

Annual Report 2018-2019





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Photo: Paige and Molly participating in the work experience program at Warragul café Frankies.

About Scope

See The Person. This is the heart of Scope. It guides everything we do. It's how we deliver services.

Scope was founded more than 70 years ago by families who wanted better support for their children.

Today, we're one of the largest not-for-profit disability service providers in Australia, supporting thousands of people with complex intellectual, physical, and multiple disabilities.

Our great team of people includes specialists in communication and positive behaviour support, dedicated to working in partnership with you.

We know the National Disability Insurance Scheme (NDIS) and have supported people to successfully move to this new system since it began in 2013.

Scope's been active in research for more than 30 years and this helps us deliver the positive outcomes you want. We've also led the way in working with the wider community to remove barriers to social inclusion.

Scope's vision

Scope's vision is to inspire and lead change to deliver best practice and better outcomes in the work we do.

At Scope, we:

- 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; and
- Build on our foundation for success through our expertise in service delivery, workforce development, quality improvement, and research.

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

The Scope Approach

The Scope Approach is a set of values that guides our organisation. They're embraced by all our people and represent our commitment to provide outstanding support services to people with a disability and their families.



See the person



Do it together



Do it right



Do it better

Photo: Frances and Jess participating in the Scope San Remo Lifestyle Options 'Cooking for Independence' group.

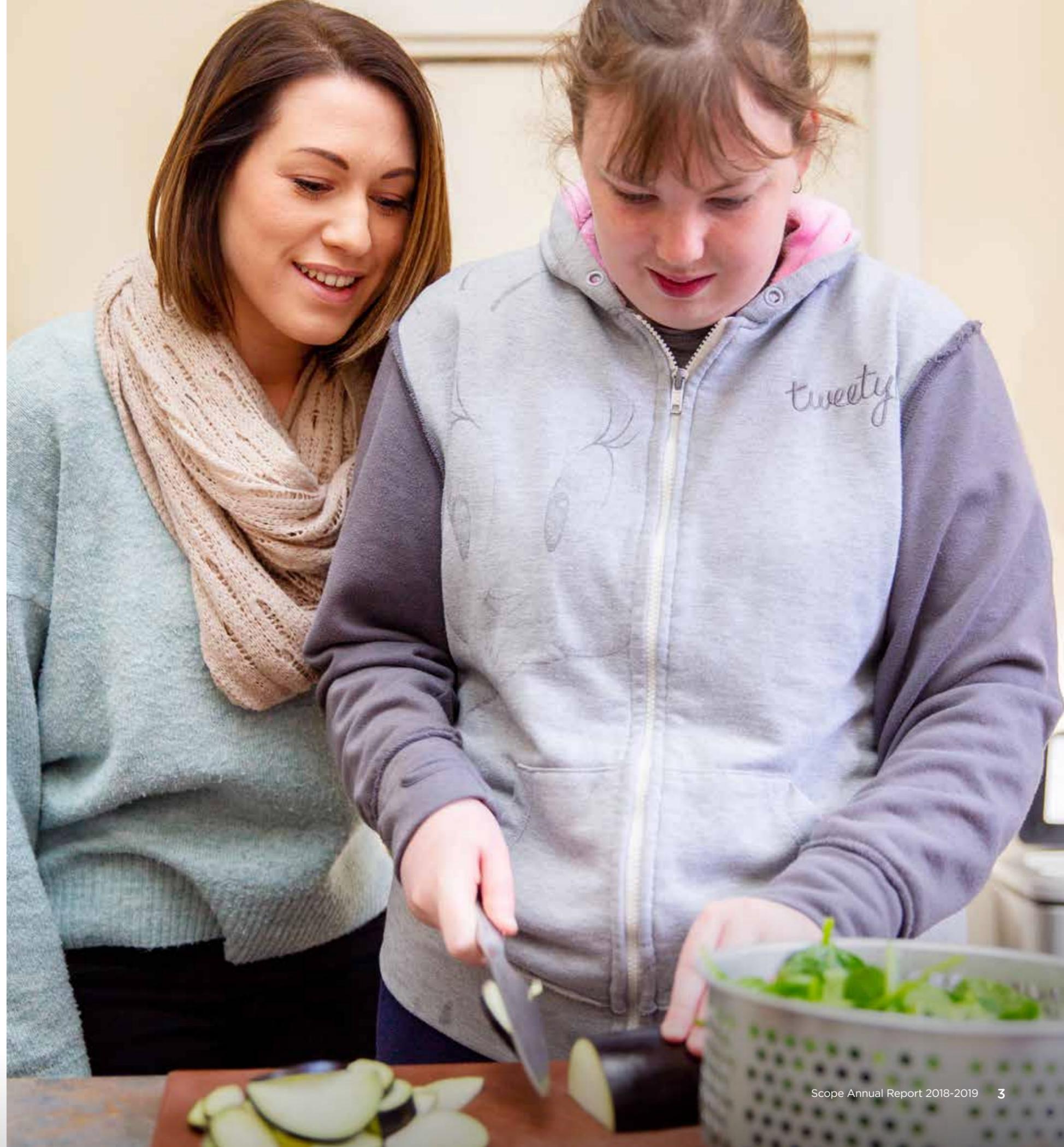




Photo: Tom and Jayne at Scope Shannon Park Lifestyle Options.

Our Strategic Plan

Scope embraces the benefits the NDIS brings to our customers and will actively contribute to its success. We will transform and grow through efficient delivery of individualised, customer-driven support.

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



Customer driven

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



Engaged and productive

Cultivate a growing, productive, and values-driven workforce.



Mission based

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



High performing

Build a high-performing, innovative, and financially viable organisation.

Looking forward: Our Strategic Plan for 2020-2022

Our strategic intent: We will deliver customer-driven services and sustainable growth to be a market-leading national service provider by 2022.

The last three years were about positioning for success. We envision the next three years will be about leveraging all of that to truly thrive and cement our position as a market leader.

The development of our new Strategic Plan involved staff and customers from across the organisation.

An outstanding customer experience

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

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

A greater social impact

We will lead the community to create lasting social change.

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

A leading and successful team

We will engage and empower our people to succeed.

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

A thriving national organisation

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

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



An Easy English version of the Strategic Plan 2020-2022 is available.

Organisational highlights 2018-2019



Dedicated children's Therapy Centres opened in North Melbourne



Customer Reference Groups launched across all divisions



First recipient of the Strategic Research Scholarship began their PhD



7466
attendances by staff at formal learning and development activities

A growing team

1859

dedicated support workers, therapists, coordinators, and business support staff



1328

Home@Scope employees, ensuring continuity of support for customers transferring from the Victorian Government

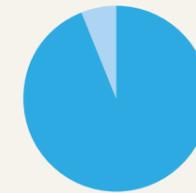
Services highlights 2018-2019



1645
children received early intervention support



**1738 children
1194 adults**
received therapy and psychology services



94%
customer satisfaction rating



233
service locations



848
people supported to live more independently



999
adults participated in meaningful recreation and skill building through our Lifestyle Options services

Chair's report



To enable Scope to continue to deliver its mission in an effective way while becoming more commercial in its operations, we reviewed and modernised the Constitution.

This enables us to be consistent with modern corporate practices, emphasise our commitment to best practice human rights standards, and streamline our governance to ensure we maximise our potential for growth and innovation.

One of the main changes has been the streamlining of membership classes, with the previous Life Governor, Life Member and Full Member classes being consolidated into a new member class – Governing Member.

The new Constitution also provides the Board with the power to exercise all powers, except for limitations in the Corporations Act and those powers that must be exercised at general meeting. This is in keeping with modern corporate practice.

These changes received overwhelming support from our members at last year's Annual General Meeting.

Members continue to play an important role in shaping the future of Scope. With these changes, we are ensuring members' contribution is appropriately honoured. This annual report contains an acknowledgement of members who have made a significant lifetime contribution.

Already, the modernisation of our governance is enabling us to be agile in response to market opportunities.

I'm so proud that Scope was selected by the Victorian Government to deliver supported independent living and short-term accommodation services across Victoria.

This is a significant achievement for our future sustainability. To support the leadership of Scope through the transition, the Board extended the terms of both the Chair and Deputy Chair. It was an honour for us to be entrusted with this stewardship.

In fact, I have been honoured to have been part of this wonderful organisation for the last 10 years, including leading as Chair for five of those years.

In that time, I have sought to leave a legacy of a best practice approach to governance.

Together with my fellow Directors, we have set about transforming the Board to be agile, modern and commercially focussed.

At the start of our journey through the NDIS, we recognised the need for transformation. We invested in a business transformation program to steer Scope towards becoming customer centric in a competitive marketplace.

In addition to the comprehensive operational changes, we made the strategic decision to change our legal name to Scope (Aust) Ltd in 2015.

I believe this set the tone and vision for success at a time when we were still grappling with what

the NDIS meant for us and our customers.

Three years on, we're moving intentionally in that direction. Our newly launched strategic plan clearly articulates our goal of establishing our presence on the national stage.

Our Director lifecycle management process means finding, on-boarding, familiarising, mentoring and contributing early is our priority.

The feedback from new Scope Directors who go through the process is that they are made to feel very welcome, and believe they contribute much faster.

With the NDIS rollout nearly complete, Scope's looking to the future, leveraging our strong foundations to grow and establish our position as a leading national organisation.

Finally, if the CEO shapes the organisation, then the Chair shapes the Board.

I have been very pleased to see Scope's evolution in the last 10 years. I believe I have left a positive legacy for the next generation, to the benefit of everyone that Scope supports.

Mark Burrowes

CEO's report



Scope continues to deliver our mission, as we adapt to the NDIS, building our understanding of what it means for participants and families and for our organisation. Over the past six years, we have strived to deliver customer-driven services of high quality, delivering meaningful outcomes for participants and their families.

The 2016-2018 Strategic Plan was successfully delivered. A key driver of that success was the completion of our three-year business transformation project, Scope 2020. The foundations for our future have now been laid and we will grow our impact, influence, and leadership going forward.

Scope 2020 saw the re-design of our Supported Independent Living services to focus on making a house a home, delivering meaningful choice and control for residents and supporting our staff to provide customer-centred services that build the capacity of each resident.

The Integrated Therapy Service has begun in northern metropolitan Melbourne and Pakenham, with anticipated rollout across Victoria over the next two years. As an organisation, we knew that we must adapt to the needs of children and their families to deliver therapeutic services that build capacity for the child and their family. These services will be underpinned by the implementation of the new Service Delivery System, designed to deliver a seamless customer experience.

Last year, the Victorian Government made the historic decision to transfer services for residents of specialist disability accommodation and short-term accommodation.

