



2024-25

ANNUAL REPORT

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CHAIRPERSON'S REPORT

I am pleased to present the annual report for South Coast Home Modification and Maintenance Service Ltd (Scope Home Access).

Our focus in the 2025 financial year was on:

- Being prepared for the impact of the aged care reforms; the Support at Home Program.
- Ensuring that our people have the skills to carry out their role.
- A structure that ensures the best use of our resources.
- Strong financial management.
- Being prepared for growth opportunities.
- Ensuring compliance and managing risk.
- Efficiencies in systems, processes and technology.

The Constitution was reviewed to meet current Australian Charities and Not-for-Profit Commission (ACNC) requirements and to better define our purpose in the community.

Our annual strategic planning meeting was held to update our objectives and plan for the coming years. The planning meeting was facilitated by Paul Sadler, an experienced CEO and consultant in the aged care sector. Paul's experience and knowledge of the sector and the imminent changes, added value to our planning and decision making.

Organisations and companies that have sustainability and client services at their core, need to actively manage their finances. Our Audit and Risk Committee meets prior to each Board meeting to review financial, compliance reports and new policies and makes recommendations to the Board meeting. This process provides two levels of scrutiny.

Scope Home Access is looking at opportunities to provide services in regional areas where there may be gaps in service providers and contractors. Some areas are without access to enough trades people resulting in long waits for critical work to be carried out which can result in early hospital admission, longer stays and in some cases early admission to residential care.

Scope Home Access has the expertise and capacity to offer a service through our commercial arm, to people who have the resources to pay the full cost of their required work.

An audit by the Quality and Safety Commission raised a number of gaps in policies and reporting processes against the Aged Care Quality Standards. A Continuous Improvement Plan was developed by our team and approved by the Quality and Safety Commission audit team. The objectives in the plan were completed quickly and the organisation received certification of Compliance. An ongoing Continuous Improvement Plan is now part of our internal systems and processes.

Early in the 2026 financial year we reviewed our Vision, Mission and Values. The following was agreed

Vision Statement : Commitment to creating safe, accessible living environments that ensure people can live in the community with dignity, choice and confidence.

Mission Statement: Leading the way providing innovative home modification solutions.

Values Statement: Guided by quality, respect and honesty, we support our staff to deliver exceptional customer outcomes.

Our board of directors has a broad range of experience in financial management, legislation, government policy, change management and leadership in the NFP sector. My thanks go to all of the directors, who give their time voluntarily to oversee the vital services provided by Scope.

Jade Bankier committed 2 years of valuable voluntary service to South Coast Home Modification and Maintenance Service Ltd leaves the Board this year. Her accounting skills and expertise were an asset to Scope and I want to thank her for her commitment.

Chris Spackman
Chair of the Board



CEO REPORT

The past 12 months have been a period of steady growth, strong performance, and continued commitment to our purpose at Scope Home Access to ensure that older Australians can live safely and independently in their own homes. Despite ongoing sector uncertainty and rising demand, our team has remained focused on delivering high quality, person-centred services that make a tangible difference in people's daily lives.

Looking ahead, we are preparing for a series of significant reforms that will reshape the aged care landscape in the coming year. The introduction of the Support at Home Program, the new Aged Care Act, and the revised Aged Care Quality Standards will all place a stronger emphasis on rights, accountability, and client choice. In preparation for these reforms we are actively reviewing our systems, governance, and service models to ensure Scope is ready to transition seamlessly when they take effect. Our preparation now will position us to remain compliant, sustainable, and responsive to the needs of older people under the new framework.

Throughout 2024/25, we have maintained our focus on our Plan for Continuous Improvement, ensuring every client interaction is positive, professional, and efficient. We continue to refine our internal processes and strengthen our feedback mechanisms so that clients and Occupational Therapists alike experience smoother communication and faster turnaround times. This focus on service excellence has helped us maintain high satisfaction levels and strengthen our reputation across NSW and the ACT.

Financial accessibility remains at the heart of what we do. Through our hardship provisions, we have continued to support clients who cannot afford their contribution fees, ensuring that cost is never a barrier to safety or independence. As cost of living pressures increase, this policy remains vital in supporting some of the most vulnerable members of our community and upholding our social purpose.



We also continue to invest in systems and technology to improve efficiency and service delivery. The rollout of SimPro across all divisions has been instrumental in helping us manage jobs from quoting through to completion, providing better visibility, scheduling, and reporting. This digital transformation ensures we can meet growing demand without compromising quality or responsiveness.

