially, these will be formed in NDIS rollout areas, reflecting the need for input from customers and their families. Membership of the reference groups will be open to current customers and their family members.

Customer Service Training

People with a disability will be empowered by greater choice and control over the services that they access under the NDIS. Service providers such as Scope will be held to greater account in ensuring the needs and wants of each individual are met.

To respond to this positive change, and following on from NDIS Awareness training, Customer Service training was rolled out across all of Scope's frontline services.

This introductory training focused on person-centred and strengths-based practices. In one exercise, for example, staff shared ideas on how to add value when supporting an individual to cook a meal. This gave support workers the tools to create a positive and self-directed experience for the individual.

As of July 2016, Customer Service training has been delivered to all of Scope's frontline services. It will be available again on a needs basis.

A key outcome from the training has been valuable discussions between staff about customer service. Each team has produced a "Stop, Start, Continue" table to help set values and standards which will be revisited every three to four months.

The next set of training will cover co-design methods for individualised services—another step towards a culture of continual improvement and customer focus for Scope.

Participant and Workforce Leaders

To ensure the best possible customer service in an NDIS environment, Scope reviewed the effectiveness of its structure and ways of operating. Through detailed analysis at the local level, it was decided that the role of Service Coordinators would be changed in the Barwon region.

Service or Site Coordinators managed both participants and staff. To ensure that more time is dedicated to supporting the needs and goals of the people who Scope supports, the Site Coordinator role has been split up into two roles:

- **Participant Leader:** This person focuses solely on the person who Scope supports, helping to implement their NDIA plan, coordinate supports, and ensure customer satisfaction with the services received from Scope.
- **Workforce Leader:** This person is responsible for managing Scope staff.

Open Days were held in the Barwon region to introduce participants and their families to their new leaders, though participants still have the same choice of support workers. It is hoped that maximising Scope resources in this manner will help deliver the best possible service at the individual level.

Photo: Dr Barbara Solarsh at the 2016 Victorian Disability Awards.



High Performing

Build a high performing, innovative and financially viable organisation.



“Jasmine has helped us coordinate Zac’s routine across the various childcare services that Zac attends, making sure that staff at each place know his routine so it is consistent.”

**Courtney Gordon,
mother of Zac**

Therapy Tablet Trials

Access to technology is essential to support an agile and productive workforce in the NDIS. For therapists in particular, who are always ‘on the move’ and working with a broad customer base, mobile technology is crucial to enable greater efficiency and connectivity, as well as improved responsiveness to customers.

Having the appropriate systems and infrastructure in place for information management helps to maximise a therapist’s time in doing what is most important: spending time with the customer.

In May 2016, Scope started the first tablet trial in the North Metropolitan and Ovens Murray Goulburn areas. Fourteen therapists trialled two kinds of tablets for comparison to complete essential customer documentation and customer information management functions that support service delivery and relationship management.

Therapists were provided with training on the functionality and application of the tablets, as well as guidelines around security of information and customer privacy. During this six-week trial, therapists provided usage data on an ongoing basis. Formalised feedback was also provided through surveys.

With the trial ending in July 2016, an evaluation report will be provided outlining findings and recommendations for Scope moving forward. It is anticipated that the devices will improve connectivity and efficiency for therapists in managing customer documentation and communication, optimising time spent in face-to-face customer delivery.

Occupational therapist Jasmine Smith is already reaping rewards from using the tablet. “This is such a great tool—it means I can easily make session notes or send emails while I’m on the go. I can also look up resources and ideas to share with families right in the moment,” she said.

“Zac’s communication is the main goal we have been working towards. We have been using a range of strategies including Key Word Sign, visual communication, and simple things like getting down to his level, and being firm and consistent to help him understand and express himself.”

**Jasmine Smith,
Scope Occupational
Therapist**

Photos: Jasmine Smith and Zac Gordon.



High Performing

Customer Enquiry and Relationship Management Project

A key initiative as part of NDIS readiness is Customer Connect, Scope's customer enquiry and relationship management project. This initiative aims to enhance productivity and customer service through the use of best practice systems and processes.

Planning for Customer Connect began in June 2015. It was implemented in Barwon in March 2016 and in the North Metropolitan region in June 2016, coinciding with the NDIS rollout.

As part of the project, users can access a centralised database of customer information. The solution uses customer relationship

management software and has been designed to integrate and adapt to systems at Scope.

Scope Barwon and North Metropolitan staff have experienced many benefits as a result of this project. Customer interactions are more effectively managed across teams due to workflows that allow two different staff members to start and complete a task. The software has extensive reporting and information-management capabilities, ensuring no customer has to tell their story several times. The ability to generate automated service agreements based on price guides has been a welcome function under the NDIS.

Customer Connect facilitates a positive experience for both new and existing customers. It will help maintain high standards of customer service at Scope.

University of Melbourne Partnership and Professorial Fellowship

In August 2014, Scope formalised a partnership with the University of Melbourne to drive and produce research that influences disability policy and practice, as well as develop solutions for the challenges faced by people with a disability.

Professor Keith McVilly was appointed in 2015 as Professorial Fellow in Disability and Social Inclusion as part of this partnership. His role is to oversee and lead joint research, teaching and events programs. Professor McVilly has the benefit of both academic and practical experience in the disability sector. His primary

areas of expertise are intellectual and developmental disability, acquired brain injury and forensic disability.

He is particularly interested in bridging the gap between research, policy and practice, especially as Australia embraces the rollout of the National Disability Insurance Scheme (NDIS).

Scope's partnership with the University of Melbourne further establishes Scope as a trusted research leader in developing long-term practical benefits for people with a disability.

Innovation at Scope

Innovation has always been central to the vision and values of Scope. With the introduction of the NDIS and emergence of a consumer-driven marketplace, systemic innovation is even more critical in ensuring service needs are met.

For example, in 2016, Scope implemented an innovative research initiative in the East division at two residential houses. The project evaluated the impact of assistive technology based on the needs of each individual, enabling the residents to complete everyday tasks at home. iPads or remote control boxes were used to complete tasks such as opening doors and turning on electrical appliances. Informal feedback so far has been positive, particularly from the residents for whom the technology enables greater independence and control.

It is anticipated that formal research findings from the East residential project will help inform longer term planning for the technology aspects of our services.

This initiative was funded by a significant grant from The Ian Potter Foundation.

With the future in mind, Scope has also developed an innovation framework to navigate business challenges in a coherent, consistent and prompt manner. This includes a comprehensive guide and toolkit for managing end-to-end innovation activities. The framework encourages both top-down and bottom-up innovation—that is, facilitating mission-driven ideas at the executive level, as well as proposals from anyone in the organisation who identifies opportunities for development. We will begin to use and embed the framework across the organisation during the coming year.

Sustainable employment options for people with a disability

As part of preparation for the NDIS, Scope reviewed the services it currently provides to ensure the organisation has the right focus into the future.

From this review, it was decided that Scope Business Enterprises would be best served by a specialist organisation that has a proven track record in operating Australian Disability Enterprises (ADEs) for people with disabilities, in a commercially sustainable way.

The management and ongoing operations of Scope's three ADEs—South East Industries, Shannon Park Industries and Highpoint Industries—were transferred to Endeavour Foundation in November 2015.

All supported employees from Scope Business Enterprises were offered jobs with Endeavour.

Endeavour has ADEs throughout Queensland, NSW and Victoria, supporting more than 2,000 people with a disability in meaningful employment.

Most non-supported employees/direct support staff also remained in employment with Endeavour. Non-supported employees who did not find employment with Endeavour were offered a redundancy package.

Moving forward, Scope will continue to focus on its core services of providing therapy and direct support, as well facilitating pathways to employment for people with a disability.

Scope's Research team, from left to right: Ms Celeste Cuzzillo, Dr Nick Hagiliassis, Dr Anna Devlin, Dr Stella Koritsas, Professor Keith McVilly and Ms Megan Thompson.



Preparing for the National Disability Insurance Scheme (NDIS)

Brian Hardy is General Manager for Innovation and Service Enhancement at Scope. He has been tasked with the role of leading Scope's strategic journey to NDIS readiness.