Scope was chosen to deliver more than 40% of the transferring

services, expanding our footprint across Victoria.

This is a great honour, as it provides the opportunity to share our mission and values with over 1,600 participants and 2,000 staff. We look forward to creating a new and exciting chapter in our story as together we prepare for transition to the NDIS for Home@Scope residents.

We exist to serve Victorians with a disability and their families. It is therefore vital that their voices are heard. We are proud that our customer satisfaction scores remain high, with a combined score of 94% across all services. We will always strive to do better and to support our customers through a period of significant change.

Customer feedback helps us to maintain these standards. Customer Reference Groups have now been introduced across the state to give people more opportunities to shape and influence the services and supports they receive.

These groups have contributed to our strategic plan and to our submissions to government on key policy issues.

This year, we made two significant submissions to the Joint Standing Committee on the NDIS, on Early Childhood Early Intervention and market readiness.

We are committed to elevating the voice of people we support. That's why we have welcomed the establishment of the Royal

Commission into Violence, Abuse, Neglect and Exploitation of People with Disability. It will help advance the rights of people with disability and is consistent with our own mission.

Our approach to the Royal Commission is consistent with the Scope approach. We will be open, honest, cooperative, and support our customers and staff throughout this process.

The 2018 Engagement Survey is another indication of how far we've come as an organisation. Overall, Scope has progressed to a 'Culture of Ambition', where we are collectively motivated to find new and better ways of moving ahead.

66% of employees experienced Scope as a 'Truly great place to work'. This result has increased from 58% in the 2016 survey and is higher than the Health & Community Services sector average of 59%.

We're now positioned for success and our focus is to establish Scope as a leading national organisation.

Our new strategic plan will act as our roadmap for the next three years.

Scope is at the cusp of a new era, and the next three years will be about leveraging everything we have achieved to truly thrive and cement our position as a market leader.

Dr Jennifer Fitzgerald

Consolidated financial highlights 2018–2019

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 2019	\$'000s
Income	
State Government	39,581
Federal Government	76,295
Rendering of Services	6,269
Donations, Bequests, and Fundraising	3,133
Other	6,635
Total Income	131,913
Expenses	
Staff and Related	100,632
Depreciation	1,930
Other	23,364
Total Expenses	125,926
Surplus for the year	5,987

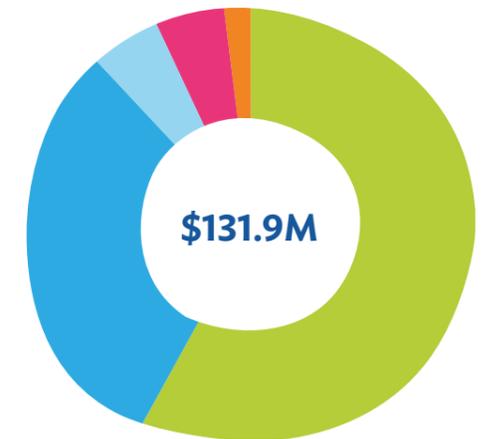
Balance sheet

Statement of Financial Position as at 30th June 2019	\$'000s
Current Assets	
Cash and Deposits	20,802
Other Financial Assets (Investments)	33,010
Receivables and Other	10,883
Total Current Assets	64,695
Non Current Assets	
Property, Plant and Equipment	27,797
Other Financial Assets (Investments)	42,447
Other Assets	3,604
Total Non Current Assets	73,848
Total Assets	138,543
Current Liabilities	
Trade and Other Payables	19,996
Employee Benefits	13,546
Contract Liabilities	7,214
Total Current Liabilities	40,756
Non Current Liabilities	
Contract Liabilities	21,503
Other Non Current Liabilities	2,787
Total Non Current Liabilities	24,290
Total Liabilities	65,046
Net Assets	73,498
Equity	
Retained Earnings	72,123
Reserves	1,375
Total Equity	73,498

Consolidated financial highlights 2018–2019

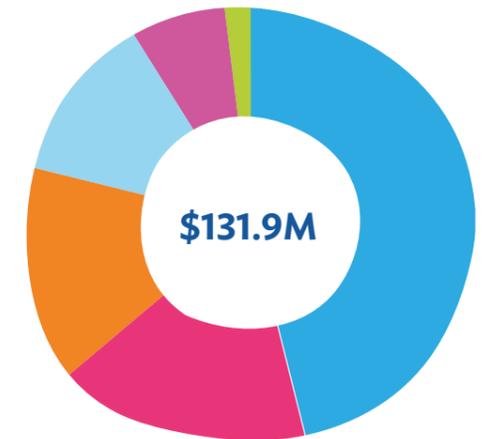
2018–2019 Revenue by source

Federal Government	58%
State Government	30%
Rendering of services	5%
Other	5%
Donations, Bequests & Fundraising	2%



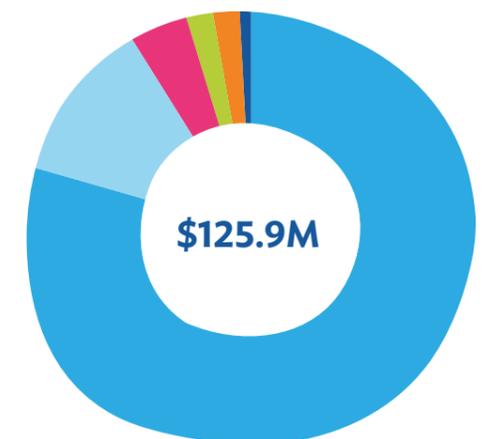
2018–2019 Revenue by category

Support Independent Living	46%
Lifestyle Options	18%
Other	15%
Therapy & Psychology	12%
Short Term Accommodation	7%
Fundraising	2%



2018–2019 Expenditure by type

Employee expenses	80%
Other	12%
Communications	4%
Maintenance & vehicles	2%
Depreciation, amortisation & impairment	2%
Client costs	1%



Craig's story



Craig was always happiest when it came to animals, whether it was chatting about his family's cats or visiting the dogs at the dog park. So two years ago, when his depression and anxiety made it hard for Craig to leave his room, it was his love of animals that turned things around.

One day Home@Scope House Supervisor Madelaine Ross was watching Craig engage with the wild birds in the backyard when she had an idea – maybe Craig would like to have pet chickens.

It was a huge project, but with support from Home@Scope staff, Craig made it happen. He researched chickens with Maddie and got advice from Paula and Raelene, who both had chickens of their own. He went out and bought a chicken coop, then with Brad's help assembled it and built a chicken run. He bought all the things the chickens would need, like food bins, bedding, and laying pallets.

At last it was time for the final step: Craig went out and picked up four ISA Brown chickens.

Craig has thrived with the joy and responsibility of caring for his new friends. Every day, he feeds his chickens and proudly collects their eggs to sell. With support, he cleans their coop and goes to buy their food. Best of all, he loves just spending time with them.

Craig still has difficult days with his depression and anxiety. But, no matter what, he always gets up in the morning to look after his chickens.



Photo: Craig cares for his chickens in the backyard.



Photo: The National Disability Insurance Agency (NDIA) Board with Scope's Chair and CEO, from left to right: Dr Martin Laverty, Professor Rhonda Galbally AC, Scope CEO Dr Jennifer Fitzgerald, NDIA Chair Dr Helen Nugent AO, Ms Sandra Birkensteigh, and Scope Chair Mr Mark Burrowes.

Mission based



Scope members

Scope's members are an essential part of the organisation, playing a key role in helping us achieve our mission to enable each person we support to live as an empowered and equal citizen.

Scope's members have allowed the organisation to have a powerful voice in the disability sector. With the support of members, Scope has actively driven change in the community and has been an influential advocate for the rights of people with a disability.

In 2018, members were consulted on a full Constitution review to ensure Scope's governance framework complies with contemporary corporate

governance standards and best practices. At the 2018 Annual General Meeting, members approved the Constitutional changes, including the consolidation of membership into two categories: Governing Members and Associate Members. Scope has a total of 289 members, including 224 Governing Members and 65 Associate Members, as at June 2019.

Scope continues to recognise members who have made a significant lifetime contribution to Scope recognising their outstanding advocacy for people with a disability. These members are listed on page 46 of the Annual Report and can be found on our website.

Following feedback from members, in 2019 a Membership Reference Group was established - a small group of members who provide feedback and advice on Scope membership activities.

The Membership Reference Group was instrumental in the development of a Scope Member Charter. The Charter outlines the role of membership at Scope. It includes:

- A code of conduct - guidelines outlining the standard of behaviour and engagement;
- Responsibilities to and of Governing and Associate Members; and
- Procedures for membership application and termination.

Scope is grateful to all of our members for their continued support in enabling all people to live as empowered and equal citizens.

Annual General Meeting 2018

Scope's 70th Annual General Meeting (AGM) was held on 8 November 2018, followed by three Membership Class meetings for Life Governors, Life Members, and Associate Members. The AGM and Membership Class meetings were attended by 60 people, 31 of whom were Scope voting members. The meetings were duly convened and quorate.

Following consultation leading up to the AGM, Scope members approved:

- The re-appointment of two Elected Directors, Mark Chittleborough and Serge Sardo, carried with 100% of votes in support of the motion;
- The adoption of a new Constitution and the variation of class rights, carried with 99% of votes in support of the motion;
- The consent to cancellation of Life Governor class and variation of rights, carried with 93% of Life Governors votes in support of the motion;
- The consent to cancellation of Life Member class and variation of rights, carried with 100% of Life Members votes in support of the motion; and
- The consent to variation of rights of Associate Members, carried with 92% of votes in support of the motion.

The Scope Board welcomed special guest Arthur Rogers, Disability Services Commissioner, as well as company representatives from Scope's auditors, bankers, legal advisors, and other consultants.

The Disability Services Commissioner shared

insights into his vision as Victoria transitions to the full implementation of the NDIS.

In addition, the Scope Board paid tribute to some longstanding Scope members who had passed away in the past year: John Holstock, John Crosby, Nancy Smith, and Norman Abbey AOM; and acknowledged the lasting legacy of these and other Scope members, alongside a special 70th birthday year video featuring members Joan Holstock and Elizabeth Ruth, and customer Geoff Steer.

CIRC honoured with Distinguished Service Award

In one of the highlights of 2018, Scope's Communication and Inclusion Resource Centre (CIRC) received the ISAAC Distinguished Service Award from the International Society for Augmentative and Alternative Communication (ISAAC).

This prestigious honour recognises the leadership of the CIRC in facilitating inclusive and accessible communities. The team are pioneers in the sector, having developed internationally recognised communication access standards. They have also increased public awareness of people who communicate using augmentative and alternative communication.

