



ANNUAL REPORT

2018/19

South Coast Home Modification & Maintenance Service Ltd | ABN 86 111 113 403

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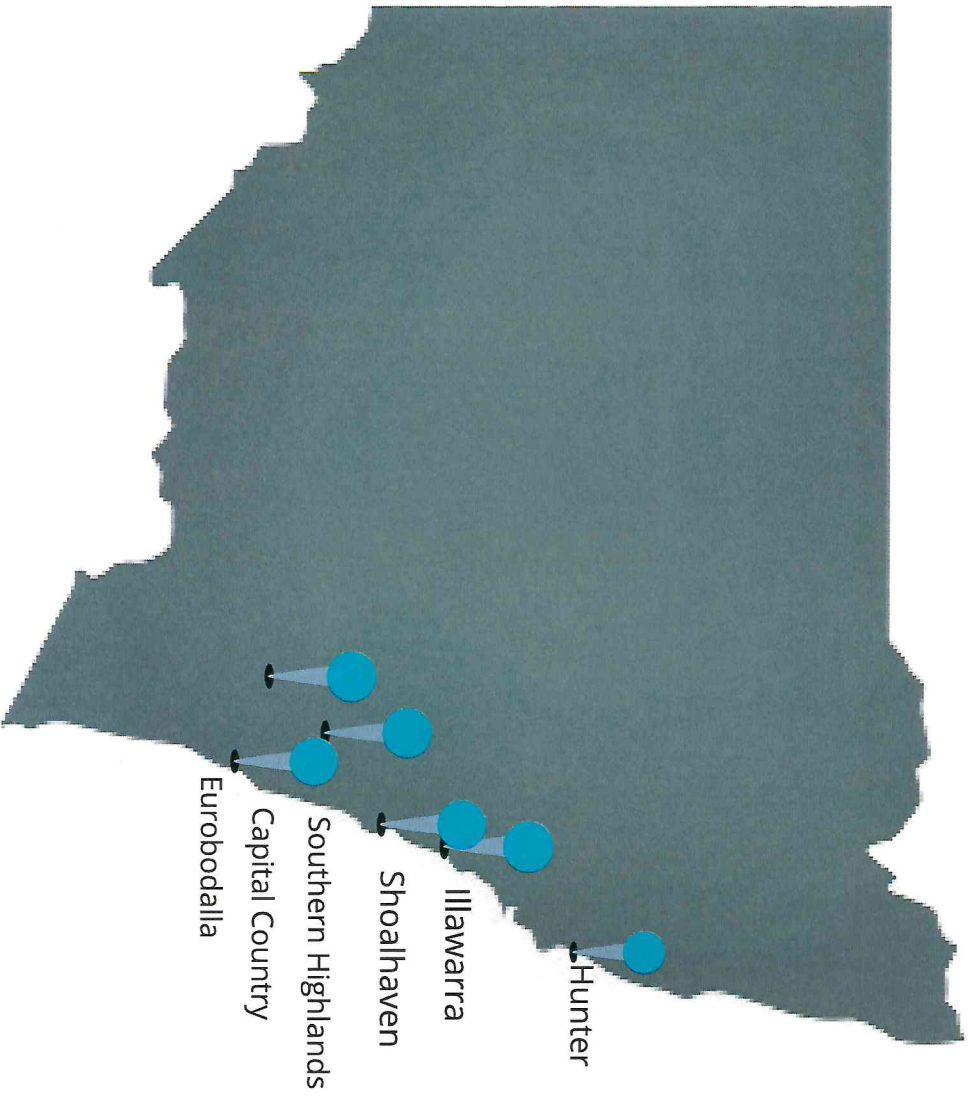
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OUR STORY



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

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



VISION

Everyone in our community finds 'A Way to Stay'

MISSION

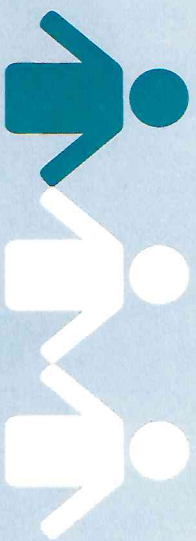
Scope Home Access will help people find 'a way to stay' in the homes and communities they choose

VALUES

Scope Home Access places a high value on:

Trust	Accountability
Positivity	Quality
Innovation	Dignity

FALLS FACTS



1 in 3 people over the age of 65
fall **at least once per year**¹

95%

of **Hip Fractures** in older adults
are caused by falls²

25,500

people over the age of 65 die each
year from **falls related injuries**²

1. Sweeney, R., Meade, R. & Wold, C. Western Australian Falls Report 2019. 28 (Injury Matters, 2019)

2. Watson, M. (2018). INFOGRAPHIC: Fall Prevention Fact Sheet. [online] Caringseniorservice.com. Available at: <https://www.caringseniorservice.com/blog/infographic-fall-prevention-fact-sheet#text>

A MESSAGE FROM OUR CHAIRPERSON

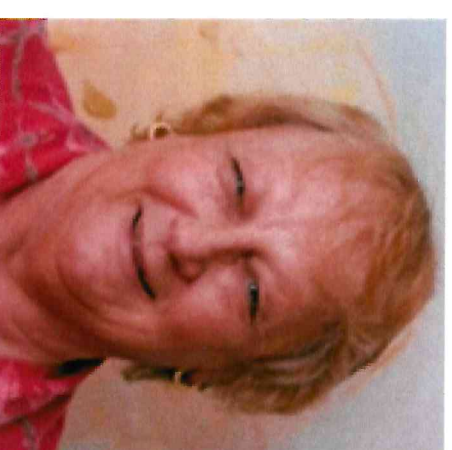
Welcome to the South Coast Home Modification and Maintenance Service Ltd (SCHMMS) trading as Scope Home Access, Chairperson's Report for year 2018/2019. This past year has seen our new Vision, Mission and Values Statements clearly embedded into every aspect of our organisation's activities and goals. Our statements are based on our support for clients to help them find a way to stay in the homes and communities they choose. They clearly reflect not just the local but the national mood of older Australians who, in most media articles and certainly in their responses to our staff, clearly articulate their longing to remain, as long as possible, in their own homes.

