



2021/22 ANNUAL REPORT




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FIRST NATION'S PEOPLE ACKNOWLEDGEMENT

Scope Home Access acknowledges that our First Nation's People are the traditional custodians of the land on which our offices and workshops are located. We respect the value, cultures and heritage of our First Nation's People and we will endeavour to promote this respectfully in all areas of the work that we deliver.

HEAD OFFICE


 Illawarra - Dharawal People

ACT & NSW CAPITAL COUNTRY


 Goulburn - Gundangara people


 Queanbeyan -
Ngambri/Ngunnawal people

HUNTER

 Port Stephens - Wonnaura People

SOUTH COAST NSW

 Shoalhaven - Yuin People

 Eurobodalla - Yuin People

COMMITMENT TO OUR COMMUNITIES

We are committed to working in ways that are both supportive and empowering to all in our communities. Scope Home Access will not tolerate racism, prejudice, bullying or harassment of any kind. Our goal is to connect with our communities and work together to support access and equity to all who need our services.

SOUTH COAST HOME MODIFICATION AND MAINTENANCE SERVICE LTD

CHAIRPERSON'S ANNUAL REPORT 2022

I am pleased to present the Chairperson's annual report for 2022.

The Commonwealth government funds SCHMMS Ltd under the Commonwealth Home Support Program to enable people to age at home independently in a safe environment and have access to their community. SCHMMS offers "a way to stay".

Government policy has been undergoing a range of reforms to in-home care over the past few years. A new system for funding service providers will be rolled out from 1 July 2024. Service providers will experience changes to how funding is received.

Home modifications and maintenance services are vital in supporting people to live at home as they age. SCHMMS Ltd services provide specialised home modifications at a subsidised rate, for frail older people to enable them to remain living in their own homes. Through our private arm services are available for people with a disability as well as private community members.

Given Scope's long-term experience in specialised modifications and the breadth of our geographical coverage the company is well placed for increased growth and sustainability in the new support at home system.

Early in 2022 our long serving CEO Anne Reeve retired. Anne worked tirelessly for more than 20 years building Scope from a small local home modifications and maintenance service to the substantial size we see today.

Our new CEO Steven Dixon started with us in January 2022. Steven comes to us from a successful business background and has already made a number of changes to strategically position the company to move into the future of aged care and building the business in the private sector. Our new strategic plan developed by the Board and the CEO, with input from the Management Team, works towards 2025.

The impact of COVID-19 on clients and staff made this year a challenging one. The bushfires and the housing and renovation boom made it challenging to recruit skilled employees in the construction team to keep up with referrals and referrals for work. This had an impact on income and the number of jobs completed.

However, the company is still in a strong financial position with assets totalling \$5,559,731.

Our team has worked through this challenging year with their dedication and focus on customer service. They do everything they can to meet individual needs and support people to find "a way to stay". On behalf of the Board I thank them for their dedication and commitment.

The Board of Directors has a legal responsibility for the good governance of the company. It is our role to set the organisation's strategic direction, ensure the management and mitigation of risks, ensure compliance with funding contracts, the Constitution, and legislation.

I would like to say 'thank you' to the volunteer Board of Directors, for their time spent on their governance responsibility, attending Board meetings, lots of reading to ensure they are fully informed before making strategic decisions and participating in sub committees. We recently established a Risk and Audit sub committee to more closely monitor risk and financial management.

A special thank you goes to Anja Nivala who has given her invaluable expertise to SCHMMS for 17 years. Anja spent a number of those years as Chair of the Board so she has done it all.

Christine Spackman

Chair of the Board of Directors



CEO REPORT

In my first year as CEO of Scope Home Access I have been incredibly impressed with the resilience, versatility, and tenacity of the Scope Home Access staff. We have encountered unprecedented challenges with the impacts of COVID-19, flooding and the increased costs of fuel and raw materials and I am proud to say that the Team has not backed down and stepped into every challenge.

With the ever-changing environment around us, there has also been changes internally.

The Organisational Structure of the business has been re-shaped with the introduction of a COO (Chief Operating Officer) and CFO (Chief Financial Office). Both of these roles were filled by internal applicants with Arie van Arkel taking on the COO role and Toni Lachlan stepping into the CFO role. With these changes, the historical 'pancake' structure of the organisation transitioned into a 'pyramid' structure with clear and clean reporting lines and our Executive Leadership Team (ELT) was formed. The ELT consists of myself, Arie van Arkel (COO), Toni Lachlan (CFO), Juanita Sieler (Head of People, Learning, Culture) and Peter Duncan (Head of Construction). I am looking forward to working closely with the ELT as we move forward into an exciting phase of the business.