Their achievements are epitomised by the Communication Access Symbol. The symbol has been awarded to over 200 Australian businesses and services across various sectors including transport, government, and hospitality.

'Communication is key to creating truly inclusive communities for everyone, including those with communication difficulties,' says Katie Lyon, Manager of CIRC's Capacity Building Services,

'and we are delighted to be recognised as an international leader in this space.'

Communication Access Australia

The highly successful Communication Access Australia project wrapped up at the end of June 2019, cementing Scope's position as national leaders in access and inclusion. Managed by Scope's Communication and Inclusion Resource Centre (CIRC), the two-year project supported mainstream providers to ensure their businesses and services are accessible for people who have a communication disability, with a particular focus on Communication Access (CA).

The project was funded by a NDIS Information, Linkages and Capacity-building (ILC) grant which was awarded to Scope in 2017. It comprised four major initiatives across Australia. This included partnerships with Northcott disability services to implement customised staff training, resource development, and CA assessments across NSW's public transport sector, and with Two Way Street to build the capacity of mainstream local government services in South Australia to communicate with people with communication difficulties.

Scope also partnered with Victoria Police to strengthen their support to victims of crime who have communication difficulties. Finally, an e-learning course was developed, aimed at businesses with frontline staff who wish to increase their awareness of and capacity to communicate with customers with disability.

We are immensely proud of the achievements of the award-winning CIRC team and the incredible progress they have made in creating a more inclusive community for people with communication difficulties.

Identifying and responding to pain in people with severe or profound intellectual disability

People with severe or profound intellectual disability (ID) can experience multiple health problems related to pain, but often pain is not recognised or treated. Because of complex communication needs, people with severe or profound ID are unable to self-report pain. Instead, it has been suggested that support workers and others look for behavioural signs to help determine if someone is experiencing pain.

The aim of this research was to understand the experiences of pain in adults with severe or profound ID and explore the impact of an education session on support workers' beliefs, knowledge, and confidence in identifying and responding to pain in this group of people. The education session also trialled two behavioural checklists to determine whether they could be used to identify pain. It is anticipated that the results of this research will help us to better identify and respond to pain in people with profound or severe ID.

Educating support workers



After completing the education session*, support workers showed improvements in 1) beliefs and knowledge about pain in people with severe or profound ID; 2) confidence in identifying pain; and 3) confidence in using strategies to reduce pain. Some, but not all, of these changes were still evident three months after the education session had been completed.

What are the most common causes of pain?



The most common causes of pain were constipation, dental issues, and contractures/muscle problems.



Where is the pain located?

The most common location of pain was the abdomen/stomach followed by the legs and upper back/shoulders.

How often is pain experienced?



50%

of participants with ID experienced pain daily or several times a week.

How severe is the pain?



42.9%

of participants with ID experienced moderate pain.

How is pain detected?



Support workers relied on a combination of behavioural indicators to determine whether the person with ID was in pain, namely facial expressions and vocal signs.

Do pain checklists help?



It isn't clear whether pain checklists helped support workers identify pain but many said they were 'very easy' or 'easy' to use.

Is the pain treated?



78.5%

of participants with ID received some treatment to manage pain, but support workers had mixed views about the effectiveness of treatment.

How is pain treated?



89.3%

of participants with ID visited a doctor/ general practitioner for treatment and the most common treatment was medication (71.4%) followed by massage (46.4%).

Decision-making support

Too often, people with disability, especially cognitive disability, are excluded from decisions that affect their lives, while others make those decisions for them. Decision-Making Support (DMS) involves helping someone to gather and understand relevant information about a decision, express their own preferences, and have those preferences understood and carried out.

Scope researchers have been developing training resources designed to improve the capacity of disability support workers to provide DMS to customers. This year a comprehensive study was conducted to evaluate the effects of this training on support workers' knowledge and practice of DMS over time.

Disability support workers who worked with adults with intellectual disability or acquired brain injury completed an online DMS training course and surveys before, immediately after, and two months after the training. Factors analysed included support workers' knowledge of DMS and confidence in providing it, challenges and facilitators to providing DMS, and scenarios in which DMS is provided.

The research showed that immediately after completing our online training program, there were positive changes in knowledge and attitudes towards DMS. However, not all of these improvements were maintained over time.

This research and the results will be published in a journal article. We will continue to explore ways to provide quality DMS, with the results of this research informing our practice.

Strategic Research Scholarship

Since 2015, Scope and the University of Melbourne have been collaborating to improve the lives of people with disability

through research, learning and teaching, staff exchanges, and engagement activities. A cornerstone of this partnership is the Teaching and Learning program, which develops and delivers contemporary, evidence-informed, accessible educational opportunities that improve the lives of people with disability.

The Teaching and Learning program includes diverse elements such as accredited undergraduate and postgraduate units for students, professional development opportunities for our staff, and student internships.

One of the professional development opportunities is the new Strategic Research Scholarship, generously provided to Scope by the Melbourne Social Equity Institute at the University of Melbourne. The Melbourne Social Equity Institute brings together researchers across the University to focus on addressing disadvantage.

The scholarship is for a Scope or Home@Scope staff member to undertake a Doctor of Philosophy (PhD) over three years of full-time study. This opportunity is further supported by the Jack Hogan Family Foundation and in-kind support from Scope.

The first recipient of the Strategic Research Scholarship is Stephanie Weir, a speech pathologist in Scope's Communication and Inclusion Resource Centre. Stephanie began her PhD in April this year, exploring communication, behaviours of concern, and restrictive interventions in children with Autism Spectrum Disorder who have little to no functional speech.

Says Stephanie, 'I'm truly grateful for this opportunity to explore and expand my expertise, and gain knowledge so that potential can be realised for children of all abilities.'

CAPBS Coaches Program

Scope's Positive Behaviour Support Services' continued partnership with the British Institute of Learning Disabilities (BILD) has enabled us to implement an innovative Positive Behaviour Support (PBS) training program in Australia for the first time.

Developed by BILD's Centre for the Advancement of Positive Behaviour Support (CAPBS), the CAPBS Coaches Program is revolutionary because it equips participants to act as PBS practice leaders within the workplace. Importantly, those undertaking the course are required to successfully complete both an examination of knowledge and a workplace assignment demonstrating what they have learnt.

Having on-site practice leaders fosters good practice standards at grass-roots level and allows for continual improvement because staff can access expert guidance and support whenever they need. When staff move on, knowledge is not lost but is instead disseminated throughout the industry. In this way, both the ethos and practice of PBS become embedded within organisational culture, ensuring real and sustainable change.

Together with the University of Melbourne, BILD accredited lead consultants in Scope's PBS Services have been delivering Coaches Program sessions across 2018 and 2019 to leaders within disability support and linked services.

The Scope-University of Melbourne partnership has also facilitated the advancement of PBS in other crucial ways this past year, including the development of communities of practice to nurture ongoing professional development and collaborations with services in New Zealand to inform future evidence-based practice initiatives.

* 28 people participated in the education session and completed a survey before and immediately after the session. 16 of these people also completed the survey at three-month follow-up.

Vicki's story



Coffee, cakes, and community - what more could you ask for?

Vicki has been attending Glenroy Greek Club, a Greek-speaking social group, every Monday for the last 22 years.

It's the highlight of Vicki's week. She loves hanging out and gossiping with her friends. There's always lots of Greek coffee, Greek cakes, biscuits, and bingo!

Staying connected to the Greek community is extremely important to Vicki.

Staff from Scope Northern District Lifestyle Options support Vicki to attend the Greek club. They try to make sure that a Greek-speaking support worker takes her to the club.

Support worker Cathy knows the difference this makes to Vicki.

'Coming from the same cultural background, I understand why it's important for Vicki to attend the Greek club. We understand the culture, all the jokes - we have a laugh.'

The club also go on outings together. They've been to a flower park and Sorrento and are now busy planning a visit to Crown Casino.

Over the years, the members have developed strong bonds and friendships.

Club member Fortina explains, 'They can talk about their issues and bounce ideas off each other to come up with solutions.'

But if it ever gets too serious, Fortina says Vicki is sure to liven things up. 'If you're having a bad day, she will cheer you up!'

'The club is very nice and I enjoy myself.'



Photo: Cathy, Vicki and Georgia at Glenroy Greek Club.



Photo: Russell Burrell and Jye Yates at the Balloon Football League All Stars game.

Customer driven



Home@Scope

Last year, Scope was selected by the Victorian Government to deliver services to residents living in specialist disability houses and staying in short term accommodation. Following a rigorous tender process, we were chosen for our credentials as a high-quality not-for-profit provider with deep links to the community.

The organisation is set to grow exponentially. With the addition of more than 1500 customers and their families, we'll provide services to 226 homes and short term accommodation locations across Victoria. We'll also welcome more than 2000 seconded government

employees, ensuring continuity of support for customers.

We've set up Home@Scope as a wholly owned subsidiary to manage these new services, led by a Chief Operating Officer, Heather Finlayson. The services are transferring gradually to Home@Scope between May and October 2019. To date, we've already welcomed more than 1200 customers and 1800 employees.

Scope has been working closely with the Victorian Government to support people as they make the change. Customer and employee engagement has been a key priority. The first phase of the transfer includes visits to listen and learn from residents, their families, and support staff.

We value the experience and knowledge of our new employees and are excited about our shared future.

We are focusing on making the transfer as easy as possible for seconded employees. To support this, we hold a series of sessions introducing who we are, how we do things, and the systems and processes we use.

Additionally, we continue to build the Home@Scope team to embed operations and support the expanding delivery of services. Once transfer is complete, our focus will be to continue to support customers to fully embrace the opportunities of the NDIS.

Divisional Customer Reference Groups

Maintaining the high standards our customers deserve involves fostering communication channels to actively engage customer feedback. As part of our wider Customer Engagement strategy, we've now successfully implemented Customer Reference Groups across all divisions of Scope.

Each group is led by a facilitator who lives with disability, in accordance with a model that emphasises choice and control and ensures the voice of Scope's customers is heard and acted upon. The feedback gathered has not only helped us improve service delivery across the organisation, but also had a positive impact on the wider community.

This year, for example, our Customer Reference Groups have informed the Scope Response to key political issues, including the Victorian State Disability Plan, the proposed ban on plastic straws by some local governments, and the 'Free and equal: An Australian conversation on human rights' project. They've also made contributions to vital areas of work within Scope such as the development of the 2020-2022 Strategic Plan.

Supported Independent Living

Supported Independent Living (SIL) services are designed to give Scope's customers what so many people without a disability take for granted - the opportunity to live independently in a place that feels like a home rather than a house. Customers are supported by our staff to create and participate in the decisions made in their homes, from completing daily tasks to nurturing relationships with housemates, in the way most meaningful to them.