In early 2018, the strategic goals defined by the Board and Senior Management, sought to define our activities across a planning cycle that reached to Funding Agreement 'boundaries' for Commonwealth Home Support Program (CHSP) of June 2020. This year, the Department has now extended all CHSP program funding to June 2022 and the Board has revisited our goals to extend relevant, quality services for our clients, across this period. Given this extension of time, our previous six strategic goals have been condensed into three focused directions to help our clients consider options within their current home. These strategies broadly fit into the following:

Our People – bringing enhanced market research amongst and analysis to ensure we are providing contemporary, quality services that our clients need - *increase to available service types

Our Progress – Managing the Home Environment - market an enhanced products range available through our Occupational Therapists (OTs) and Builders - *increase Social Enterprise revenue

Our Plans – Information and Assistive Technology Expo to support both people with disability and older clients with the practical aspects of designing and maintaining their homes - *increase client access to information and support



Anja Nivala
Chairperson 2018/19

At the start of 2019, we were pleased to see the federal government's recognition of the value of home modifications and their ability to assist clients to remain in their own home. One-off funding of \$867K across our Illawarra/Shoalhaven and Southern Highlands regions (to be utilised across 18/19 and 19/20) will go a long way to ensuring we meet client service expectations, especially with the long wait for allocation of Homecare packages. This non-recurrent funding will also allow us, for the term of the project, to substantially increase subsidies to the most vulnerable of our aged care clients. This year we have also achieved significant operational savings through our 2018 restructure to centralise support and administration services.

Homecare package recipients, choose us for both OT assessments and home modification or maintenance. Our financial performance has been very strong with a solid return on investments achieved from these Social Enterprises services. Revenue (non-funded business including NDIS) has increased by 51%, reflecting the more consistent flow of NDIS approval processes for minor through major and complex home modification in Illawarra, Shoalhaven and Hunter. Many of the construction jobs completed this year were previously caught up with NDIS awaiting approval for anything from six months to over two years. It was great news for our clients as well as our work schedules and cashflow. Social Enterprise work has also broadened to include many more partner providers both in the for-profit and for-purpose sectors.

"We were pleased to see the federal government's recognition of the value of home modifications and their ability to assist clients to remain in their own home"

The implementation of cutting-edge software and technology as part of this restructure, has ensured that we will meet or exceed best practice for our clients and will be ready for future audits under new compliance standards. These new standards have been introduced for both disability (NDIS Quality and Safeguards Commission) and aged care services (Quality Standards – Aged Care Quality and Safety Commission) and we are due to be re-audited for both in 2020. A further reduction on our reliance on government funding has also been achieved with the company increasing its non-funded revenue as more clients, particularly

The Board has been heartened to see the collaboration amongst community providers working together to get the best outcomes for all our clients. Several of our larger Social Enterprise jobs were for disability providers upgrading their old 'Group Homes' to meet the new and exacting Specialist Disability Accommodation (SDA) under the NDIS. Acknowledgement must be made of the teamwork displayed in all Divisions post a significant restructure in 2018. I would like to highlight the great work of our now centralised Client Services team across this last year. They have streamlined processes and rebuilt excellent communication networks both internally and with our service partners in all regions.



I would like to thank my fellow Board members and congratulate our CEO and her executive team for their valuable work during the last twelve months. Sincere thanks go to our retiring Board Members, Colin Markham, Benetta Tambakis and Noel Dick. All three have been long-term members and Colin was even part of our inaugural Board in 2004, as we re-auspiced to a stand-alone entity. All have contributed mightily to our success over the years and they will be greatly missed.

We also welcomed new Board members this year and look forward to working with Lou Andreatta, who joins us with over 30 years of Public Service experience and Christine Spackman, well-known to our industry for her work leading community teams in the St George area and recently for her project work with ACSA. We have a very committed Board keen to progress and enhance the organisation's already strong reputation.

2020 onwards - A strong balance sheet and positive financial growth across our core services, continues to provide the Board with confidence in sustainability in an often variable funding environment. Our strategies to date have created a thriving organisation, well placed to meet future demands and challenges. However, it is the success we have achieved through client outcomes for wellness and reablement that most reflects our Mission and Values while our increased productivity is a strong marker that our Vision is driving our goal for quality services to the greatest number of people.

I recognise and thank all Board Members and staff for a huge effort. The 2018-2019 financial year was successful from a client service perspective, financially and also in terms of Social Enterprise growth. Across the coming years, we are taking on an exciting challenge to incorporate assistive technology and equipment support to clients that will complement our current core services. We look forward to providing our communities with the practical means to find a way to stay, in the homes and communities they choose.

Anja Nivala, Chairperson 2018/19

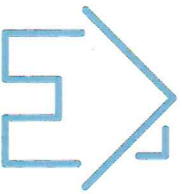


OUR CLIENTS

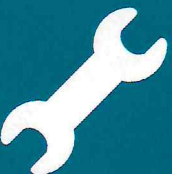
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SCOPE HOME ACCESS:

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



HOME
MODIFICATIONS



HOME / YARD
MAINTENANCE



OCCUPATIONAL
THERAPY

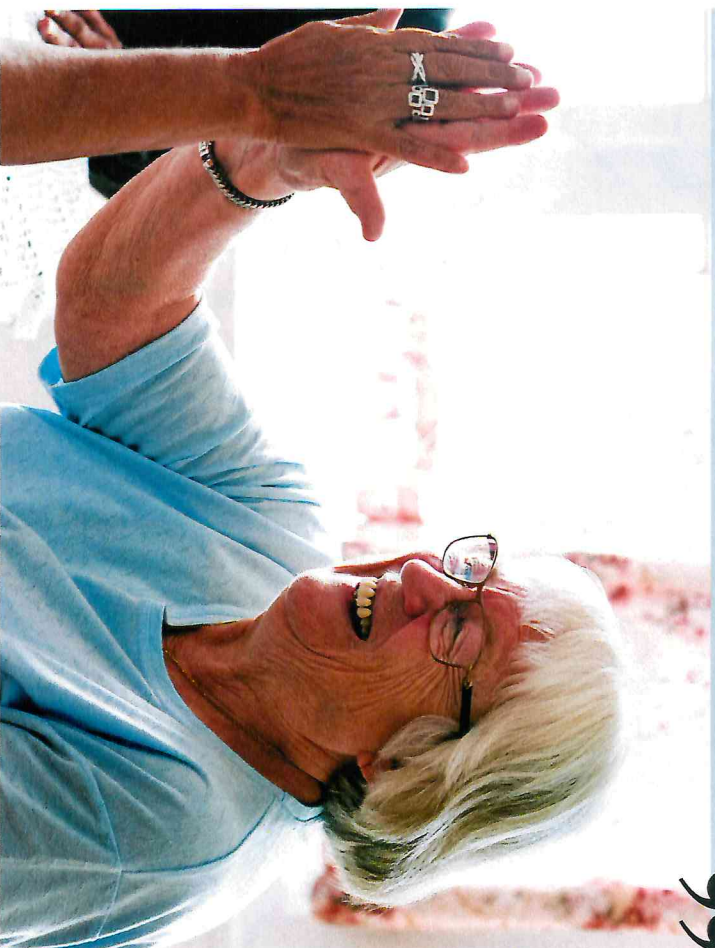


LAWN MOWING

FUNDED SERVICES

“
Thank you so very much for helping me maintain my independence in my own home. Only you could have known exactly what would make my day. Thank you for knowing me better than I know myself