How is Scope preparing for the NDIS?

Brian: Scope is ensuring that it becomes a customer-centric business that is able to respond to the opportunities for choice and control experienced by the people we support. This has implications from the back office through to how we train and recruit our staff.

What frameworks have you implemented to manage this change?

For customers, we're looking at the whole of Scope from their perspective. From first contact, helping people to understand what we might offer, to delivering on that promise. We also need to ensure we allow people choice and control to take risks and make mistakes, but not in a way that is dangerous to others or

themselves. People engage with us in very different ways, that's how things have worked out in the Barwon trial site.

What has Scope done to address these varying levels of need?

First of all, it's learning and understanding, particularly from our experience in the trial site. At one end of the spectrum it's a product-dominated relationship, at the other it's strongly relationship, less product. In the middle it's a combination of both. We need to rethink what we offer and how we interact with people on those terms. For example with a wheelchair, someone might just want a prescription for one that meets their needs, so the therapist gets that done efficiently. In a different scenario, a therapist may be working with someone over a long period to look at assistive technology

in the house, how they might become more independent to build up a skill set, and provide training to the individual's support workers. We have to adjust our services to these different kinds of engagements.

Aside from more flexible service offerings, were there other learnings from Barwon that you see Scope implementing elsewhere?

We need to look at how we can deliver some services within a centre and see if we can get a balance. For some services, that doesn't make sense, you have to be out in the community, so there's a lot of work around how we make that viable. Due to pricing that the National Disability Insurance Agency (NDIA) offers, we've got to make sure our staff are as efficient as possible. Another initiative

we've introduced based on learnings from Barwon is group-based recruitment. This model is focused on values and how people interact with people with a disability rather than recruiting for a specific set of skills.

This year, NDIS awareness training rolled out across all divisions. What do you hope this will achieve?

It will get people to start to move and to think about what else is possible. It's quite a challenge when you've done things the same way for a long time. It's not that people aren't willing to change, it's just understanding other ways of doing things. This is the world that will be, so let's think about how we can use that to get the best outcome for the people we support.

How does an organisation like Scope become agile to operate in a constantly changing environment?

A lot of times we've implemented temporary workarounds while we wait. For example, in our customer information management platform we've been able to make some temporary changes while we investigate a long term solution. We're now in the process of identifying our business requirements, and identifying a system that is likely to meet our needs, that we could implement in the long term. Learning has been a major part of what we've done over the last year.



Some of that learning has involved trialling things. Sometimes we can learn and implement, sometimes it's just a matter of learning and waiting until things are settled enough so we can then take action.

How does the NDIS help Scope deliver on its vision and values?

The NDIS is absolutely aligned to Scope's vision and mission. NDIS readiness is about helping Scope deliver services within an NDIS context.

We won't be providing support to every person, but a large group of people need the expertise that we have. NDIS readiness is about making sure that we're able to use that expertise—drawing on the passion and commitment of our staff and 68 years of history—and use it in a new context.

Photos from left to right: Jye Yates and Tamati Poingdestre. Brian Hardy.



Mission Based

Build community capacity to recognise the human rights and citizenship of people with disabilities.



Kris
Kris loves animals, and made connections with her local pet shop owner and the RSPCA shop manager through the Connecting Me project.

Connecting Me

Scope is committed to fostering the meaningful contribution and community participation of people with disability.

“Connecting Me” is the name of Scope’s project which was funded by the National Disability Services (NDS) as part of an initiative that aims to increase community inclusion for people with a disability. A total of 11 projects were funded nationally, focused on working with people with a disability and their families to co-design the services they wanted.

Four adults from Knox’s day and Lifestyle service, and their families and key support workers, participated in the Connecting Me project.

It was a timely and relevant project for the four participants, as they were transitioning to community-based settings as part of the Knox Services Redevelopment Project.

The NDS enabled training for project staff by hosting nine webinars and facilitating a workshop on co-design.

All four participants and their families were involved in individual co-design planning sessions to identify community inclusion goals for each person. They also identified barriers and solutions to achieve meaningful community inclusion for each person.

Each participant in this project had complex communication needs and required communication supports. As a result, Scope’s Communication and Inclusion Resource Centre produced a toolkit to assist the process of co-designing services with people who have complex communication support needs. The toolkit includes planning resources and fact sheets, examples and templates of communication aids. It is available on Scope’s website at www.scopeaust.org.au.

As a result of this project, all four participants accessed community activities and experiences they had not previously had the opportunity to use. Participants were able to enjoy activities important to them on their own schedules, making connections in the community based on shared interests rather than through predetermined options.

The Connecting Me project has provided Kris the freedom to participate in activities at night-time; going to the theatre to see a musical, and watching a night game of football.



Photos: Clockwise from top left: Frances Dyson and Kris Bain make dog biscuits to support the RSPCA, Louise Cramer, Gwenda Campbell, David Haack with Kris, Josie Stocco.

Mission Based

Educating the Community

Scope's Education team raises awareness and understanding about disability in the community. This year, the team delivered three types of education programs to 3453 individuals.

The Scope Young Ambassadors Program and See the Person Program (SPP) was presented to 54 primary and secondary schools throughout Victoria, with 2238 students participating across 226 sessions.

The Corporate and Community program was delivered to 16 organisations, with a total of 1215 individuals participating across 130 sessions.

This year Scope's Education team gained a number of new contracts for the Corporate and Community program, including the RSPCA Victoria, Public Transport Victoria, Breast Cancer Network Australia, Deakin University, Casual Relief Teachers, Peninsula Aquatic Recreation Centre, Knox City Council and City of Moonee Valley.

Scope's Education programs give participants lifelong skills, empowering them to create more welcoming and inclusive communities for all people.

Outcomes Project

To demonstrate the success of the National Disability Insurance Scheme (NDIS), outcomes for each individual need to be tracked and quantified. This not only empowers the person with a disability to monitor their development, but also gives service providers insight into areas for improvement through data captured.

In 2014, Scope was funded by The Trust Company to obtain psychometric data for two Scope-developed surveys that measure outcomes in the disability sector. These surveys are the Measuring Outcomes in Services and Support—Short Form (SF-MOSS) and the Outcomes and Impact Scale—Revised. Psychometric testing is one way of exploring whether the surveys produce accurate data.

Unlike many existing outcomes surveys, these two surveys have been developed in such a way that they can be used by people with a range of abilities. This means that the voices of the people using services are heard. The Outcomes and Impact Scale—Revised is available in both Standard and Easy English and completed by the person with disability (with or without support), and SF-MOSS is completed by disability staff (e.g. therapist, support worker, coordinator) in collaboration with the person with a disability.

The research about the psychometric properties of the two scales was completed in October 2015, and the findings confirmed that the surveys can be used to measure outcomes consistently and with confidence.

Scope's researchers are currently working on developing a website from which service providers can access the surveys and use them to measure and track outcomes associated with the supports that they provide. The website is being designed in such a way that results can be reviewed at an individual level, as well as aggregated according to specific services.

This will enable service providers to explore the impact of specific services and use the data to inform service development.

It will also enable people with disabilities to track their progress over time and help them determine which services are working for them.

Identifying Pain in People with Complex Communication Needs

A person with a severe or profound intellectual disability may have difficulty communicating, which means that they may not be able to express pain in a way that is easily understood by others. As a consequence, pain may not be recognised or, if recognised, not managed well.

Researchers at Scope are addressing this issue by conducting a research project on pain identification. The research tests the effectiveness of two pain checklists in identifying pain in adults with severe or profound intellectual disability.

The research will determine if providing carers and support workers with training in pain leads to improved outcomes for people with disability. It also aims to understand if this training leads to improved knowledge and changed attitudes in carers and support workers regarding pain.

The outcomes of this research will be used to develop practice guidelines that services can use to better identify and address pain in people with severe or profound intellectual disability. It is hoped that this research will ultimately help improve life outcomes in people with disability.

Decision-Making Support

The Decision-Making Support project was designed to build knowledge about how people with cognitive disability can be supported to make major life decisions. In doing so, it aims to help people with disability live as empowered and equal citizens.