Financially the performance of the business has been sound given the challenges faced over the past 12 months. The majority of our footprint in NSW was in COVID lockdown for the period from July 2021 to October 2021 and this had an impact on our ability to deliver services. This unsurprisingly has impacted our Profit & Loss outcome for FY2021/22 however we are looking to bounce back strongly in FY2022/23.

Other external factors that have impacted on the business were events such as the war in Ukraine and COVID lockdowns in China. These factors have

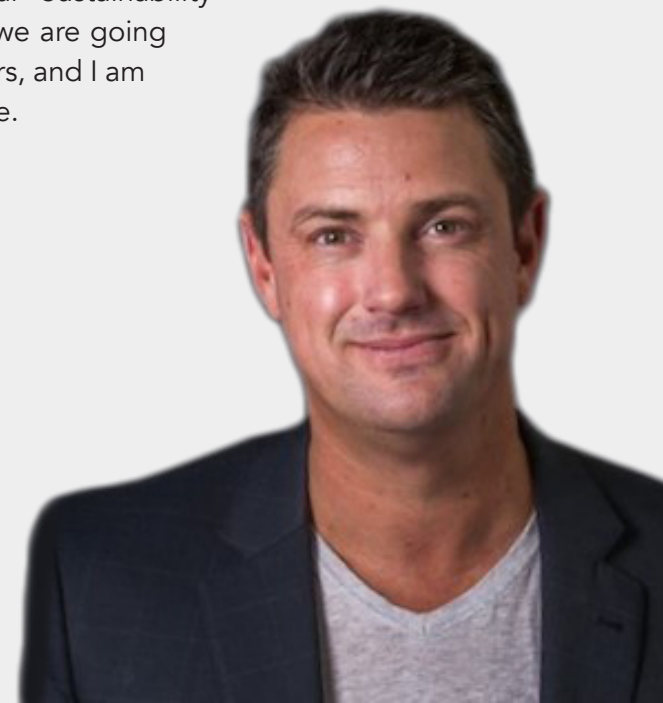
seen a considerable increase in the cost of doing business. Materials have increased by up to 50% and fuel increased by more than 35%. I am happy with how quickly we have reacted to these additional costs, and we are continuing to focus on growing our top line through our Social Enterprise streams.

We were also pleased to hear the announcement in July this year that the Support at Home Program roll out has been moved from the 1st July, 2023 to the 1st July, 2024. This change is in line with the initial recommendation of the Royal Commission and will allow us additional time to explore the growth possibilities for Home Modifications, Home Maintenance and Occupational Therapy across the aged care and disability sectors.

The internal Culture of the business and support that we show for each other has remained a primary focus. During the year we introduced an 'Employee of the Month Award' which is creating positive ripples within the business, and it is an honour to be able to recognise the people who go above and beyond in the business and for our clients and highlight them to their peers. Strategically, Scope Home Access is looking forward to the future. Our 4 main pillars of Great People, Community Engagement, Operational Excellence, and Organisational Sustainability will be the foundation of what we are going to build upon for the next 3 years, and I am looking forward to the challenge.

Steven Dixon

CEO
Scope Home Access



STRATEGIC PLANNING PROCESS

The past 3 years has presented unprecedented challenges for businesses around the world, and Scope is no different. Business demands have changed, the environment has become more dynamic, and the world economy is constantly evolving.

It was the perfect opportunity in June this year, for the Board and our CEO Steven Dixon to lock themselves away for 2 days at the Novotel in Wollongong to assess the current state of the business and look to the Strategic Plan for the future.

With any great Strategic Plan, it is built on the core foundation of the business. These are our Vision, Mission & Values statements. Our vision of “Living safely at home with dignity” focuses on the outcomes that we want to achieve for our clients, our mission of “An exceptional experience for clients wanting a way to stay in the home” focusses on why it is important we perform at the highest level every day, and our values of “Trust, Quality, Dignity, Positivity, Innovation and Accountability” lay the foundation for how we will hold ourselves accountable.

With the Vision, Mission and Values statements completed, we discussed the 4 pillars that will provide the framework for success for the next 3 years. Our focus was on the 4 areas of:

1. How to attract, train and retain people.
2. How to build a company that has efficient systems and processes.
3. What we need to become to be more professional, proficient, and predictable.
4. How do we contribute to our local networks.

