

See the Person, see the possibilities



This information sheet has been written by Scope for Uniting SIL residents and families and provides information about how we will work with you to transition to Scope supported accommodation.



Hello.

Welcome to Scope! We're excited to get to know you.

At Scope, we see the person - this is at the centre of everything we do.

We're looking forward to listening to you and understanding your needs as you consider a transition to our Supported Independent Living service.

We understand that you may be feeling uncertain or anxious. That's okay. We will support you and your family/

representative through this change. We'll listen to you every step of the way.

We will be working with Uniting to achieve the best possible outcome for you, your family and the staff who support you.

Our priority is that you continue to receive a high quality of service, with minimal disruption.

Our team are well-placed to support you through this transition having successfully supported 1,300 residents from Victorian Government supported accommodation to Scope in 2019.

We are thrilled to be working with you to live with choice and control over your services.

**Dr Jenny Fitzgerald AM
Chief Executive Officer
Scope Aust.**

Get to know us

At Scope, it's all about you and your requirements. It's never a one-size-fits-all solution.

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

Our promise is to support you to live the life you want.

We know the NDIS and support residents to successfully navigate the system. We have extensive experience and currently support around 1,500 residents living in supported accommodation.

Our knowledgeable and experienced team of people includes specialists in communication and positive behaviour support, dedicated to working in partnership with you. It is our mission to enable each person to live as an empowered and equal citizen.

At Scope, we see the person not the disability.

The Scope Approach

The Scope Approach is a set of values that guides our organisation.

These four principles are embraced by our team and represent our commitment to provide outstanding support services to people with a disability and their families/representatives.



See the person



Do it together



Do it right



Do it better

Your pathway to Scope

Getting to know us

We have the right experience, expertise, and resources to support you and your families

Listening to you

We will listen and learn

Service agreement

We will work with you to ensure you receive support that meets your needs

Welcome to Scope

We see the person not the disability

Transitioning to Scope

We will listen and learn.

Together with Uniting, we will meet with you and your family. This may be in your home or virtually.

We will start with group meetings but you will also have the opportunity to have one-on-one meetings so we can get to know you better, and have time to discuss all your hopes, concerns and needs.

Should you choose to transition to Scope, we'll work closely with Uniting to make sure we have key information and documents about how to support you. We'll be working with your House Coordinator and staff as well.

Keeping you safe

Scope is a certified service provider of the NDIS. Certification provides assurance of the quality of service you can expect from Scope.

This includes a rigorous approach to safeguarding and customer wellbeing.

Our approach is underpinned by the NDIS Quality and Safeguarding Framework and best practice. Your safety is our highest priority.

We comply with all COVID-19 Government guidelines and have COVID Safe plans in place.

Advocacy

We support residents to have their voices heard on issues that are important to them.

Our Customer Advocacy Advisors create opportunities and pathways for residents to seek advocacy support and self-advocate.

"Very happy with where my son is living and very happy with the staff, the continuity of services and staff after the transfer. The staff are like family for my son."

- Family Member.

Let's talk. How to Contact Us.

We are here to help and support your transition to Scope. With the support of Uniting, you will be invited to attend a welcome and information session with Scope. Times and dates will be provided to you in the coming week.

In the meantime you can contact us as follows:

Phone: 1300 4 72673

Email: contact@scopeaust.org.au

Website: www.scopeaust.org.au