In line with new administrative requirements, we are now required to obtain explicit client consent before sharing personal information with the Department of Health and Aged Care. While this process has added additional workload for our administration team, our team implemented it with care and diligence to ensure compliance, transparency, and client trust remain strong.

As we close out the 2024/25 year, Scope Home Access stands well positioned for the changes ahead. We are financially stable, operationally strong, and guided by a clear sense of purpose to help older Australians live safely and confidently in the homes they love.

Our achievements this year are the result of the collective commitment and vision of our people. I want to sincerely thank our Board of Directors for their ongoing leadership, governance, and strategic guidance. Their foresight and support have been instrumental in navigating change while keeping our mission firmly in focus.

To our dedicated team, I extend my deepest gratitude. Your professionalism, compassion, and resilience are the heartbeat of Scope Home Access. Every ramp installed, every rail fitted, and every home made safer reflects your hard work and care for our clients. It is your efforts that turn our vision into reality and make such a difference in the lives of older Australians every day.

Together, we are building a stronger, more agile organisation ready to meet the challenges and opportunities that lie ahead.

Regards,

Steven Dixon

Chief Executive Officer



Vision Statement

Commitment to creating safe, accessible living environments that ensure people can live in the community with dignity, choice and confidence.

Mission Statement

Leading the way providing innovative home modification solutions.

Values Statement

Guided by quality, respect, and honesty, we support our staff to deliver exceptional customer outcomes.

SCOPE HOME ACCESS - OVERVIEW

Scope Home Access is dedicated to improving safety, independence, and quality of life for older Australians. For more than 35 years, we have been helping individuals remain in their homes with dignity, choice, and confidence by delivering high quality home modifications that support everyday living.

In 2025 the Board and CEO took the opportunity to reflect on the Vision, Mission and Values of the organisation to ensure that it reflects the current approach and future focus of the organisation. The outcome was a renewed and refreshed approach to these statements that will be the core of what we do as a business as we move into the future.

Our core values of quality of service delivery, respect for our clients and each other, and innovation underpin everything we do.





We believe every person deserves to feel safe and supported in their home, and we strive for exceptional outcomes on every project we deliver.

As demand for our services continues to grow, our service regions are expanding. This year, we proudly opened a new office in Mitchell, ACT, creating a corridor to support clients across nearby regions. We also have a strategic focus on expanding into Port Macquarie and other emerging areas to meet increasing community demand. This expansion ensures that more people across NSW and the ACT can access safe, high quality home modification services from a trusted provider.

Every day, our work changes lives. This year, thousands of older Australians and people with disability were supported to remain living safely and independently in their homes through the installation of essential modifications such as grab rails, ramps, handrails, and accessible bathrooms. Beyond the physical improvements, these changes restore confidence, reduce falls risk, and provide peace of mind for clients and their families. The impact of our work can be seen not just in the homes we modify, but in the independence we help people reclaim and the communities we help keep connected.

STRATEGIC PRIORITIES & PROGRESS

The next three years mark an exciting period of transformation and growth for Scope Home Access. Our 2025–2028 Strategic Plan provides a strong roadmap for achieving our vision of creating safe, accessible living environments where people can live with dignity, choice, and confidence.

The plan is structured around four key pillars: Great People, Operational Excellence, Organisational Sustainability, and Community Engagement.

Great People

Our people are at the heart of everything we do. Over the next three years, we will continue to invest in developing our workforce and leadership capability. A new Leadership Development Program will provide targeted training in governance, strategic thinking, and change leadership for both the Executive Team and Board. We will also introduce Builder Succession Planning to ensure we maintain a skilled, sustainable construction workforce through mentoring, career development, and targeted recruitment.

As our operations expand into new regions, we will roll out a Regional Workforce Expansion initiative to attract and support local builders and staff, ensuring they are aligned with our culture and quality standards from day one.

To strengthen engagement, Scope will continue building a culture of feedback and recognition that celebrates contributions at every level, alongside a dedicated Employee Wellness Program supporting physical, mental, and emotional wellbeing.

Operational Excellence

Operational excellence remains central to Scope's success and growth. Our plan includes establishing new building workshops in Port Macquarie and Wagga Wagga to meet community demand and improve local service delivery. We are also exploring supply chain innovation, including the feasibility of direct product importation, to reduce costs, improve material quality, and make our services more affordable for clients.