We're pleased to report that the development of our SIL

services, initiated in 2017 through the Scope 2020 project, is progressing well. Last year saw the completion of the Design Component and endorsement of an operational model by the Scope Board.

Now, following the development and endorsement of the Practice Framework, the Practice Component has been implemented in the South and West divisions, with rollout to the East and North divisions due to be completed by the end of 2019. These sessions help our staff explore good practice and person-centred active support, a way of working that supports people with disability to make choices and participate in meaningful activities.

Integrated Therapy Services

Scope, along with our customers, has co-designed a new integrated model for how we deliver therapy services for children aged 0-14. This new way of providing therapy takes a family- and community-centred approach, giving children with a disability and their families a centre-based experience with greater access to a broader range of supports in their local areas.

The development of the Integrated Therapy Services (ITS) service model was completed by Scope 2020 in 2017. Implementing the service model has been based on prototyping the model in the North Division in 2017-2018. Evaluation, both with staff and customers, is ongoing to ensure ITS meets Scope's high standards and commitment to better customer outcomes.

The ITS model is now fully implemented in the North Division (as of June 2019), operating in Craigieburn, Epping, Glenroy, Reservoir, and Lyndhurst. The main hub has commenced services in the South Division (in Pakenham) with full rollout due for completion by June 2020.

Since the opening of the Glenroy centre in November 2018, both customers and staff have embraced the changes. Customers are enjoying a more welcoming therapy space with all services in one convenient location, while staff say that less travel time, a dedicated scheduler, and having resources more readily available supports them to provide great services to our customers.

MiSO: a great outcome for Scope's customers

Delivering the best possible services to our customers requires evaluating the impact those services have on the lives of people with disability. For over ten years, Scope's outcomes research has focused on developing reliable, efficient ways of doing so.

The result is MiSO (Measuring Impact and Service Outcomes), an online application that collects, compiles, and analyses outcomes data in a single easy-to-access location. This data can be used for a range of purposes, all of which directly or indirectly benefit people with disability. Most notably, it can be used by disability service providers to evaluate and improve service delivery and by customers to make informed decisions about what services work best for them.

It can also provide evidence of outcomes to funding bodies like the NDIA. This year, for example, we used MiSO to measure outcomes for a number of our recreation services, including Balloon Football and Kaleidoscope. This will be used to support business cases for further funding of these services.

MiSO is currently being implemented within Scope's therapy services, and will soon be implemented organisation-wide. Future outcomes research will focus on adapting the application for use with children and young people.

Lola's story



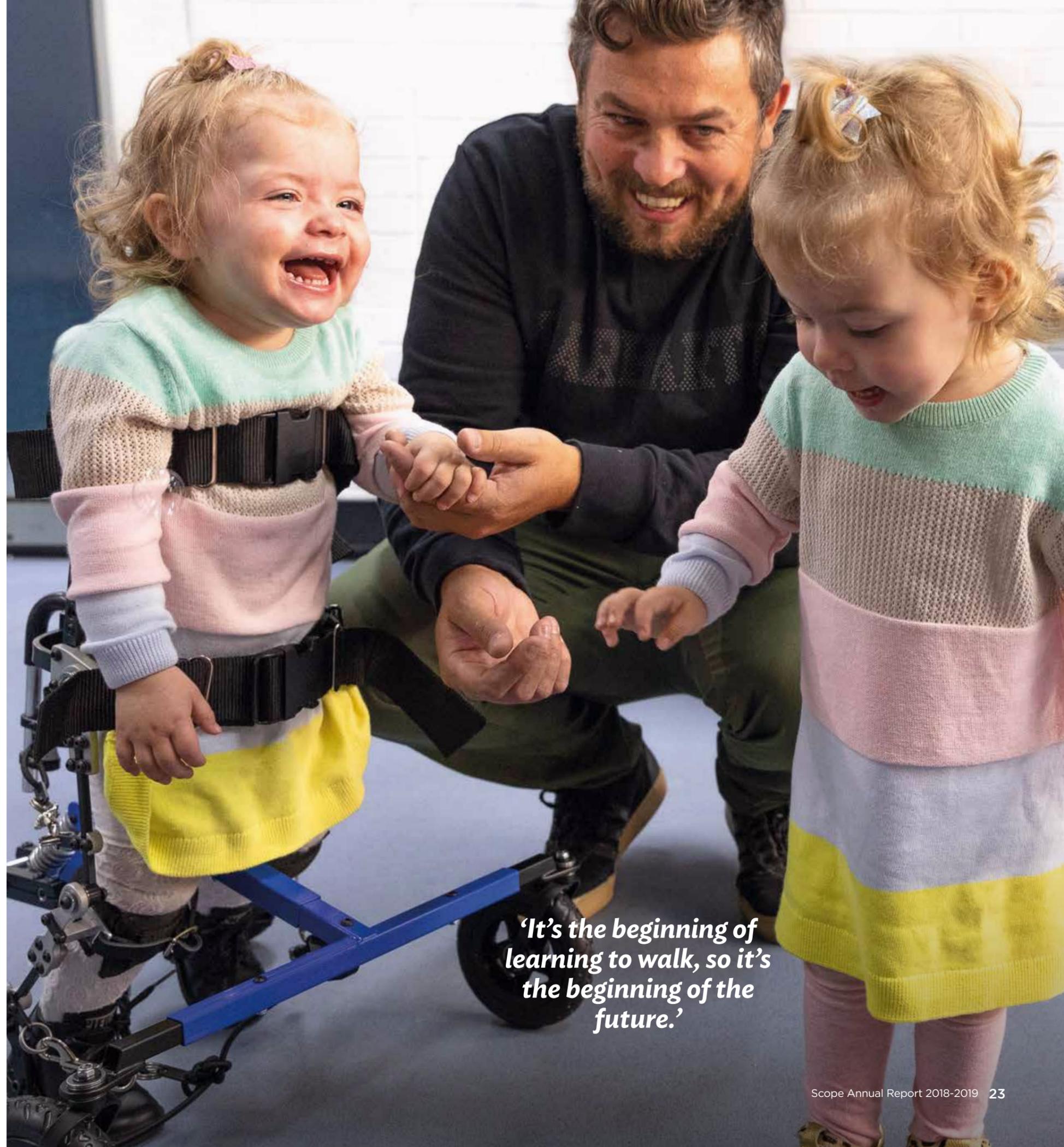
Two-year-old Lola Ledger has the world at her feet. Since being fitted with her first Hart Walker through Scope's GoKids program, Lola has been able to experience one of the joys of being a kid: standing and walking independently for the first time.

Her proud parents are excited for the opportunities the new walker will give their daughter. As mum Gabi says, 'It's the beginning of learning to walk, so it's the beginning of the future.'

Fitting specialised mobility devices like Hart Walkers is an intricate process, and this is where Elise Rizzo, Coordinator of GoKids, comes in. Lola had already tried a different kind of walker last year, but it wasn't the right fit. This time, Elise worked with Lola to carefully fine-tune the new Hart Walker to support her needs. 'We literally grind them and file them and cut them and screw them and Allen-key them together!' she laughs.

Having been fitting young patients with walkers for 16 years, Elise has seen firsthand the impact these devices can have. 'For a child to be truly independent and fully included in day-to-day activities is something we take for granted,' she says. 'I am grateful to be able to make a difference in the lives of these children and their families.'

At the moment, Lola spends 15 minutes in her walker three times a day, but her parents hope she'll eventually be able to play for hours with her brother and twin sister. Says Gabi, 'For Lola to be able to move and play in the backyard with Cole and Ivy will be just perfect.'



'It's the beginning of learning to walk, so it's the beginning of the future.'

Photo: Lola tries out her Hart Walker, cheered on by father Matt and sister Ivy.



Photo: Senior Psychologist Dr Nick Hagiliassis, CEO Dr Jennifer Fitzgerald, Manager of Strategic Research Dr Stella Koritsas, and CEO of Socialsuite Brad Gurrie, at the AFR Top 100 Most Innovative Companies awards night.

High performing



Most Innovative Companies

Scope has long been driven to 'Do It Better' through innovative technology, so we were exceptionally proud to be named as one of *The Australian Financial Review's* Top 100 Most Innovative Companies in Australia and New Zealand for 2018.

Now in its seventh year, the Most Innovative Companies list evaluates organisations based on, amongst other criteria, a nominated new product or service. Scope garnered recognition for its new outcome measurement tool, MiSO (Measuring Impact and Service Outcomes).

MiSO is an online application that enables disability service providers to measure the impact and outcomes of their services on people with disability. Delivered in partnership with Socialsuite, the application collects, compiles, and analyses outcomes data in a single easy-to-access location. Data collected can be used to measure outcomes, track performance against goals, inform service delivery and improvement, and provide evidence of outcomes to customers and funding bodies.

Service Delivery System

Under the NDIS, Scope's needs as both service provider and business are evolving rapidly. To

ensure we continue to operate with efficiency in this new environment, we've introduced a new Service Delivery System (SDS).

The SDS is an integrated system that will support Scope's entire range of business operations in a more consistent and efficient way. Crucially, it creates a better experience for both our customers and our workforce by streamlining the service delivery process from beginning to end.

Development of the SDS was informed by a rigorous process, including a full inventory of Scope's informational needs and a review of the market, as well as collaboration with representatives from multiple departments across Scope. The

result is a system designed to meet our specific needs in the NDIS environment. As these requirements change, the SDS will be continually improving in response.

'Safety at Work' Virtual Reality project

Scope's collaboration with Swinburne University of Technology (SUT) is growing, and we are currently exploring the use of virtual reality technology as a training mechanism for our staff.

Because some of our customers need support to manage behaviours of concern, it's vital for our support workers to receive the right training to offer positive behaviour support. The 'Safety at Work' Virtual Reality project addresses that need. Led by Scope in collaboration with Swinburne TAFE and SUT's Research and Film & Animation departments, this innovative project engages virtual reality to improve the capacity of our staff to provide positive behaviour support to our customers.

This year a prototype program comprising ten minutes of virtual reality training resources was developed and tested with a group of Scope staff, therapists and disability support workers. Following testing, our staff were excited about the potential of the new technology as a training tool.

Building on this success, a full-scale, two-year 'Safety at Work' Virtual Reality collaboration project with SUT began in June. The first year will see the design and development of a formal program of virtual reality training resources for both our staff and TAFE students (Disability Certificate III and IV), with evaluation and outcomes research taking place in the second year.

Transformed for success

In 2015, Scope's Board initiated a transformation program recognised as 'Scope 2020' motivated by the impacts of the NDIS, in addition to a commitment to ensuring Scope remains an industry leader, and delivers on mission into the future.

