



ANNUAL REPORT

2020/21

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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.



01



OUR STORY

WHO WE ARE

Scope Home Access provides occupational therapy, home modification and maintenance services to people over the age of 65 (or over 50 for Aboriginal and Torres Strait Islander people) and to people with a disability, as an approved My Aged Care provider and registered provider to the National Disability Insurance Scheme.

These modifications are based on the needs and goals of the individual and their carers and range from simple grab rails or hand-held showers to large scale bathroom and access modifications.

Ultimately the aim is the same: to maximise the safety and independence of the user around their home.



VISION

Everyone in our community finds
a way to stay

MISSION

Scope Home Access will help people find
a way to stay in the homes and
communities they choose

VALUES

Scope Home Access places high value
on trust, accountability, positivity,
quality, innovation and dignity

WHAT WE DO

We provide a one-stop-shop for people looking to age in the home and community of their choice. Our range of services helps to ensure these individuals are safe and have their needs met in the home they love.



HOME MODIFICATIONS



HOME/ YARD MAINTENANCE



OCCUPATIONAL THERAPY



LAWN MOWING



OT DRIVING ASSESSMENTS



BUILDER CONSULTATIONS



CHAIRPERSONS MESSAGE

The Board

I am pleased to present the Chair's annual report for 2021. The responsibility of the Board is to set the strategic direction, manage risk, ensure compliance with the organisation's Constitution, contracts, legislation and to ensure that organisation finances are used according to contracts. An equally important responsibility is to ensure a positive work place culture.

Our long serving Chair, Anja Nivala stepped down from the Chair and four new members joined the board this year adding to the skill diversity and expertise in aged care, disability, finance, marketing and law.

Meeting our Strategic Objectives 2020-2022

Work continued on our Strategic Objectives, although the impact of the second year of COVID-19 meant a change in priority for some of our operations.

- 1. Safe Service Delivery** - a significant requirement to meet compliance standards as well as client expectations.
- 2. Adaptable & Resilient Workforce** - attract talent and expertise based on a supportive and safe working environment in relation to COVID. Drive tech enhanced tools/systems for staff/client satisfaction and field staff skills.
- 3. Increase Social Enterprise Services** to ensure sustainability towards the imminent transition of CHSP funded aged care services to the Support at Home Program in 2023.
- 4. Enhanced Client Experience** - technology-led point of difference to assessment and construction related services; both funded and social enterprise.
- 5. Strong Community Networks** consolidating regional connections and contracting services (both NFP and commercial) for sustainability within the sector.

Financial position

In spite of the impact of COVID -19 we maintained our overall income at \$10.5m. Equity increased by just over \$500,000 due to increased valuations of our fixed assets including the 2 x properties owned outright by the organisation - numbers 3 and 5 Hamilton Street, Dapto. Social enterprise income increased by 6.8% on the previous financial year to \$4.24m.

Workforce Issues

The impact of COVID, the bushfires and the housing and renovation boom made it challenging to recruit suitably skilled construction and clinical employees. Events provided more options for work for contractors making it difficult for the organisation to compete. The success with a new grant to provide service in the ACT added to the challenge. With COVID restrictions preventing some staff from working in the Greater Sydney Region, they were able to work in the ACT and keep services rolling.

Funded services

Our success with an application for a grant to provide services in the ACT gave us the opportunity to extend our reach in services.

As outlined in the Aged Care Reforms Roadmap, CHSP funded services will transition along with Home Care Packages, Short Term Restorative Care and residential respite programs into one stream of aged care services, the Support at Home Program. The Support at Home Program is due to roll out in July 2023.

Current funding agreements have been extended to that date with flexibility provisions that allow service providers to utilise funding across their funded service types and in their funded regions where it is most needed.

The organisation participated in the Disability Royal Commission and Aged Care Royal Commission. We also provided input into the transition to the Support at Home Program through representations to the Department of Health, as a provider and also through the peak body Home Modifications Australia, MOD.A.



Additional COVID generated changes

Along with the government required restrictions the organisation implemented COVID Safe Plans including working from home strategies. Renovations were made to Head Office at numbers 3 and 5 Hamilton St as well as our 5 workshops and office sites across NSW and ACT to provide safe work places during the pandemic and into the future.

Our Focus for 2021-2022

- Maintain COVID compliance and safe service delivery.
- Expanded social enterprise services.
- Streaming workforce for faster service delivery.
- Enhanced website and payment systems.
- Enhanced tech-based client communication systems.
- Support for thin rural markets through mobile staff and service road-trips.
- Expanded sub-contracting trade pool.
- Building on social media interest in 'Humans of Home Mods' – client and staff stories

This has been a very challenging year for our team of dedicated staff. Working within COVID-19 restrictions has demonstrated their resilience and their great team spirit. Through it all they do everything they can to meet individual client needs and support them to find "a way to stay". On behalf of the Board I thank them for their efforts.

I also wish to thank the Board of Directors for their time and expertise in our governance role.