The project was conducted in partnership with Carers Victoria and funded by The Victorian Legal Services Board through their Major Grants Program.

Decision-making support involves people (often a network) assisting a person with disability to gather and understand information about a decision. It is an approach that ensures that the will and preferences of the person with disability are understood and acted on.

Based on research, Scope researchers developed a range of resources to build capacity in providing decision-making support to adults with cognitive disability. These resources include:

- Guides for legal professionals, families and carers, and disability service providers.
- Companion videos for the three guides.
- Six information sheets for Disability Support Workers.

All resources can be downloaded free of charge from the Scope website.

Key Word Sign App Launch

Scope's Communication Inclusion and Resource Centre (CIRC) continues to develop innovative and cutting edge solutions to support people with complex communication needs.

In 2015, the team developed the Key Word Sign Australia app, which enables people to create and print individualised communication resources, that can include line drawings of Auslan signs, and symbols or photos from their own camera. There is also a video section, allowing users to view selected vocabulary items, numbers, and the alphabet.

The app was released in November 2015 and formally launched on 3rd December to coincide with International Day of People with Disability.

The launch was held at the Australian Centre for Moving Images (ACMI) in Melbourne's Federation Square, opening with a Key Word Sign performance by students from Glenallen School Choir. Karen Bloomberg, National Coordinator for Key Word Sign Australia and Speech Pathologist for CIRC, provided a history of Key Word Sign in Australia and explained the evolution of the app.

Key Word Sign Australia is a national network coordinated by Scope to promote and facilitate the use of key word signing throughout Australia for the benefit of people with communication difficulties.

Key Word Sign uses manual signs and natural gestures to support communication for children and adults with a communication difficulty. Its vocabulary is comprised of a core vocabulary of concepts and ideas borrowed from Auslan—the native language of the Australian Deaf community.

Making V/Line Communication Accessible

In February 2016, Scope supported V/Line to become the first rail operator in the world to achieve the Communication Access Symbol.

During the initial phase of the project, Scope partnered with La Trobe University to conduct a systematic investigation of the barriers and facilitators for V/Line passengers who have a communication disability.

Information was gathered through surveys and interviews with V/Line staff and V/Line customers with a communication difficulty.

Based on the results of the audit, Scope provided disability awareness training to all of V/Line's conductors, frontline staff, and Public Transport Victoria (PTV) call centre employees. All staffed stations and conductors were provided with a "Talking to V/Line" kit that includes useful resources such as a communication board, journey information, and picture information cards.

To create a sustainable training model for V/Line, Scope delivered "Train the Trainer" sessions to key V/Line staff. V/Line also worked with PTV and Metro Trains to update the information screens at each station. All train stations in Victoria now have high-contrast, easy-to-read screens.

Following training and infrastructure improvements, V/Line was formally assessed and awarded the Communication Access Symbol. Scope applauds V/Line's leadership in supporting people with a disability to participate as empowered citizens through Communication Access.



Since its launch in 2011, more than 200 Victorian businesses and services have been awarded the Communication Access Symbol.

Our People

Our members, employees, volunteers and supporters all play an important role in enabling each person we support to live as an empowered and equal citizen.



Denise's Story

Denise West's career has been dedicated to ensuring people with communication difficulties have access to the services and communication aids they require to participate in all aspects of community life.

Denise joined Scope as a Speech Pathologist in 1986. One of her greatest achievements so far has been providing leadership and commitment in developing and implementing the Communication Access Symbol and accreditation.

Commencing in 2009, Denise and her team worked with people with a disability and community members to develop a symbol to represent Communication Access.

Denise also led development of the Non-Electronic Communication Aid Scheme (NECAS), a funded service that provides communication aids to adults with communication difficulties.

Communication Access is a human right. It makes sense then that Denise has been instrumental in developing partnerships with key community organisations, including the Victorian Electoral Commission V/Line, Victoria Police and Public Transport Victoria. By working with these organisations, Denise and her team have identified and implemented strategies to reduce communication barriers that affect people with communication difficulties.

Through the Communication Inclusion and Resource Centre (CIRC), Denise has fostered employment opportunities for 22 people with a disability. These individuals work with Scope's Education and Communication Access teams.

Denise was also responsible for establishing the Communication Access Network (CAN) across Victoria. In this innovative model of speech pathology delivery, CIRC works with regional communication services to coordinate communication services, peer support, mentoring and resources.

With 32 years of experience behind her, Denise is a highly sought after speaker on the international stage. She was awarded an Ethel Temby scholarship in 2008 to attend the International Society of Augmentative and Alternative Communication Conference in Brazil. Alongside Brett Reynolds, one of CIRC's Communication Access Assessors, Denise presented a keynote address on Communication Access at the 2015 Communication Matters Conference in Leeds, England.

Denise's hard work was recognised at the 2015 Victorian Disability Awards, where she was presented with a Lifetime Achievement Award.

Scope's employees are our greatest assets, and we congratulate Denise on her exemplary leadership and achievements in seeking to empower and promote the citizenship of people with a disability.

Photos: Clockwise from top right: Denise West, Denise with Dr Jennifer Fitzgerald, Cathy Lengyel, Katie Marx and Jemima Aitchison at the 2015 Victorian Disability Awards, Denise with Kim Rudd.



Our People

Annual General Meeting

Scope's 67th Annual General Meeting (AGM) was held on 11 November 2015. Thirty-seven people attended the event, 21 of whom were Scope members.

Several resolutions were passed to position Scope for continued success in 2016.

Scope changed its legal name to Scope (Aust) Ltd. This mirrors the shift from State to Federal funding under the NDIS.

Two changes to the Constitution were passed to reflect the practices of similar-sized disability organisations and to ensure effective and efficient governance. The minimum quorum requirement for general meetings was reduced from 20 to 15, and the minimum number of Directors was reduced from 10 to seven.

There were also some changes to Scope's Board. Robert Bowen retired, having reached his maximum nine-year term, and Rod O'Loan was re-elected for

another year. Marcell Judkins was elected to the Board by Scope members, and was subsequently elected by the Board as Treasurer, effective March 2016. As a finance executive, Marcell brings to the role a wealth of corporate experience across a diverse range of industries.

During the meeting, Denise West, Manager of the Communication and Inclusion Resource Centre, provided an overview of her team's work. Brett Reynolds, a Communication Access Assessor at Scope, described his own experience of using communication aids to interact with his local community.

Scope would like to thank everyone who attended the AGM for their ongoing contribution and dedication.

Scope Members

Scope members are an essential part of our organisation.

Scope has a total of 485 members: 208 Full Members, 88 Life Governors and Life Members and 189 Associate Members.

This year Scope experienced an increase in numbers in the Associate Membership category compared to the same time last year. This trend is likely due to the transfer of members from the Supporter Member category following the removal of that group. The removal of the Supporter Member category has also caused a drop in total Scope members. There was a slight decrease in Scope Full Memberships.

Notably, the Scope Board approved a new Life Member this financial year, Dr Vera Bowen.

The current membership base is robust and predominately comprised of members with close associations with Scope. This includes people with a family member supported by Scope, as well as Scope staff and individuals across the disability sector.

Scope would like to thank all of our members for their ongoing support of Scope's mission to enable each person we support to live as an empowered and equal citizen.

Learning and Development

Scope ensures all of its employees have access to learning and development opportunities to ensure they can develop their career, meet the needs of the people we support and achieve organisational objectives. Our training is multifaceted and is aimed at all levels across the organisation.

Our Learning and Development program has grown, both in staff participation and breadth of development activity. There was a total of approximately 9300 staff attendances at group based Learning and Development activities alone, amounting to 34,500 hours of participation. In addition to this, our e-learning system was used to complete 1400 modules. We are also starting to expand our capabilities in delivering training through webinar format, thereby reducing the need for staff to travel to classroom based activities.