The program spanned three and a half years, with a dedicated team of specialists working in collaboration with staff and customers on more than 30 stand-alone transformation projects. The program closed at the end of 2018, having delivered on its overarching objectives of:

- Facilitating the transformation of Scope through service model and system development and co-design;
- Supporting the business transition to the NDIS environment as it rolls out across Victoria (with both staff and customers); and
- Assisting stabilisation of business systems and processes as a foundation of transformation.

Effort towards transition of ongoing transformation work to Business As Usual commenced in early 2017 through collaborative project planning, secondment of key staff from the business, and key messages to key stakeholders.

With closure of the Scope 2020 business transformation program, the ongoing benefits realisation is led by the Scope Executive. Handover to relevant business units has occurred to ensure an effective transition to the next phases of transformation work.

A tailored capability framework has been developed which identifies the core competencies, systems, and processes required to successfully manage ongoing transformation so that these benefits will be fully realised.

Scope Contract Services

Employment is empowering: it brings self-confidence, a sense of purpose, and opportunities for social interaction. Facilitating pathways to employment is one way Scope seeks to empower people with disability.

In 2010 we established Scope Contract Services, a social enterprise that creates employment opportunities for people with a disability by providing cleaning, gardening, and grounds maintenance services to businesses and organisations. Our clients have included Telstra, Community Housing Ltd, and Try Children Services.

This financial year, Contract Services drew in revenue of just under \$1.5 million and generated a surplus of approximately \$100,000. Meanwhile, our successful 2019 partnership with Social Traders has secured project work with VicRoads and allowed us to present to government departments and buyers on the benefits of social enterprises.

The Contract Services workforce currently consists of 34 employees, 23 of whom have either an intellectual disability or mental health issues. All members are trained in commercial contract operations in their chosen field in accordance with best industry practice. This year two former employees with a disability have taken the skills and confidence they gained at Contract Services and gone on to further education and employment in areas they're passionate about.

WeConnect



Digital connectivity is so important to business these days, and we're all looking forward to reaping the benefits of Scope's new Service Delivery System for some of our Disability Support Workers, the first step in this exciting journey has already begun with WeConnect.

WeConnect is a Scope-wide initiative that lets staff connect their own devices to Scope's online tools and resources. By simply installing the Hub application on their mobile phones, our support workers can access several useful features while out of the office.

This includes Scope email, our Intranet, and Skedulo X, a simple rostering tool that staff can use to manage their schedules.

Already up and running in Loddon Mallee, Gippsland, and Barwon, WeConnect is currently being implemented one division at a time ahead of full SDS rollout.

The staff at Scope Lifestyle Options at Bass Coast can attest firsthand to the positive impact of WeConnect. Says Coordinator Ron Green, 'Staff have been optimistic about the possibilities the system will bring and look forward to seeing the full impact once it's rolled out.'

According to Ron, everyone is particularly enjoying the convenience and practicality of the mobile email app. 'With staff based out in the community, accessing emails on their phone allows them to keep up to date with current information as required. In emailing the information, I know it ensures the privacy of the information being shared.'



Photo: ICT Technician Martin talks Disability Support Worker Narelle through the Hub application.



Photo: The Accessible Information Service team receives the Excellence in Employment Outcomes award at the 2018 Victorian Disability Awards.

Engaged and productive



Applicant Tracking System

As Scope's workforce continues to grow, so does our need for better systems to streamline recruitment and employee management. One of the ways we are meeting this challenge is through the implementation of a new Applicant Tracking System called PageUp.

By facilitating high-volume recruitment and decreasing the time it takes to fill positions, PageUp has increased the overall efficiency of the hiring process. The platform facilitates the management of employment documentation and has integrated seamlessly with our payroll system. Meanwhile, an

automated system reduces the load of manual administration and increases reliability. PageUp also provides comprehensive reporting and analytics that allow us to analyse our recruitment processes and improve them accordingly.

Perhaps most importantly, PageUp is allowing us to position Scope as a 'best practice' organisation, enhancing our brand and making us more attractive to potential employees. Candidate experience during the application and recruitment process has also improved. All of this allows us to further our goal of cultivating and maintaining a more engaged and productive workforce.

Employee Engagement Survey

The Employee Engagement Survey, conducted every two years in partnership with Best Practice Australia (BPA), allows us to gauge how our employees feel about working at Scope. Last October, 971 of our employees completed the confidential online survey, a response rate of 59%, up from 50% in 2016.

Our overall employee engagement increased by 9.7% to 53.9%, comparing favourably to the averages for the disability services sector (47%) and the non-profit health and community services sector (49%). The results indicate that

our staff are adjusting well to the challenges posed by the NDIS: they are functioning confidently and positively in the current environment, and are keen to find new ways to 'Do it better' in the future. The number of staff who consider Scope a 'truly great place to work' rose by 7.6% to 66%, while the number who would recommend Scope as an employer or service provider also increased.

As our organisation grows, we are committed to making Scope an even better place to work for our employees. The survey results have enabled us to plan strategies for improvement, including investing further in professional development opportunities, as well as fostering a culture of recognition.

Recognition Program

Scope's Recognition Program allows us to honour people whose dedication and hard work contributes to the organisation and people with disability. The highlight of the program is the Annual Awards, an event of celebration and fellowship for our staff, customers, and community partners.

The awards recognise a diverse range of endeavours across the organisation and its community, from the exceptional personal accomplishments of our customers, to the achievements of staff and community members that reflect the Scope Approach. The Scope Approach refers to the four core values that guide us in everything we do: 'See the person', 'Do it together', 'Do it right', 'Do it better'.

The 2018 Annual Awards, held in November, were attended by more than 500 guests from across the Scope community. Brandon Tomlin, who works in our Communication Access team, was the MC. Awards were presented to 17 winners across 12 categories.

The 2018 Debbie Otto Award went to Jayne Boxall, a Scope employee for over ten years. Jayne's enduring dedication to empowering people with disability to live, as she puts it, 'not just an ordinary life, but an exceptional life' embodies the Scope Approach.

Long-service awards were also presented to 39 valued staff members. Among them, Stephen Balmer, Marilyn Brown, Joann Fitzsimons, Helen Gallagher, and Rhonda Joseph were recognised for 30 years of service.

Moving towards workforce wellness

Because a healthy, happy workforce is a productive one, Scope conducted the 'Get Moving and Be Well' campaign in April 2019. Run through ScopeSAFE and affiliated with Premier's Active April, 'Get Moving and Be Well' aims to motivate and support our staff to make healthy lifestyle changes.

The campaign began when every Scope site took delivery of a 'Get Moving and Be Well' box full of useful resources to help staff get the best out of the campaign. Each staff member then chose up to five personal goals from different 'healthy habit' areas (health, social connection, wellness, physical activity, and mental resilience) that they could commit to achieving every day.

Staff were able to monitor their progress individually on 'track your progress' cards and as a team on posters at each site. To add to the excitement, there were prizes on offer for staff who participated.

On the whole, feedback was really positive and people are already keen to take part in next year's campaign.

Victorian Disability Awards

Staff from Scope's Communication and Inclusion Resource Centre were recognised at the 2018 Victorian Disability Awards, which celebrate the individuals and organisations that improve the lives of Victorians living with disability through support, advocacy, leadership, service, and education.

Long-serving staff member Hilary Johnson was recognised on the Lifetime Achievement honour roll for her dedication to advocating for people with disability and complex communication needs, representing their human rights, maximising their quality of life, and developing communication potential.

The Excellence in Employment Outcomes award was presented to the Accessible Information service, which supports organisations to produce accessible written communications. The service employs people with disability who have low English literacy to act as consumer testers and provide organisations with constructive feedback on their documents.

Finally, the 'Speak Up and Be Safe from Abuse' team was a finalist for the Excellence in Promoting Rights, Fairness and Safety award, for their work in supporting the identification and reporting of abuse and neglect of people with communication difficulties.

Jayne's story



'To live not just an ordinary life but an exceptional life.'

Jayne Boxall can sum up empowerment in one simple statement. Yet the depth of her dedication to empowering people with disability can really only be understood against the sum of her inspirational career. That career was recognised when Jayne was presented with the 2018 Debbie Otto Award, Scope's highest accolade.

While Jayne first began working at Scope as a support worker ten years ago, her passion for disability work was kindled much earlier. 'I chose to work in disability because my mum did,' she says. 'I thought making a difference in people's lives would be a great thing to do.'

Since then, she has been a Communication Coordinator and a Lifestyle Options Team Leader, and is now a Participant Leader in Barwon. Whatever role she takes on, Jayne always pushes herself to grow and be better. She has been an outstanding role model for her colleagues in the way she exemplifies the Scope Approach in everything she does.

With a gentle manner and fierce commitment to empowering people with disability, Jayne goes above and beyond to support her customers to realise their potential.

This was demonstrated by Jayne's recent efforts to support a customer who was going through a hard time in her life. This young woman had lost her home and everyone she loved, but Jayne worked tirelessly to help her grow in independence, meet her goals, and find a reason to smile again.

Photo: Jayne and Tom at Scope Shannon Park Lifestyle Options.



'Jayne goes above and beyond to support her customers to realise their potential.'

The ScopeSAFE journey



**‘OHS is not just about compliance or ticking boxes; it’s about getting in there and being proactive.’
– Rebecca Webb, Health and Safety Representative**

At Scope, we are committed to providing a safe work environment for our employees, people we support, volunteers, visitors, and family members. So when we discovered shortfalls in our OHS Key Performance Indicators back in 2016, we resolved to do something about it.

The result was ScopeSAFE, a comprehensive three-year OHS program that promotes a proactive, collaborative approach to OHS across all levels of the organisation.

Since the launch of ScopeSAFE in June 2016, our employees have benefitted from a substantially safer work environment. ‘As well as halving the number of people being injured,’ says OHS Manager Bernie Goulding, ‘we’ve more than halved the severity of injuries.’

The program has also fostered a proactive safety culture within Scope. As Lifestyle Options

Coordinator Leanne Groen notes, ‘Staff are more inclined to report hazards, whether they are big or small. (They understand) every member of the team has a responsibility for safe work procedures.’

