



Disability Action Plan

2023 - 2026

FINAL

About Scope

Scope (Aust) Ltd (“Scope”) is one of the largest and most trusted disability organisations in Australia. Our origins stretch back to 1948, when a group of parents who wanted better lives and opportunities for their children with disability established the Spastic Children’s Society of Victoria.

Today, Scope is growing its footprint in New South Wales. We support more than 5,000 individuals with disability across metropolitan and regional Victoria and NSW with services including Supported Independent Living (SIL), therapy, individual support, communication access and supported decision making. Scope also works with corporate and community organisations to improve inclusion for people with disability through raising awareness and building community capacity to enable the citizenship of people with disability.

Our individualised and customer-driven approach is closely aligned with the principles of the National Disability Insurance Scheme (NDIS) and Australia’s Disability Strategy.

We believe it’s essential that what guides us – our Purpose, Vision, and Values – reflect the needs of our clients, employees, and our broader communities. Scope’s Purpose, Vision, and Values are based on the views of over 230 clients and 1,000 employees. They set a clear direction for our organisation and set us apart from others.

Our Purpose:

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

Our Vision:

Our clients and employees are empowered to live their dreams.

We influence and push boundaries delivering positive change for people with disability.

Our Values:

- We celebrate people.
- We act bravely.
- We excel together.

Scope affirms that people with disability must enjoy the same fundamental rights and freedoms as other citizens, consistent with the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD). However, there remain significant barriers – including physical, communication, attitudinal, commercial, and legal barriers – that prevent people with disability from participating fully in the life of the community.

Scope supports Australia’s Disability Strategy 2021-2031 and the state and territory disability plans, which help guide actions to meet Australia’s obligations under the UNCRPD. It is important that our Disability Action Plan aligns with the intent of these documents.

Achievements to Date

- Partnered with Melbourne University to focus on research that improves the economic and social participation of people with disability and builds capacity in communities to support the meaningful participation of people with disability.
- Taken a lead role in advocating for the rights of people with disability including presenting multiple submissions to the Joint Standing Committee on the National Disability Insurance Scheme and the Department of Social Services to help shape policy for the NDIS.
- Launched and implemented a national initiative through our Communication and Inclusion Resource Centre to ensure business and community services are inclusive of people with communication access requirements – over 200 businesses nationally have been awarded the Communication Access Symbol.
- Awarded an Information, Linkages and Capacity Building grant to codesign a suite of resources and training materials to build the confidence of employers to recruit and retain employees who have communication difficulties or low literacy.
- Reviewed our Board policies and practices with Leadership Victoria to further strengthen the governance foundations of the Board.
- Delivered disability awareness training to business and community groups, sporting associations, transport providers and over 2,000 primary and secondary school students.
- Established dedicated Scope COVID-19 vaccine hubs to provide clients with priority access to vaccines.

Developing the Disability Action Plan

Scope will undertake action to see new roles for people with disability within our organisation. Scope will use the Disability Action Plan to eliminate discrimination from its practice and to increase awareness of the rights of people with disability.

The Disability Action Plan:

- Prioritises actions to be implemented over a three-year period:
 - July 2023 – June 2024 (Priority One)
 - July 2024 – June 2025 (Priority Two)
 - July 2025 – June 2026 (Priority Three)
- Identifies the Executive Responsible for each action.

- Provides a monitoring and review process to ensure progress continues to be measured.

The Disability Action Plan may change. If new initiatives and ideas are discovered before the plan ends, we will discuss whether to include them. We want the plan to be responsive and meaningful, to ensure we remain at the forefront of disability planning and service delivery. People with disability are fundamental to this process: throughout the life of the plan, we will continue to consult and work with the people the plan is intended to benefit.

We will consult further with people with disability throughout the life of the plan and aim to review and improve in line with the process outlined by the Australian Human Rights Commission.