Highlights include:

- Scope trainers delivered newly designed NDIS training to 447 Support staff as well as NDIS Customer Service training to a further 310 staff.
- 16 staff were successful in gaining their Diploma of Management through Scope's Essential Leader's Program and a further 17 successfully completed our internal Certificate IV in Disability program.
- Over 90 Front Line Leaders attended a one day forum to develop their understanding of the National Disability Insurance Scheme. A new Assessor course was designed and delivered to 25 staff who are taking on the role of Assessors of candidates in
- our new Group Recruitment process for Support Workers.
- 280 staff completed Duty of Care and Reporting of Allegations of Crime, Abuse and Neglect training, including a new version specifically designed for staff working with children.
- 362 staff completed Level 1 First Aid Training and 59 Level 2 First Aid Training. 1136 staff also completed CPR training, either as part of their First Aid course or as a refresher course.
- 222 new staff completed Manual Handling Level 1 Training as part of their Pre-Employment Program, with an additional 512 completing the Level 2 course which was redesigned in 2015.
- 62 staff completed Client Vehicle Defensive Driver courses.
- 11 staff completed a five day OH&S Representative course and a further 19 completed a refresher program.
- 56 Front Line Leaders took part in Manual Handling No Lift Training.
- 203 new staff completed Bullying Prevention training with a further 43 existing staff completing team based sessions.
- 2500 staff attendances at courses designed to assist them to support people with various forms of communication, health and wellbeing needs.
- 358 staff took part in Positive Behaviour Support Training.
- 110 Therapists attended 200 external professional development courses.
- 439 staff completed training on Scope's internal I.T. systems e.g. Gold Care.

- For the first time, new Disability Support Workers are being provided with the on-line Scope Induction and DHHS Fire Safety Training as part of the Pre-Employment Program.

Scope Volunteers

Over the past two years, the hard work and dedication of Scope volunteer Dan Maugeri has made a genuine difference to the therapy team at the Aspendale office.

Since 2014 Dan has been coming in every week to help out with a range of tasks, including making newsletters, spreadsheets, and formatting of various documents for use by therapists.

Dan, who has muscular dystrophy, uses an onscreen keyboard and modified mouse to create documents in Publisher, Word, Boardmaker and Paint.

Dan's motivation demonstrates why he is such a valued member of the team at Aspendale.

"I feel good about myself for completing the work that the admin staff and therapists really need done, but that they don't have much time to do. It makes me feel like I've done something that's worth doing," he said.

Thanks to his hard work, many administration tasks have been streamlined by Dan creating templates for the various newsletters, spreadsheets, reports and budgets that the team use on a daily basis.

Dan says his biggest achievements would be developing work skills and social skills, and helping admin staff and therapists in the office with their unfinished work.

He is a really valued and much-loved volunteer at Aspendale, and the staff say it is just fantastic having Dan as part of the team.

Photo: The Ballarat Clean Team at the 2015 Staff and Client Awards.

Staff distribution



1527 Total staff

- 1396 Customer and service delivery
- 131 Business support services

The Scope Approach

The Scope Approach is Scope's 'way of life'. It sets the standard for the way we work every day. To achieve our mission, we must always 'See the person, Do it together, Do it right and Do it better'.



See the person

We listen to understand.

We see the potential.

We recognise how you do things and what you achieve.

We take personal responsibility.

We build excellent relationships with our clients and customers.

We understand the balance between risks and rights.



Do it together

We lead in line with the Scope Approach.

We work together to achieve shared goals.

We build sustainable and ethical partnerships.

We support each other.

We communicate early and honestly.

We share responsibility for safety.



Do it right

We use systems and processes in our work.

We deliver quality outcomes safely and on time.

We understand risks and opportunities.

We are a financially sustainable organisation.

We own the consequences of our actions.

We take pride in the delivery of our mission.



Do it better

We seek creative solutions.

We review and continually improve.

We understand what is working and what is not.

We seek and respond to feedback.

We build capacity in all that we do.

We are a leader in safety.

Occupational Health and Safety

Scope is committed to providing a safe work environment for its employees, people we support, volunteers, visitors and family members.

Scope's Occupational Health and Safety (OH&S) team supports our safety objectives and continuously strives for best practice OH&S management practices, including ensuring effective review, monitoring, and continuous improvement.

This year Scope's highlights include:

- Reduction in WorkCover insurance premium (by 21%).
- Reduction in incidence of slip, trip, falls (by 15%).
- Reduction in incidence of manual handling injuries over five year period.

This year there was an increase in the number of claims and the number of employees undertaking restricted work duties.

During the year Scope established an OH&S Working Group to focus on improvement across the areas identified as critical in developing a 'safety culture', namely safety leadership, safety ownership, the application of safety expertise, and a robust safety management system.

Manual handling continues to be the primary cause of injuries across the disability sector. As part of Scope's risk management approach, our Divisional Manual Handling Trainers facilitated regular manual handling training as well as manual handling incident investigations, risk assessments and the updating of manual handling profiles for the people we support.

OH&S Worksafe incidents* and claims

A five-year overview of Scope's reported OH&S incidents and claims.

Service related

Year	INCIDENT	CLAIM
2015-16	181	0
2014-15	197	1
2013-14	162	4
2012-13	101	5
2011-12	66	3

Manual handling

Year	INCIDENT	CLAIM
2015-16	112	21
2014-15	113	14
2013-14	130	11
2012-13	160	15
2011-12	182	16

Motor vehicle related

Year	INCIDENT	CLAIM
2015-16	40	0
2014-15	42	0
2013-14	29	0
2012-13	18	0
2011-12	31	0

Slips, trips and falls

Year	INCIDENT	CLAIM
2015-16	54	7
2014-15	64	2
2013-14	69	3
2012-13	83	5
2011-12	81	2

Impact against an object

Year	INCIDENT	CLAIM
2015-16	68	1
2014-15	87	1
2013-14	80	1
2012-13	70	2
2011-12	68	3

Stress and anxiety

Year	INCIDENT	CLAIM
2015-16	23	3
2014-15	19	3
2013-14	24	4
2012-13	22	1
2011-12	37	4

*Incidents refers to any OH&S incident and/or hazard reported; including near misses, first aid attention and medical treatment.