MRS C, SHOALHAVEN REGION



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 & Lawnmowing)
- Clients are referred through the MAC Gateway and/or the MAC Regional Assessment Service (RAS) teams.
- Previous clients can self-refer though need to register now with MAC

NON FUNDED SERVICES



Social Enterprise

- Occupational Therapy Assessments – mods, equipment & Assistive Technology
- Home Modifications – minor through complex/major
- NDIS - all regions
- DVA - all regions
- Homecare Packages (Aged Care) – OT & Home Mods
- Homecare Package Providers (Aged Care) – OT & Home Mods
- Lifetime Care & Support – OT & Home Mods
- Insurance Companies – all services
- General Community – all services



WE'VE BEEN CREATING GREAT OUTCOMES THIS YEAR

& we've still got more to do...

52

Employees

6,180

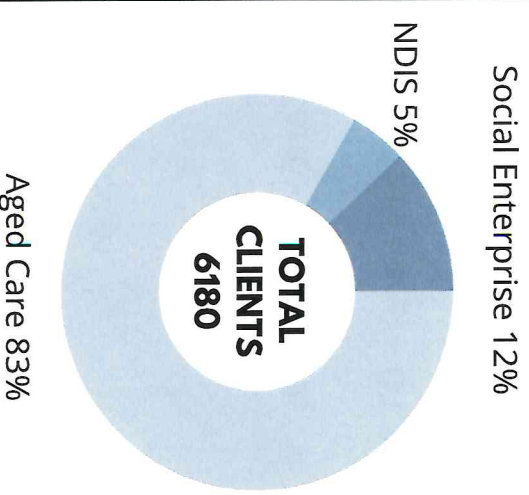
Clients

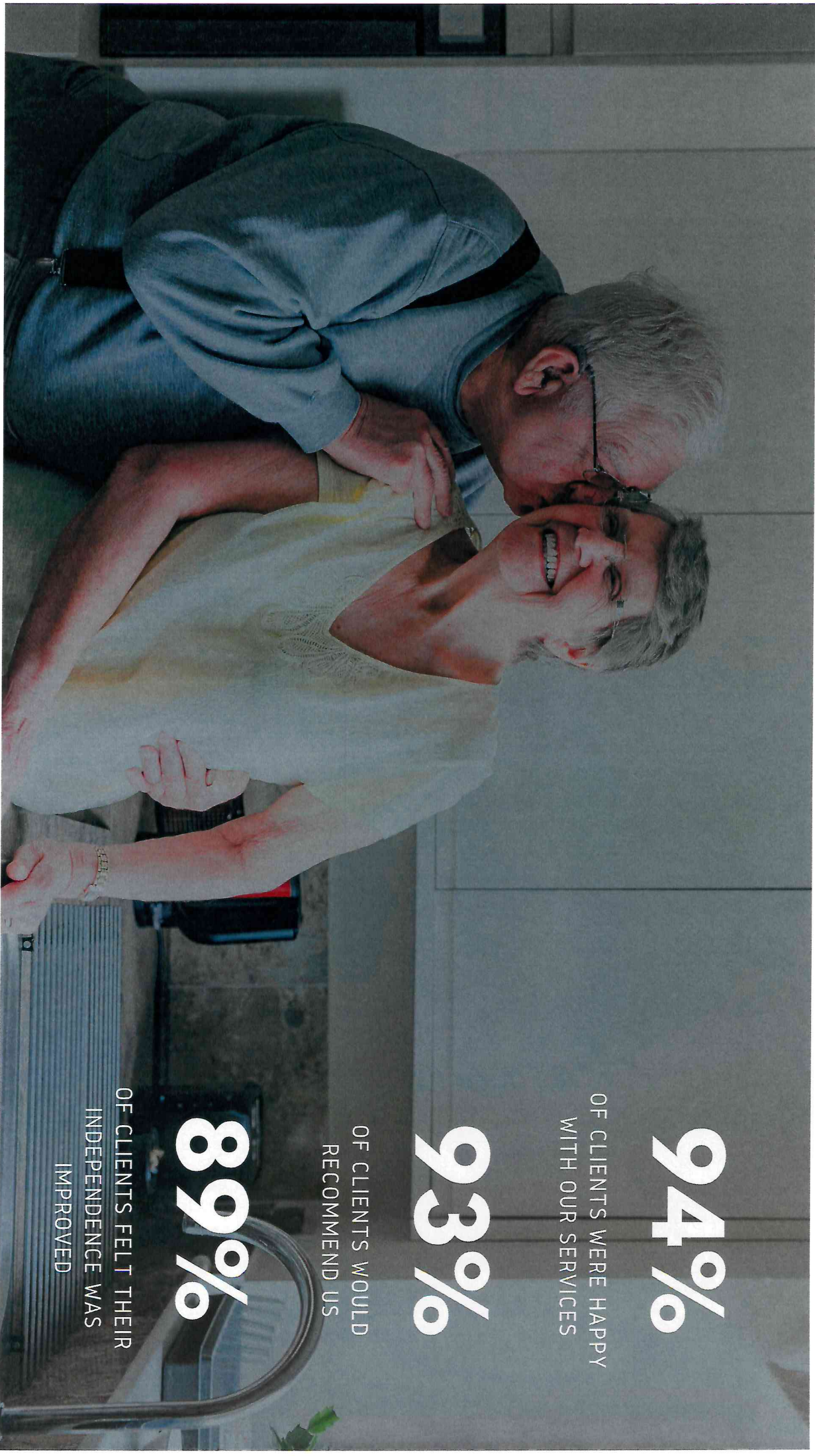
11,213

episodes of
service

82%

of clients recieved
>1 service type



A photograph of an elderly couple in a home care setting. The man, on the left, has white hair and wears glasses and a blue long-sleeved shirt. The woman, on the right, has short grey hair and wears glasses and a light-colored patterned top. They are both smiling and embracing each other. The background shows a room with light-colored walls and a window.

94%

OF CLIENTS WERE HAPPY
WITH OUR SERVICES

93%

OF CLIENTS WOULD
RECOMMEND US

89%

OF CLIENTS FELT THEIR
INDEPENDENCE WAS
IMPROVED

CLIENT STORY: DAVID & JENNY

After being diagnosed with Early Onset Dementia at 59, a decline in David's communication and motor skills meant he was having trouble completing daily tasks. As his condition deteriorated, moving around the family home became increasingly difficult and for his wife and carer, Jenny, safely assisting David in the bathroom presented a major challenge.