We will continue expanding the use of digital performance tracking to monitor scheduling, client outcomes, and project timelines in real time enabling faster, data-driven decision-making. A Client Journey Mapping project will identify and resolve friction points, improving client satisfaction and efficiency. Finally, by implementing standardised workflows across all regions, we will ensure consistent quality, compliance, and service delivery across the organisation.

Organisational Sustainability

Ensuring Scope Home Access remains strong, sustainable, and future ready is a key priority. Our Service Volume Growth strategy will increase the number of clients supported each year, allowing us to reach more people while reinforcing financial resilience. We will also explore strategic mergers, partnerships, and acquisitions that align with our mission and values, particularly in regions with unmet demand.

The plan includes a Governance Strengthening Project to review and refresh Board composition and skills, ensuring strong leadership for the next phase of growth. A full Constitutional Review will also be undertaken to ensure ongoing legal compliance and alignment with best practice governance. To support organisational growth and visibility, we will implement a Digital Marketing Strategy that leverages social media, SEO, and targeted campaigns to raise awareness and strengthen engagement with clients and stakeholders.



Community Engagement

Our commitment to community engagement remains a cornerstone of our success. We will continue to expand participation in expos and community events across NSW and the ACT, strengthening our relationships with clients, carers, and health professionals. To enhance client and partner experience, we will develop interactive display rooms at our workshops to demonstrate home modification solutions and serve as training spaces for staff and referrers.

We will deepen collaboration through strategic network building with allied health professionals and regional partners to improve referral pathways and accessibility. Recognising the importance of education, we will roll out a series of client and carer education initiatives, including webinars and online videos, designed to raise awareness about home modification options and the benefits of ageing safely in place.

Looking Forward

Together, these strategic objectives will strengthen Scope Home Access's foundations for growth and impact. By investing in our people, refining our operations, ensuring sustainability, and connecting with our communities, we are building an organisation that is not only ready for the aged care reforms ahead but positioned to lead the way in creating safer, more accessible homes across Australia.

Staff Testimonial

Why do you like working at Scope Home Access?

I like the relaxed feel of the team, but everything is also structured, organised and set out well so you know what's expected of you, it takes the pressure off when it's clear what's needed to be done. All of the builders feed off each other so it's a very supportive and friendly environment. The guys help you out and are happy to share their knowledge with you. Each day brings something new, I like that, it keeps my brain ticking over, it's not a set and forget type of job so things stay interesting.



What does it mean to you to help our clients?

I get personal satisfaction out of helping other people. The work we do helps keep people safe in their home and making sure they're comfortable with the installations is important too. Getting older can be hard sometimes so helping our clients feel comfortable even when installing small things like little wedge ramps can make a real difference to them getting around their home more easily and safely.

Clients share their stories with you, you're a new face a new person they get to meet, it's not just a construction job. I enjoy that aspect of the role, it's a lot different to what I was doing previously.

What is your favourite part of the job?

Customer satisfaction is definitely my favourite part of the job. Knowing that you're completing a job to help the client move around their home more safely is great, you can see the relief and appreciation from the client once the job is finished, it's very fulfilling.

There are so many aspects of the job that I enjoy, my mental health is better, the job security, the pay and conditions and working with good people, everyone gets along with each other, it's a really good place to work.

- *Curtis Henink*

Staff Testimonial

Why do you like working at Scope Home Access?

The company culture is amazing, there's a great atmosphere and I feel respected.

There are opportunities for continued learning and growth, even at this early stage where I've been here for just over 6 months. I feel encouraged and am supported to learn more, it's very refreshing to see management giving their time to the staff. I feel valued and really love it here.

What does it mean to you to help our clients?

It's the most rewarding role I've ever had. It's very fulfilling to play a part in the role that Scope has, enabling clients to stay in their own home and live safely, it means so much.

