

Scope

New provider factsheet for residents and families

This factsheet has been written by Scope and provides information about how they will work with you on the transfer of services.

Welcome from our CEO Dr Jennifer Fitzgerald



Welcome to Scope! We're looking forward to getting to know you and working with you to reach your goals.

We want to support you to feel comfortable, as you become part of the Scope family.

We'll listen to you every step of the way and keep you updated.

Our priority is that you continue to receive a high quality of service.

Who we are

See The Person.

This is the heart of Scope. It guides everything we do.

It's how we deliver services – including accommodation and respite.

Scope was founded 70 years ago by families who wanted better support for their children.

Today, we're one of the largest not-for-profit disability service providers in Australia, supporting thousands of people with complex intellectual, physical and multiple disabilities. Our great team of people includes specialists in communication and positive behavior support, dedicated to working in partnership with you.

We know the NDIS and have supported people to successfully move to this new system since it began in 2013.



Scope's been active in research for more than 30 years and this helps us deliver the positive outcomes you want.

We've also led the way in working with the wider community to remove barriers to social inclusion.

Why we want to deliver services in Victoria

Scope already has extensive experience as a provider of shared supported accommodation and respite services and we're transforming these services under the NDIS to deliver more choice and control.

We're a mission-driven organisation, it's why we exist.

We believe every person has the right to live the life they want and can achieve their goals with the right support.

We want to support you to be more independent, explore your interests and participate in your community.

We have the right experience, expertise and resources to support you and your families to make this happen.

Our values and vision

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

The four principles of the Scope Approach are "See the Person, Do it Together, Do it Right and Do it Better." They're embraced by all our people and this represents our commitment



to provide outstanding support services to people with a disability and their families.

Our mission is to enable each person we support to live as an equal and empowered citizen.

Scope's vision is to inspire and lead change to deliver best practice and better outcomes in the work we do.

At Scope, we:

- support and listen to each person and their family
- provide leadership to influence strategy and policy
- deliver person driven, flexible and responsive services to build a sustainable future
- build on our foundation for success through our expertise in service delivery, workforce development, quality improvement and research.

Our approach to delivering services

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

Once we understand your needs and goals, we will work with you to develop a program that is just right for you. Exploring possibilities, working through challenges, and celebrating your wins is what makes our day.

We provide an integrated service so you can access other services you need – whether that's therapy, positive behavior support or communication aids – as well as mainstream community services.

Your safety and wellbeing is important to us and our policies and procedures help us keep this commitment – from recruitment to training, and supervision – it's a fundamental part of our service.

Again, we want to make sure you are able to provide feedback to us in various ways – so we can address your immediate concerns but also so we can continue to improve and provide a better service.

How we will get to know you, and understand your needs and concerns, in the months before transfer

We are committed to listen and learn.

Together with government, we will meet with you and your family in your home.

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.

Of course, we'll be working closely with the government to make sure we have key information and documents about how to support you.

We'll be working with your House Supervisors and staff as well, and listening to them.

You will have different ways to get in touch with us including a dedicated hotline you can call, how to get in touch with key Scope contacts, and where the nearest Scope office is located.

Contact details

Dedicated hotline: 1800 072 673
(Monday- Friday, 8 am – 7pm)

Postal address: P.O. Box 5094,
Glenferrie South VIC 3122

Email: contact@scopeaust.org.au

Website: scopeaust.org.au

Our key people



Mark Burrowes, *President*

Mark is the parent of a young man with cerebral palsy. He has over 35 years' experience in leadership – with roles including Managing Director of Medibank Private, Chairman of Harding's Hardware and Director of the Starlight Children's Foundation. Mark is a Fellow of the Australian Institute of Company Directors.



Dr Jennifer Fitzgerald, *Chief Executive Officer*

Jennifer has worked in disability and health for over 30 years. She is a Director of National Disability Services, Ability First Australia and Ability Roundtable. Jennifer is also currently on the Victorian Ministerial NDIS Implementation Taskforce. She has a Doctorate of Physiotherapy and a Masters in Business Administration. Jennifer is passionate about elevating the voice of people with disability.



Jenni Hendy, *General Manager, Customer & Service Delivery – South*

Jenni has management experience in all areas of service delivery and leads the operations of Scope's South Division. She has a Graduate Diploma of Special Education and a Diploma of Business – Disability. Jenni is a champion of health and safety of both staff and the people we support.



Anne Cox, *General Manager, Customer & Service Delivery – West*

Anne is an experienced executive leader in health and community services. She is passionate about building a positive and participative culture. Anne has led teams through transformation, and created effective partnerships to address community needs.

Organisation Chart