Regards

CHRISTINE SPACKMAN
CHAIRPERSON





02

OUR CLIENTS



FUNDED SERVICES

MY AGED CARE

Scope Home Access receives funding through the Commonwealth Department of Health for the following services:

- **Allied Health** (Occupational Therapy Assessments)
- **Home Modifications** (Minor – Complex/Major)
- **Home Maintenance** (Home, Yard & Lawn Mowing)

Clients are referred through the MAC Gateway and/or the MAC Regional Assessment Service (RAS) teams.

“

CLIENT TESTIMONIAL

I just wanted to say how grateful we are for the work that Scope have done, firstly with the OT and then the builder. They were both very accomodating and brilliant.

They were both easy to have in our house, especially during this time. Please pass on our sincere thanks and appreciation for how quick and easy this was.

RICHARD T

”



CLIENT DEMOGRAPHICS (FUNDED SERVICES)

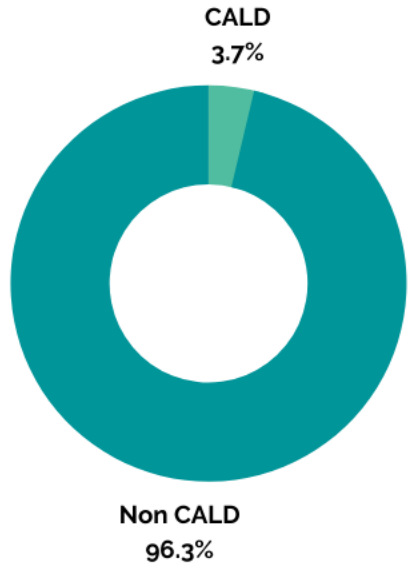
ATSI STATUS

Aboriginal or Torres Strait Islander

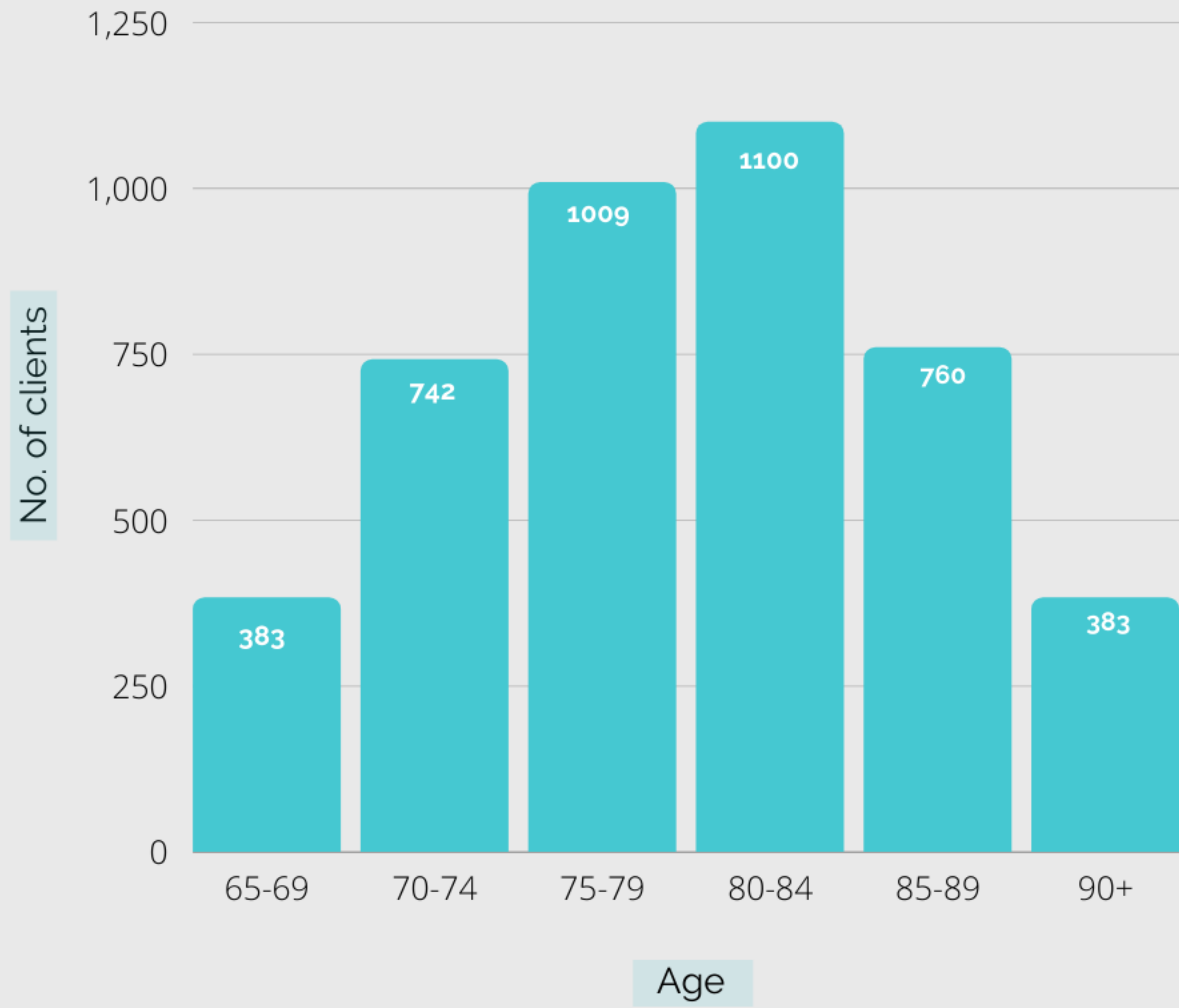


CALD STATUS

Culturally and linguistically diverse



NO. OF CLIENTS PER AGE GROUP





Average CHSP subsidy for
Home Modifications
clients:

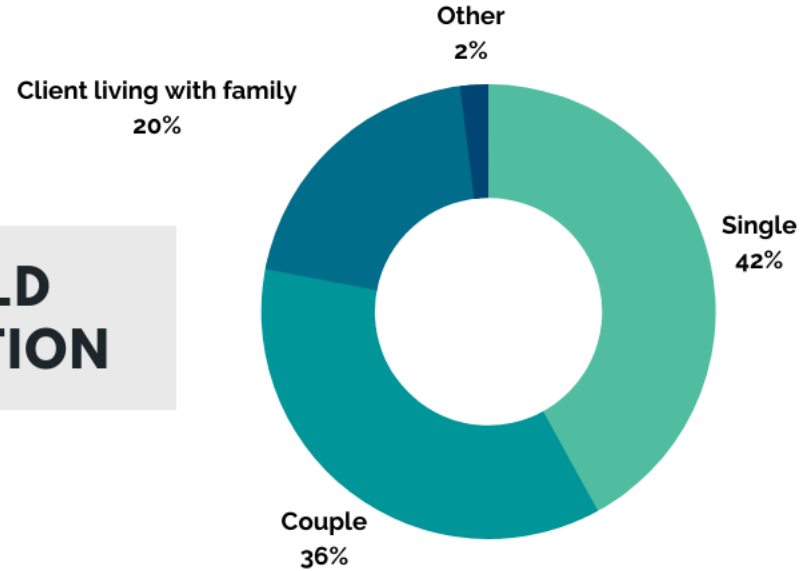
\$710



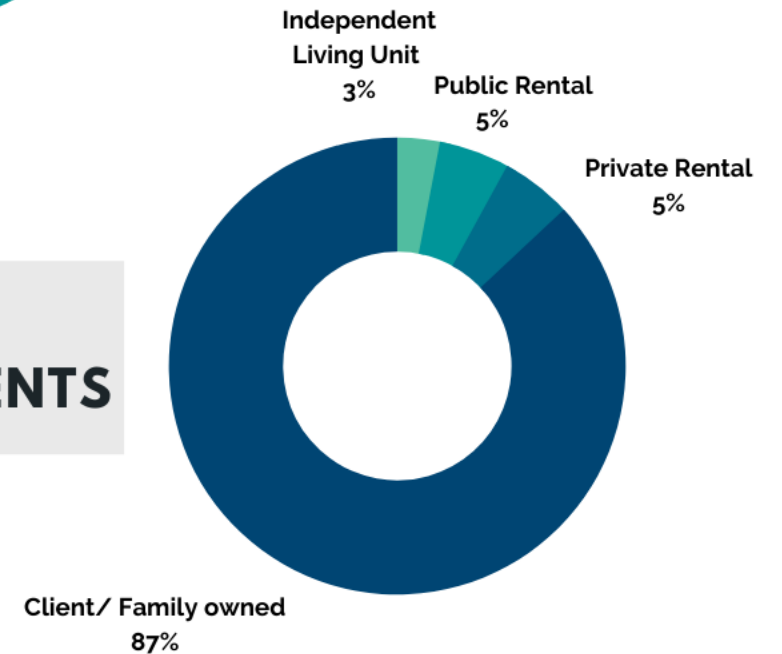
Average CHSP subsidy for
Home Maintenance
clients:

\$854

HOUSEHOLD COMPOSITION



LIVING ARRANGEMENTS



FALLS FACTS

Falls can be caused by hazards in and around the home or due to a loss of balance or strength which make walking difficult. Even when falls don't cause an injury, they often trigger a loss of confidence in an older person and lead to an ongoing fear of falling. Over time, this can lead to the person limiting their movements and reducing their activity, which further increases the risk of falling.



1 in 4 people
over 60 have a
fall each year



1 in 3 people
over 65 have a
fall each year



Falls cause more injury-related deaths in Australian than transport crash fatalities.



Home modifications can help reduce the risk of slips, trips and falls by removing hazards or the addition of equipment in high traffic or high risk areas including bathrooms, kitchens and entryways.