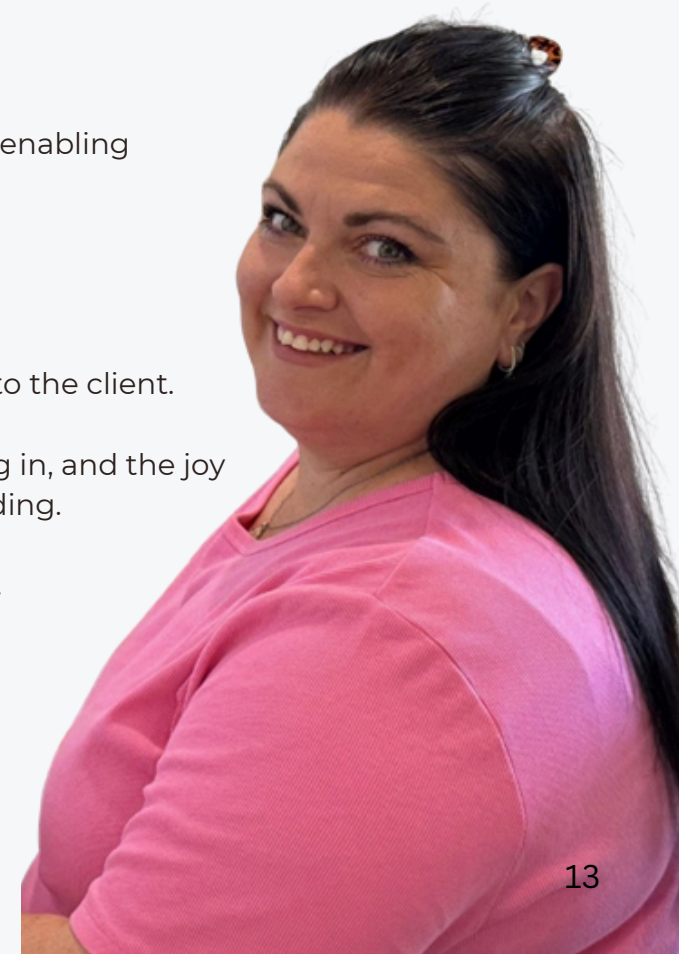
What is your favourite part of the job?

In my position, I get to see the process gain traction and the reality of the services being provided to the client.

It can be quite a journey for the client to get to the point where their home modifications are going in, and the joy and genuine relief that the client shares with me, knowing that the job is getting done is so rewarding.

This is genuinely the most rewarding and fulfilling role I've ever had the pleasure of being a part of. I'm excited that I can make more and more of a difference in people's lives each day.

- Holly Durante



Staff Testimonial

You've been employed with Scope Home Access for 18 years, it's quite an achievement. What's kept you here, why have you stayed with the organisation for so long?

It was a massive change from what I was doing. I was working on multimillion dollar home builds before starting at Scope. I remember working on a build on Saddleback Mountain and you could see Centre Point Tower in Sydney from the site. My days changed from that to putting grab rails into people's homes. It's not as flashy, but helping people who need it, that's what's kept me here. The work we do makes a real difference in people's lives and that gives meaning to your day, to your work.

What will you miss once you retire?

I'll miss working with the clients and my work mates. I try not to think about it too much to be honest. I guess it will hit me more afterwards.

What is your fondest memory working at Scope?

There's no real one single memory but the Christmas parties we had in the early years were awesome. I remember one year we spent it at a winery overlooking the Shoalhaven River and rode in a bus that was built like a monster truck. The view and learning about the history of the area was so good. Our 2 day off-sites we do now are also great, especially when everyone in the organisation can get together and spend some down time "off the tools" getting to know one another and have a few laughs. Scope is a good place to work, the benefits and conditions and work-life balance have all been positives and I guess that's also why I've stayed on.

It's been fun!

We'll miss you Wayne, you've been an integral part of the Scope family since you joined the team and your knowledge, expertise and sense of humour (and let's not forget that beard!) will leave big work boots to fill. We wish you all the fun that retirement brings and thank you for your contribution in helping make Scope Home Access who we are today.

- Wayne Griffin



KEY ACHIEVEMENTS 2024/25

The 2024/25 financial year has been one of growth, innovation, and preparation for the future. Scope Home Access has continued to strengthen its reputation as a trusted leader in home modifications across NSW and the ACT, while laying the groundwork for expansion under the new 2025–2028 Strategic Plan.

Expanding Our Reach

Demand for our services continued to grow across all regions, leading to the opening of our new office in the ACT which is an important milestone that enables us to better serve clients across Canberra and surrounding regions. Planning also began for new facilities in Port Macquarie, supporting our goal of ensuring every community has access to safe, high-quality home modification services.

Investing in Our People

Our people remain at the heart of our success. This year, we began designing a structured Leadership Development Program for our Executive Team and Board, focused on building governance, strategic thinking, and change leadership skills. We also advanced Builder Succession Planning to ensure service continuity as experienced builders transition into mentoring and leadership roles.

Across the organisation, staff engagement and recognition initiatives have continued to strengthen morale, teamwork, and performance.





Enhancing Operational Efficiency

We achieved major progress in operational excellence through the ongoing implementation of SimPro, which now provides real-time visibility across quoting, scheduling, and project delivery. This has improved efficiency, accuracy, and client communication. Our teams also refined internal client journey processes, reducing friction points and improving the overall experience for clients and OTs.