"The shower was too small; it was really hard to get two people in. It was a useless set up for somebody with a disability... It was depressing"

Jenny contacted Scope Home Access and after an assessment by one of our Senior Occupational Therapists, an accessibility solution was designed and modifications carried out by our experienced builders.

The modifications have meant that David is able to continue living in the 'forever home' the couple built over 20 years ago and caring for him is safer and easier for Jenny.

"I'm really happy with the way it is, it's made life easier. If the bathroom hadn't been done it would have been so stressful."

"I'm really happy with the way it is, it's made life easier. If the bathroom hadn't been done it would have been so stressful."





OUR TEAM

03

OUR BOARD



**ANJA
NIVALA**

Chairperson



**ROBYN
SOUTH**

Treasurer



**CHRISTINE
SPACKMAN**

Secretary



**LUIGI
ANDREATTA**

**Vice
Chairperson**



**COLIN
MARKHAM**

Retiring



**BENETTA
TAMBAKIS**

Retiring



**NOEL
DICK**

Retiring

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.

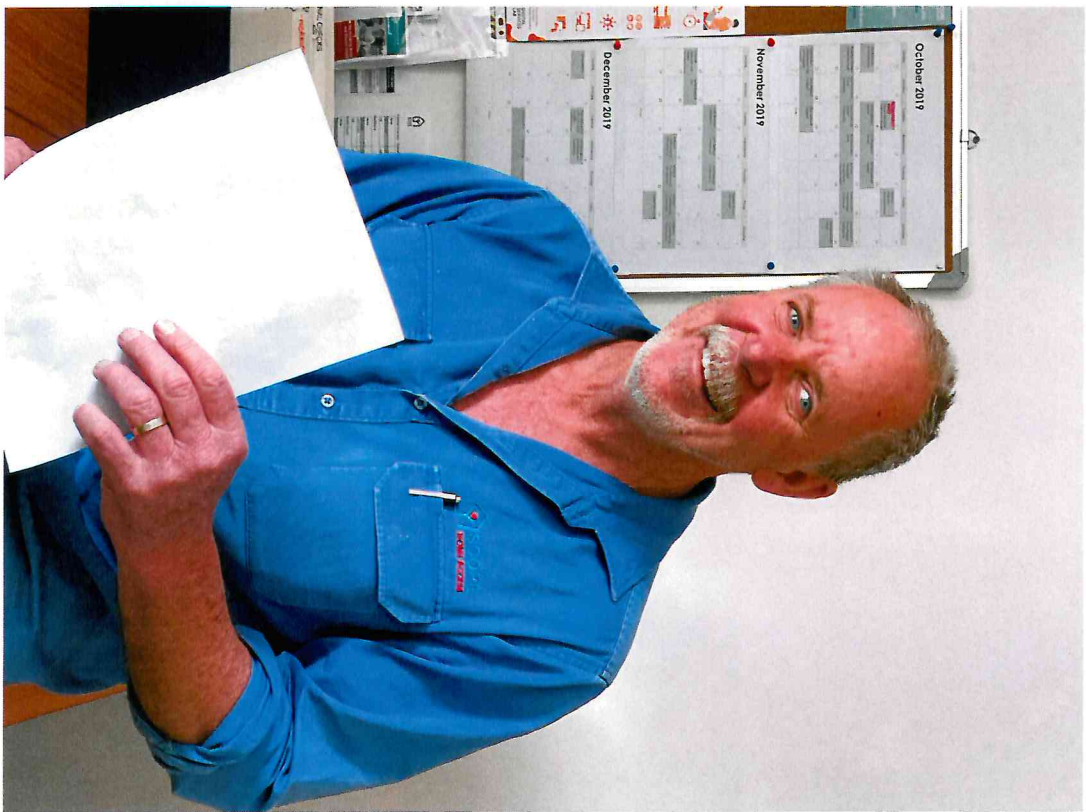
52 dedicated staff

30+ years experience

9 new staff recruited this year

50% of staff have a tenure of >5 years





STAFF PROFILE:

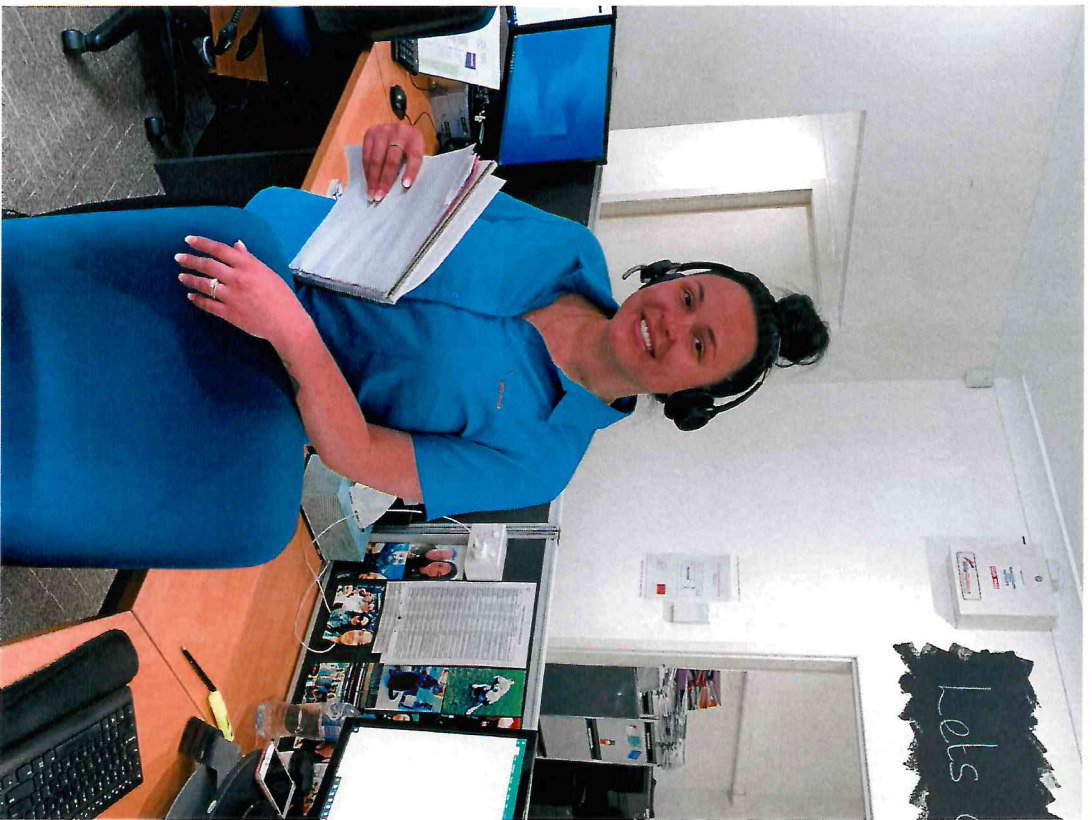
PETER DUNCAN Divisional Manager: Construction

How long have you been working at Scope Home Access?
19 years

What's been your most memorable moment working here?
Probably one client in particular who lived independently but was unable to leave the house and rarely had visitors over. After we installed a ramp for her she said she couldn't wait to go outside so I took her for a spin around the block. I'll never forget the look on her face - she was so happy.