NON-FUNDED SERVICES

SOCIAL ENTERPRISE

Our Social Enterprise services include:

- **Occupational Therapy Assessments** for modifications, equipment, assistive technology and driving.
- **Home Modifications** for minor through complex/major work
- **Home Maintenance**

We can provide services through:

- NDIS
- DVA
- HomeCare Packages (Aged Care)
- Lifetime Care & Support
- Insurance Companies



Just thought I'd let you know how impressed we are with the work. It has exceeded our expectations in both practicality and looks. **PHIL & DEBORAH M**

DISABILITY & HOUSING IN AUSTRALIA



1 IN 8

people with disability have had **modifications** to their home because of their condition or age



1 IN 12

people with disability have **moved house** due to their condition or age

TYPE OF MODIFICATIONS

Of the people with a disability who opt for home modifications:



Some people with disability require adaptations to their home environment to enable them to live independently. Modifications to structures or fittings can help ensure their home meets their needs both now and into the future.

NDIS GUIDELINES

Home modifications may be included in your plan if:

- Due to the impact of your disability, you or your carers cannot reasonably access and use frequently used rooms and spaces in your primary residence;
- Your primary residence, in its current condition, has significant and adverse impacts on the sustainability of current living and care arrangements; and
- A suitably qualified Occupational Therapist has performed an assessment and recommended home modifications, considering all possible alternatives, including the use of equipment.

NDIS. 2021. Home modifications explained. Available at: <<https://www.ndis.gov.au/participants/home-and-living/home-modifications-explained>> [Accessed 14 November 2021].

89%

OF CLIENTS FELT
THEIR INDEPENDENCE
WAS IMPROVED

95%

OF CLIENTS
WOULD
RECOMMEND US

93%

OF CLIENTS WERE
HAPPY WITH OUR
SERVICES





03

OUR TEAM

OUR BOARD

Scope Home Access is supported by a Board of Directors who provide strategic leadership, set organisational objectives and monitor the performance of the company. Our Board members have diverse backgrounds and extensive experience in the Aged Care and Disability sectors, community service and health care, finance, technology and digital media.

We seek to have representatives that include people with a disability and/or family members of people with a disability, as well as those aware of issues affecting older Australians represented on our Board of Directors. The Board also aims to appoint candidates of good character who have a mix of expertise, legal and financial knowledge and leadership skills.

All board members undergo the required checks such as National Criminal History and/or an NDIS Working Screening Check and any other checks required by legislation or the NDIS Practice Standards and Aged Care Quality Standards. Additionally, the Board commits to regular reviews to ensure appropriateness of its governance processes and to ensure that members of the board have access and opportunities for any training when required.



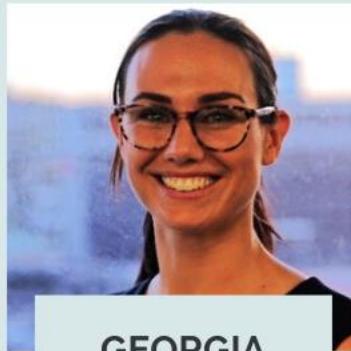
**CHRISTINE
SPACKMAN**
Chairperson



**LUIGI
ANDREATTA**
Vice Chairperson/
Secretary



**KELLY
MCGRODER**
Treasurer



**GEORGIA
LANG**
Director



**ANJA
NIVALA**
Director



**MICHAEL
LEWIS**
Director



**DAPHNE
OLSEN**
Director

OUR STAFF

Our team of Occupational Therapists, Builders, and experienced Client Service officers specialise in home modifications meaning our clients are provided the correct, most effective solution for their individual situation.

58

dedicated staff

11

new staff members
recruited

48%

of staff have a tenure of
>5 years

30+

years experience





STAFF PROFILE:

KIRSTY HONEY

Occupational Therapist

How long have you been working at Scope Home Access?

I have worked with Scope for 5 years. I started back in 2017 where I worked within our Hunter region for a year. I then transferred to the Shoalhaven for the next 12 months before relocating to my current base within the Illawarra region.

What's the most challenging part of your job?

I find that the most challenging part of the job is that no client and/or home is ever the same which gets your brain thinking a lot when looking to find the solution that is both for the person and their environment. I find this challenge to be positive in that there is never a dull moment and it keeps every day interesting.

What do you enjoy most about your job?

That I am able to make a difference in an individual's life to enable them to remain living independently and safely in their home. My favourite moment when working with our clients is the "light bulb" moment and the sudden development of a smile from ear to ear when I am able to provide a simple, yet life changing solution to an issue that they have faced for quite some time.

What's the biggest lesson you've learnt from working at Scope?

Self-awareness and the management of my own expectations.



STAFF PROFILE:

MERILYN BURNS

Corporate Services Officer

How long have you been working at Scope Home Access?

I have worked at Scope for three years!

What do you enjoy most about your job?

I enjoy the friendships I have made with my colleagues. I also enjoy being part of the team helping to change people's lives by allowing them to stay independent and safe in the place they love the most. Home.

What do you think the best outcomes are for Scope's clients?

The best outcomes for our clients would be making their everyday living safer, easier and most importantly keeping them in the comfort of their own homes.

What is the biggest lesson you've learnt from working at Scope?

One of the biggest lessons I've learnt working for Scope is that even the smallest of changes can make a huge impact in people's lives. Also, you never know what battles people are fighting in their life so being kind, compassionate and understanding are so important.