Supporting Our Clients

Scope Home Access continues to uphold its commitment to equity and inclusion through its Hardship Provisions Program, ensuring that financial challenges never prevent someone from accessing essential safety modifications. Hundreds of clients benefited from waived or reduced contributions, reaffirming our mission to serve those most in need.

Laying Foundations for the Future

As we look ahead, the organisation has taken key preparatory steps for upcoming sector reforms, including the Support at Home Program and the new Aged Care Act. Work began on aligning systems and governance frameworks with the incoming Aged Care Quality Standards, ensuring we remain ready to deliver exceptional outcomes within a changing regulatory landscape.



Strengthening Community Connections

Our teams have actively engaged in community expos and educational events, connecting directly with clients, carers, and health professionals to raise awareness of home modification services. Early planning is also underway to establish interactive display rooms at workshops, allowing clients and partners to experience modification solutions first-hand.

These achievements reflect a year of stability, innovation, and forward momentum. With a clear strategic plan in place and a strong, capable team, Scope Home Access is well positioned to expand its impact and continue improving the lives of older Australians through safe, accessible, and dignified housing solutions.

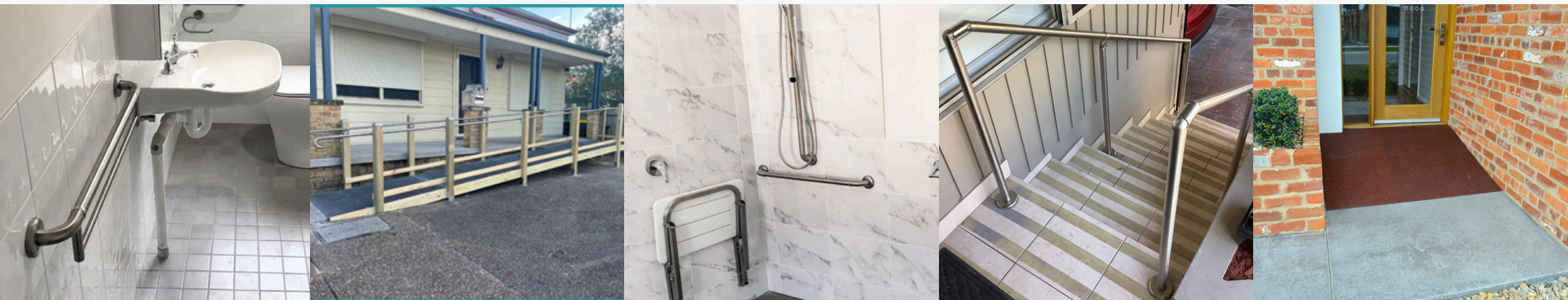
CLIENT AND COMMUNITY IMPACT

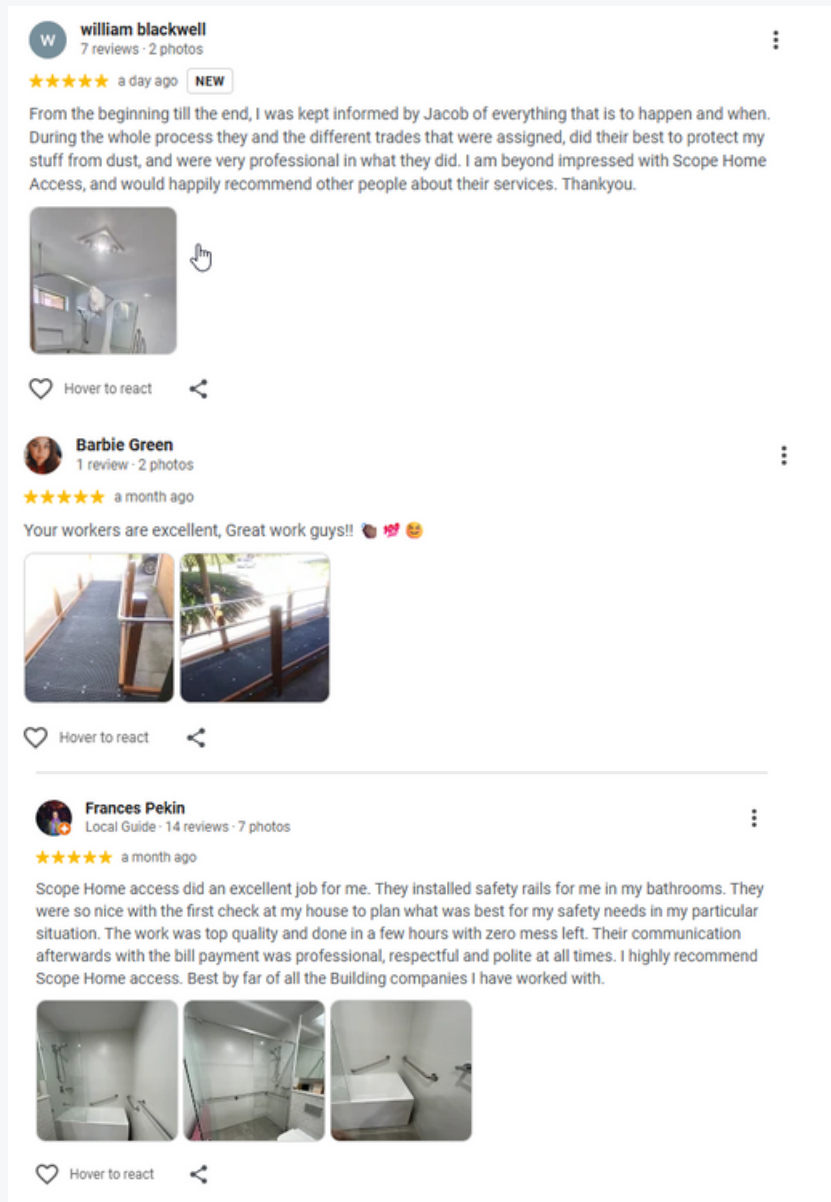
At the heart of Scope Home Access are the people we serve. Every grab rail installed, ramp built, or bathroom modified represents more than a construction project; it represents dignity, safety, and the ability to stay connected to family, community, and place.

Our work is made possible by the dedication and compassion of our staff. Every member of the Scope team, from our builders and administration staff to our Occupational Therapy partners and leadership team, contributes to transforming homes and lives. Their professionalism, care, and commitment to exceptional outcomes are what set Scope apart. We are proud of their unwavering drive to “not stop until we get a great outcome for our clients.”

This year, our community engagement reached new heights through our Aged Care Expos held across the Illawarra, Shoalhaven, and Hunter regions. These events brought together older people, carers, and allied health professionals to learn more about home safety, accessibility, and the range of services that are available to them. The expos showcase the expertise of home care service providers whilst strengthening referral networks and opening meaningful conversations with our clients.