Organisational Chart

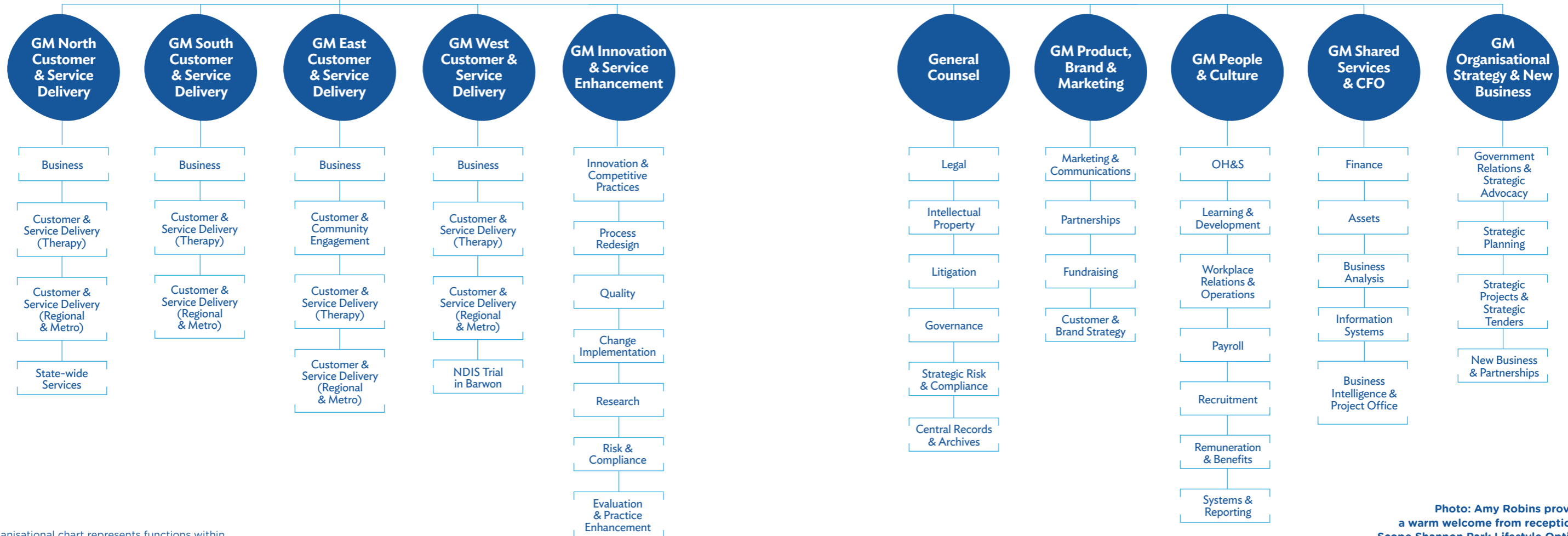
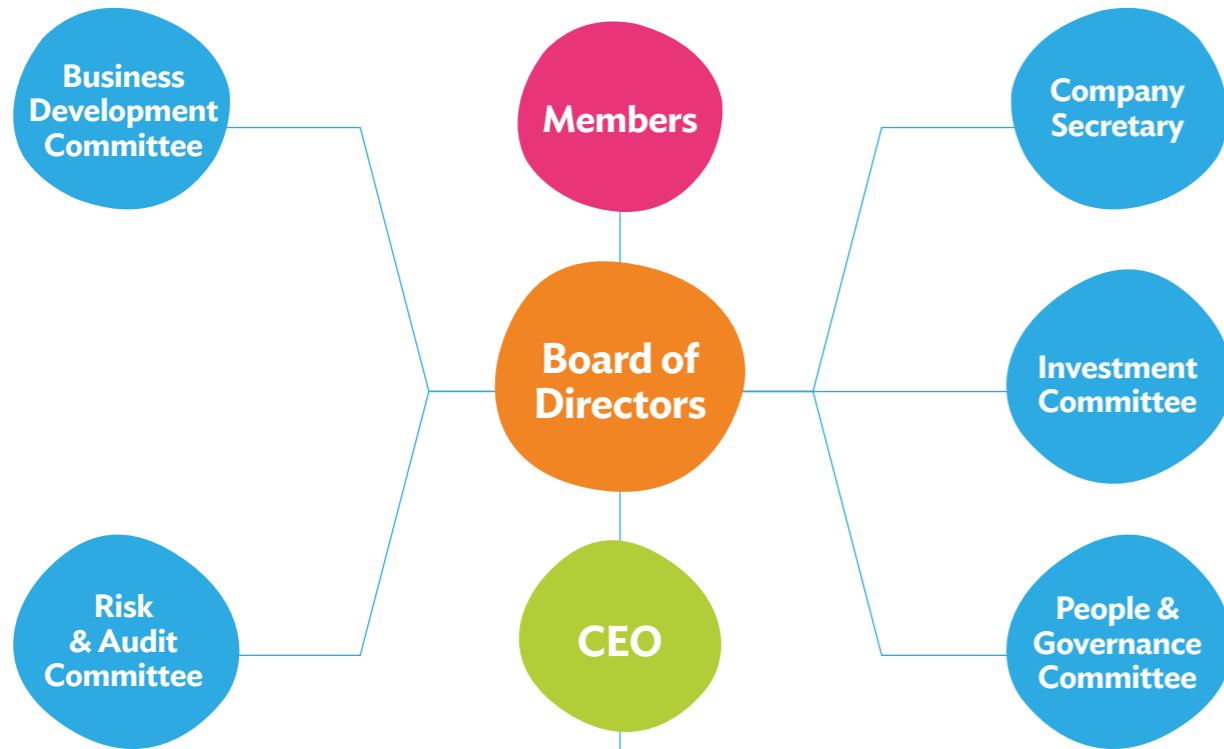


Photo: Amy Robins provides a warm welcome from reception at Scope Shannon Park Lifestyle Options.

*Organisational chart represents functions within in Scope as opposed to individual positions.

Executive Leadership Team in Profile



Dr Jennifer Fitzgerald
Chief Executive Officer

Jennifer became the Chief Executive Officer of Scope in 2012. Jennifer's value driven approach has led her to work in the disability, health, aged care and community sectors for over 30 years. Jennifer has a Bachelor of Applied Sciences (Physiotherapy), Graduate Diploma of Physiotherapy (Neurology), a Masters in Business Administration and a Doctor of Physiotherapy. Jennifer is Vice-President of National Disability Services. She is a Director of Ability First Australia, AsOne Therapy and Ability Roundtable, and Chair of Cerebral Palsy Australia.



Neil Farr
General Manager, People & Culture

Neil joined Scope in 2014. He has more than 20 years commercial and human resources management experience in the Medical Technology sector, in national and regional (Asia Pacific) roles. He holds an MBA and a Masters Degree in Applied Science and Adult Education. Neil identifies strongly with Scope's mission and is committed to ensuring Scope's workforce is well placed to meet the emerging challenges of a competitive marketplace for disability support services.



Brian Hardy
General Manager, Innovation & Service Enhancement

Brian joined Scope in 2009 as Manager of Therapy, Psychology and related services. He has more than 20 years experience in services for people with a disability, working in the Victorian Government and in community organisations. He has a Masters degree in Sociology and in Entrepreneurship and Innovation. Brian is committed to supporting people with a disability to exercise effective choice and control, and to live the life they choose.



Sam McOrist
General Manager, Product, Brand & Marketing

Sam joined Scope in 2015 having held senior marketing roles across a variety of industries including healthcare, aged care, human services, sports, advertising and retail. Sam has an entrepreneurial spirit with a passion for marketing and brand experience in a services environment. Sam holds a Bachelor of Business (Marketing) from Monash University and is an Associate Fellow of the Australian Marketing Institute with Certified Practising Marketer (CPM) status. Sam is committed to delivering a brand experience that Scope's customers will value and choose in a competitive market.



Ian Morgan
General Manager, Shared Services & CFO

Ian has led Shared Services at Scope since 2011. He is a Chartered Accountant with a BSc (Hons) in Physics and has 20 years experience in CEO and CFO roles within public and private organisations. Ian is a member of the Institute of Chartered Accountants Australia and the Institute of Chartered Accountants in England and Wales. Ian's experience helps to position Scope as a leader in delivering services in a sustainable and competitive marketplace.



Kylie Payne
General Manager, Customer & Service Delivery - West

Kylie joined Scope in 2010 initially as the Marketing, Communications & Fundraising General Manager and then in 2013 commenced as General Manager Customer & Service Delivery West Division. Kylie's previous experience includes managing a wide variety of sectors as an Executive team member. Her formal qualifications include a BA in Accounting and Law and a Graduate Diploma in Direct Marketing. Having a child with a disability, Kylie wanted to work somewhere where she could provide an influence to ensure that the community is more accepting of people with a disability as her son grows up.



Peter Hartnett
General Manager Organisational Strategy & New Business

Peter joined Scope in 2013. Peter has over 20 years experience in corporate development with a number of leading Australian companies and multi-nationals, including NAB, Standard & Poor's, Village Roadshow, Rand Merchant Bank, Spotless Group and AWB Ltd. Peter holds a Bachelor of Commerce (Honours) and a Master of Commerce (Honours) from the University of Melbourne. Peter is committed to supporting the continued growth and development of Scope.



Jenni Hendy
General Manager, Customer & Service Delivery - South

Jenni joined Scope in 1993, and has worked in a range of management roles covering all areas of service delivery. She has a Diploma of Primary Teaching, Graduate Diploma of Special Education, Diploma of Business - Disability and is a member of Disability Professionals Victoria. Jenni places a high value on the Scope Approach principles and takes a proactive approach to health and safety for Scope staff and the people we support.



Cathy Lengyel
General Manager, Customer & Service Delivery - North and State-wide Services, Communication & Inclusion Resource Centre

Cathy joined Scope in 2013. Cathy has more than 20 years experience in Management and Executive Management roles in community, health, disability and aged care services. She has a Bachelor of Social Work, Bachelor of Arts, Graduate Diploma in Business Management and Governing for Not for Profit Excellence from Harvard Business School. Cathy has a strong focus on building inclusive communities and enhancing community capacity and resilience.