What do you enjoy about your job?
I like knowing that you make a difference. People will often remind you that even small modifications like handrails make a world of difference to their lives.

What do you think the best outcomes are for Scope's clients?
Being able to stay independent



STAFF PROFILE:

BIANCA PEPPER Client Services Officer

How long have you been working at Scope Home Access?

A year and a half

What's been your most memorable moment working here?

Attending the RSPCA Million Paws walk with the fellow Scope team. It was a great opportunity for the team to come together and participate in raising money for a worthy cause!

What do you enjoy about your job?

Being part of an organisation that goes the extra mile for our clients. For me personally, it all comes down to the satisfaction you get of knowing that at the end of every day you have changed multiple people's lives.

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

The confidence Scope instills in our clients through providing support which allows them to live their best lives.



STAFF PROFILE:

MARIA BEUKERS Occupational Therapist

How long have you been working at Scope Home Access?

Nearly 14 years. I was the first OT when I started in 2005.

What's been your most memorable moment working here?

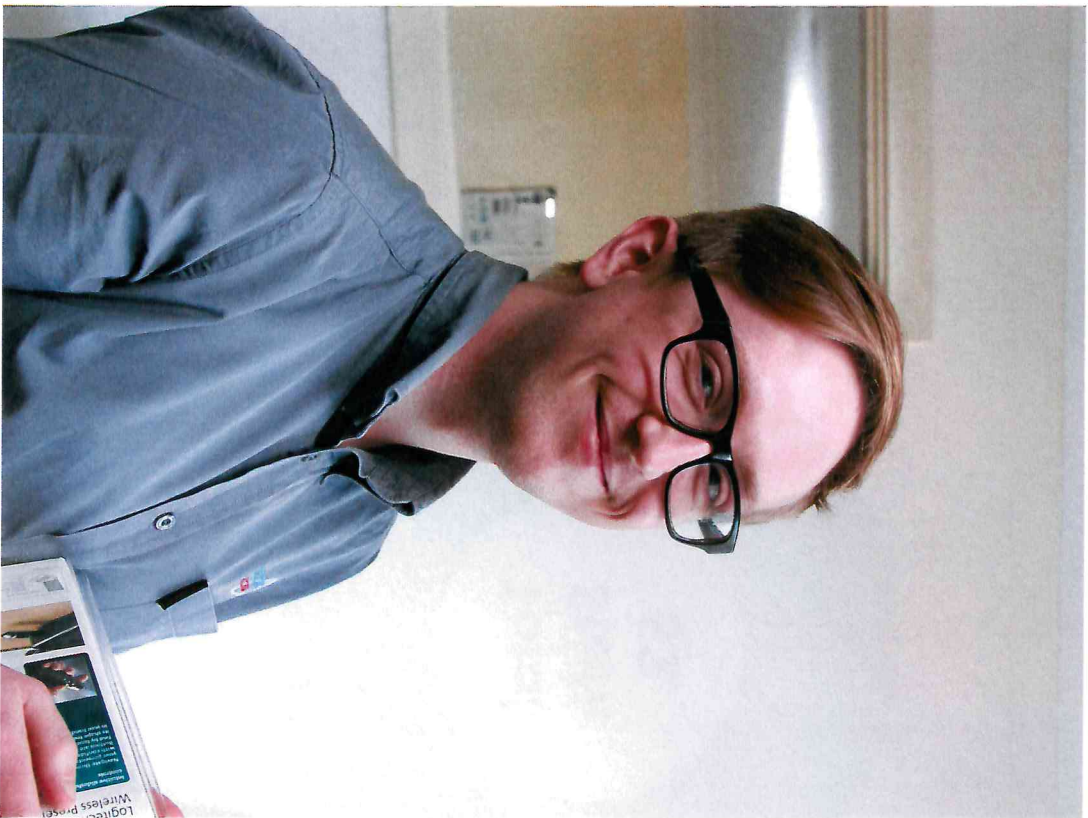
There are so many positive jobs and positive memories! The simple generosity of a cutting from the garden or an Italian hug always remain as strong memories of gratitude from clients. One memorable job is where a man with paraplegia was able to permanently move out of public housing and in with his girlfriend because we modified the bathroom - supporting his life choices and their committed relationship.

What do you enjoy about your job?

I enjoy meeting our clients and working with the Scope Home Access Team. I'm constantly amazed at the individuality of each person and each environment, and I enjoy being challenged in my role as a communicator and problem-solver!

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

Knowing that they can continue to live in their own home with greater safety and independence



STAFF PROFILE:

ALEX REEVE IT/ Accounts Officer

How long have you been working at Scope Home Access?

9 Years

What's been your most memorable moment working here?

I always enjoy our Annual Full Staff Forums where every staff member comes together for a day of training and team bonding.

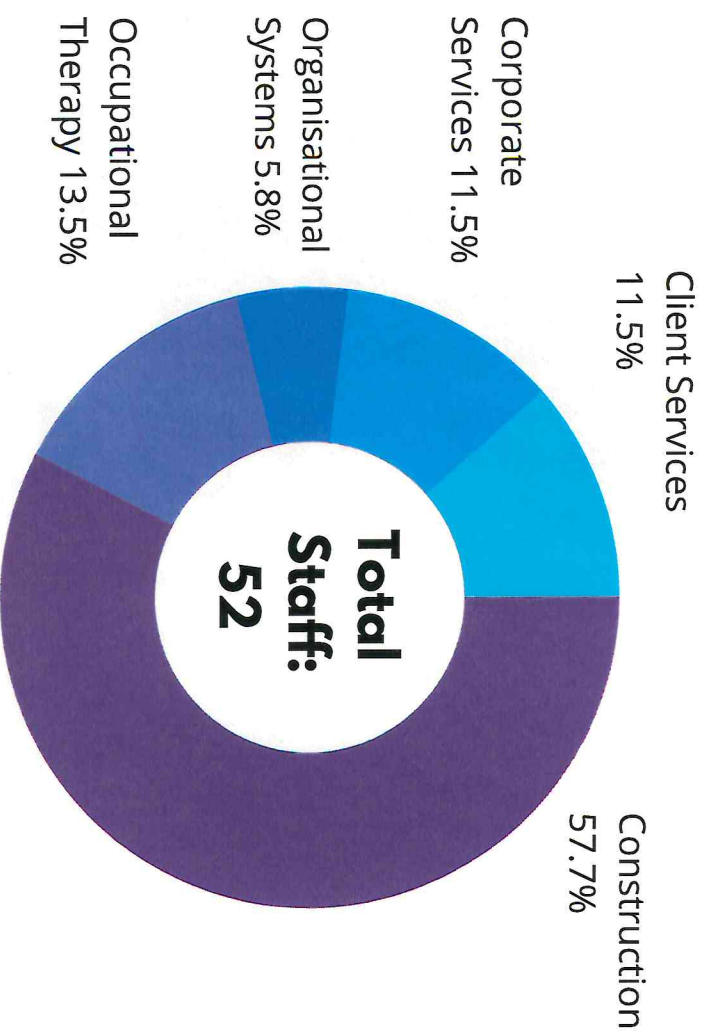
What do you enjoy about your job?