Developing a Disability Action Plan is our way of demonstrating commitment to doing all we can to remove discriminatory barriers and ensure people with disability are able to enjoy the same rights, opportunities, and responsibilities as everyone else.

Physical and Digital Environments			
Action	Success measures	Timeline	Responsibility
1.1 Complete physical, sensory and communication access audits of 30 Scope Group premises (20 SIL and 10 non-SIL) to ensure all areas are fully accessible to people of all abilities.	Consultants engaged for physical and sensory access audits.	2023/24	Property
	Audit plans developed.	2023/24	Property
	Depending on the building type and use, physical and sensory access audit items include entry and exit; lifts; reception areas; wayfinding signage; kitchens; bathrooms; and common areas in homes.	2023/24	Property
1.2 Review data from any previous access audits of Scope Group premises to identify outstanding actions.	Communication access audits completed for reception, Customer Enquiry Service, and client points of contact.	2025/26	CIRC
	Audit improvement plans documented and reported on annually to Board and Executive Leadership Team.	Ongoing	Property/CIRC
1.2 Review data from any previous access audits of Scope Group premises to identify outstanding actions.	Any outstanding actions from previous access audits are documented and closed out in the next access audit plan.	2023/24	Property
1.3 Develop Asset Strategy to address the replacement of homes not fit for purpose and prioritising homes that do not meet NDIA design standards.	Housing Review completed with access issues identified.	2023/24	Property/SDA Development team
	Implement Asset Strategy.	2023/24	CEO/Executive
	Deliver SDA replacement plan.	2023/24	Executive/SDA Development team
	SDA Design categories recorded.	2023/24	Property/SDA Development team
1.4 Work with Investors and SDA providers to build new homes as per the Housing replacement plan.	SDA collaborations finalised in readiness to build new homes.	Ongoing	SDA Development team
	Engage with Investors and SDA providers according to the Housing replacement Plan.	Ongoing	SDA Development team
1.5 Develop and implement a policy that defines access and inclusion principles and objectives as applying across the Scope Group to people of all abilities.	Policy makes specific reference to neurodiversity and disability types including psychosocial, cognitive, physical, sensory and communication.	2024/25	CIRC
1.6 Develop and implement a process for seeking feedback and reporting of physical, sensory and communication accessibility issues.	Property team maintain records of physical and sensory accessibility issues at Scope Group premises, including corporate offices, and report on related actions quarterly to the Executive Leadership Team.	2024/25	Property
	Customer Enquiry Service maintain records of stakeholder communication accessibility issues and report on related actions quarterly to the Executive Leadership Team.	2024/25	Customer Enquiry Service
	Marketing and Communications team maintain records of communication accessibility issues involving marketing collateral and report on related actions quarterly to the Executive Leadership Team.	2024/25	Marketing and Communications
1.7 Adopt design principles consistent with Australian accessibility standards for any new buildings to ensure they are accessible to all members of the community.	Access consultant engaged to develop a checklist of all access issues to be considered in new builds and leased premises depending on building type and use.	2023/24	Property
	Accessible physical, digital, and sensory technologies are utilised.	2023/24	Property/ICT
1.8 Ensure that any new purchased or leased office premises are fully accessible in line with applicable design standards.	Checklist developed by access consultant utilised when purchasing or leasing new premises.	2024/25	Property/ICT
	Leases signed for new premises include provisions for access to be addressed prior to occupation.	2024/25	Property
	Employees with disability are consulted when designing new fit out.	2025/26	Property/People and Culture