Charlotte Stockwell
General Manager, Customer & Service Delivery - East

Charlotte Joined Scope in 2015. She was previously the CEO of DASSI (Disability Attendant Support Services Inc.) where she led the successful merger of DASSI and Independence Australia which took effect earlier this year. Prior to that, Charlotte was the Chief Executive Officer of the Magistrate's Court of Victoria between 2007 and 2012, following a stint as Executive Director, Operations with the Federal Magistrates Court. Charlotte describes herself as a New Zealand born Australian, cat and dog lover, and tennis tragic with a passion for human rights and social justice.



Catryn Tuckwell
General Counsel, Company Secretary

Catryn joined Scope in 2014 as General Counsel and Company Secretary. Catryn has considerable experience in legal and governance roles, including 10 years as a commercial lawyer with a top tier Melbourne law firm and four years managing the legal and company secretarial function for Asahi Australia and Schweppes. Catryn holds a Bachelor of Science (Honours), a Bachelor of Laws (Honours), a Masters of Intellectual Property Law, and a Diploma of Financial Markets. Catryn is pleased to be able to use her legal and governance skills to promote Scope's mission and to support a strong future for the organisation.

Board in Profile



Mark Burrowes

President

Elected to the Board in 2009. Mark is the parent of a young man with cerebral palsy, and his son accesses Scope services along with other disability services. Mark is a former Director of several Boards, including the Reach Foundation and The Starlight Children's Foundation, as well as Managing Director of Medibank Private and Chairman of Harding's Hardware. He has had a 35 year career in corporate leadership.



David Lloyd Jones

Vice President

Appointed to the Board in 2011. He holds a Bachelor of Business from Swinburne University and is a qualified CPA. David has an extensive background in managing small to medium sized businesses. He is currently a Director of a number of private companies in the food, industrial equipment and engineering industries.



Marcell Judkins

Treasurer

Elected to the Board in 2015. Marcell is a Finance executive with corporate experience within medium and large global corporates across industry as diverse as retail, manufacturing, financial services, telecommunications, insurance and digital media. She is an FCPA, and a graduate of the Australian Institute of Company Directors, who holds an MBA and a degree in Finance and Accounting. Marcell previously held the role of President for Kalparrin Early Intervention for Children during her seven year association with this not-for-profit organisation.



Rod O'Loan

Elected to the Board in 2007. With a degree in Economics, Rod has an extensive background in management and logistics and, prior to his retirement, held senior management positions in both the government and non-government sectors.



Philip Oswald

Appointed to the Board in 2012. Philip has had a career working in Australia, Japan and the USA within the automotive, general insurance and now currently the financial services industry. Philip has a Diploma of Business Studies from Caulfield Institute of Technology and participated in an overseas Graduate Program - General Motors Institute Michigan, USA. His exposure to Scope through the Risk & Audit Committee led to his interest in working with Scope in a broader role.



Karen Cleave

Appointed to the Board in 2009. Karen worked for many years within the Departments of Health, Education and in Community Services. Karen has a Bachelor of Economics and participated in the Senior Executive Program at London Business School. Karen is a fellow of the Institute of Public Administration Australia and a member of the Defence Reserves Support Council. Karen became involved in Scope as her goal mirrored Scope: to create more choice, empowerment and acceptance within the community for people with a disability.



Tricia Malowney

Elected to the Board in 2012. Tricia is a consultant and has developed policies and procedures for government, not-for-profit and for profit sectors. She is also a Board member of Women's Health East and chair of Independent Disability Services. Tricia has a Bachelor of Arts majoring in Anthropology/Criminology. Tricia uses her own disability as a tool to create better outcomes for Victorians with disabilities, through ensuring inclusive practices to enable access to equitable services, including justice, health, housing, employment and full citizenship rights.



Elizabeth Manning

Appointed to the Board in 2014. Elizabeth is a lecturer in Economics at Deakin University. She has a daughter with cerebral palsy, and three sons. She has previously served as a member of the Association of Children with a Disability Committee of Management as well as her children's primary school board. Elizabeth has a PhD in economics, focusing on trade policy, and is currently interested in the economics of disability and the impact of the National Disability Insurance Scheme.



Lea Pope

Appointed to the Board in 2015. Lea is currently a director of two not-for-profit companies in medical education and community care sectors. Lea's career has been substantially in the public healthcare system, initially as a physiotherapist and over the last 25 years in executive management roles. She was most recently Chief Executive of Bass Coast Health, located in south Gippsland.



Joanne Stubbs

Appointed to the Board in 2015. Joanne is the Chief Information Officer at Bakers Delight Holdings Limited with global responsibility for Information Technology. Previously Joanne has held IT executive roles in retail and financial services industry sectors at The Good Guys and General Motors Acceptance Corporation. She has spent over 25 years in information technology management positions. Joanne holds a Bachelor of Education, a Graduate Diploma in Computer Science and Masters in Management Technology from Melbourne Business School and is a Graduate of the Australian Institute of Company Directors.

Corporate Governance Statement

This statement outlines the current corporate governance practices within Scope (Aust) Ltd (Scope). The information in this corporate governance statement is current as at September 2016.

Scope is a public company limited by guarantee. The corporate governance framework of the organisation is set out in its Constitution and in the Scope Board Charter.

The Board

The Board is responsible for the overall governance of the organisation, including its strategic direction, establishing goals for the organisation, and monitoring the achievement of these goals. The Chief Executive Officer is responsible for the day-to-day management of the organisation.

The Board is made up of elected and appointed Directors. Directors are elected by Full Members, Life Members and Life Governors. The Board appoints the other Directors.

Directors must meet the eligibility requirements under the Constitution, which includes being a Full Member of the organisation. At least one Director must be a person with a disability. Directors can serve a maximum nine years on the Board.

The Board currently comprises 10 Directors, five elected and five appointed by the Board.

Board Meetings

The Board holds regular meetings throughout the year. At least one meeting includes a formal review of and update against the strategic plan. The number of meetings held in 2015-16 and the attendance of Board members at those meetings are detailed in the tables in Scope's financial report.

Code of Conduct

Directors are expected to observe the highest standards of ethical behaviour. Directors are also expected to avoid conflicts with the best interests of Scope. The Board has adopted a Code of Conduct and a Conflict of Interests Policy to provide further guidance to Directors on their obligations.

Board Performance

The Board has adopted a Governance Capability Framework which sets out the capabilities and outcomes expected of individual Directors and Board office bearers. This is used to review the performance of the Board and Directors. It is also used to inform Board succession planning requirements.

New Directors undergo an induction process including mentoring by another Board member. All Directors are encouraged to undertake ongoing professional development and training where relevant.

The Board is committed to regular assessment of Board performance. Formal external Board evaluations are typically undertaken every two years.

Board Committees

In 2015-16, the Board undertook a strategic review of its Committee structure. This resulted in a number of changes to the previous Committee structure and terms of reference. With effect from January 2016, the Board now has four Advisory Committees: the Risk and Audit Committee; the Business Development Committee; the People and Governance Committee, and the Investment Committee. The responsibilities of the Finance Committee have

now been absorbed into the Risk and Audit Committee (in relation to financial oversight and internal controls) and to the Business Development Committee (in relation to strategic project oversight). The Duty of Care Committee also completed its work in 2016.

All Committees have formal terms of reference that are reviewed on an annual basis. Committees report to the Board following each respective Committee meeting. No Committee has any delegated powers from the Board and can only make recommendations to the Board for approval.

Committee membership is reviewed annually as part of the Board's internal performance review process. A number of changes were made to Committee membership in 2016, as detailed further below.

Non-Director members may be appointed to Board Advisory Committees in accordance with the terms of reference of each Committee.

Risk and Audit Committee

The role of the Risk and Audit Committee is to assist the Board in its oversight of risk management, internal controls and integrity of financial reporting for the organisation, including by providing oversight of the organisation's internal and external audit processes. The Risk and Audit Committee is chaired by Philip Oswald (from January 2016). The other Directors on the Committee (from January 2016, unless otherwise noted) are Mark Burrowes, Marcell Judkins (from March 2016), Lea Pope, and Rod O'Loan. Sackville Kempton joined the Committee as an independent member from March 2016.

