



ANNUAL REPORT

2019/20

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A stylized map of New South Wales, Australia, in light grey. Six colored location pins are placed along the southern and central coast: a grey pin near the bottom left, a teal pin, an orange pin, a blue pin, a red pin, and another blue pin further north.



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



Home Modification Centre

3 Hamilton St

- Home Modifications ↑
- Home & Yard Maintenance ↑
- Occupational Therapy Assessments ↑
- Disability & Aged Care Access Solutions ↑

our story

Scope Home Access are the experts in providing a one-stop-shop for quality home environment assessments, modifications and home and yard maintenance for the elderly and people with a disability.

Our team can work with you to provide quality, cost effective solutions based on what suits your individual circumstance.



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 a high value on:

- | | |
|-------------------|-----------------------|
| Trust | Accountability |
| Positivity | Quality |
| Innovation | Dignity |

SCOPE HOME ACCESS:

A one stop shop for Australians looking to find *a way to stay*



HOME
MODIFICATIONS



HOME/ YARD
MAINTENANCE



OCCUPATIONAL
THERAPY



LAWN
MOWING

A MESSAGE FROM OUR CHAIRPERSON



Anja Nivala
Chairperson 2019/20

The year under review in this report has been a time of challenges that were both serious in their nature and significant in their impact. Since September 2019, our staff and clients have faced catastrophic fires, storms and finally COVID-19. Each had a devastating effect on clients and brought a tremendous focus on safety and health within the home environment. The Board was proud to support management and staff who faced and overcame significant operational challenges to create and maintain a COVID-safe plan for service provision. Scope Home Access, as a team, have ensured that all service types in all regions were able to continue to be provided in a safe manner, even at the height of COVID restrictions. During such a difficult year, the team has still managed to increase our service provision by 925 clients to make a total of 7,105 people assisted through 10,791 episodes of service.

In response to both the environmental and health emergencies, the ebb and flow of both funded and social enterprise work has been difficult to navigate. Managing workforce safety and engagement was essential for business continuity. The Federal Government's NFP supplements were gratefully received to help cover the expense of essential but difficult to source PPE and other COVID-related costs that affected our workforce. Modifications to our own head office in Dapto will mean we have a safe environment in place by the end of 2020. This will allow us to have all administrative and support staff return to base from work-from-home arrangements that have been in place for most of this year.

During the year we were successful in gaining new Commonwealth Home Support Program (CHSP) funding to provide Home Modifications in the ACT (\$400,000). While this funding only became available near the close of the financial year and during the height of COVID-19 impact, it was a welcome enhancement to our well-established home modification services in the NSW Capital Country. Under the COVID-19 CHSP Flexibility Provisions, it also helped us to resource and provide Home/Falls Monitoring services and devices to 120 vulnerable clients and to address the surge of referrals for home assessment/modification across all of our service areas, once restrictions started to lift.

During such a difficult year, the team has still managed to increase our service provision by 925 clients to make a total of 7,105 people assisted through 10,791 episodes of service.

Our strategic plans for the development of enhanced face-to-face expos and forums for our clients and community service networks, were of course shelved once the pandemic hit. While this year has focused heavily on sustainability of safe and effective operations for both staff and clients, the Board has revisited our planning to look at ways we can still seek strategic growth while maintaining safe, quality services. Across the next two years and to meet the expectations of our funding body and clients in what is now the 'new normal' working environment, the Board will turn our strategic focus to the following areas:

1. Superior Client Experience
2. Increased Social Enterprise Services
3. Safe service delivery
4. Adaptable & Resilient Workforce
5. Strong Local Networks

With CHSP funding contracts concluding in June 2022, our particular focus on increasing and enhancing social enterprise services will be pivotal to our ongoing success. At the time of writing, The Royal Commission into Aged Care Quality and Safety has concluded its final hearing, with Senior Counsel outlining 124 proposed recommendations and an ambitious five-year timeline for transforming Australia's aged care system. Given our clients' clear call for assistance to remain in their own home, we look forward to seeing recommendations being implemented by ongoing federal governments that support our elders' profound desire to age in place, in their preferred communities.

The Disability Royal Commission continues and we look forward to hearing the recommendations provided as they become known. Our work this year has seen us expand our OT/Builder consultation services on design and review of Specialist Disability Accommodation. While our Allied Health (OT Assessments) and Home Modification services to NDIS participants were initially subject to the COVID impact, building approvals have again become robust and many great outcomes have been achieved this year for NDIS participants. Ongoing, we hope to explore how we may expand our service provision for Specialist Disability Accommodation to further support both participants and other disability service providers.

The response to the COVID pandemic and the Royal Commissions into Aged Care and Disability Services, are exposing gaps in our systems of health, aged care and disability support as well as highlighting the interconnections and dependencies. Housing also comes into this mix and as 2021 is a federal election year, our CEO will be advocating strongly for the retention of block funding for allied health assessments and health or safety related home modifications.

I want to thank my fellow Board members along with our CEO Anne, the management team and all the staff for working as a team and reinforcing our commitment to clients even in these 'unprecedented times'.



Robyn South

At our AGM, Robyn South, our Board member/Treasurer who joined us in 2015 as part of our merger with Port Stephens HMMS, will sadly be stepping down. Robyn has been a dedicated supporter of home modifications for over 20 years providing sound governance and considered input to designing our model of service delivery. We wish her well and thank her for the time and commitment to our Board, our staff and clients.

I would also like to sadly advise on the passing of our former long-term Board Member, Col Markham. Col was integral to the formation of Scope Home Access as a stand-alone auspice and was a tireless advocate of our programs to assist both our aged clients and those of any age with a disability. We will certainly remember his enthusiasm for community service, his strength in advocacy and his camaraderie across the years.



Col Markham

The 20/21 financial year will continue to bring a myriad of challenges however, we will have an expanded Board with new members bringing skills to complement our Governance expertise. Scope Home Access will be here for our clients and I look forward to working with our whole team to progress our 'A Way to Stay' vision in the communities we serve.

Anja Nivala, Chairperson

PRIORITIES FOR 2021



**SUPERIOR
CLIENT
EXPERIENCE**

**INCREASED
SOCIAL
ENTERPRISE
SERVICES**

**SAFE
SERVICE
DELIVERY**

**ADAPTABLE
& RESILIENT
WORKFORCE**

**STRONG
LOCAL
NETWORKS**

02



OUR CLIENTS



FUNDED SERVICES

MY AGED CARE

Scope Home Access receives funding through the Commonwealth Department of Social Services (DSS) 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.

AUSTRALIA'S AGEING POPULATION

Australia's population is set to both grow strongly and become older, an outcome that is largely positive and primarily reflects improved life expectancy.

The average life expectancy of someone born in 2012 will be:

94.4 YEARS for females **91.6 YEARS** for males

Population growth and ageing will affect **labour supply, economic output, infrastructure requirements** and **governments' budgets**.

The population aged 75 or more years is expected to rise by 4 million from 2012 to 2060, increasing from:

6.4% TO 14.4%
of the population

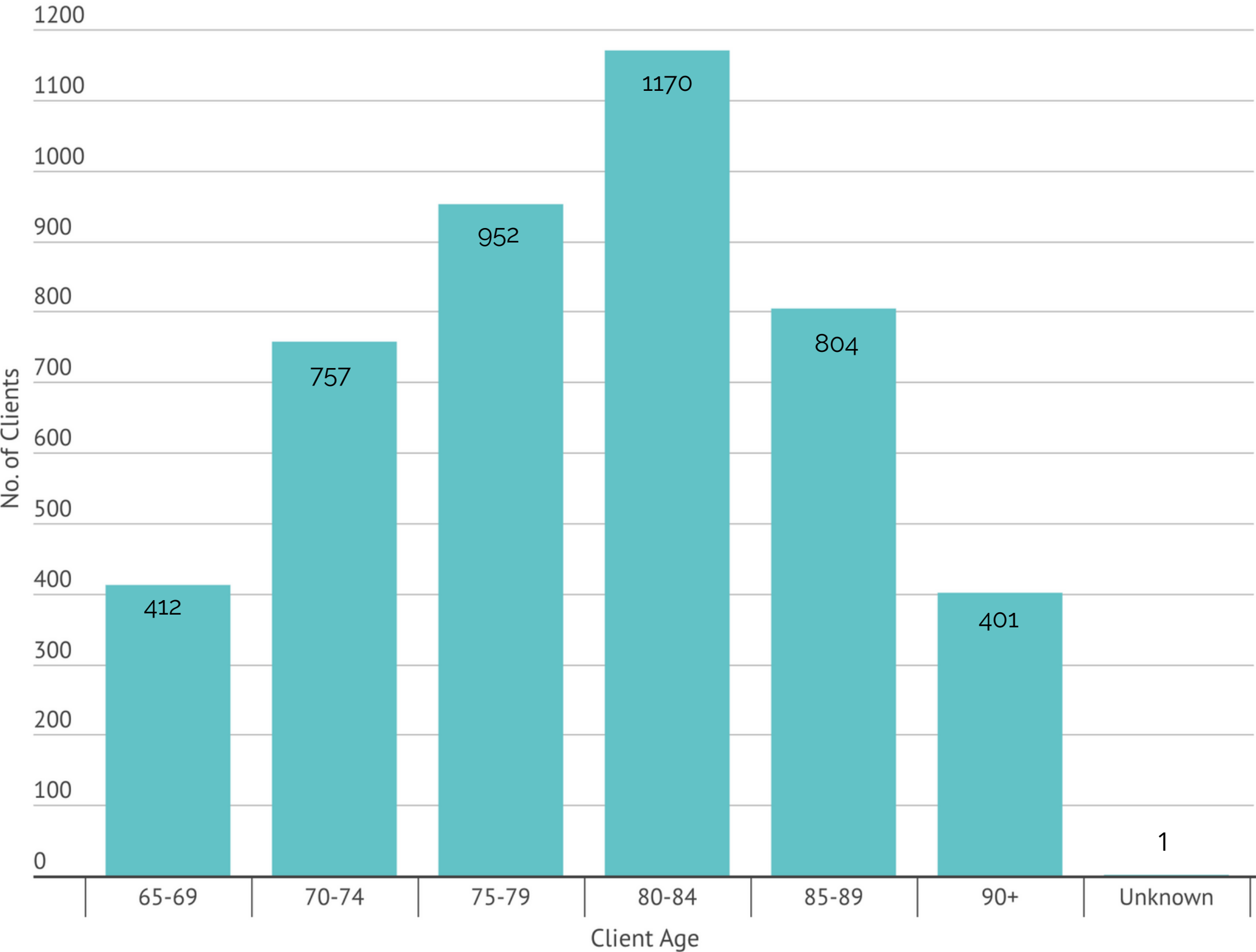
It is projected that Australian governments will face additional pressures on their budgets equivalent to around 6 per cent of national GDP by 2060, principally reflecting the growth of expenditure on **Health, Aged care** and the **Age Pension**

Major impending economic and social changes can create the impetus for new reform approaches not currently on the policy horizon. For example:

- 1.** The design of the Age Pension and broader retirement income system might be linked to life expectancy after completion of the current transition to 67 years in 2023.
- 2.** Using some of the annual growth in the housing equity of older Australians could help ensure higher quality options for aged care services and lower fiscal costs.
- 3.** Wide ranging health care reforms could improve productivity in the sector that is the largest contributor to national budget pressures.

CLIENT DEMOGRAPHICS

FUNDED SERVICES



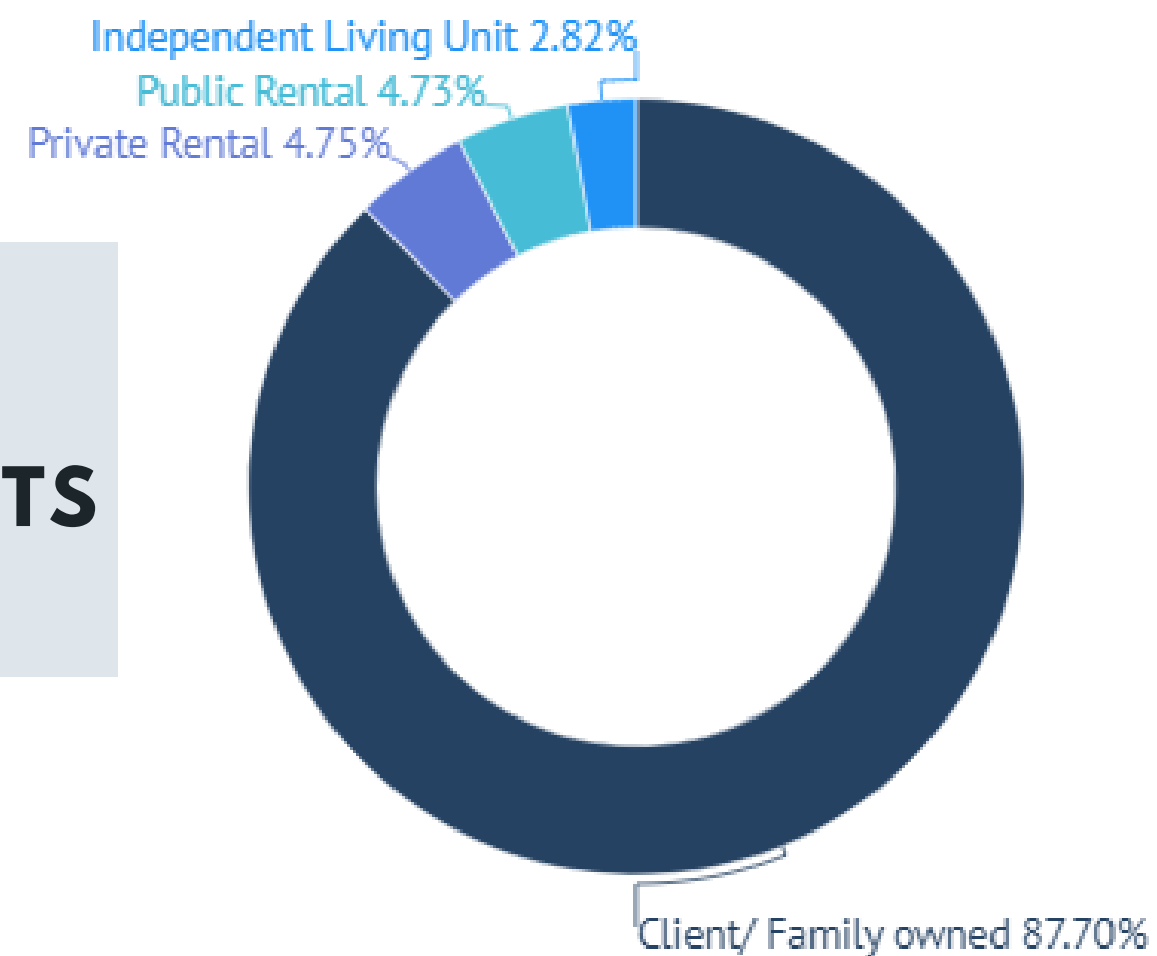
Average CHSP subsidy for
Home Mods clients:

\$1,129

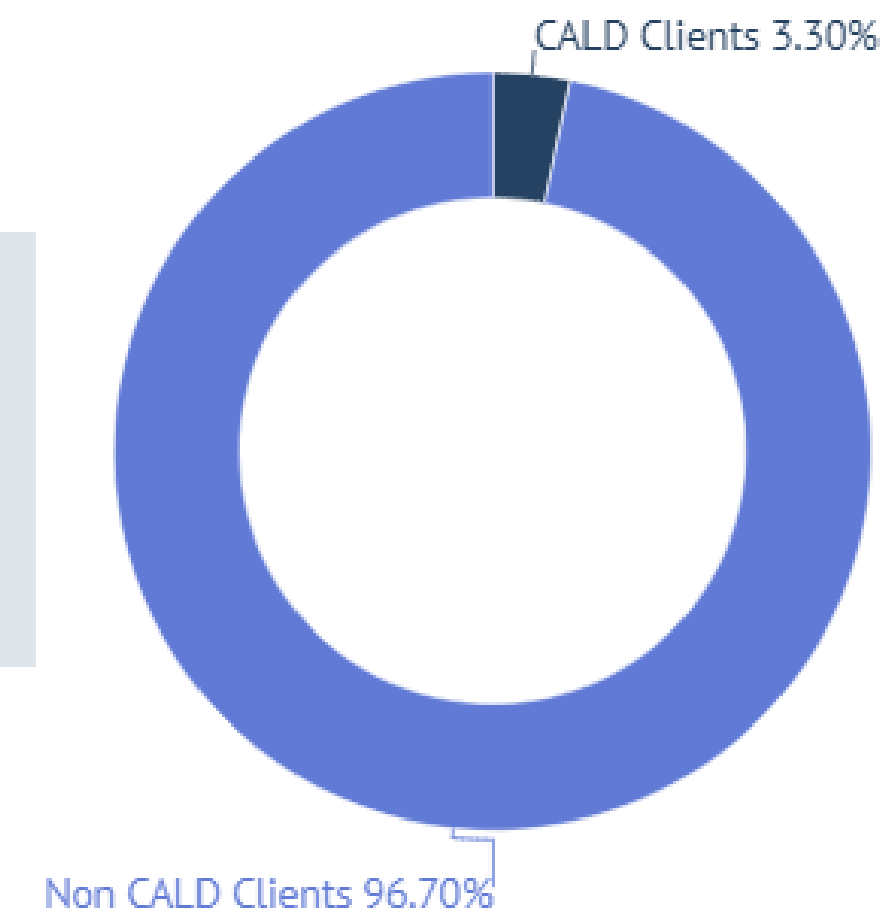
Average CHSP subsidy for
Home Maintenance clients:

\$388

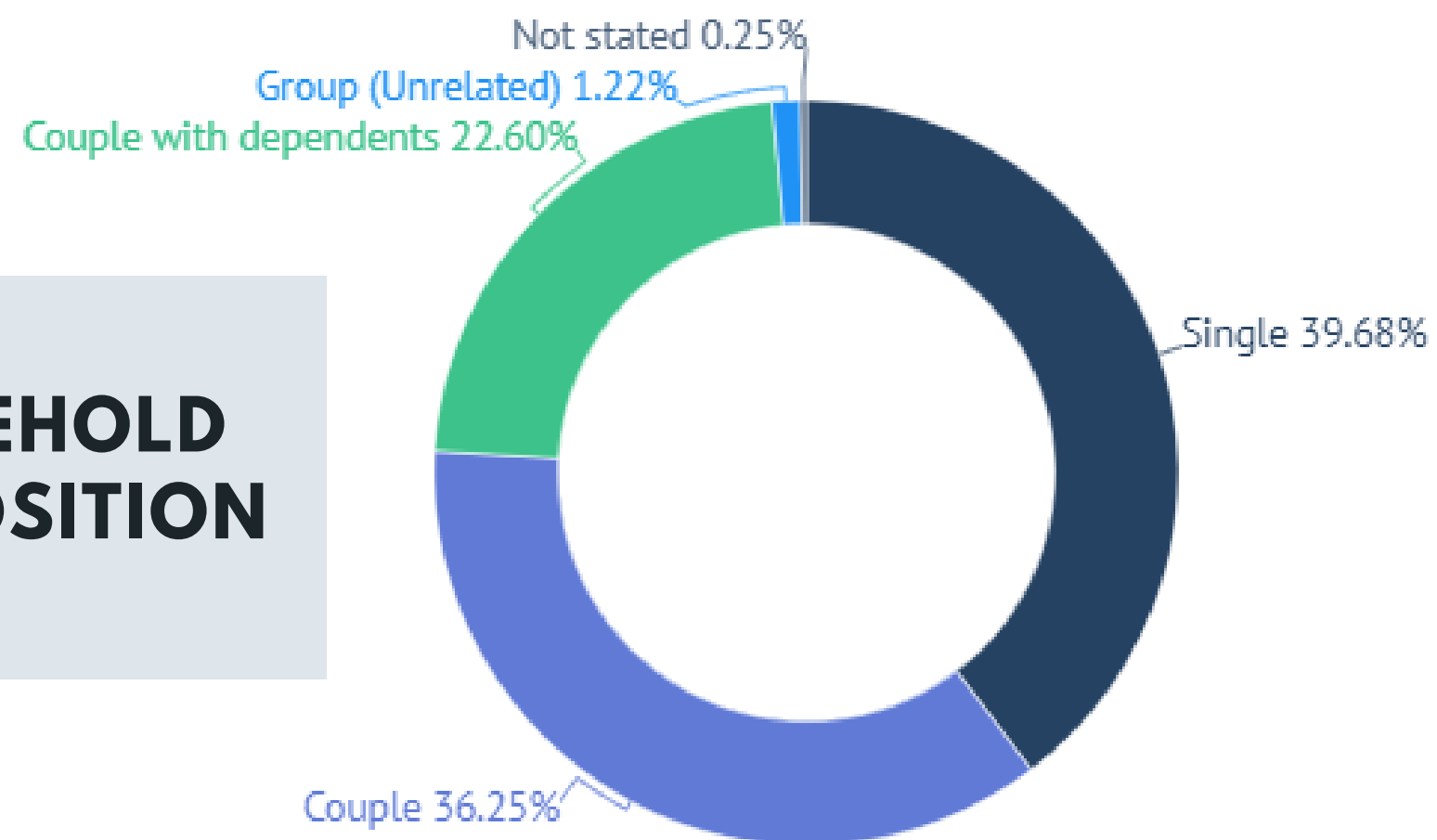
LIVING ARRANGEMENTS



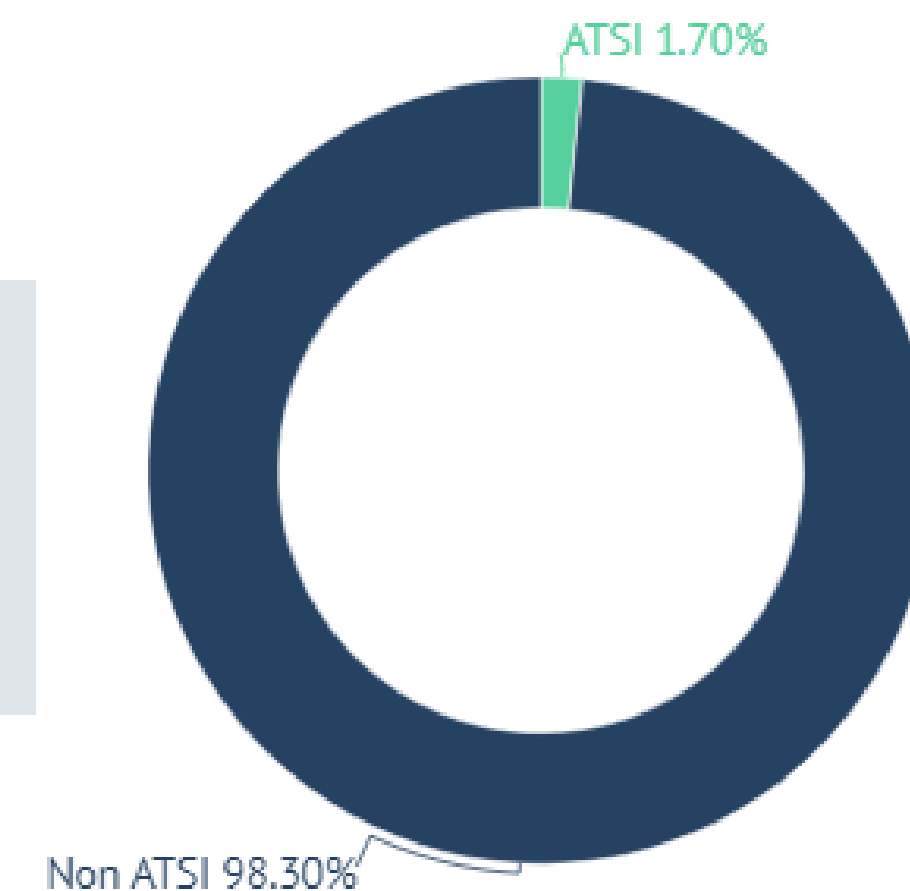
CALD STATUS



HOUSEHOLD COMPOSITION



ATSI STATUS



CLIENT TESTIMONIAL - MY AGED CARE

I am extremely happy with the ramp. You did a marvellous job, there are no faults and the welding is perfect. This means a lot to me as I am now able to live safely at home and potter in my shed. Thanks again for the great work you and your team do.