Through these discussions, the following 4 pillars were agreed upon:

- Great People
- Operational Excellence
- Organisational Sustainability
- Community Engagement



VISION

Living safely at home with dignity.

MISSION

An exceptional experience for clients wanting 'a way to stay' in their home.

VALUES

Scope Home Access places high value on:
Trust, Quality, Dignity, Positivity,
Innovation and Accountability



GREAT PEOPLE

We employ, contract, and work with GREAT PEOPLE. We pride ourselves on being engaged, accountable and ambitious. We value team players who are honest, dedicated and adaptable to changing environments and we always hold our clients happiness as our number one priority. • Employ Great People • Train Great People • Retain Great People

- Marketing to attract great people.
- Effective Leadership & Staff Satisfaction.
- Rewards & Recognition
- Culture





OPERATIONAL EXCELLENCE

We are committed to providing quality services by having a culture of continuous improvement. We will be ambitious with our goals, and customer focused as we achieve them. We will be innovative and agile as we empower our Teams to strive for excellence through our systems, our processes and our technology. • Provide an Exceptional Customer Experience • Embrace Technology, Systems & Innovation • Exceed Customer Expectations

- Strategic Planning
- Compliance
- Positioning
- Systems & Technology



ORGANISATIONAL SUSTAINABILITY

We are committed to building a high performing Company that is profitable, systemised and compliant.

We are committed to regularly reviewing our processes to ensure they are current, compliant, and effective and we will strive for excellence in the field of Home Modifications to ensure long term sustainable growth. • Clear, Transparent and Ambitious Strategic Planning • Continual Review of Systems & Processes • Sophisticated Governance & Policies

- Deliver On Our Promise
- Sophisticated Financial Reporting
- Environmental responsibility
- Mergers & Acquisitions



COMMUNITY ENGAGEMENT

We will establish ourselves in our local communities by focusing on our corporate, social and environmental responsibility. We will actively seek out opportunities to participate in local community events and add value to those around us and we will work collaboratively and innovatively to forge new connections and strengthen those that already exist. • Community Event & Network Participation • Focus on Environmental Sustainability • Strategic Partnerships & Collaborations

- Participation
- Fund Raising Activities
- Sponsorships & Collaborations
- Networking

The **FUTURE**

When I think about what the future holds for Scope Home Access I get excited. I am under no illusions that over the coming years we will continue to experience COVID related challenges, rising material costs and things that just sometimes cannot be explained, but through it all it is our people that are going to help us achieve success.

With a wonderful Board of Directors behind us, an incredibly committed team, and sophisticated systems and processes, it is our intention to continue to grow Scope and align ourselves with other organisations so that we can continue to expand and deliver services across a wider footprint.



OUR BOARD



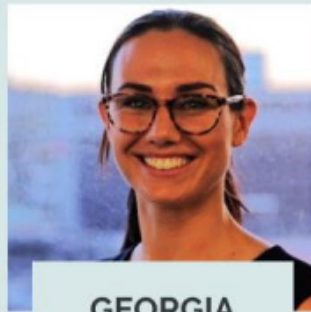
**CHRISTINE
SPACKMAN**
Chairperson



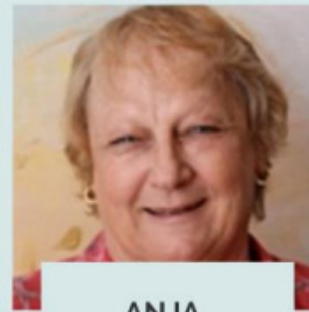
**LUIGI
ANDREATTA**
Vice Chairperson/
Secretary



**KELLY
MCGRODER**
Treasurer



**GEORGIA
LANG**
Director



**ANJA
NIVALA**
Director



**MICHAEL
LEWIS**
Director



**DAPHNE
OLSEN**
Director

Scope Home Access is very fortunate and privileged to have an exceptional Board of Directors with a vast array of knowledge and experience. The Board provides support to the organisation through bi-monthly Board Meetings, Strategic Planning Days and through the participation in sub-committees formed throughout the organisation.

This year the Board contributed to the creation of the 2022/25 Strategic Plan and the introduction of our new Vision, Mission & Values Statements during a 2 Day Strategic Planning offsite held in Wollongong. The co-design of these important pieces of work will set the foundation for the organisation for the next 3 years and will help guide our success.

We would also like to thank Anja Nivala for her 17 years of service on the Board of Scope Home Access as she transitions away from the Board. Anja has been a loyal and valued member and previous Chairperson of the Board and we wish her well for the future.



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