STAFF PROFILE:

BRADLEY CONLEY Social Enterprise Coordinator

How long have you been working at Scope Home Access?

Close to three years.

What was your background prior to working at here?

Working for myself as a builder.

What is the most rewarding part of your job?

Seeing and being involved in the huge difference modifications make in people's lives with both small and large modifications.

What is the biggest lesson you've learnt from working at Scope?

Whatever you are thinking about doing in life get out there and do it - don't wait.

STAFF DATA

TENURE

<2 YEARS: 29%

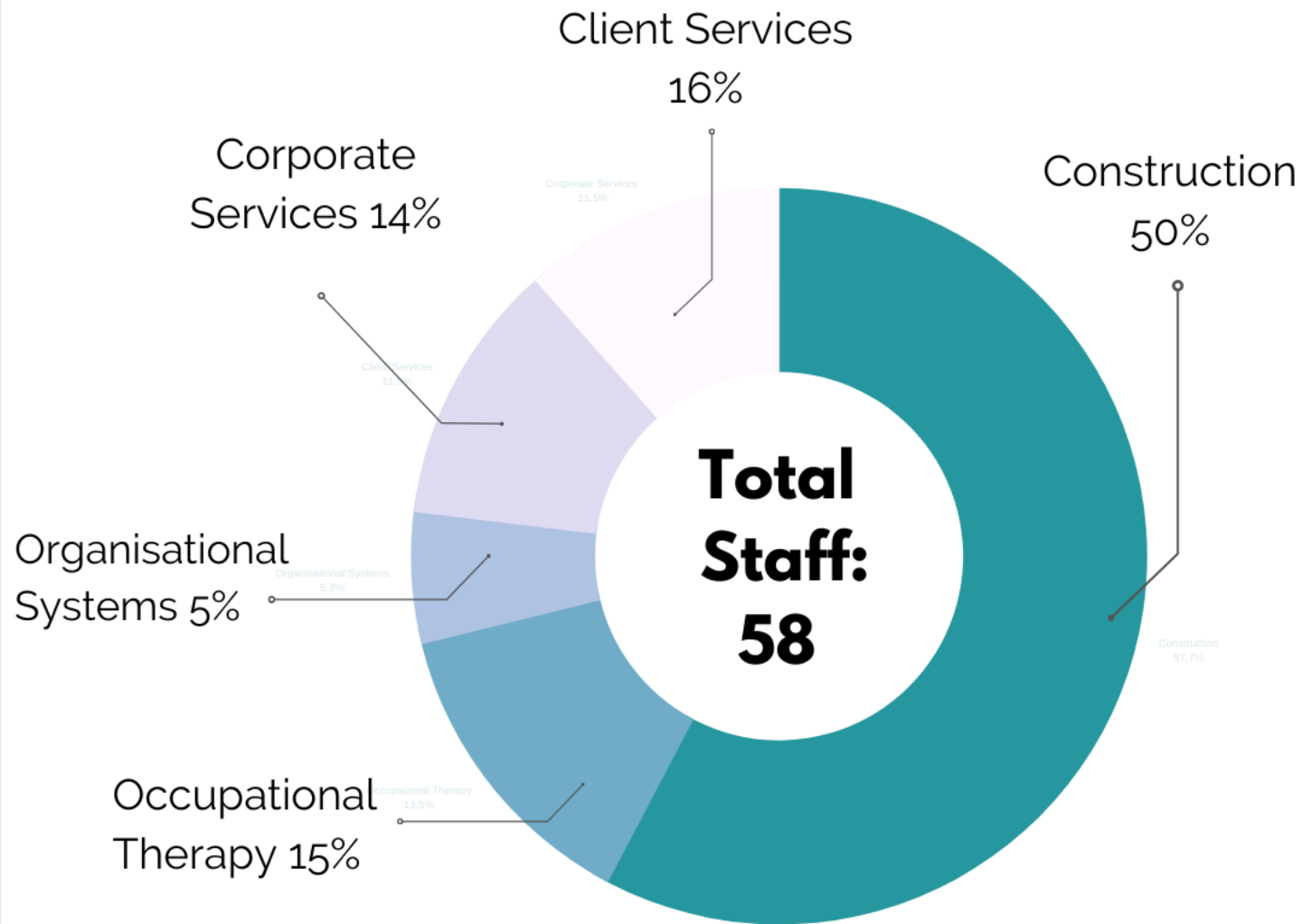
2-5 YEARS: 22%

5-10 YEARS: 21%

10-15 YEARS: 19%

15-20 YEARS: 4%

>20 YEARS: 5%





STAFF PROFILE:

LYN RIDLEY

Client Services Manager

How long have you been working at Scope Home Access?

Eleven years.

What's the most challenging part of your job?

Delivering services that clients need within the constraints of our funding.

What is the most rewarding part of your job?

Communicating with clients and assisting them to navigate the complex Aged Care/ Disability service pathways, allowing them to receive services from Scope which really make a difference in their lives.