KEVIN M





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:

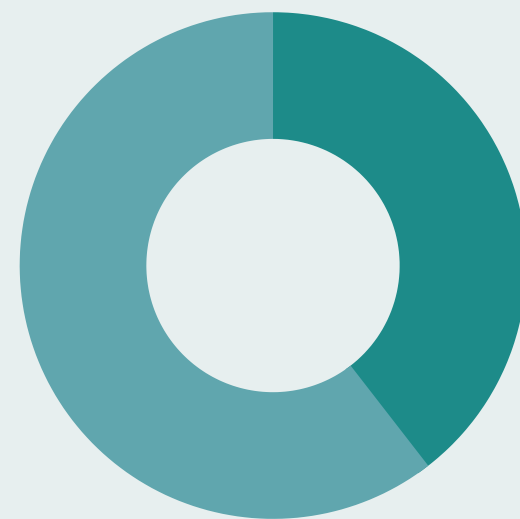
- NDIS
- DVA
- HomeCare Packages (Aged Care)
- Lifetime Care & Support
- Insurance Companies

DISABILITY IN AUSTRALIAN HOUSEHOLDS

'Ageing-in-place' either for aged care or disability clients living with both accessibility and housing condition issues, is a major challenge for Australia. (Jackson, 2019)



12.5% of Australians under 65 live with disability.



35.9% of Australia's 3.9 million households include a person with disability.

50.7%

of those 65 and over live with disability.



2 in 5 people with disability are 65 or older.

“

Thank you for all the service I received from the moment I came into your office to enquire. The process ran efficiently and smoothly. I'm very happy with Scope Home Access.

RHONDA E

”

84%

OF CLIENTS FELT
THEIR INDEPENDENCE
WAS IMPROVED

91%

OF CLIENTS
WOULD
RECOMMEND US

92%

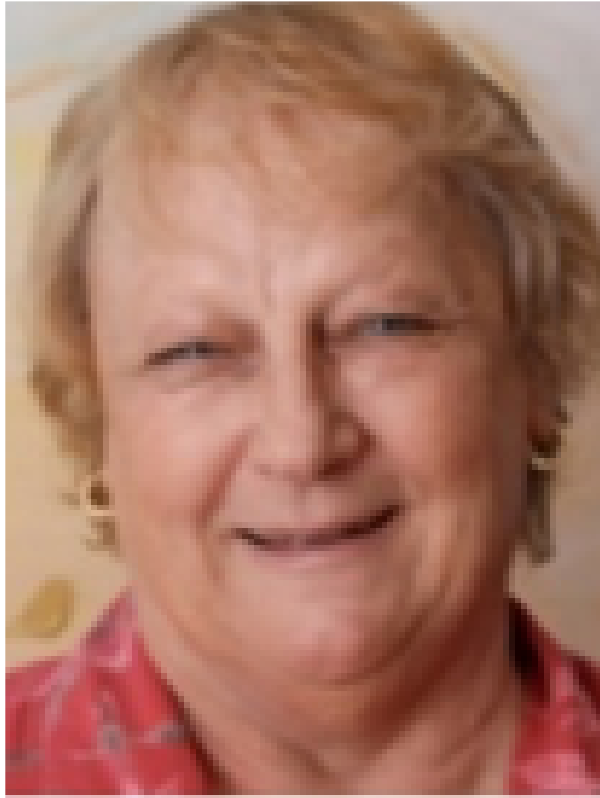
OF CLIENTS WERE
HAPPY WITH OUR
SERVICES



03

OUR TEAM

OUR BOARD



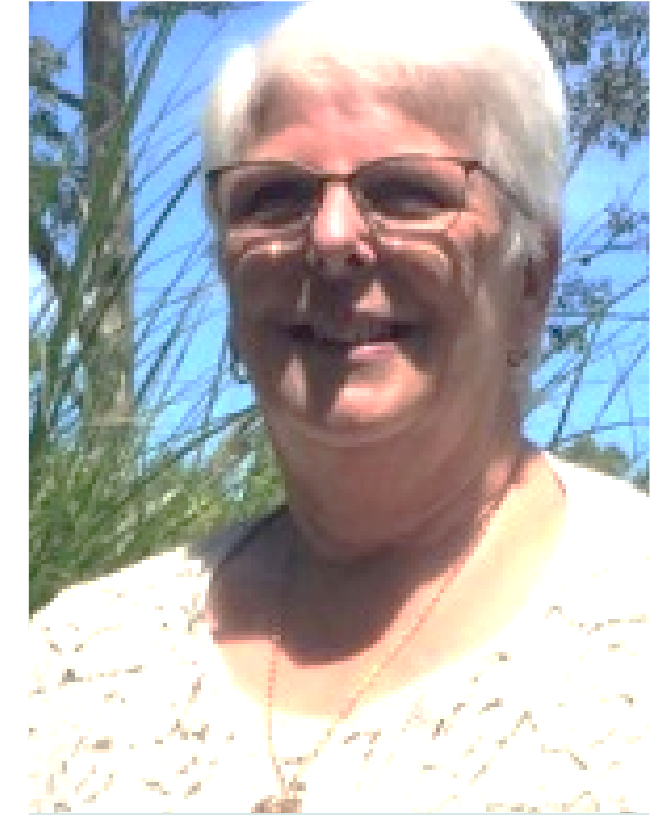
**ANJA
NIVALA**
Chairperson



**LUIGI
ANDREATTA**
Vice Chairperson



**CHRISTINE
SPACKMAN**
Secretary



**ROBYN
SOUTH**
Treasurer

OUR GOVERNANCE

The Board of South Coast Home Modification & Maintenance Service Ltd (SCHMMS Ltd) trading as Scope Home Access, operates from a governance and values framework. SCHMMS Ltd is a Non-Profit (Not For Profit – NFP) organisation. A NFP is an organisation that does not operate for profit, personal gain or other benefit of a particular person or people. Surplus created through social enterprise is invested back into the improvement of services to our target communities.

Our Board consists of volunteer Directors who are skilled professionals in relevant fields and/or experienced consumer representatives. Across the 2019-2020 financial year, the Board has ensured that robust mechanisms are in place, reviewed and reported to fulfil our obligations in ensuring the organisation is:

- Legislatively compliant
- Financially viable
- Acting ethically in alignment with our stated Values
- Maintaining accountability to our funding bodies and the relevant service standards against funded income
- Working strategically to progress our stated Vision & Mission

The SCHMMS Ltd Constitution, 2019-2020 Audited Financial Statements and various policy documents can be requested by emailing info@scopehomeaccess.com.au or contacting Corporate Services on 1300 765 887. Links to various documents and policies can be found on our website at www.scopehomeaccess.com.au.





WE ASKED OUR CLIENTS WHAT MAKES A GREAT CONSUMER EXPERIENCE.....

Scope Home Access uses our Client Feedback to inform strategic focus in developing and progressing our Vision, Mission and Values. Here is a summary of what our client's have told us this year, relevant to what they believe will make for a great consumer experience in future aged care home modification:

| |
|---------------------------------------------------------------|
| Supporting people to stay in their homes longer |
| Holistic and integrated services |
| Professionally qualified and experienced staff |
| An individual, person-centred approach |
| A focus on preventative health and safety measures – wellness |

| |
|----------------------------------------------------------------|
| Understanding diversity and lifestyle |
| Awareness of rural issues |
| Equitable funding |
| Importance of social connectivity and mental health |
| Technology as an enabler and connector in the home environment |



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.

50 dedicated staff

30+ years experience

7 new staff members recruited

54% of staff have a tenure of >5 years





STAFF PROFILE:

SEAN MCNEARY

Occupational Therapist

How long have you been working at Scope Home Access?