I like that it's a challenging role and I get to problem solve for the front line staff so they can focus on helping clients.

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

Our services give clients peace of mind, knowing that they're safer in their own home.

STAFF DATA



"I love knowing you play an important role and impact peoples' lives in a positive way each day" - Claire M (Client Services)

TENURE



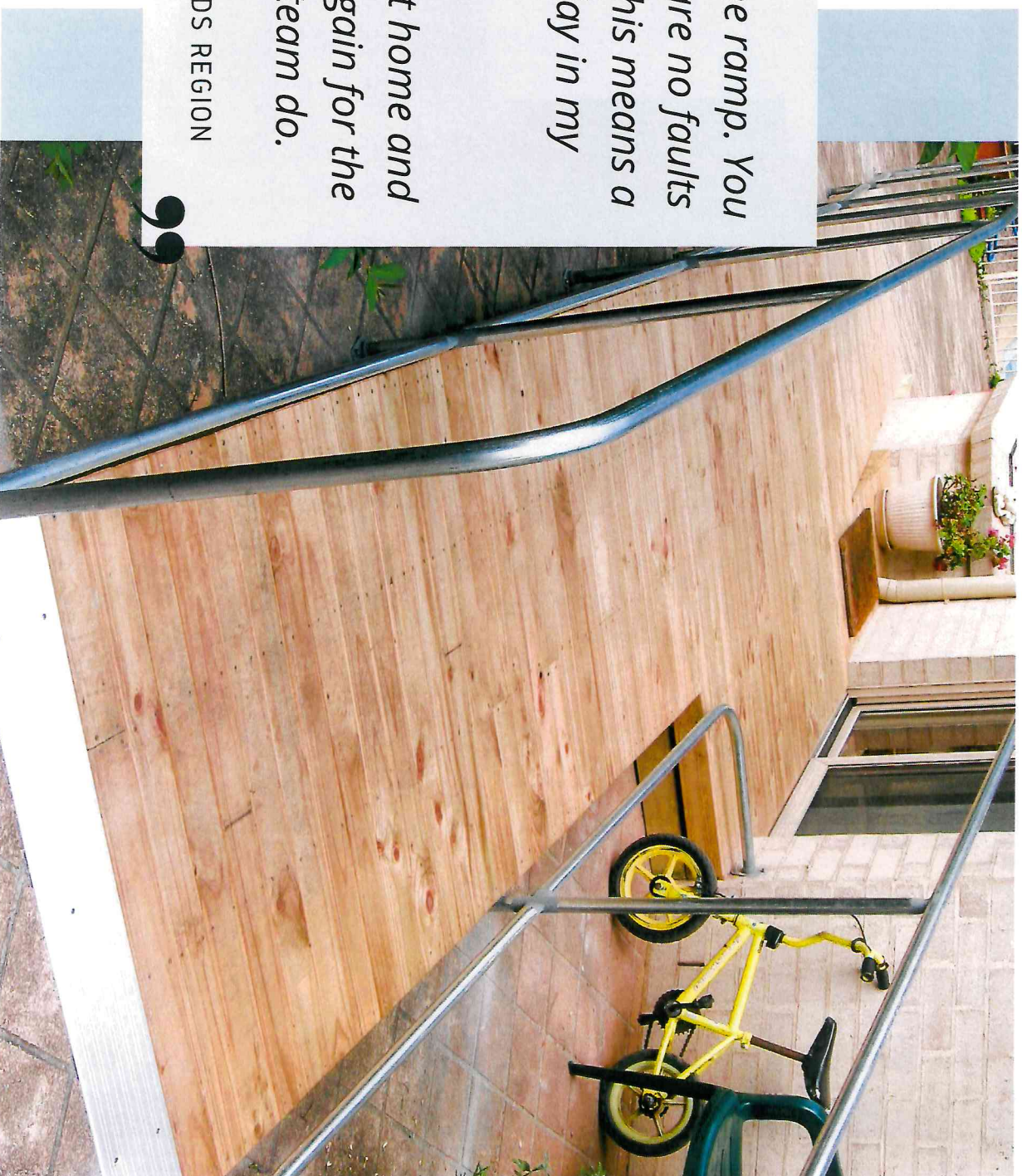
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I am extremely happy with the ramp. You did a marvellous job, there are no faults and the welding is perfect. This means a lot to me as I spend my day in my wheelchair.

Now I'm able to live safely at home and potter in my shed. Thanks again for the great work you and your team do.

MR M, SOUTHERN HIGHLANDS REGION

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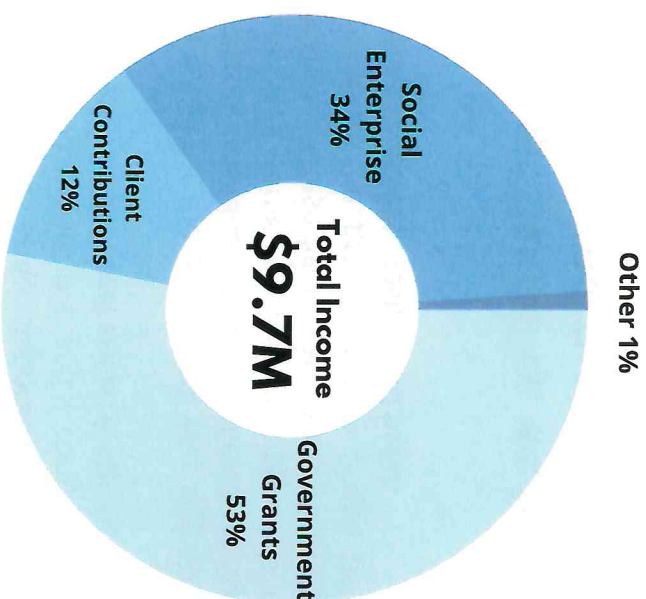