We were also proud to host a series of Occupational Therapy Home Modifications Workshops, bringing together both commercial and NSW Health OTs to learn directly from our experienced builders and specialist OTs.





The feedback from attendees was overwhelmingly positive, with many highlighting the value of seeing real life examples of modifications and speaking directly with our knowledgeable staff and builders. These community touchpoints reaffirmed that Scope is more than a service provider, we are a trusted partner in helping people live safely at home for longer.

As we continue to grow, we remain grounded in our purpose to make homes safer and lives better. Through our people, our clients, and our community partnerships, Scope Home Access continues to create lasting impact where it matters most.

Commercial Division Report: Tony De Las Heras - Head of Business Development

Over the past year, the Commercial Division of Scope Home Access has continued to strengthen its operations and partnerships through a strong focus on communication, responsiveness, and community engagement.

A major achievement has been the significant improvement in our communication processes with Home Care Package (HCP) providers. We have implemented clearer communication channels and improved internal tracking systems to ensure all provider enquiries are acknowledged and addressed within 48 hours. This consistent and proactive approach has reduced delays, improved provider confidence, and supported more coordinated outcomes for clients. By maintaining open, transparent, and timely communication, we have enhanced collaboration with our partners and streamlined the entire client journey, from initial enquiry to job completion.

In parallel, we have made substantial progress in the speed and efficiency of service delivery. Scheduling systems have been refined to prioritise urgent or high-needs clients, and stronger coordination between our Client Service team and builders has allowed jobs to be booked and commenced more quickly. As a result, clients are now experiencing noticeably shorter wait times between quotation, approval and installation. This improvement will provide additional benefits when Support at Home commences in November, ensuring clients receive timely, coordinated support directly in their homes. These enhancements have strengthened Scope Home Access's reputation for reliability, responsiveness, and client-focused service within the aged care sector.

Beyond operational improvements, the Commercial Division has led several major engagement initiatives throughout New South Wales, including the Illawarra Expo 2025, Hunter Expo 2025, and Shoalhaven Expo 2025. These events successfully brought together aged care users, caregivers, allied healthcare professionals, and community members to learn more about accessible living and home modification solutions.