6 years this January

What do you enjoy about your job?

Being able to make a positive difference in people's everyday lives.

What's been your most memorable moment working here?

In 2016 I worked with a teenage girl who had a rare genetic disorder which affected her physical and cognitive development. She was unable to mobilise and communicate and was dependent on her family with all aspects of her daily life. During this period she was receiving sponge baths in her bed because there was no circulation space to accommodate her existing equipment for showering. Through careful planning with the SHA builders and her care providers, we were able to modify the bathroom and receive funding for transfer equipment so that her parents could provide showers in a safe and easy manner. This was my first complex intervention which involved specific design and the collaboration with multiple services. In the end it was a great success and everyone involved were very satisfied with the outcome.

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

To help them overcome physical boundaries in their environment to help increase independence in daily life.



STAFF PROFILE:

ARIE VAN ARKEL Construction 2IC

How long have you been working at Scope Home Access?

Just over 5 years

Whats the most challenging part of your job?

Recently, the main challenge has been adapting our way of working as the COVID-19 pandemic has unfolded. There have been many changes to our procedures and we've needed to mobilise staff between regions to account for undulating demand.

What is your most memorable moment working at Scope?

Installation of some home modifications for an elderly lady who's husband had recently passed away. She'd been very worried about falling whilst alone in her house and, once the job was finished, was overwhelmed and very grateful - even inviting her neighbours over to have a look.

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

There's no place like home!

STAFF DATA

TENURE

<2 YEARS: 30%

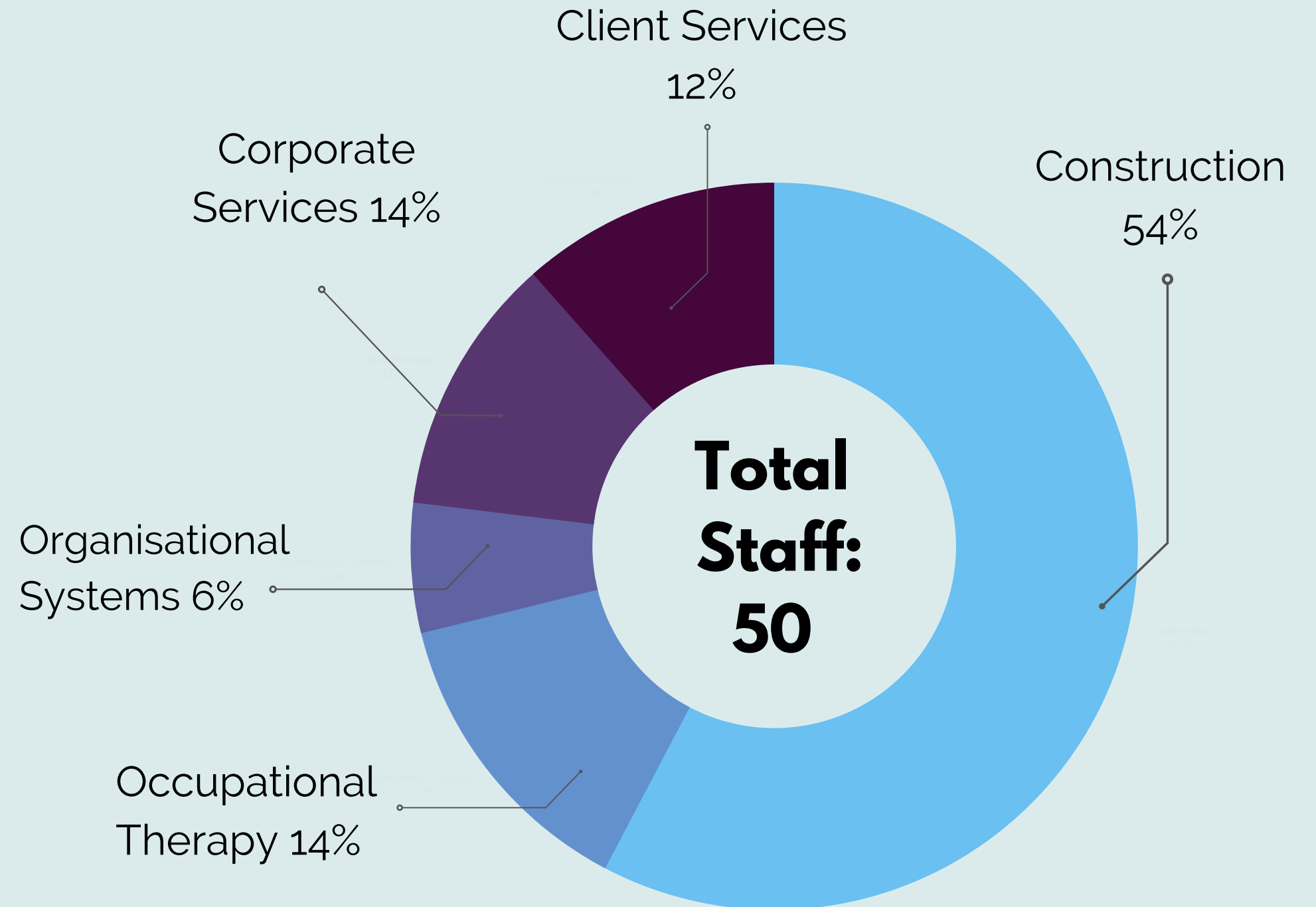
2-5 YEARS: 18%

5-10 YEARS: 22%

10-15 YEARS: 20%

15-20 YEARS: 4%

> 20 YEARS: 6%



"Working in Aged Care gives me a sense of perspective and reminds me what's important in life." Marilyn (Corporate Services)



STAFF PROFILE:

JORDAN GRIFFITHS Builder

How long have you been working at Scope Home Access?

I've been working at Scope in the Hunter for close to 3 and half years

What's the most challenging part of your job?

Fitting all the work into a working week because we are constantly so busy.

What is the most rewarding part of your job?

The genuine thankfulness and appreciation from clients when modifications are completed. It's nice to make things a little easier for the elderly and people with disabilities in their day to day life.

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

I feel that the best outcome for our clients after modifications are completed is that the client feels more safe in their own home and that they don't have to go into an aged care facility.



STAFF PROFILE:

ROSIE DE FRANCESCHI Receptionist

How long have you been working at Scope Home Access?

I have worked with Scope for 11 years

What's been your most memorable moment working here?

When Scope as an organisation expanded into other area's in NSW and ACT and giving client the benefits of living at home longer and safer.

What do you enjoy about your job?

The diversity of my role and the feedback from clients that we have made a difference in their lives.

What is the most challenging part of your job?

At the moment with COVID-19 I have found that our Elderly clients are even more in need for social support. I am often the only person they have spoken to or seen on that day and I place myself in their shoes, and I always strive to make it a pleasant call for the clients.

CLIENT TESTIMONIAL - NDIS

From the first contact we had with the builder, he was awesome. He showed such professionalism and his workmanship was perfect. He was extremely flexible and understanding of our situation with our daughter and always worked around our needs without hesitation. Every tradesman that came onto the job showed the same flexibility and courtesy and were a pleasure to have in our home.

We were very nervous as to how we would cope having these major changes done in the home, yet every day the house was left in an extremely clean, tidy and safe place for us all to live. Brad was meticulous in making sure this was the standard of every tradesman that came into our home. Brad is by far one of the best builders I have ever dealt with and I wanted to express what an asset he is to the Scope Home Access Team. I have no hesitation recommending him and the company to anyone.

These renovations have already made our lives so much easier caring for our daughter. Thank you from the bottom of our hearts.

KYLIE G





STAFF PROFILE:

BILL COOPER

Regional Construction Supervisor

How long have you been working at Scope Home Access?

Since 2007

What's been your most memorable moment working here?

An early bathroom modification done for a young wheelchair bound client, he was very excited and emotional about the independence the room gave him.

What do you enjoy about your job?

Making people's lives better.

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

Small changes can make big differences.



STAFF PROFILE:

JUANITA SIELER

Organisational Systems Manager

How long have you been working at Scope Home Access?

A little over 7 years.

What do you enjoy about your job?