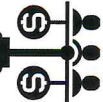
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OUR PROGRESS

FINANCIALS



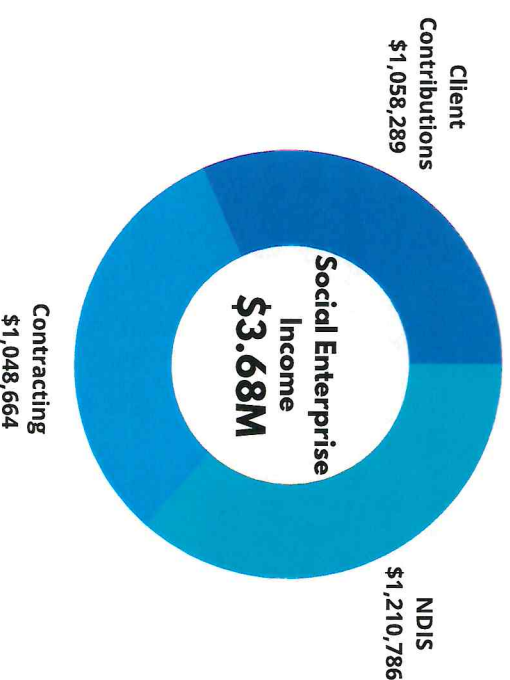

TOTAL EQUITY
INCREASED 11%
TO \$3.9M


ANNUAL SURPLUS
UP 264% TO
\$379,000


ASSETS UP
18% TO
\$5.96M

41%

SUSTAINABILITY
(Benchmark is > 20%)



↑ **18.75%**
INCREASE IN CHSP
FUNDING

↑ **18.5%**
INCREASE IN NDIS INCOME
OVER FINAL DISABILITY BLOCK
FUNDING (2017/2018)

✓ **1:2.55**
LIABILITIES : ASSETS

↑ **42%**
INCREASE IN SOCIAL
ENTERPRISE INCOME

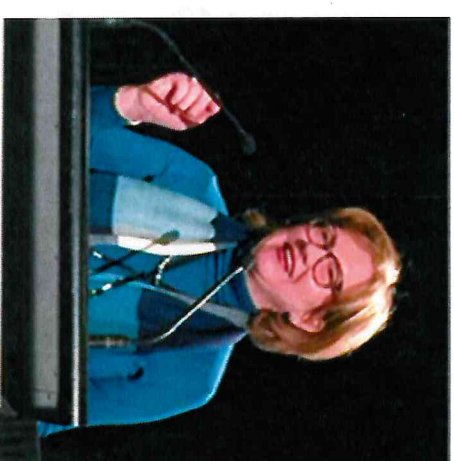
↑ **175%**
INCREASE IN NDIS INCOME
VERSUS 2017/18

A MESSAGE FROM OUR CEO

While the past year has presented some challenges, after the implementation of a large administrative restructure, the incredible positives for our clients and the increased collaboration across our staff teams, has proved the value of staying true to our purpose and mission across all elements of our work. By applying strategic flexibility, we have increased our responsiveness to the opportunities arising in both the aged care and disability sectors. Marketing campaigns have increased community awareness of our services and stronger local networking has created partnerships and collaborations that work towards the best outcomes for our clients. Targets were achieved for increasing service to our network partners and I congratulate our Client Services team in particular who took a lead in identifying connectivity issues with agencies in our rural areas. A significant achievement!

Our client numbers were 6,180 for the year which was slightly lower than last year however we did see a significant (81.5%) rise in individual aged care clients receiving multiple service types. There was also a marked increase in NDIS home modification approvals in general and in particular, complex and major home modifications. These figures are reflected in the 12% increase in actual episodes of service – clients have realised the great value in Scope as a 'one-stop-shop' for their home environments with our ability to assess, design and build.

"By applying strategic flexibility, we have increased our responsiveness to the opportunities arising in both the aged care and disability sectors"



Anne Reeve, CEO



Across the last four years, our Hunter region has been steadily growing Social Enterprise revenue through provision of service to Homecare package clients. These services, along with Illawarra NDIS have been the stand-out growth areas for the organisation through-out 2018 and 2019. Increased Social Enterprise revenue provides a healthy financial base from which to grow current service provision and provides the means to investigate diversification into new types of service options, relevant to the needs of our clients.

Like many of our fellow service providers, supply of home and yard services in rural areas has been difficult this year. Clients have faced unprecedented drought and weather conditions and this is reflected in lower demand for services to their homes, yards and gardens. RAS assessment trials are taking place to seek enhanced wellness and reablement outcomes for clients and 2020 will see the introduction of increased flexibility in the use of funding under the Commonwealth Home Support Program (CHSP). This is welcome news as innovation in assistive technology, including predictive artificial intelligence (AI) home support systems and advances in robotic equipment to assist in maintaining a home, may well become game-changers for aged services ongoing. Scope is closely following these developments and we hope to bring many of these new innovations into our service options, soon.

Our Board and staff are keen to ensure that we work towards enhancing our knowledge and where possible, supply of equipment and assistive technology. These contemporary 'disrupters' of traditional service may give clients greater options in maintaining both their independence and safety in their home environment. A review of the Strategic Plan will take place in late 2019 with a view to maximising opportunities that better support the wellness and independence goals of our clients. Enhancements to our plan will also focus on ensuring we retain existing Government contracts, while seeking new funding avenues to diversify our service options.

Older clients regularly tell us that they want to 'age in place'. We as the providers and the government agencies who support both older Australians and younger people with a disability, need to listen to these clients if truly client-centric programs are to be developed. What is it that they need to sustain their home environments in this modern world? Do they know or understand how new technology and equipment can assist them? In almost 35 years of Scope Home Access' service provision, these clients have never wavered in their call for support to remain in their own homes. They have been resolute in letting us know the value they place on their own home environment. This year, our experience is clearly reflected not just in the research that government agencies undertake and provide to the public but also through the issues identified by the current Royal Commissions instigated into both aged care and disability services.

"In almost 35 years of Scope Home Access' service provision, these clients have never wavered in their call for support to remain in their own homes."



Aged Care reforms and ongoing issues with the National Disability Insurance Scheme(NDIS), continue to pose significant viability challenges for service providers. The commitment and contribution in all areas of our organisation by the Scope Home Access team, has been exceptional. The work ethics in delivering quality services to customers and sustaining our 'teamwork' culture is acknowledged and is greatly appreciated.