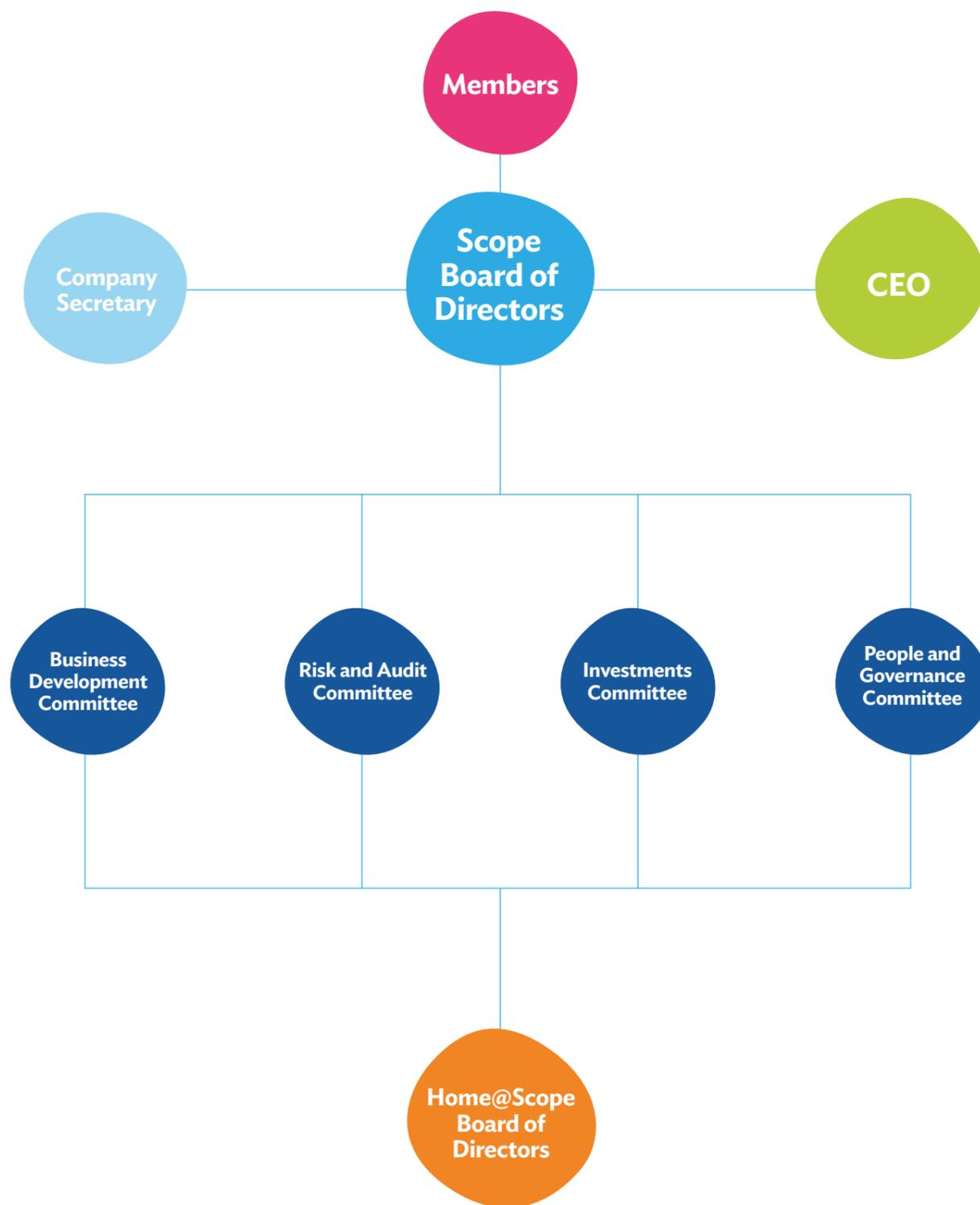
Meanwhile, our staff recognise and appreciate the investment we’ve made in their safety and welfare. ‘Scope cares a lot about their staff,’ says Disability Support Worker Lisa Steel. ‘Other organisations could learn a lot from how Scope does it.’

Yet the ScopeSAFE journey didn’t stop there. Because maintaining a safe work environment is an ongoing process, we followed up with the ‘ScopeSAFE - a year on’ campaign in November 2018. Now, as we look to the future, we’re developing a new three-year plan that will build upon the success of the first and further Scope’s commitment to achieving the highest OHS standards for our people.



Photo: Tania and Jakalin participate in the ‘Get Moving and Be Well’ campaign, part of ScopeSAFE.

Governance structure



Operational structure



Photo: Rochelle Don, Deanne Masters, Naylan McDonell, Jayne Boxall, and Marion Van Nierop at our annual Frontline Leaders Forum.

Board



Mark Burrowes
BEC, FAICD
Chair

Mark makes vision a reality through well-developed strategic planning skills from his experience across different sectors. Having a son with cerebral palsy, Mark is passionate about disability support services and is an advocate for inclusion. 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.



David Lloyd Jones
BBus, CPA, GAICD
Deputy Chair

David is a strategic thinker with the ability to develop and implement innovative, successful long-term business solutions. A strong advocate for the empowerment of people with a disability, David is able to use his skill and experience in the business world to make a difference in the lives of others. He has a reputation as a talented and accomplished Company Director with a knack for enhancing productivity and efficiency.



Gary Brinkworth
BEC, GAICD

Gary comes to Scope with a wealth of experience as a Chief Executive Officer and Company Director and a passion for service. He strongly believes in Scope's values and mission and is committed to driving continuous improvement to support Scope's sustainable growth. As the Chief Operating Officer and GM Global Human Resources at Incitec Pivot Ltd, Gary successfully rebuilt the business culture and reputation. He delivered long-term agreements with key customers by developing relevant customer strategies, engaging key stakeholders, and asserting industry leadership.



Tricia Malowney
OAM, BA, DLI, MAICD

Tricia is able to provide insight and perspective to decisions made by the Scope Board as a person with a disability. She is the President of Women with Disabilities Australia, Chair of the Diversity and Inclusion Family Violence Working Group, and Director at Western Health and the Australian Orthotics and Prosthetics Association. Tricia is also a senior member of the Disability Leadership Institute, and was awarded the Order of Australia Medal for services to people with disabilities.



Philip Oswald
GradDipBus

Philip brings senior management understanding from his roles at four large corporations. He has extensive experience in risk and compliance activities as well as dispute resolution, procurement, and strategic planning. Philip is a member of the Australian Financial Complaints Authority's Industry Panel and Chair of Plan Partners, a joint venture participating in the National Disability Insurance Scheme.



Mark Chittleborough
BA, MAICD

Mark is passionate about achieving tangible outcomes for people with a disability. His areas of expertise include financial analysis, strategic planning, and general management skills that ensure the smooth operation of organisations. As a former senior executive at Shell Australia and a consultant, Mark implemented highly complex projects and helped establish an Aboriginal business organisation that returns benefits directly to the people of the Kimberley region.



Barbara Hingston
BA, BSW, GAICD

Barbara is a highly skilled professional experienced in governance, management, and consumer and public stakeholder engagement. She brings energy, knowledge and capability to Scope in her commitment to improving outcomes for vulnerable people, their families, carers, and communities. Executive experience in Commonwealth government and community and non-government organisations has supported Barbara in developing the reach of not-for-profit businesses while retaining focus on mission.



Marcell Judkins
FCPA, MBA, GAICD

Marcell combines her passion for finance and business with her drive to be an active member in the wider community as a Director on the Scope Board. As Chief Financial Officer of Capitol Health, Marcell has a wealth of knowledge in the disciplines of financial management, risk mitigation and management, corporate governance, and social responsibility. She has also served as a member of the CPA Australia Corporate Committee for six years.



Lea Pope
MBA, GAICD

Driven by her core values of honesty, integrity, and fairness, Lea has established a career in health and human services both in the public and not-for-profit sectors. In her former role as Chief Executive of Bass Coast Health, Lea integrated community services with the hospital. Lea is a member of the Eastern Victoria General Practice Training Board of Directors and is a Director for South Port Day Links.



Serge Sardo
GradDipPsych, MBA, MAICD

Serge is passionate about contributing to the lives of people with a disability. As Chief Executive Officer of Better Place Australia, and formerly leading organisations including the Australian Human Resources Institute and the Victorian Responsible Gambling Foundation, he has developed a thorough understanding of policy, advocacy, and government relations. Serge is a member of the Family and Relationships Services Australia Board of Directors and the Victorian Partnerships of Family Relationship Centres.

Executive leadership team



Dr Jennifer Fitzgerald
Chief Executive Officer

Jennifer became the Chief Executive Officer of Scope in January 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 a Director of Ability First Australia and Ability Roundtable and former Chair of Cerebral Palsy Australia. She is currently a member of the Victorian Ministerial NDIS Implementation Taskforce and has held past Directorships of Cerebral Palsy Australia and National Disability Services.



David Branch
General Manager, Information, Communication & Technology

David joined Scope in 2007 and in his role as Manager, Information and Systems he was pivotal in delivering several major ICT initiatives. Before joining Scope, David gained a breadth of experience across a range of sectors and industries including wholesale, retail, automotive, government, and healthcare in both the UK and Australia. Managing the development of Ford Australia's first Customer Relationship Management system (CRM) along with several other large-scale ICT transformations, David has the skills and experience to take Scope into this next critical phase.



Anne Cox
General Manager, Customer & Service Delivery – West

Anne joined Scope in November 2016. She is an experienced executive leader, with a strong background in health and community service sectors. She has a Graduate Diploma of Business (Health Services Stream) and a Master of Business Leadership. Most recently she was the Director of Community Health Services of ISIS Primary Care, leading a range of services including allied health and disability services. Anne is passionate about building positive and participative culture in organisations. She has steered teams through times of transformation and challenge.



Ian Morgan
General Manager, Shared Services & CFO

Ian has led Shared Services at Scope since 2011. He is a Chartered Accountant with a Bachelor of Science (Honours) 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.



Charlotte Stockwell
General Manager, Customer & Service Delivery – East

Charlotte joined Scope in December 2015. She was previously the CEO of DASSI (Disability Attendant Support Services Inc.) where she led the successful merger of DASSI and Independence Australia. 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 of 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.



Phil Turton
General Manager, People & Culture

Phil joined Scope in November 2018. He was previously the Enterprise Talent and Culture Lead at the Schiavello Group, and his experience includes the delivery of workforce integration on a national level, capability and cost reduction programs, organisational redesign and productivity initiatives, and management of various training projects covering organisational development, change, diversity, and wellbeing and safety. He believes strongly that Scope can continue to build a workplace which encourages and celebrates teamwork and development as core aspects of our progressive culture.



Heather Finlayson
Chief Operating Officer, Home@Scope

Heather joined Scope in March 2019. She has over 30 years' experience across sectors that impact the lives of children, young people, and families. Heather has held transformational leadership roles in both not-for-profit and government organisations. Most recently she was the Director of Impact Measurement and Australian Programs for Save the Children Australia, leading a team of 600 people supporting over 25,000 children and adults, and ensuring the collection of evidence of impact. Heather's background and experience means she is well placed to lead the Home@Scope subsidiary.