What has been your most memorable moment working at Scope?

When presenting to a group of community members at a conference, a client of ours was in the audience and spoke up to detail how the services she had received from Scope had changed her life; explaining that before having services through us, she had tried to engage other contractors who had let her down or refused to turn up because the job was too small. Since the work had been completed her daily life had been improved enormously. It made me feel very proud to be part of Scope.



STAFF PROFILE:

GREG JUDD

Regional Construction Supervisor

How long have you been working at Scope Home Access?

I started at Scope in April 2015.

What's been your most memorable moment working here?

One that is prominent was an NDIS participant who for two years had been unable to care for himself in the bathroom and unable to leave the home until modifications were completed. We completed bathroom modifications, access modifications, installed a vertical platform lift and front pathways from the lift to driveway.

We told the participant that the lift would be commissioned at 3 o'clock on the Friday. At 5 minutes to 3pm the participant was sitting at the bottom landing of the new lift tapping his watch, dressed in his local football jumper saying "you said 3pm". As promised at 3 o'clock we watched the participant drive off in his wheelchair saying "Thanks Scope I am going to meet my mates at the Pub!"

What is the biggest lesson you've learnt from working at Scope?

People getting to stay safely in their own Homes for longer. We're able to achieve this by all divisions across Scope having a high level of understanding of clients' needs, good communication with clients on how their needs /outcomes can be achieved and building staff that are respectful, caring and understanding of the client when they are working in the clients homes.

A man with a beard and safety glasses, wearing a red and white plaid shirt, is using a blue cordless power drill to work on a wooden structure in a workshop. The background is blurred, showing shelves with various items. The number '04' is overlaid in large white font on the left side of the image.

04

OUR PROGRESS

CEO's MESSAGE



In our last Annual Report, we reflected on how catastrophic bushfires, wild storms and the COVID-19 pandemic had impacted and shaped our service delivery and efforts to support both clients and staff. Moving forward into this reporting period 2020-2021 and as a result of these unusual circumstances, we saw a significant rise in the level of urgent referrals for both OT home assessment and home modifications. The need to rapidly adapt to so many unprecedented health and safety situations, put significant pressure on both our funded and social enterprise services. In spite of these challenges, our staff dug deep to provide an unprecedented 11,638 services to 7,000+ clients. An extraordinary outcome reflecting teamwork and determination.

A significant goal for the year was to improve our communication strategies to better support the most vulnerable in our community. With high referral numbers, it was imperative that we kept clients aware of service timeframes and COVID-safe procedures. The hard work put into these improved processes, has served us well against the impact of COVID for our funded, NDIS and Social Enterprise clients, including HCP Providers.

Vaccines were not widely available until well into the 2020-2021 year and our clients were restricted to their home for long periods. Ongoing service provision to keep these home environments safe and accessible, also relied heavily on our remarkable clients understanding our service limitations and capacity to supply to greatly increased referrals. Clients and their families showed confidence in our organisation, working as a team with both staff and contractors to complete detailed assessments and successful installations for both home mods and home maintenance.

The need to rapidly adapt to so many unprecedented health and safety situations, put significant pressure on both our funded and social enterprise services. In spite of these challenges, our staff dug deep to provide an unprecedented 11,638 services to 7,000+ clients.

Every week across the year has brought challenges. I'd like to highlight some of the fine work done by each of our Divisions in meeting and surmounting these challenges:

CLIENT SERVICES – scattered to the wind under Work from Home (WFH) Health Orders and dealing with a multitude of calls and enquiries each day, the dedicated team worked efficiently to set up technology and maintain communication with clients. It was not unusual to receive 100+ enquiries per day via phone and email. The team provided support and reassurance to help clients, family and formal carers feel confident and safe along the home modification journey.

CONSTRUCTION SERVICES - we have an exceptional team of construction staff across seven workshop sites in NSW and ACT. Their resilience in the face of not just COVID but material and sub-contractor shortages and lockdown restrictions, has been a significant factor in maintaining service to our clients. Long hours and away-from-base road trips have ensured we continued supply to both our regional and rural communities.



CORPORATE SERVICES – maintaining our assets, technology and financial stability is core at any time but our Corporate Services team has supported our field staff with grace and efficiency.

Keeping up to date with government COVID support for both staff and the organisation, ensured that we remained a viable service, ready to supply to the needs of our clients.

ALLIED HEALTH – OCCUPATIONAL THERAPY (OT) – across COVID restrictions and lockdowns, our OTs persevered with assessment utilising a hybrid approach of in-person COVID-safe and telehealth options. To assess a client's home utilising Telehealth is a significant feat and a testament to the high level of experience and expertise of our clinical team. Their level of detail and commitment to finding solutions for both our aged care clients and NDIS participants went a long way towards ensuring that home environments were safe and accessible. Their problem solving solutions helped clients maintain independence where possible both during and onwards from COVID lockdowns.

