

Build Our Future 21: 'Beyond the Front Door'

Frequently Asked Questions – Customers



What is “Build Our Future 21?”

Build Our Future 21 is a new and exciting joint event to be held in July 2021.

It is a chance for Scope customers and family members, to have your say, and provide feedback to Scope, about how you want to be supported to live your best life now, and in the future.

Build Our Future 21 will be highly engaging. It is a great opportunity to hear from guest speakers and presenters, and explore new ideas, to help Scope plan and design new and existing products, supports, and services that customers really want and need.

When is “Build Our Future 21?”

Build Our Future 21 will be held over three days from **Wednesday 21st July till Friday 23rd July 2021**. During this time, there will be different activities, including speakers, videos, and workshop-style discussions on several different topics.

Who can attend?

Build Our Future 21 is open to customers and family members from Scope. Other people (for example: Scope staff, board members and other stakeholders) will also attend. Places are limited to 50 participants during the workshop sessions.

What will my role be during the event?

The role of our customers and family members will be to share your experiences and ideas about Scope services and other related topics. We want to hear your voice.

Do I have to attend every day?

No. Each day of Build Our Future 21 will have a morning and afternoon session.

There will be one welcome/ introduction session on the first day and one thank you/ goodbye session on the last day. These sessions are open to everyone.

All other sessions will focus on different topics. If places are available, you can choose to register for the sessions and days that interest you most.

What are the session times?

The morning sessions will be held from 9:30am to 11:30am.

The afternoon sessions will be held from 12:30pm to 2:30pm.

Session days, and times will be provided closer to Build Our Future 21.

Where will Build Our Future 21 be held?

Build Our Future 21 will be held online, using **Zoom**. This means people can participate wherever they are, using their own mobile device (eg iPad, phone) or computer.

What is Zoom?

Zoom is an app used for creating, attending, and participating in meetings online.

It allows people to meet in one large group, or break-up into small groups for discussions. Build Our Future 21 will be a combination of small and large group discussions.

If you have not used Zoom before, Scope has some simple, easy-English instructions (including pictures) to support you download, connect, and use Zoom.

They are available on the Scope website or by clicking [here](#).

Participation:

I'd like to be involved in Build Our Future 21. What do I do next?

You can fill in the **Registration** form [here](#). By answering the questions on this form, you can tell us which sessions you would most like to attend and help us to understand the supports you may need to participate.

Can I bring a support person with me?

Yes, your Support Worker, Coordinator, family or friend can support you to participate in the Event. You might need a support person to help you with:

- Personal care
- Communication
- Meal assistance
- Using your device
- Other things

I don't have my own device, and/or internet access. Can I still participate?

If you live in a Scope home you may be able to access the iPad or computer to connect to Build Our Future 21.

Also, some Scope DLO sites will be used as event hubs for Build Our Future 21. The project Team are working with sites, to provide appropriate internet, screens, and

technology to support people to connect to the event - either individually, or in groups! Please check closer to the event, for an event hub near you.

To help us better support you, please be sure to answer the relevant question(s) on the expression of interest form.

Will Event '21 be Communication Accessible?

Yes. We want a large group of customers to be involved, and we understand that people communicate in many ways.

The project team are working with Scope's Communication and Inclusion Resource Centre (CIRC) to develop a range of communication supports for customers to participate in the event. If you have your own communication aid (s) you can also use this if you wish.

We understand that some participants may like to prepare, provide, or pre-record their feedback in advance. To help us better support you, please indicate your preferred communication method(s), preferences, and support needs on the expression of interest form.

I don't like online meetings. Can I still get involved?

Yes, you can! We will be having a roadshow before the online event. This means we will visit different sites to talk and work directly with customers/ family members.

At these sessions you might:

- Provide feedback about yourself, and what you want for your future
- Tell us your ideas about different Build Our Future 21 topics and issues
- Try out and tell us your thoughts about some different activities and/or technology
- Record a video message to share your story or thoughts. (We might play some of these at the event)