I enjoy the broad scope of work covered in the role and working behind the scenes with a great team of people. Organisational Systems encompasses HR, WHS, Staff training and induction, audit, compliance, promotion and marketing, so there's never a dull moment!

What is the most challenging part of your job?

Trying to find enough hours in the day to get it all done!

What do you think the best outcomes are for our clients?

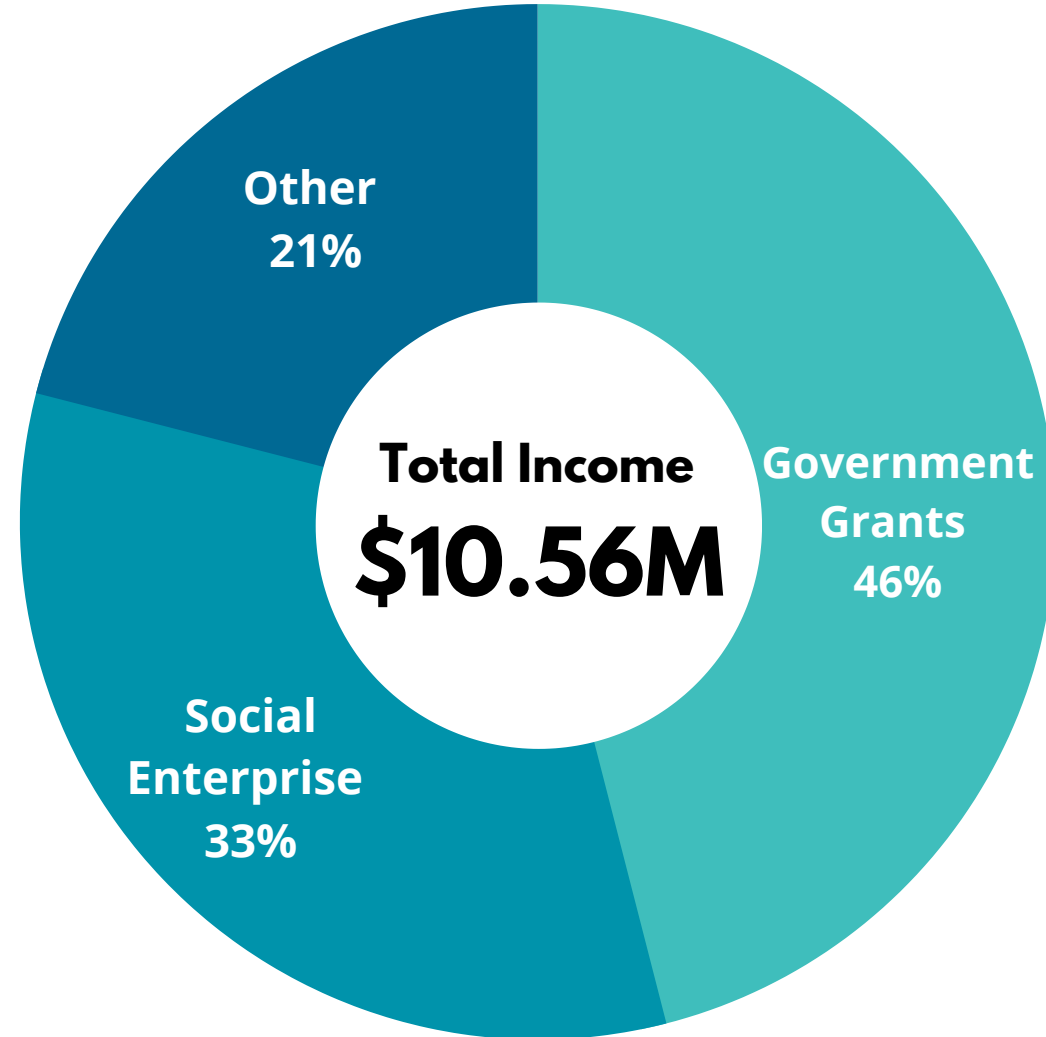
Our Mission Statement is Scope Home Access will help people find 'a way to stay' in the homes and communities they choose – I think that sums it up quite nicely. Whether our intervention is minor or major being able to help people stay in their home and maintain their independence is an important aspect to anyone's wellbeing.

04

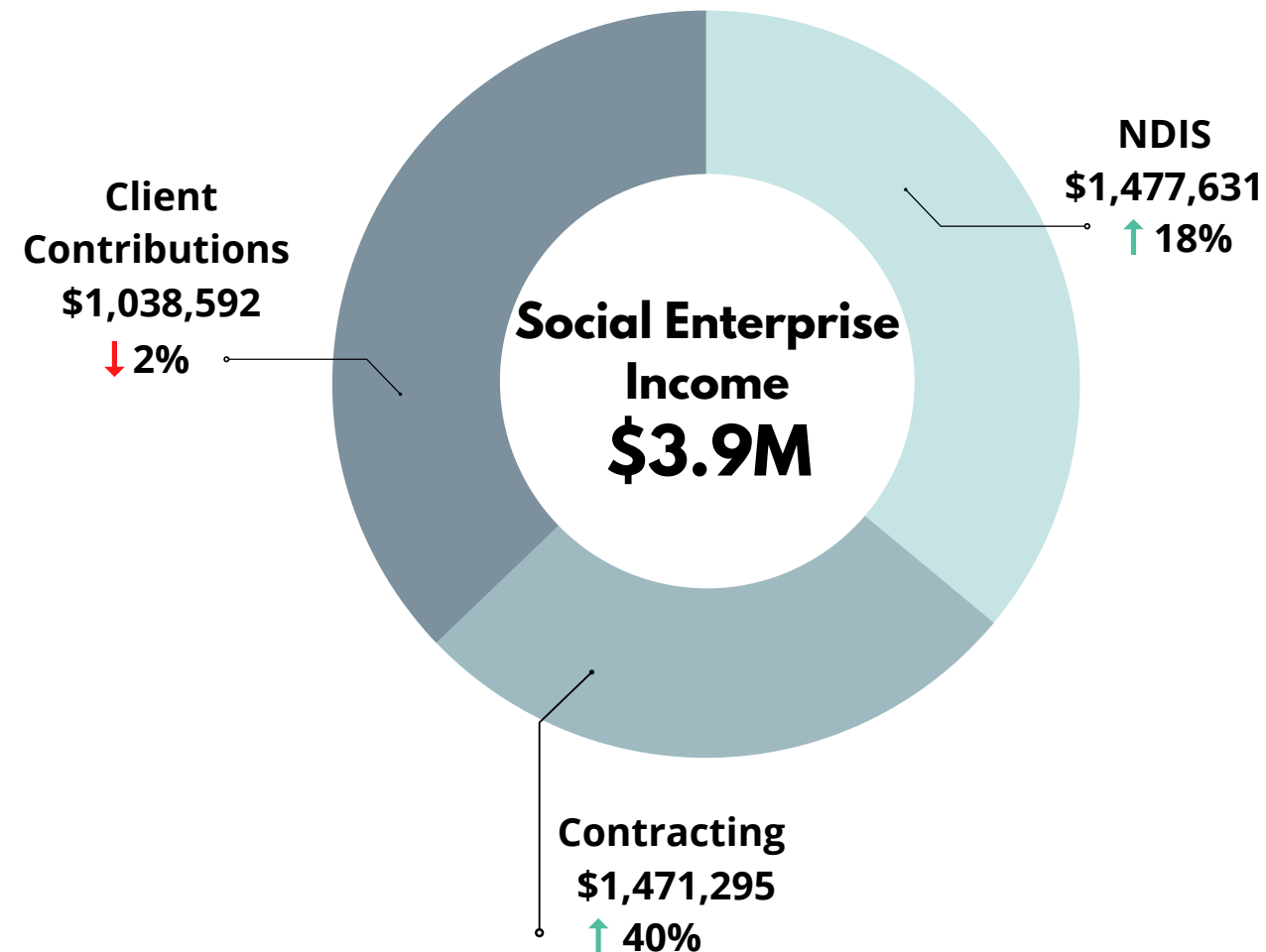


OUR PROGRESSES

FINANCIALS



46%
SUSTAINABILITY
= Total Sales / Total Assets
(Benchmark is >20%)



**TOTAL EQUITY
UP 3.8% TO 4M**



**ANNUAL SURPLUS
\$146,193**



**ASSETS UP
1.87% TO
\$6.07M**



↑ 11%

INCREASE IN CHSP
FUNDING

↑ 21.25%

INCREASE IN NDIS INCOME
OVER FINAL DISABILITY
BLOCK FUNDING
(2018/2019)

✓ 1:2.9

LIABILITIES : ASSETS

↑ 5.6%

INCREASE IN SOCIAL
ENTERPRISE INCOME

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. We have implemented a number of key organisational and procedural changes to ensure our clients and staff feel safe and comfortable when receiving services from us.