ORGANISATIONAL SYSTEMS – COVID impacted not just the health of our staff and clients but also highlighted the challenges of keeping all systems viable across the organisation. WHS of course but also Marketing, HR, Contracting and Standards Compliance were all impacted by COVID issues including workforce shortages. New policies to comply with Public Health Orders were a sign of the changing times in aged care and disability services. A successful Verification for our registration to supply OT assessments and Home Modification installations for NDIS participants, was a welcome way to finish the 2020 year. Kudos to the small team who also managed to grow our social media presence through the heartening stories of clients and staff in our 'Humans of Home Mods' series.



The recommendations of the long-awaited Royal Commission released in March 2021, will hopefully continue to be upheld and implemented by our Federal government. As a response, one of the largest reforms in Australian aged care commenced in 2021 and is set to shortly impact the services we supply under the current Commonwealth Home Support Program (CHSP). Scope Home Access is well placed to navigate this transition. Our CHSP Funding Agreements have been extended to June 2023 and the 100% Funding Flexibility Provisions allowed under COVID will continue across that timeframe. What this effectively means is that our organisation can use our funding for OT, Home Modifications and Home Maintenance across our funded service types and regions, as and when supply is needed. This has been pivotal in ensuring that our services were able to be continued to meet demand in each service type, in spite of COVID restrictions and lockdowns.

I must acknowledge the commitment of our dedicated Board across these difficult times. As we roll into a future with vaccination strategies to support the return to a more regular way of living, Scope Home Access will continue to maintain, strengthen and establish relationships and partnerships to support our service delivery. The Scope Home Access board members have the Governance expertise to ensure our focus is on a thriving organisation that continues to innovate and to engage and support both our clients and communities.

January 2022 will mark 24 years for me in managing and leading Scope Home Access across its remarkable journey. This also signals the time for my retirement. As this will be my last report as CEO, I must make mention of our Scope team. Certainly our incredible Management Team but also each and every staff member, across Head Office and all of our satellite sites. I never thought that retirement would be bitter-sweet but it's the sting of not engaging with this remarkable team of people on a day to day basis, that I find hard to reconcile. What I know is that this team, along with our Board, will ensure that I'll be leaving current and potential clients of Scope Home Access, in safe, caring and deeply capable hands. It has been an honour and a privilege, not just to lead but to be a part of this team. I wish all of our team, our networks and most especially, our clients, a strong, safe and exciting future.

ANNE REEVE, CEO



**WE'VE
MADE A BIG
IMPACT
THIS YEAR**

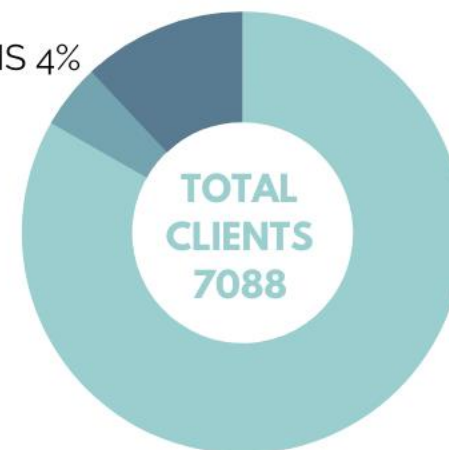
58
employees

7,088
clients

11,638
episodes of
service

68%
of clients received
>1 service type

Social Enterprise 15%
NDIS 4%



Aged Care 81%

3,417 Home Modifications
Clients

1,161 Home/ Yard
Maintenance Clients

2,510 Allied Health Clients



“ We are extremely happy with the ramp, it looks wonderful and is all we expected.

MICK, CANBERRA RAILWAY MUSEUM



AFTER



OUR COVID-19 RESPONSE

Our priority since the beginning of the pandemic has been to maintain and protect the health and well-being of our clients, staff and community. As we continually adapt to operations within the 'new normal', we have implemented a number of key organisational and procedural changes to ensure our clients and staff feel safe during service delivery.



TRAINING

All staff have undergone training to develop a deeper understanding of COVID-19, hygiene practices and the standard precautions required to prevent the spread of infection to maximise the safety of themselves and our clients.



HEALTH MONITORING

All staff undergo daily temperature checking and all customers are screened with COVID-19 questions prior to field staff arrival. QR Code Contact Tracing Registers, including screening questions, have been implemented at our Head Office and Workshops, as well as at client job sites.



SOCIAL DISTANCING

Significant renovations have been made to our head office to make our workspaces socially distant. Our field staff are continuing to practice social distancing when attending client homes.