Physical and Digital Environments			
Action	Success measures	Timeline	Responsibility
1.9 Ensure that meetings, functions, and events are accessible.	The needs of people with disability attending meetings, functions and events are formally considered.	2023/24	Meeting, function, and event organisers
	State Government guidelines for accessible events and functions are implemented.	2023/24	Function and event organisers
	Advertising for major events and functions is available in a range of formats including Easy English, promotes accessibility and lists supports available.	2023/24	Function and event organisers
1.10 Develop and implement accessibility guidelines to provide an enhanced digital and online experience for ICT system users, including internet and intranet users.	Compliance with WCAG 2.1 AA requirements is achieved and maintained for systems where feasible.	2024/25	ICT
	Scope internet and intranet are accessible to people of all abilities and utilise a range of audio, Alt text, and visual supports.	2024/25	Marketing and Communications
	ICT system users report enhanced digital and online experience.	2024/25	ICT system owners
1.11 Develop and implement a process for seeking feedback and reporting of digital and online accessibility issues for Scope clients, staff, and directors.	ICT team maintains records of system accessibility issues and reports on related actions quarterly to the Executive Leadership Team.	2024/25	ICT
	Marketing and Communications team maintains records of internet and intranet accessibility issues and reports on related actions quarterly to the Executive Leadership Team.	2024/25	Marketing and Communications
1.12 Ensure as far as practicable that communications and social media are accessible.	Client facing communication is available in Plain Language and a range of formats that may include Easy English.	2023/24	Marketing and Communications
	Contractors are provided with requirements for making information accessible.	2023/24	Marketing and Communications
1.13 Actively seek feedback from clients, staff, and directors on how to improve accessibility of ICT systems.	Consultation with ICT system users to address accessibility issues.	2023/24	ICT
	ICT digital accessibility advisory group established.	2024/25	ICT
	Accessibility of ICT systems is tracked and reported quarterly to the Executive Leadership Team.	2024/25	ICT
1.14 Adopt universal design principles for procurement of software, digital resources, and platforms to improve accessibility.	Accessibility of software, digital resources and platforms is evaluated prior to procurement.	2025/26	ICT
	Requirement for universal design principles is referenced in tender and contract documents.	2025/26	ICT

Workforce			
Action	Success measures	Timeline	Responsibility
2.1 Continue to promote a Wellbeing Program that supports good mental and physical health for all employees.	Wellbeing Program promoted on the intranet and at in-person meetings.	2023/24	People and Culture
	Wellbeing Program resources are available in Easy English and Plain Language.	2023/24	People and Culture/CIRC
	Uptake of plan initiatives recorded and reviewed.	2023/24	People and Culture
2.2 Confirm targets for the attraction, retention, and progression of employees with disability.	Targets are confirmed and achieved or exceeded.	Ongoing	People and Culture
	Dedicated People role established to support and oversee the recruitment and onboarding of employees with disability.	2024/25	People and Culture
	Suite of resources developed for frontline leaders to support employees with disability.	2024/25	People and Culture
2.3 Take proactive steps to ensure recruitment and selection processes are accessible and inclusive for people with disability.	Senior Managers develop disability confidence and knowledge on how to recruit and support employees with disability.	2023/24	People and Culture
	Measuring increased diversity among new hires.	2024/25	People and Culture
2.4 Develop and implement a program to increase representation of people with disability in Board, Executive, senior management, and management roles.	Increased percentage of people with disability in Board, Executive, senior management, and management roles.	2024/25	People and Culture
	Prospective managers are assigned buddies/mentors.	2024/25	People and Culture
	Targets set for employment of people with disability in Board, Executive, senior management, and management roles.	2024/25	People and Culture
2.5 Conduct employee survey to establish baseline data on the number of employees with disability.	Definition of employee with disability is agreed and used in employee survey.	2023/24	People and Culture
2.6 Undertake activities to build the disability confidence of the workforce.	Employee survey includes questions related to disability confidence.	2023/24	People and Culture
	Employees with disability who are willing to provide feedback are consulted about their experience of working for Scope.	2023/24	People and Culture
	Suggested strategies for building disability confidence and addressing unconscious bias are included in work plans.	2023/24	People and Culture
2.7 Review and update relevant policies to affirm the right to reasonable adjustments and clarify flexible work practices for people with disability and those with carer responsibilities.	Relevant policies are reviewed and updated.	2023/24	People and Culture
	All people managers are trained in how the policy is to be implemented.	2023/24	People and Culture
	People budget includes funding reasonable adjustments related to the attraction, recruitment, and selection of candidates with disability with a view to employing function taking responsibility in future.	2023/24	People and Culture
2.8 Update the induction and onboarding processes to ensure that staff with disability are informed of their right to reasonable adjustments.	Induction and onboarding information addresses reasonable adjustments and describes Scope's responsibilities and the responsibilities of employees seeking adjustments.	2023/24	People and Culture
	Induction and onboarding checklists amended to include information on the right to reasonable adjustments and the resources and supports available.	2023/24	People and Culture