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

Our office staff have been supported to work from home wherever possible whilst significant renovations have been made to our head office to make our workspaces socially distant. Our field staff are practicing social distancing when attending client homes.



PPE

Personal Protective Equipment including face masks, gloves, and cleaning equipment have been made available to all field staff. Stocks of essential PPE are maintained at high levels for continuation of service during COVID restrictions.



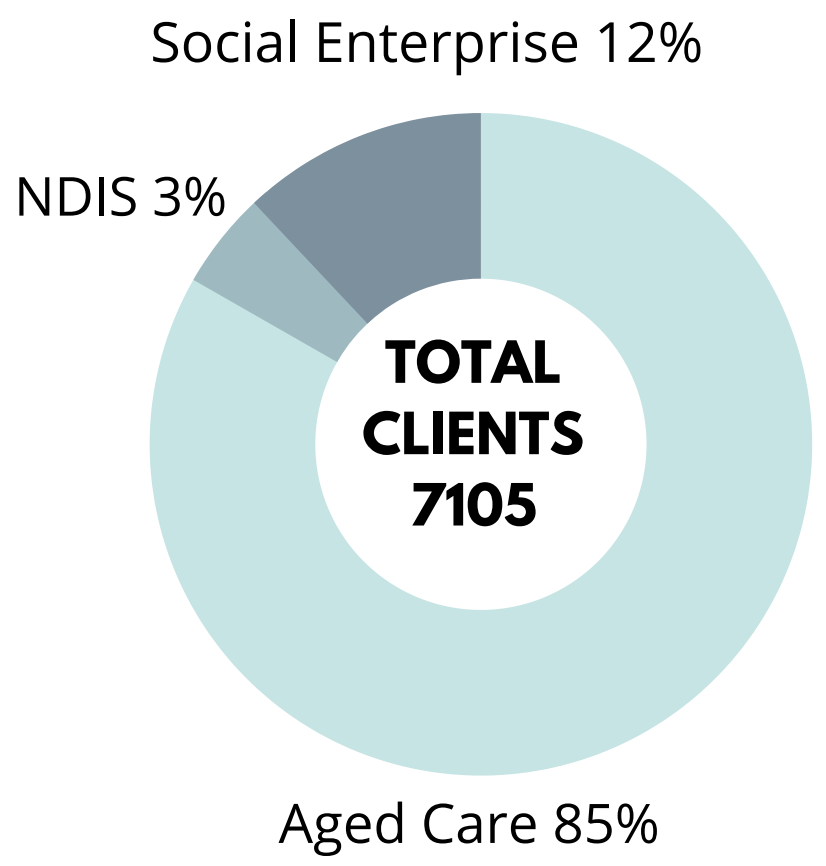
HYGIENE

Hand sanitiser has been allocated to all staff and is available for clients at our Head Office. More frequent cleaning and sanitisation is being carried out both within office spaces and at client job sites.



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

| | |
|-----------------------------------------|------------------------------------------------------|
| 50 Employees | 7,105 Clients |
| 10,791 episodes of service | 73% of clients recieved >1 service type |



| | |
|--------------|-----------------------------------|
| 3,240 | Home Modifications Clients |
| 1,275 | Home/ Yard Maintenance Clients |
| 2,472 | Allied Health Clients |
| 118 | Goods & Equipment Clients |

These opening lines of my 2019-2020 CEO's Report, reflect not only the sentiments of our Board and staff but I'm certain that they also reflect those of our fellow providers in both aged care and disability. Challenges provided throughout this extraordinary year, have shown us more than ever, the value of working together as a team with in-house staff, subcontractors and our community service networks all focused on helping the most vulnerable members of our communities.

For Scope Home Access, across all of our service provision areas of Illawarra, Shoalhaven, Eurobodalla, ACT/NSW Capital Country and Hunter, the 'unprecedented times' started in August 2019 with the beginning of what turned out to be a season of catastrophic fires and storms that left both staff and clients devastated. Just as these came under control and recovery measures could begin for land, homes and most importantly families, COVID-19 hit and our country quickly went into lock-down scenarios.



Challenges provided throughout this extraordinary year, have shown us more than ever, the value of working together as a team with in-house staff, subcontractors and our community service networks all focused on helping the most vulnerable members of our communities.

Our 2018/19 strategic plans were paused and with great resilience our workforce concentrated their efforts on adjusting to a new, COVID-safe way of providing service. We developed a COVID-safe plan with accompanying Safe Working Method Statements (SWMS) and our field staff, Occupational Therapists (OTs) and Construction, pushed forward to ensure



**A MESSAGE FROM
OUR CEO**

vulnerable clients still had access to services in their home. Personal Protective Equipment (PPE) became difficult to source and very expensive but staff were fantastic in tracking down our needs and being vigilant with hygiene and social distancing.

OTs adapted their practices and provided telehealth assessments where feasible. We assess both the home environment as well as the person, so this was not the easiest undertaking to navigate for either staff or clients. Though it was not a popular option it did work well for some and was a steep learning curve about where we might turn our focus on future innovative ways of assessment and service delivery.

Our field staff implemented and continue to use screening questions, phone/video liaison with clients and COVID-safe work practices for both our aged care and disability clients. Our administrative and support staff were and continue to be, exceptional in organising work from home rosters and keeping up communication with clients and field staff. They have worked hard to meet the needs of all stakeholders with communication flowing and jobs progressing at an extraordinary rate, even with all the challenges of this year.

Our administrative and support staff were and continue to be, exceptional in organising work from home rosters and keeping up communication with clients and field staff.

Referrals for all service types in all areas slowed significantly due to COVID from February to April 2020. Then, as our communities and clients adjusted to the 'new normal' and restrictions began easing, we were deluged with referrals for the practical work required to keep people safely in their own homes.

Since May 2020, referral numbers have been significantly higher than at any time in the last twenty years. I will be advocating strongly to peak bodies and government departments for enhanced funding. It is essential we inform our funding bodies of



the need to supply services for our most vulnerable community members. Timeliness of service is of huge importance to any customer experience and limited funding creates waitlists that impact both the safety and confidence of our clients.

Sourcing quality sub-contractors and even recruiting in the construction division has been challenging for us this year as well. With a large demand for insurance based, new-build post fire season and the renovating marketing exploding across COVID home lock-down scenarios, the NSW/ACT construction workforce is spread thin on the ground. Our own construction team and our OTs have been outstanding in stepping up to work flexibility and 'away from base' to try and keep on top of the waitlists. Road trips have seen our teams sweeping out to regional and rural communities to ensure that no client is left without service. More reasons to inform government and seek further funding for these essential services.

Although the year has obviously been difficult, it has given us the chance to revisit our strategic planning and look at how we can enhance the customer experience for both our aged care and disability clients. The 'new normal' way of providing COVID-safe service will be with us for some time. Flexible, adaptable staff will be essential to progress our goals and this year our team has shown they have the mettle to step-up and embrace the challenge of urgent change.

With the easing of post-COVID restrictions, we were able to maintain a solid financial base, albeit a moderate surplus for the year (\$146,193). Increasing our social enterprise services for both NDIS participants and Homecare Package (HCP) clients will remain a priority for us across the coming two years with our CHSP funding contract to run through to June 2022. Ongoing, we will advocate strongly for block-funding to remain for all our CHSP service types.