PPE

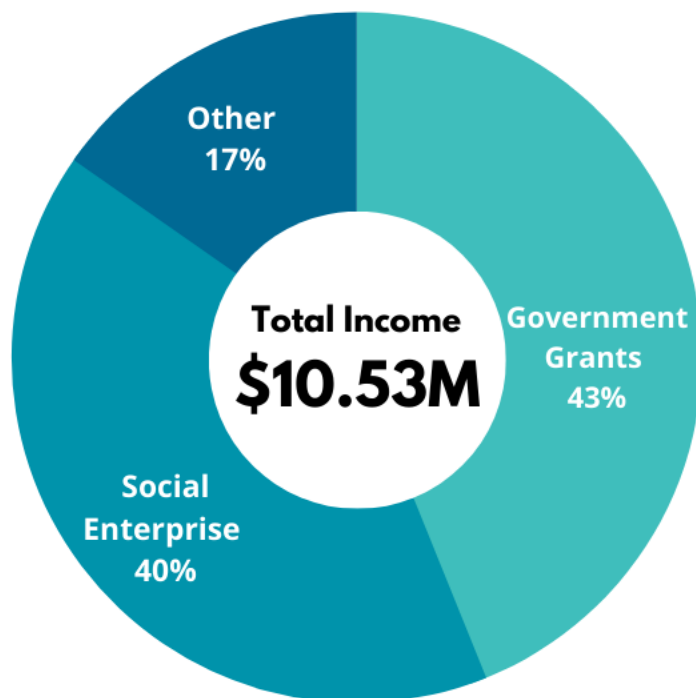
Personal Protective Equipment including face masks, gloves, hand sanitiser and cleaning equipment have been made available to all field staff. More frequent cleaning and sanitisation is being carried out both within office spaces and at client job sites.



COVID SAFE ORGANISATION

The organisation has implemented numerous policy and procedural changes to ensure compliance with Public Health orders, including both staff and subcontractors meeting vaccination requirements.

FINANCIALS



42%

SUSTAINABILITY

= Total Sales / Total Assets

(Benchmark is >20%)



↑ 46%

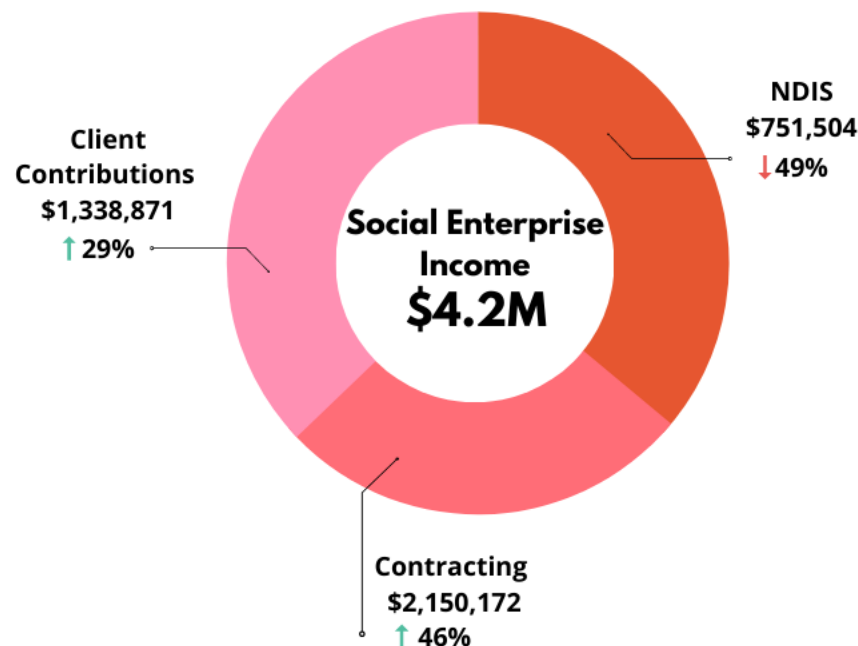
INCREASE IN
CONTRACTING INCOME

1:3.4

LIABILITIES : ASSETS

↑ 6.8%

INCREASE IN SOCIAL
ENTERPRISE INCOME



TOTAL EQUITY
UP 13% TO 4.6M



ANNUAL SURPLUS
\$195,098



LIABILITIES
DOWN BY 28%



“

CLIENT TESTIMONIAL

I can't put into words how grateful I am... The builder spent two days at my property, left things neater than when he arrived and I can't remember ever encountering a more professional or polite tradesman. I can't wait to recommend Scope to everyone!

JUDITH M

”

OUR FUTURE

05



PRIORITIES FOR 2021/22



Maintain COVID compliance
and safe service delivery



Streamline workforce for
faster service delivery



Enhance website and
payment systems



Enhance tech-based client
communication systems



Support for thin rural
markets through mobile
staff and service road-trips



Expand sub-
contracting trade pool



Build on social media interest
in 'Humans of Home Mods' –
client and staff stories



Expand social enterprise
services



SCOPE

HOME ACCESS



1300 765 887

www.scopehomeaccess.com.au

  @scopehomeaccess

Thank you to our partners, referral agencies, clients and community networks for your ongoing support



Illawarra (Head Office)

3 Hamilton Street
Dapto NSW 2530

Eurobodalla

Unit 4, 18-24 Yarragee Road
Moruya NSW 2537

Queanbeyan

Unit 8, 77 Thurrallilly Street
Queanbeyan East NSW 2620

Goulburn

36a Union Street
Goulburn NSW 2580

South Coast

7 Wandypark Road
Wandandian NSW 2540

Hunter

Unit 4, Cnr Giggins Rd and Motto Ln
Heatherbrae NSW 2324