ILLAWARRA AGED CARE EXPO



274

Registered Individuals



532

Tickets Registered

Key Insights:

- Attendance rate of 63.1%, with strong engagement from aged care users and caregivers.
- Healthcare professionals and caregivers represented 26.6% of attendees, reflecting strong industry and family participation.
- Improved data collection will be a focus for future events to reduce blank responses.

Attendee Feedback:

“I brought 9 friends along to this event and we all thoroughly enjoyed it. The services were displayed well, and the reps were very helpful and informative.”

“Being able to talk to providers all in the one spot. All the exhibitors were friendly and helpful.”

“Seeing new products and likeminded people, also seeing old friends.”



HUNTER AGED CARE EXPO



273

Registered Individuals



511

Tickets Registered

Key Insights:

- A balanced mix of attendees, with caregivers and healthcare professionals comprising 33.1% of participants.
- Strong participation from both family and industry sectors.
- Continued improvement in attendance tracking and registration accuracy.

Attendee Feedback:

“Excellent advice and friendly exhibitors.”

“Very informative and well organised.”

“All participants were excellent.”



SHOALHAVEN AGED CARE EXPO



184

Registered Individuals



328

Tickets Registered

Key Insights:

- Attendance rate of 55.4%, with aged care users and community members comprising approximately 60% of attendees.
- Strong community and industry participation across all demographics.
- Opportunities identified to improve accuracy in contact and role data collection.

Attendee Feedback:

“There was a good variety of stalls. My mother and I were able to gather a lot of useful information, and everyone was very friendly. “

“By my own experiences I arrived with a negative view of the aged care system and I suppose of Scope as well but after discussions with many stall holders and Steven from Scope I left a little more positive and hopeful of improved "Care" sometime in the future. And I would recommend this to others in the future.”

“I loved the positivity and care all exhibitors had. it was great seeing how they work together with common interests in supporting local seniors in collaboration with one another. It’s great to see that seniors care comes first, and network do not see each other as competition but ways to enhance their current services and supports together.”





Across all three Expos, feedback from attendees and providers has been overwhelmingly positive, with common themes of professionalism, accessibility, and genuine community engagement. These events continue to demonstrate Scope Home Access's commitment to education, collaboration, and improving quality of life through home modifications. Through these achievements, the Commercial division remains focused on delivering responsive, high-quality service, strengthening partnerships, and expanding our reach across the aged care and community sectors, with enhanced benefits expected as Support at Home commences in November.

FUTURE LEADERS PROGRAM

At Scope Home Access, we believe that strong leadership at every level is essential to building a resilient, high-performing organisation. Our Future Leaders Program, launched in 2024, is designed to identify and develop emerging talent within our organisation, equipping our people with the skills, confidence, and mindset to lead teams, drive innovation, and contribute strategically to Scope's continued success.

Over the past year, participants from across our regions have taken part in a structured leadership journey focused on self-awareness, communication, motivation, and leading high-performing teams. The program has combined interactive workshops, coaching sessions, and practical projects that directly connect leadership theory to the realities of our work environment.

Importantly, the program has also strengthened collaboration between departments and regions, building relationships that will form the foundation of Scope's next generation of leaders. Participants have consistently highlighted the value of learning from one another, sharing experiences, and gaining new perspectives on leadership in the not-for-profit construction and aged-care sectors.

The success of the Future Leaders Program reflects our ongoing investment in Great People, one of our four strategic pillars. It demonstrates our commitment to fostering internal growth, recognising potential, and creating clear pathways for career progression. As the program continues to evolve, it will remain central to ensuring Scope Home Access is led by capable, values-driven professionals who embody our mission to make homes safer and lives better.

FLP Feedback

1. Why were you excited to join the Future Leaders Program and what did you want to get out of it?

I was excited to join the FLP as I was keen to progress in my career and learn new skills that could help me do that. Learning more about leadership roles, and what goes along with becoming a great leader.

I saw this a great opportunity, and after speaking to others that had done the program last year i knew I would benefit from it.



Jacob Sullivan

2. What was the most relevant topic and why?

From the very first session about 'Emotional Intelligence' I was intrigued with the program as it made me look and think about things in a different way. Things that I had never took too much notice of in my daily life at work and home, so I found that really interesting. Listening and learning from the recommended resources was very inspiring as well.

But overall I feel I've taken something away from each session and the whole program ties together to teach and encourage how to be a great leader.