To our Board Members both current and outgoing, your commitment, resilience and contribution to the achievements of Scope Home Access has been exceptional. To you and all of the communities we support, both Management and Staff offer our resolve to further develop a successful 'for purpose' organisation and to continue to help people find 'a way to stay' in the homes and communities they love.

Anne Reeve, CEO

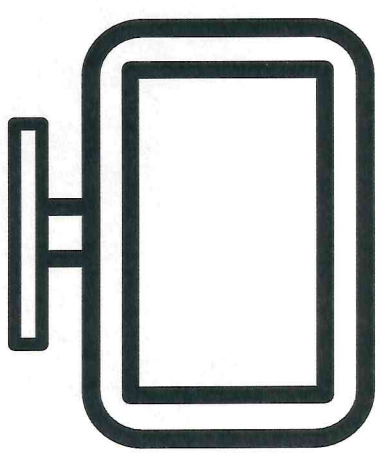
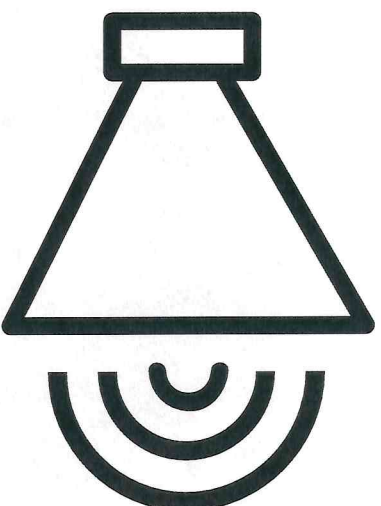
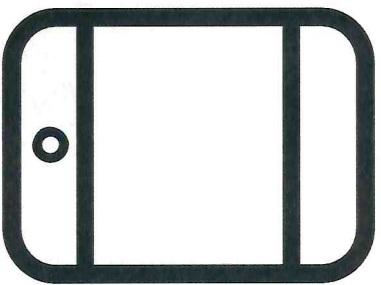


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OUR FUTURE

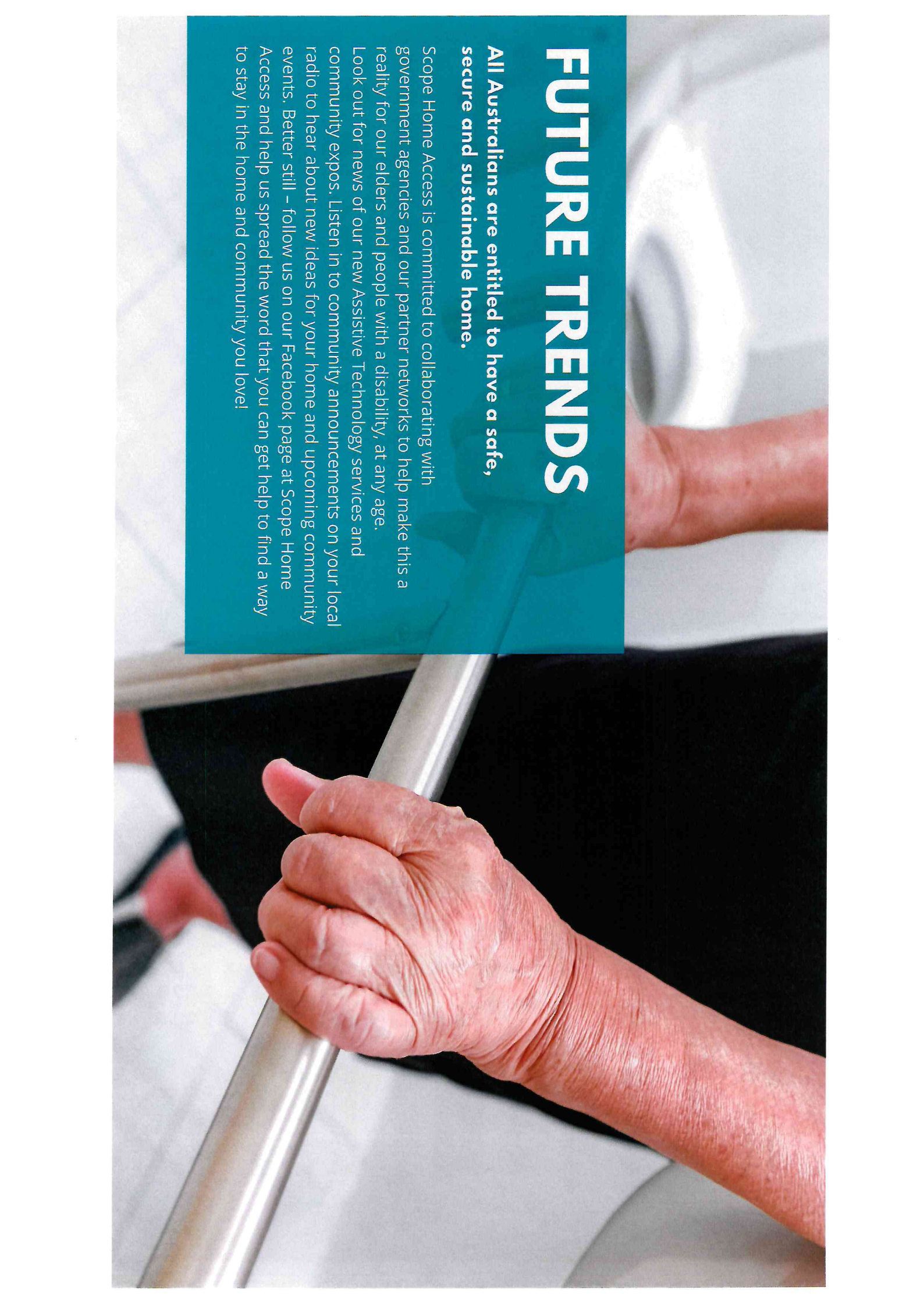
THE YEAR AHEAD...



**ASSISTIVE
TECHNOLOGY**

**MARKETING & BRAND
EXPOSURE**

**WEBSITE
REDEVELOPMENT**

A photograph of an elderly person's hand gripping a metal handrail, with a teal text overlay on the left.

FUTURE TRENDS

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

Scope Home Access is committed to collaborating with government agencies and our partner networks to help make this a reality for our elders and people with a disability, at any age. Look out for news of our new Assistive Technology services and community expos. Listen in to community announcements on your local radio to hear about new ideas for your home and upcoming community events. Better still – follow us on our Facebook page at Scope Home Access and help us spread the word that you can get help to find a way to stay in the home and community you love!



1300 765 887

scopehomeaccess.com.au

[f @scopehomeaccess](https://www.facebook.com/scopehomeaccess)



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Moruya NSW 2537

Queanbeyan

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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