Workforce			
Action	Success measures	Timeline	Responsibility
2.9 Provide targeted training, as required, on working alongside colleagues with disability.	Employees with disability are given the opportunity to codesign training to support implementation of their reasonable adjustments.	2024/25	People and Culture
	Employees with disability report training has been effective.	2024/25	People and Culture
2.10 Revise policies, protocols, and procedures to ensure they reflect best practice in employment of people with disability.	Resources published by the Australian Human Rights Commission, the Victorian Equal Opportunity and Human Rights Commission and Anti-Discrimination New South Wales are consulted in revising policies, protocols, and procedures to ensure they meet best practice in employment of people with disability.	2024/25	People and Culture
2.11 Regularly review staff absenteeism data and provide support where disability may be a contributing factor.	Staff absenteeism data cross-referenced to workplace adjustments to identify any correlation.	2023/24	People and Culture
	Workplace support offered to affected staff.	2023/24	People and Culture
2.12 Review payment for work performed and reimbursement of related expenses for employees with disability to ensure this meets open employment requirements.	Payment and reimbursement for employees with disability meets open employment requirements.	2023/24	People and Culture
2.13 Ensure exit interviews for employees with disability cover any issues associated with the support those employees received in the workplace.	Exit interview questionnaire amended and exit interviews are conducted with employees with disability.	2024/25	People and Culture
	Data on the number of people who leave due to inappropriate or inadequate support is reported quarterly to the Board.	2024/25	People and Culture
2.14 Ensure policies, protocols, and procedures are available in accessible formats for employees of all abilities, including neurodiverse employees and employees with psychosocial, cognitive, physical, sensory and communication disability.	Policies, protocols, and procedures are published in Easy English and other accessible formats.	2024/25	Knowledge Management
	Search functions for policies, protocols, and procedures are accessible to people of all abilities.	2024/25	Knowledge Management

Inclusion and Empowerment			
Action	Success measures	Timeline	Responsibility
3.1 Complete the Australian Network on Disability Access and Inclusion Index Comprehensive Self-Assessment to establish a baseline measurement of disability confidence at the organisational level and set associated annual improvement goals.	Annual improvement goals are achieved or exceeded.	2023/24	Executive Leadership Team
3.2 Develop a client experience and participation strategy to increase client participation, influence, and leadership in decision-making, experience/service improvement and governance.	<p>Delivery of the client experience and participation strategy, which includes:</p> <ul style="list-style-type: none"> develop an organisation-wide customer participation framework to enhance customer power and influence in decisions and change. delivery of sustainable and repeatable methodology to measure client experience. articulated methodologies/models for driving improvement and service excellence using customer voice. establish customer experience goals as an organisational performance indicator. establishing a functioning client advisory panel in year one of the implementation of the customer participation framework. training and resources made available to Scope staff to increase knowledge, understanding and skill associated with the roll out of the Customer Participation Framework. pathways to board membership and other committees defined for willing clients/people with disability as part of year two implementation of the customer participation framework. 	2023/24	Customer Strategy
3.3 Broaden service offerings to support people with disability gain and sustain employment in line with the Scope Disability Employment Strategy.	Post-school programs include options to build job confidence and assistance with finding and staying in work.	2023/24	Operations
	Partnerships with potential employers.	2023/24	Operations
3.4 Establish partnerships with a range of organisations to improve access and inclusion for people with disability through implementation of the Client Participation Framework.	A minimum of four major new partnerships established annually with organisations in areas including business, education, healthcare, local government, sports, and the arts.	2024/25	Operations
	Positive feedback from clients on their experiences.	2024/25	Customer Strategy
3.5 Employ people with disability to lead implementation of all Disability Action Plan initiatives that require staff training.	Training program for staff on implementation of the Disability Action Plan reflects input from with people with disability.	2023/24	People and Culture/Operations
	Feedback from presenters and participants used to inform future training programs.	2023/24	People and Culture/Operations
3.6 Source leadership, advocacy, and rights training to clients so they can self-advocate and raise community awareness about issues that are important to people with disability.	Leadership, advocacy, and rights training offered twice per year and resources allocated to fund it.	2025/26	Operations
	People who complete the training act as mentors for future participants.	2025/26	Operations
	All community education and awareness sessions are co-delivered by people with disability.	2025/26	Operations
3.7 Develop formal partnerships to establish learning pathways, including possible scholarships, for people with disability.	Board Charter and associated corporate governance policies and procedures updated.	2024/25	Company Secretary
	The Board and individual Directors are actively mentoring people with disability who have identified they wish to develop governance and leadership skills.	2025/26	Company Secretary