Throughout the coming year, we will continue to adapt our business model to meet the changing needs of our clients and our network partners. Flexible and adaptable will be our key words for responding to government policy and program changes. Embracing these changes will help us focus on:

- Delivering a quality customer experience in line with heightened community expectations including support online from intake to completion of works
- Adapting to government policy or program changes that may be implemented from the Aged Care Royal Commission report (to be handed down 26th February 2021) and the ongoing Disability Royal Commission
- Supporting our HCP clients and their providers as the program transitions in 2021 to paid-in-arrears for service under packages; and
- Investigating how we can broaden our services to NDIS participants, based on our long-term experience with disability accommodation

To our Board Members both current and outgoing, your resilience, commitment and contribution to the achievements of Scope Home Access has been outstanding. Unprecedented operational challenges have undoubtedly been the focus for the year and we are fortunate to have a Board willing to provide support and guidance in conjunction with their governance role. We have truly been in this all together.



The loss in September this year of former Board Member Col Markham, was a sad blow to all. We remember him with great fondness for his staunch support and unwavering enthusiasm for this organisation. Ongoing we will also miss Robyn South as she retires from our Board. Robyn helped make the merge with Port Stephens HMMS in 2015 a smooth process and her guidance on service to her local Hunter communities, has been invaluable.

To our Management Team and Staff, I offer my heartfelt thanks for your great work this year. I am so proud of how you have stepped up to your WHS responsibilities, COVID screening and proper PPE use against the COVID pandemic. Together, we will meet the challenges and find new opportunities to help people find 'a way to stay' in the homes and communities they love.

Anne Reeve, CEO



TWO DECADES in review...

2000

CLIENTS: 486

STAFF: 4

REGIONS: 1

TOTAL INCOME:

\$215,000

SOCIAL ENTERPRISE

INCOME: \$46,000

2005

CLIENTS: 791

STAFF: 10

REGIONS: 1

TOTAL INCOME:

\$1, 565,000

SOCIAL ENTERPRISE

INCOME: \$197,000

2010

CLIENTS: 2425

STAFF: 25

REGIONS: 4

TOTAL INCOME:

\$4,645,000

SOCIAL ENTERPRISE

INCOME: \$506,500

2015

CLIENTS: 3732

STAFF: 37

REGIONS: 6

TOTAL INCOME:

\$7,275,000

SOCIAL ENTERPRISE

INCOME: \$987,000

2020

CLIENTS: 7105

STAFF: 50

REGIONS: 6

TOTAL INCOME:

\$10,540,000

SOCIAL ENTERPRISE

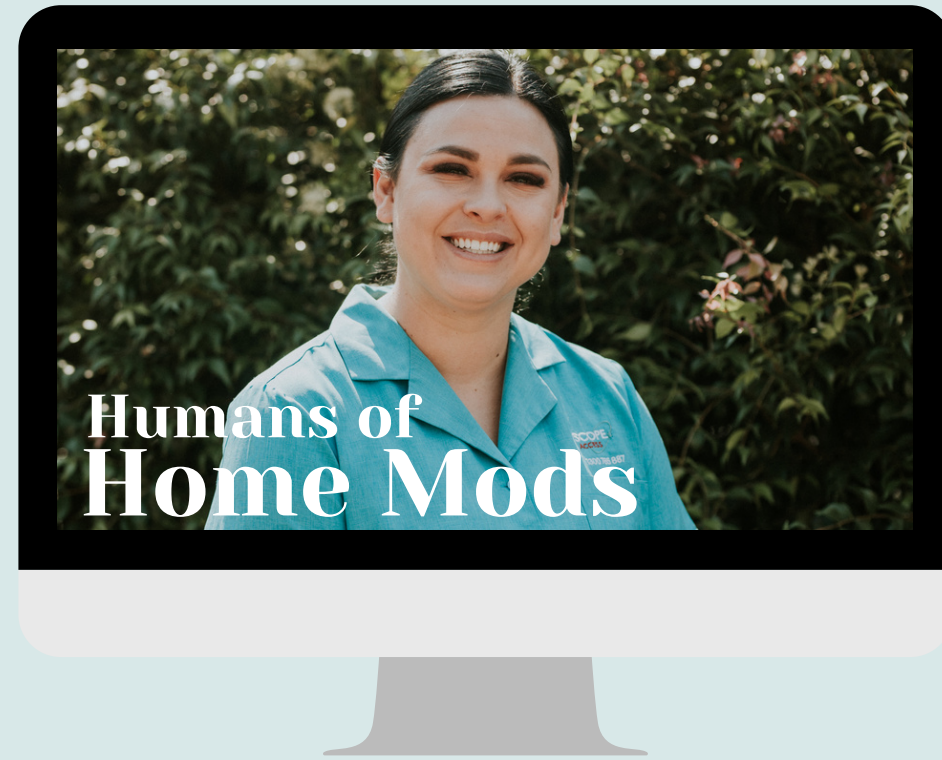
INCOME: \$2,866,000

05

OUR FUTURE



SOCIAL MEDIA CAMPAIGNS



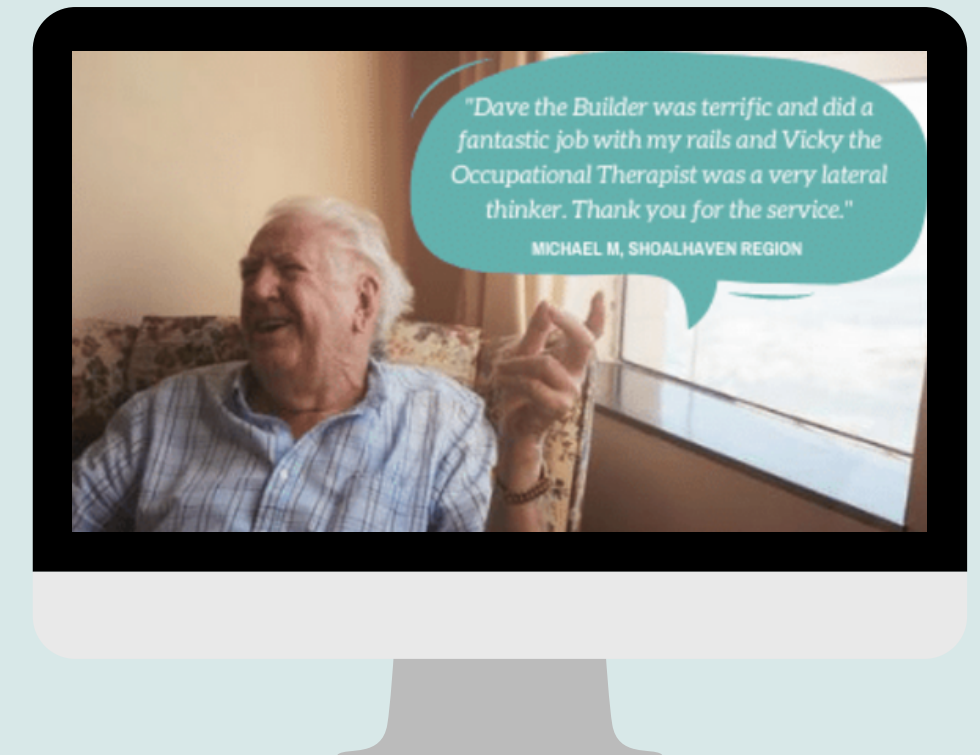
Humans of Home Mods

We've been shining a spotlight on some of the faces and stories behind our organisation and the work we do through our segment 'Humans of Home Mods'.



Awareness Events

Over the year we've used our platform to help raise awareness for a number of key issues, particularly those that impact the lives of our clients and their families.



Client Testimonials

We've been sharing some of our client feedback to give our community insight into the Scope Home Access difference.

90%

increase in Facebook
Page Followers

279

Instagram
Followers



FUTURE TRENDS

All Australians are entitled to have a safe, secure and sustainable home.

THE YEAR AHEAD...



**WEBSITE
REDEVELOPMENT**



**SUPPORT TO HCP CLIENTS
AND PROVIDERS**



**ROYAL COMMISSION -
AGED CARE**



**ROYAL COMMISSION -
DISABILITY**



TECHNOLOGY



CLIENT EXPERIENCE



ADAPTABLE STAFF



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Eurobodalla

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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



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