People and Governance Committee

The role of the People and Governance Committee is to assist the Board in matters relating to corporate governance and personnel management, including succession planning for the Board and senior management. The Committee is chaired by the President, Mark Burrowes. The other Directors on the Committee (from January 2016) are David Lloyd Jones, Lea Pope, Tricia Malowney and Philip Oswald.

Business Development Committee

The role of the Business Development Committee is to assist the Board in its oversight of matters pertaining to business development transactions and projects outside the ordinary course of Scope's business, including major capital projects, transformation projects, business development or reorientation projects, strategic alliances, partnerships, mergers, acquisitions and divestments. The Committee is chaired by David Lloyd Jones. The other Directors on the Committee are the President, Mark Burrowes, Elizabeth Manning, Joanne Stubbs, Karen Cleave and Tricia Malowney. Mark Chittleborough joined the Committee as an independent member from March 2016.

Investment Committee

The role of the Investment Committee is to assist the Board to fulfil its responsibilities in relation to the effective management and optimisation of Scope's balance sheet and total portfolio of investments (including property, capital assets,

cash, and managed investments), having regard to Scope's mission, strategic plan and risk management framework. The Investment Committee is chaired by the Vice President, David Lloyd Jones. The other Directors on the Committee (from January 2016, unless otherwise noted) are Rod O'Loan and Marcell Judkins, Treasurer (from March 2016). Lou Lachal, Robert Bowen, Sackville Kempton and Alasdair Norton are also non-Director (independent) members of the Committee.

Risk Management and Internal Control

The Board is responsible for the overall risk management and internal control framework of the organisation. To assist in the discharge of this responsibility the Board has approved the following risk management and internal control framework:

Strategic and Business Planning

The performance of the organisation in the delivery of the corporate objectives is monitored by the Board through detailed monthly, quarterly and annual reporting processes.

Financial Reporting - Risk Management

The organisation undertakes a comprehensive budgeting process with approval of annual budgets by the Board in June. Monthly actual results are reported against Budget and revised forecasts for the year are prepared regularly.

Internal Audit

The Board has approved a three year internal audit program including Board, financial, operations, systems, processes and controls.

Investment Appraisal

The Board, through the Investment Committee, regularly appraises and reviews the investment policy for the organisation. Additionally, the organisation has clear guidelines for capital expenditure. These include measurement against corporate objectives, annual budgets, business case procedures and levels of delegated authority.

Corporate Policies and Compliance

The Board undertakes regular and annual reviews of the policies, levels of authority for approval and the implementation of an organisational compliance schedule.

Risk Management

The organisation has implemented a strategic and operational risk framework. The Board, through the Risk and Audit Committee, receives reports on the status of risks recorded on the Scope risk register.

Quality Reference Group

The organisation has established a reference group to regularly review Customer and Service Delivery policies, procedures and processes to ensure that they meet business and compliance requirements.

Customer Insight Committee

The organisation has established a Customer Insight Committee, comprising members with a disability, to provide advice and recommendations to Scope on matters relating to Scope's clients and the quality of service provided by Scope.

Representation in Publications, Conferences and Awards

Publications

Crook, A., Kenny, J., Johnson, H. & Davidson, B. (2016). Perspectives of a Mobile Application for People with Communication Disabilities in the Community. *Disability and Rehabilitation: Assistive Technology*. DOI: 10.3109/17483107.2015.1111947

Hagiliassis, N. & Di Marco, M. (2015). Assessment of Capacity in People with Intellectual Disability. *InPsych* 37(4), <https://www.psychology.org.au/inpsych/2015/august/hagiliassis/>

Hagiliassis, N. (APS Tests and Testing Expert Group) (2015). *Practice Guide For Psychological Testing With People With Disability*. Melbourne: Australian Psychological Society.

Hennessy Anderson, N., Koritsas, S., Hagiliassis, N., & Cuzzillo, C. (2016). Personal wellbeing and social inclusion of adults with disability: Findings from Cootharinga North Queensland. Melbourne: Scope.

Imms, C., Mathews, S., Nicola Richmond, K., Law, M., & Ullenhag, A. (2015). Optimising leisure participation: A pilot intervention study for adolescents with physical impairments. *Disability Rehabilitation (Early Online)*, 1-9.

Johnson, H., Bigby, C., Douglas, J., & Iacono, T. (2016). Increasing Day Service staff capacity to facilitate positive relationships with people with severe intellectual disability: Evaluation of new intervention using Multiple Baseline Design. Manuscript accepted for publication.

Johnson, H., Solarsh, B., Bloomberg, K., & West, D. (2016). Supporting people with complex communication needs through community capacity building: the Communication Access Network.

Tizard Learning Disability Review, 21(3), 130-139. doi: doi:10.1108/TLDR-10-2015-0044

Johnson, H., West, D. (2016). Meeting the planning needs of people with complex communication needs. *Journal of Clinical Practice and Speech and Language Pathology*, 18(2), 62-66.

Koritsas, S., Hagiliassis, N., & Cuzzillo, C. (2015). Measuring whole of life outcomes: The Outcomes & Impact Scale—Revised. Paper presented at the The 50th Annual ASID Conference: Making it real together, Melbourne, Victoria.

Koritsas, S., Hagiliassis, N., & Cuzzillo, C. (2016). Social inclusion of adults with disability: A survey of Ability First Australia and Cerebral Palsy Australia. Melbourne: Scope.

Koritsas, S., & Iacono, T. (2016). Weight, nutrition, food choice, and physical activity in adults with intellectual disability. *Journal of Intellectual Disability Research*, 60(4), 355-364.

Murphy, M. & McFerran, K. (2016). Exploring the literature on music participation and social connectedness for young people with intellectual disability: A critical interpretive synthesis. *Journal of Intellectual Disabilities*, Advance online publication. doi: 10.1177/1744629516650128

Ri, C. (2015). NECAS—Non Electronic Communication Aid Scheme Annual Report. Communication & Inclusion Resource Centre, Scope.

Rose, V., Trembath, D. & Bloomberg, K. (2015). Visual attention and Key Word Sign in Children with Autism Spectrum Disorder. *Journal of Developmental and Physical Disabilities*.

Watson, J., Wilson, E., & Hagiliassis, N. (2015). Characterising supported decision-making for people with severe or profound intellectual disability. Paper presented at the Making it Real Together: 50th Annual ASID Conference, Melbourne, Australia.

Conferences

Eglitzky, A., Lang, S. (2015). A best practice framework for accessible written information. Presentation at 2015 Annual ASID Conference, 11-13 November, Melbourne, Australia.

Eglitzky, A., Ri, C. (2015). Communication Access: an essential part of universal design. Paper presented at the Association of Access Consultants in Australia, 7-9 October, Melbourne, Australia.

Johnson, H., Solarsh, B. (2015). Communication Access: A pathway to community inclusion. Poster presented at 2015 Annual ASID Conference, 11-13 November, Melbourne, Australia.

Johnson, H., Douglas, J., Iacono, T., Bigby, C. & Kattbogen, S. (2015). Increasing positive relationships between day service staff and people with severe intellectual disabilities and complex communication needs in day services. Paper presented at Victorian Disability Services Research to Action seminar, 26 August, Melbourne, Australia.

Lengyel, C., West, D. (2015). Inclusion in Victoria. Paper presented at Our Place Conference, 29 June-1 July, Wellington, New Zealand.

Thank You

The following pages highlight the individuals and organisations that have supported and partnered with Scope in 2015-2016. Their support is essential for us to achieve our mission of enabling each person we support to live as an empowered and equal citizen.