Peter Hartnett
General Manager, Strategy, Brand & Business Development

Peter joined Scope in July 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.



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, and 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.



Julie Ware
General Manager, Improvement, Innovation & Customer Experience

Julie joined Scope in October 2016. She was previously the National Manager of Quality and Risk at Headspace, where she led a range of quality and risk projects and programs across 80 centres. Julie has a deep understanding of change management methodologies and models and has used these to guide organisations, sectors or whole-of-government through large-scale complex change management programs in response to changes in government policy or market conditions. Julie is driven by a passion for creating outcomes for people in vulnerable circumstances, well aligned to Scope's mission and values.



Denise West
General Manager, Customer & Service Delivery – North and State-wide Services, Communication & Inclusion Resource Centre

Denise joined Scope in 1986. She is a qualified speech pathologist with over 32 years' experience working with adults who have complex communication needs. She pioneered the development of the Communication Access Symbol and accreditation, and the establishment of the Non-Electronic Communication Aid Scheme (NECAS). Denise's vision is for people with communication difficulties to be 'heard' and have the same opportunities in life as everyone.

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 June 2019.

Scope is a public company limited by guarantee. The Scope Board maintains a detailed Corporate Governance Framework that includes a Constitution, Corporate Governance Policies, Procedures, Charters, Delegations of Authority, Budgets and Board and Committee Reporting Calendars and processes. This Corporate Governance Framework is reviewed annually by relevant Committees and Board.

Scope's Corporate Governance Framework and practices comply with the *Corporations Act 2001* (Cth), the *Australian Charities and Not-for-Profits Commission Act 2012* (Cth) and the *Australian Charities and Not-for-Profits Commission Regulation 2013* (Cth), and other relevant legislation. In performing its role, the Scope Board aspires to best practice governance standards and endorses the Australian Institute of Company Directors Good Governance Principles and meets the Australian Charities and Not-for-Profits Commission Governance Standards.

The Board

The Scope 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 Board appoints the Chief Executive Officer and Company Secretary. The Chief Executive Officer is responsible for executing Scope's strategic plan and the day-to-day management of the organisation and its people, in line with Scope's Delegations of Authority.

The Company Secretary manages corporate governance, statutory and compliance obligations, supporting the effectiveness of the Board and its Committees.

The Board consists of Elected and Appointed Directors. Elected Directors are nominated by Scope Members. Appointed Directors are nominated by the Board of Directors. Directors must meet the eligibility requirements under the Constitution, which includes being a Governing Member of the organisation. Directors serve three-year terms before being eligible for re-election or re-appointment. The maximum term for a Scope Director to serve on the Board is nine years.

Board meetings

The Board holds monthly meetings throughout the year (excluding January and July) that are scheduled against a governance reporting calendar, determined as the year commences. Board meetings are duly convened and quorate. The number of meetings held in 2018-19, and the attendance of Directors and Committee members at those meetings, are detailed in Scope's Financial Report.

Code of Conduct

Scope Directors observe the highest standards of ethical behaviour, including avoiding conflicts with the best interests of Scope. The Board has adopted a Code of Conduct and a Conflict of Interests Policy that is reviewed annually.

Board performance

In line with Scope member approval at the 2017 Annual General Meeting, Scope Board and Committee roles are remunerated, with the aggregate annual remuneration amount

approved by Scope Governing Members.

The Board utilises a Governance Capability Framework, which sets out the capabilities and outcomes expected of Directors and Office Bearers. This is used to review the performance of the Board, the Committees, and individual Directors annually, with an independent external performance evaluation completed every three years. In 2015 and 2018 this performance evaluation has been led by Leadership Victoria.

The Scope Board runs a robust and rolling succession planning process, ensuring a nominations pool of experienced and expert Directors are available for consideration for upcoming Board and Committee member roles.

New Directors and Committee members undergo a detailed induction process, including mentoring by a nominated Director. All Directors undertake ongoing professional development and training during the course of their terms.

Board Committees

The Board has four Committees that meet quarterly, or more often as required: Risk and Audit; Business Development; People and Governance; and Investments.

Each Committee is composed of majority Director members, with subject matter experts appointed by the Board as Independent members on Committees. Scope Directors serve on one to three Committees each, and composition is reviewed annually according to the organisation's needs.

All Committees have formal Charters approved by the Board annually that outline each Committee's purpose,

requirements and delegations of authority. Board Committee meetings are duly convened and quorate. Committees report to the Board following each respective Committee meeting.

Risk and Audit Committee

This Committee supports the Board to fulfil its governance responsibilities in relation to structures, processes, standards, oversight and controls for quality, safety and risk management, across all Scope Group entities including subsidiaries, joint ventures, etc. as applicable.

Committee Members

Lea Pope (Chair)
Gary Brinkworth (from November 2018)
Barbara Hingston (from November 2018)
David Lloyd Jones (from January 2019)
Serge Sardo
Sackville Kempton (Independent member)
Raelene West (Independent member until February 2019)
Mark Burrowes (until December 2018)
Marcell Judkins (until December 2018)

People and Governance Committee

This Committee supports the Board to fulfil its responsibilities in relation to Board related appointments, remuneration, performance management and succession planning, and in relation to corporate governance matters generally, across all Scope entities including subsidiaries, joint ventures, etc. as applicable.

Committee members

Mark Burrowes (Chair)
David Lloyd Jones
Tricia Malowney

Philip Oswald
Lea Pope
Serge Sardo

Business Development Committee

This Committee supports the Board in its consideration and ongoing oversight in matters pertaining to business development transactions and projects, including, but not limited to, major capital projects, transformation projects, business development or reorientation projects, strategic alliances, partnerships, mergers, acquisitions and divestments across all Scope entities including subsidiaries, joint ventures, etc. as applicable.

Committee members

David Lloyd Jones (Chair)
Mark Burrowes
Mark Chittleborough
Barbara Hingston (from November 2018)
Marcell Judkins (from January 2019)
Tricia Malowney
Karen Cleave (until September 2018)

Investments Committee

This Committee supports the Board to fulfil its responsibilities in relation to the effective management and optimisation of Scope's portfolio of investments (including cash, and managed investments), having regard to Scope's mission, strategic plan and risk management framework, across all Scope entities including subsidiaries, joint ventures, etc. as applicable.

Committee members

Marcell Judkins (Chair)
Gary Brinkworth (from November 2018)
Mark Chittleborough

Philip Oswald (from January 2019)
Sackville Kempton (Independent member)
Alasdair Norton (Independent member)
David Lloyd Jones (until December 2018)

Independent Advisory Committees

The Board may establish advisory or ad hoc Committees from time to time in accordance with Scope's Constitution to consider matters of special importance or to exercise the delegated authority of the Board.

In June 2019, the Scope Board established a Disability Royal Commission Independent Advisory Committee in response to the *Royal Commission into the Violence, Abuse, Neglect and Exploitation of People with Disability*. Scope and its entities, including subsidiaries or joint ventures, wish to ensure that it is transparent and responsive to the Royal Commission, its clients, their families and its members. The voice and experience of customer will be central to Scope's response.

The Disability Royal Commission Independent Advisory Committee has two Director members and three Independent Advisory Committee members, and reports to Scope Board and Board Committees.

Home@Scope Pty Ltd

During the year ended 30 June 2019, a wholly owned subsidiary entity, Home@Scope Pty Ltd was incorporated as a proprietary limited company. This subsidiary was established on 20 August 2018 as a separate entity to facilitate the transfer of Victorian Government Services.

Corporate governance statement

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

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 Investments 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 Governance Policies and Compliance

The Board undertakes regular and annual reviews of corporate governance policies and procedures, Delegations of Authority Framework, 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.

Speech Pathology Australia (SPA) and the New Zealand Speech-language Therapists' Association (NZSTA) conference, 2-5 June 2019, Brisbane, Australia.

Fowler, S. (2019). *Supporting participation and prompting quality of life through a better understanding of sensory profiles*. Masterclass sponsored by British Institute of Learning Disabilities, 6 June 2019, Belfast, Northern Ireland.

Gallo, R., Livanos, C., Johnson, H., & Rezzani, N. (2018). *AACessible written information for people who use AAC and have limited literacy*. Workshop presented at the International Society for Augmentative and Alternative Communication, 22-26 July 2018, Broadbeach, Australia.

Heppell, A., Van Nierop, M., Rezzani, N., & Johnson, H. (2019). *Outcomes of a mobile Augmentative and Alternative Communication (AAC) service across Victoria*. Paper presented at the International Society on Early Intervention Conference (ISEI 2019) 25-28 June 2019, Sydney, Australia.

Hockey, L., & Wyllie, H. (2018). *From Woe to Go: Processes to Support People with Communication Difficulties in the Workplace*. Paper presented at the International Society for Augmentative and Alternative Communication, 22-26 July 2018, Broadbeach, Australia.

Johnson, H., & Solarsh, B. (2019). *Creating communication access in our communities. The trials and triumphs of empowering mainstream partners*. Paper presented at Speech Pathology Australia (SPA) and the New Zealand Speech-language Therapists' Association (NZSTA) conference 2-5 June 2019, Brisbane, Australia.

Johnson, H., Anderson, J., McVilly, K., Koritsas, S., Wiese,

M., & Stancliffe, R., (2018). *The evidence underpinning accessible written resources for adults with intellectual disability*. Paper presented at the Australasian Society for Intellectual Disability, 7-9 November 2018, Broadbeach, Australia.

Johnson, H., Van Nierop, M., Heppell, A., & Lyon, K. (2018). *Outcomes of a state-wide mobile Augmentative and Alternative Communication (AAC) service for children with intellectual disability and their families*. Paper presented at the Australasian Society for Intellectual Disability, 7-9 November 2018, Broadbeach, Australia.

Johnson, H., Weston, E., Rezzani, N., & Yee, R. (2018). *Speak Up and Be Safe from Abuse - A Communication Toolkit and Training Package*. Paper presented at the International Society for Augmentative and Alternative Communication, 22-26 July 2018, Broadbeach, Australia.

Lyon, K., Van Nierop, M., Johnson, M., Curtis, J., & Mcqueen, A. (2018). *Kids Chat 2 You - Non-Electronic Communication Aids in the NDIS*. Paper presented at the International Society for Augmentative and Alternative Communication, 22-26 July 2018, Broadbeach, Australia.

Lyon, K., Taylor, H., & Burn, G. (2019). *1800RESPECT: A virtual training model designed to engage and empower*. Paper presented at Speech Pathology Australia (SPA) and the New Zealand Speech-language Therapists' Association (NZSTA) conference, 2-5 June 2019, Brisbane, Australia.