Implementation, Monitoring and Review			
Action	Success measures	Timeline	Responsibility
4.1 Consult clients and employees with disability regularly about the implementation and progress of the Disability Action Plan.	Feedback mechanisms confirmed.	2023/24	Customer Strategy/People and Culture
	Roles and responsibilities of staff in relation to implementation and socialisation of the Disability Action Plan are identified.	2023/24	Strategy and Transformation
	Designated Executive is assigned overall responsibility for implementation of the Disability Action Plan.	Ongoing	Strategy and Transformation
4.2 Publish the Disability Action Plan on the website in accessible formats including Easy English and Plain Language.	Document is published.	2023/24	Marketing and Communications
	Availability of Easy English and Plain Language formats.	2023/24	Marketing and Communications
	Launch video published.	2023/24	Marketing and Communications
4.3 Develop a communications plan to promote the Disability Action Plan, and its outcomes and successes.	Disability Action Plan promoted on the website, social media, and broader community networks.	2023/24	Marketing and Communications
	Video updates published.	Ongoing	Marketing and Communications
4.4 Present regular progress reports to the Board and Executive Leadership Team.	Progress on selected actions reported through Metrics That Matter.	Ongoing	Strategy and Transformation
	Annual progress report to the Board.	Ongoing	Strategy and Transformation
	Quarterly progress reports to the Executive Leadership Team.	Ongoing	Strategy and Transformation
	Minutes of the Board and Executive Leadership Team demonstrate management reports on progress of the Disability Action Plan are discussed and followed up.	Ongoing	Strategy and Transformation
4.5 Report progress in the annual report for each year of the Disability Action Plan.	Monthly reports on achievements are collated for the responsible Executive.	2023/24	Strategy and Transformation
	Annual reports include an update on progress towards implementation.	Ongoing	Marketing and Communications
4.6 Submit the Disability Action Plan to the Australian Human Rights Commission for publication on the Disability Action Plan Register.	Disability Action Plan approved by the Board and submitted to the Australian Human Rights Commission.	2023/24	Government Relations
4.8 Implementation of the Disability Action Plan is a key performance measure for the Chief Executive Officer.	Board minutes demonstrate the CEO KPI relating to the Disability Action Plan implementation is monitored.	2023/24	People and Culture
4.9 Provide an online feedback mechanism for people to contribute ideas and feedback on the Disability Action Plan to assist in monitoring and review.	Feedback mechanism established.	2023/24	Strategy and Transformation
	Data on the information and feedback recorded and reported quarterly to the CEO and the Board.	2023/24	Strategy and Transformation