Major Gifts

Dr Vera Bowen

Mr Norm Geschke

Mr Brian Goddard

Mr David Lloyd Jones

Mr Joseph Melvin

Miss Ann Sprague

Dr James Tulloch

Mrs Jean M Williamson

Trusts and Foundations

William Angliss (Vic) Charitable Fund

Australian Communities Foundation

Bell Charitable Fund

Collier Charitable Fund

Dimmick Charitable Trust

Estate of John Saville Eastwood (Equity Trustees)

Empowering Eaglehawk Inc Foundation

The Marian & E H Flack Trust

Freeman-Dann Trust

The Walter & Eliza Hall Trust

Estate of Elisabeth Mae Hughes (Perpetual Trustee)

Jack Hogan Family Foundation

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Estate of Lily Kilpatrick (State Trustees)

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The Lynne Quayle Charitable Trust Fund (Equity Trustees)

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The Trust Company

Victorian Property Fund

Wesley Mission

Bequests and Endowments

Attard, Emmanuel

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Beggs, Edith J

LW & LI Bett Trust

Charles K Edwards & Keith & Mary Edwards Trust

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Forman, Marjorie

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Hewson, William Ronald

Horton, Grace

Horton, N J

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Pearson, Herbert George

Rimington, Bertha Lucy E

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Salvado, Anne Dallas

Sharp, Alice Martha

Shipperlee, William Arthur

Short, Kenneth Albert

Simpson, Phyllis

Taylor, Frances

Tilson, Violet Alice

Turner, Phyllis Nerelle

Joe White Bequest

Scope would like to also thank the families who have chosen to remain anonymous.

Commercial Partners

Melbourne Renegades

Westfield Airport West

Westfield Doncaster

Westfield Head Office

Westfield Knox

Westfield Plenty Valley

Legal and Audit Services

Ashurst

Deloitte

Herbert Smith Freehills

Moore's Legal

Norton Rose Fulbright

Kelly Hazell Quill

Thank You

Creative Agencies and Talent

Our special thanks to Leo Burnett ad agency for their long-term pro bono creative services to Scope.

Auxiliaries and Centre Associations

We would like to thank Scope centre associations, auxiliaries, mothers' clubs and other committees for their outstanding and ongoing contributions to Scope.

Members of Board Advisory Committees

Rob Bowen (Investment)

Mark Chittleborough (Business Development)

Dr Philomena Horsley (Duty of Care)

Sackville Kempton (Investment, Risk and Audit, Duty of Care)

Lou Lachal (Investment)

Alasdair Norton (Investment)

Ian Upjohn QC (Duty of Care)

Community Development Partners

AGOSCI

Access All Abilities Program

AFL Victoria

Bairnsdale Library

Bairnsdale Customer Service Centre

Breast Cancer Network Association

Brimbank City Council

Catholic College Bendigo

City of Casey

City of Glen Eira

City of Knox

City of Moonee Valley

City of Whitehorse

City of Whittlesea

Communication Access Network (CAN)

Deakin University

Casual Relief Teachers

City of Whittlesea

Department of Justice and Regulation

East Gippsland Shire Council

Empowering Eaglehawk

Echuca Library

Football Federation of Victoria

Geelong East Men's Shed

Glen Eira Sports & Aquatic Centre

Golden Plains Shire

Karingal

Keilor Basketball Netball Stadium

Key Word Sign Victoria

Knox City Council

Lakes Entrance Customer Service Centre

La Trobe University

Lauriston Girls' Grammar

Mallacoota Customer Service Centre

Melba Support Services

Melbourne City Library

Metro Trains Melbourne

Milparinka

Moreland City Council

Mission Victoria

National Disability Insurance Agency

Nazareth College

Office of the Public Advocate

Orbost Customer Service Centre

Parks Victoria

Peninsula Aquatic & Recreation Centre

Public Transport Victoria Call Centre

Public Transport Victoria Hubs

Regional Communication Services

Rotary Club of Casey

Sailability

Sport and Recreation Victoria

St Albans Sports Club

St Bernards College

Surf Coast Shire

The University of Melbourne

V/Line

Victorian Equal Opportunity and Human Rights Commission

Scope Human Research Ethics Committee

Dr Anna Arstein-Kerslake

Nic Cozens

Mike Debinski

Kordula Dunscombe

Reverend Barry Fernley

Brian Hardy

Dr Philomena Horsley

Rodney Joffe

Shane Kelly

Dr Stella Koritsas (Chair)

Terri Mears

Associate Professor Jennifer McGinley

Megan Thompson (HREC Officer)

Ian Upjohn QC

Scope Customer Insight Committee

Christian Astourian

Geoff Crawford

Maree Ireland

Shane Kelly

Tricia Malowney (Chair)

Raelene West

Research Partners and Supporters

Ability First Australia

La Trobe University

Legal Services Board Victoria

Monash University, The Centre for Developmental Disability Health Victoria

The Trust Company

University of Melbourne

Credits

Design - Paoli Smith

Photography - Paoli Smith

Printing - Bulman Partners

Text - Scope's Product Brand & Marketing team

Government

Scope has a long history of successful partnerships with the Victorian and Australian Governments to provide innovative services for people with a disability. We take this opportunity to thank all our government supporters, particularly the Victorian Department of Health and Human Services and Department of Education and Training, the Australian Department of Social Services, and the National Disability Insurance Agency. Scope acknowledges the support of the Victorian Government.





Caroline Sant, winner of the 2015 Kaleidoscope Award, with Sean Bailey at the Gertrude Contemporary studio. Kaleidoscope is Scope's flagship art program.

Support Scope

There are many ways you can support us so we can continue to enable each person we support to live as an empowered and equal citizen.

Donate Today

We need your help to continue to provide exceptional service and support to people with a disability. Each donation we receive is important. Every single dollar provides equipment, services and therapy to the people who need it most.

You can set up monthly contributions to Scope, allowing you to support Scope's services now and in the future. Donate securely online at www.scopeaust.org.au or contact our fundraising team on 1300 4 Scope (1300 472 673).

A donation of \$2 or more is tax deductible.

Leave a Bequest

Leaving a gift to Scope in your Will, no matter how large or small, contributes significantly to our ongoing work. A gift in your Will is a tangible lasting gift and a very special way of securing the future work of Scope. Speak with your solicitor or Scope's fundraising team on 1300 4 Scope (1300 472 673) to arrange this.

Volunteer

Scope volunteers are dedicated to supporting people with a disability to live the lives they choose. If you are interested in volunteering for Scope call 1300 4 Scope (1300 472 673).

Become a Scope Member

Members strengthen our ability to offer a powerful and representative voice in the disability sector. An active and vibrant membership is essential in helping Scope influence and shape models of service delivery, funding, policy and legislative change.

Visit www.scopeaust.org.au or contact our membership team on 1300 4 Scope (1300 472 673).

Scope's History

1940s

- Spastic Children's Society of Victoria founded to support children with cerebral palsy in Victoria.
- First service opens in the Toorak mansion Marathon.

1950s

- Services open in Glen Waverley and Bendigo.

1960s

- Services open in Geelong and Malvern.

1970s

- Services open in Warragul, Keilor, Bayswater and Knox.
- First supported employment site opens in Moorabbin.

1980s

- Spastic Children's Society of Victoria becomes Spastic Society of Victoria.
- Supported employment is offered at High Point Industries and South East Industries.

1990s

- We provide opportunities for people to access the community from their home and day service.

2000s

- Spastic Society of Victoria becomes Scope.
- Scope introduces mantra, 'See the Person, Not the Disability'.

2010s

- Scope opens regional office in the Grampians Region.
- Scope becomes an approved provider for services funded by helping Children with Autism Initiative and Better Start for Children with a Disability Initiative.
- Scope launches Scope James Street, Scope Shannon Park, Scope Vincent Drive and Scope Henry Street.
- Scope launches new Therapy and Disability Support Services Centre in Geelong.

Acronyms

ABN	Australian Business Number
ADE	Australian Disability Enterprise
AGM	Annual General Meeting
CAC	Corporate and Community Program
CEO	Chief Executive Officer
CFO	Chief Financial Officer
CIRC	Communication and Inclusion Resource Centre
DHHS	Department of Health and Human Services
NDIS	National Disability Insurance Scheme
NDS	National Disability Services
OH&S	Occupational Health and Safety
SPP	See the Person Program
SYA	Scope Young Ambassadors

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