Solarsh, B., Johnson, H., West, D., Burn, G., & Allen, M. (2018). *Creating momentum for a communication access world movement*. Workshop presented at the International Society for

Augmentative and Alternative Communication, 22-26 July 2018, Broadbeach, Australia.

West, D., Burn, G., Solarsh, B., Lyon, K., Johnson, H., & Nichols, N. (2019). *Engaging Victoria Police to empower uniform police officers to provide communication accessible services*. Paper presented at Speech Pathology Australia (SPA) and the New Zealand Speech-language Therapists' Association (NZSTA) conference, 2-5 June 2019, Brisbane, Australia.

West, D., Johnson, H., Irwin, M., & Lyon, K. (2018). *AACcess the community*. Workshop presented at the International Society for Augmentative and Alternative Communication, 22-26 July 2018, Broadbeach, Australia.

West, D., Burn, G., Solarsh, B., Lyon, K., & Johnson, H. (2018). *Creating accessibility for people with communication difficulties within Victoria Police services*. Paper presented at the International Society for Augmentative and Alternative Communication, 22-26 July 2018, Broadbeach, Australia.

Representation in publications and conferences

Publications

Burn, G., Johnson, H., Solarsh, B., West, D., Lyon, K., & Nichols, M. (2019). *Creating Communication accessible frontline police services*. *Journal of Clinical Speech and Language Pathology*, 42 (1), 19-24.

Cataranich, C. (2019) *Accessible information: Catherine's experience*. *Intellectual Disability Australasia*, 40 (2), 12-14.

Hagiliassis, N., Koritsas, S., & Cuzzillo, C. (2019, early view). *Measuring goal realisation*

associated with disability services and supports: Initial evidence for a new tool. *Journal of Policy and Practice in Intellectual Disabilities*.

Irwin, M., & Sheridan, T. (2019). *Outcomes for two men with intellectual disability following communication support training for their workers*. *Intellectual Disability Australasia*, 40 (1), 9-13.

Livanos, C. (2019). *Is it easy to write easy English?* *Intellectual Disability Australasia*, 40 (2), 10-11.

Conferences

Burn, G., & Johnson, H. (2018). *Creating communication accessibility for people with intellectual and communication disabilities within Victoria Police services*. Paper presented at the Australasian Society for Intellectual Disability, 7-9 November 2018, Broadbeach, Australia.

Curtis, J., Van Nierop, M., Rezzani, N., & Johnson, H. (2019). *Outcomes of a state-wide communication aid for children and families*. Paper presented at

Thank you

The following pages highlight the individuals and organisations that have supported and partnered with Scope in 2018-2019.

Major gifts

Mr Leigh Anderson
Mrs Rita Andre
Dr Vera Bowen
Mr Angelo Garretto
Mr Brian Goddard
Ms Maureen Poole
The Raitman Family
Mrs Margaret S Ross
Mrs June Smith
Mrs Jean M Williamson

Trusts, foundations, and partners

Bell Charitable Fund
Bowness Family Foundation
Collier Charitable Fund
Geelong Greyhound Racing Club
Goldman Sachs Australia Foundation
Henley Property Group Pty Ltd
JBWere Charitable Endowment Fund
Lord Mayor's Charitable Foundation
Percy Baxter Charitable Trust
Shannon Park Foundation Inc.
The Freeman-Dann Trust
The Harry Secomb Foundation
The William Angliss (Vic) Charitable Fund
The Yorke Family Foundation

Bequests and endowments

Estate of Shirley May Almond
Estate of Rosemarie Faye Anderson
Estate of Lindsay James Baldy
Estate of Madhulina Baskaran
Estate of Edith Jean Beggs
Estate of LW & LI Bett
Estate of Maude Fanny Blunt
Estate of Roma Burke
Estate of Charles K Edwards & Keith & Mary Edwards

Estate of Maude Ethel Erickson
Estate of Grace & Herbert Foulkes
Estate of Charles Norman Geschke
Estate of Andrew Edwin Grant
Estate of NJ & Grace Horton
Estate of Elsie May Joyce
Ian & Marilyn McColl Charitable Trust
Estate of Hilda Emily McNee
John Meakin Charitable Trust
Estate of James Francis Mearns
Estate of Alexander Evett Murdoch
John Nicol Charitable Trust
Estate of Allan Ross Raphael
Estate of Jean A Rentoul
Estate of Bertha Lucy E Rimmington
Estate of Alice Martha Sharp
Estate of William Arthur Shipperlee
Estate of Phyllis Nerelle Turner
Estate of Elizabeth Winstanley
Scope would like to also thank the families who have chosen to remain anonymous.

Lifetime contribution

We acknowledge those members who have made a significant lifetime contribution to Scope, recognising their outstanding advocacy for people with a disability.
Mr & Mrs Wilf & Fay Alcock
Ms Judith Alexander
Mr Albert W Austen
Mrs Mary Barro
Mrs Mary Beard
Mrs Lois Berry
Mr Ron Bolzon
Dr Vera Bowen
Mrs Joyce Caddy
Mrs June Cameron
Mr J B Campbell
Mrs Margaret Campbell
Mr Ernest Carroll

Mrs Joy Chettle
Mrs Valda I Clancy
Mrs Nance Clarke
Mr N Coggin
Mrs L Coggin
Mr N Composto
Mrs Margaret Crosby
Mr J L Cross
Mrs Lynda Croucher
Mrs Grace Davey
Mr Michael Day
Mr R Di Bari
Mr Arthur Edwards
Mrs Loris Emary
Mr K Evans
Dr Jennifer Fitzgerald
Mr Allan Fowler
Mr Ken Harwood
Mrs Sandra Herbert
Mrs James H Hicks
Mr J Hider
Mrs Joan Holstock
Mrs Lynn Hyland
Mr Shane Kelly
Mr Wally Keys
Mrs Dorothy Kilsby
Ms Irene Kwong
Mr Louis Lachal
Mr Stanley Livingston
Mr Brian Logan
Mrs Jean McReynolds
Mr Alasdair Norton
Mrs AW O'Dowd
Mr K Orford
Mrs Meryl Pascoe
Mr Bruce Pascoe
Mr Bill Pratt
Mrs Elaine Pratt
Mrs Laurel Pratt
Mrs Jean Price
Mrs Ethel Reece
Mrs Elizabeth Rickards
Mrs Marie Robinson
Mrs Margaret S Ross
Mrs Elizabeth Ruth
Mr Vic Ruth
Mr John Salvano

Mr Smith
Mrs June Smith
Mr Peter Smith
Mr J Snowden
Mrs Betty Straughair
Mrs Joan Taylor
Mr Lloyd Taylor
Mrs Ruby Telford
Ms Lynne Wenig

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.

Research partners and supporters

University of Melbourne
Swinburne University of Technology

Independent Members of Scope Board Committees

Sackville Kempton (Risk and Audit, Investments)
Alasdair Norton (Investments)
Raelene West (Risk and Audit, member until February 2019)

Scope Disability Royal Commission Independent Advisory Committee

Mark Chittleborough (Chair and Director member)
Barbara Hingston (Director member)
Christian Astourian (Independent Committee member)
Dr Philomena Horsley (Independent Committee member)
Dr Heather Wellington (Independent Committee member)

Scope Customer Insight Committee

Raelene West (Chair)
Christian Astourian
Shane Kelly

Community development partners

AAA Sports Play
AFL Victoria
Arts Access Australia
Arts Access Victoria
Baseball Victoria
Barwon Valley Special Development School
Betty Day Community Centre
Bendigo Special Development School
Bendigo Stadium
Robert Bowen and Jane McLaughlin
Box Hill Community Arts Centre
Brimbank Metro Access
Buckley Park Secondary College
Cardinia Council
Casey Council
Catherine McAuley College - Bendigo
City of Melbourne
City of Monash
City of Greater Geelong
City of Port Phillip
City of Glen Eira
City of Greater Bendigo
Court House - Geelong
Dandenong Council
Disability Sport and Recreation
Eastern Ranges Special School
Empowering Eaglehawk Inc
Foundation
Footscray Community Arts Centre
Golden Plains Shire
Grinter Garden - East Geelong
Geelong Community Foundation
Glen Allen School
Hampton Community Centre
Hockey Victoria
Ice Sports Victoria
Kathleen Syme Library & Community Centre

Keilor Basketball Stadium
Kingston Council
Knox City Council
Leisuretime Centre - City of Greater Geelong
Lions Club - Dandenong
Maroondah City Council
Mazenod College
Nazareth College
Nepean School
Netball Victoria
Northside Community Centre (Salvos) - Geelong
No Vacancy Gallery
O'Brien Group Arena
Olympic Park Leisure Centre
Parks Victoria
Peter Krenz Leisure Centre - Bendigo
The Rosaleen and Ron Raitman Family Grant
St Alban's Sports Club
Sports Central Ballarat
South West Sports
Sports Focus Bendigo
Springers Leisure Centre
Sportslink - Vermont South
Sport and Recreation Victoria
Springers Leisure Centre
Sportslink - Vermont South
Solve Disability Solutions
Stonnington Council
Shire of Yarra Ranges
Surf Coast Shire
VALID
Vicsport
Warringa Special Development School
Yarra Valley Fly Fishers Inc.
YDAS



Thank you *(continued)*

Scope Human Research Ethics Committee

Dr Philomena Horsley (Chair)
 Dr Stella Koritsas (Deputy Chair)
 Dr Anna Arstein-Kerslake (resigned December 2018)
 Nic Cozens
 Mike Debinski
 Reverend Barry Fernley
 Emily Garrett (HREC Officer as of November 2018)
 Brian Hardy
 Kiel Johns
 Shane Kelly
 Cathy Lengyel
 Bianca Lowe
 Rose Martinez (resigned November 2018)
 Associate Professor Jennifer McGinley

Sascha Merlo
 Jasmine Ozge
 Susan Palmer
 Megan Thompson (HREC Officer until November 2018)
 Amanda Tremellen
 Yvette Woodward

Legal and audit services

Ashurst
 Deloitte
 Herbert Smith Freehills
 Madgwicks Lawyers
 Moores Legal
 Norton Rose Fulbright

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.



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. Your contribution helps us to provide 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.

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 by emailing membership@scopeaust.org.au or calling 1300 4 Scope (1300 472 673).

Photo: Artist Greg Muir at Scope's annual Kaleidoscope Exhibition. The Kaleidoscope program runs workshops, art awards, and mentorship programs for artists with a disability.



Photo: Michelle and Joy participating in the Scope San Remo Lifestyle Options 'Cooking for Independence' group.



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Photo: Paul participating in the work experience program at Warragul café Frankies.