3. How has participating in the Future Leaders Program helped you grow in your current role?

Going into the program I wasn't sure what to expect, but now after nearly completing the program I've realised it really has taught me a lot of new skills and different ways of looking at things. This has helped me a lot at work and also in my personal life.

In my current role this program has helped me with decision making, being more confident, communicating with other staff and clients, and giving me the knowledge of what I need to do in certain situations to be a good leader. It has also just helped me grow as a person.

Thanks for the opportunity Steve to be part of this years FLP and I'm looking forward to the Graduation Dinner

FLP Feedback

1. Why were you excited to join the Future Leaders Program and what did you want to get out of it?

I was excited to join the Future Leaders Program to build my confidence and learn practical leadership skills before stepping into a supervisor role. I wanted to be better prepared to lead a team and handle new challenges.

2. What was the most relevant topic and why?

Delegation and Empowerment was the most interesting topic. It showed me how to delegate properly without just passing work on, and how clear communication and trust make a big difference.

3. How has participating in the Future Leaders Program helped you grow in your current role?

It's helped me feel more confident and self-aware as a new supervisor. I'm better at supporting my team, managing workloads, and communicating effectively.



Nathan Stanton

FLP Feedback

1. Why were you excited to join the Future Leaders Program and what did you want to get out of it?

A goal of mine was to step up and be promoted into a role that involved more responsibility and leadership. I wanted to progress my career, but more importantly, feel that I was deserving of this progress. The Future Leaders Program was an opportunity to have an experienced mentor guide the group through relevant and well-directed training that would be pivotal in achieving my goal. I was also looking forward to being part of a group that had similar ambitions and goals as I felt it would be an additional benefit to learn from like-minded peers and their experiences and progress throughout this program.

2. What was the most relevant topic and why?

For me, the most relevant topic was delegation. It was a common sense topic - it made sense with respect to leadership in general. However, I was able to recognise how I could practically apply the learnings more specifically to aspects of my own role. It also highlighted that leadership isn't necessarily the leader doing it all, Leadership is recognising the strengths of team members, and providing opportunities at the right time, to encourage and utilise these team members. Not only to benefit the team and the company, but to also benefit the team member and their individual goals.

3. How has participating in the Future Leaders Program helped you grow in your current role?

I truly believe that without this program, I likely wouldn't have won the current role that I am in. I wouldn't have had the same level of confidence and competence to have even applied for it. I believe in myself more and feel less like an imposter, which has allowed me to transition into my current role with my team's respect and belief, as well as my own.



Angela Brown

FLP Feedback

1. Why were you excited to join the Future Leaders Program and what did you want to get out of it?

I was excited to join the Future Leaders Program because I'm always looking for opportunities to learn, grow, and become a more effective leader. In the aged care industry, where our work directly impacts the wellbeing and dignity of others, strong and compassionate leadership is essential.

I wanted to build new skills and gain fresh perspectives that would help me better support my team — empowering them to deliver the best possible care and client experience. The program was also a chance for me to reflect on my own leadership style, strengthen my strategic thinking, and continue developing both personally and professionally so I can lead with confidence and purpose.

2. What was the most relevant topic and why?

There were many relevant topics that stood out but Delegation was the most eye opening. It's a skill that plays a big part in my role and is something I see used in many different ways across the organisation. The session gave me valuable insights into when and how to delegate effectively — not just to manage workload, but to empower and develop others.

It helped me reflect on my own leadership approach and recognise how thoughtful delegation can build trust, strengthen team capability, and create more time for strategic focus, all of which are essential in delivering quality care and service in aged care.



Darren Stone

3. How has participating in the Future Leaders Program helped you grow in your current role?

Participating in the Future Leaders Program has given me a lot of valuable insights and practical skills, but most importantly, it has helped me develop new habits that are supporting my ongoing growth. One of the most notable changes is that I've started actively educating myself through weekly Audible books — something I never used to do — which has expanded my knowledge and perspective.

ACKNOWLEDGEMENT OF OUR BOARD



**CHRISTINE
SPACKMAN**

Chairperson



**LUIGI
ANDREATTA**

Vice Chairperson/
Secretary



GEORGIA LANG

Director



MICHAEL LEWIS

Director



DAPHNE OLSEN

Director



JASON GALLOWAY

Director



JADE BANKIER

Director

The strength and success of Scope Home Access are built on the vision, governance, and unwavering support of our Board of Directors. Their leadership continues to guide the organisation through a period of transformation and growth, ensuring that we remain focused on our mission to create safer, more accessible homes for older Australians and people living with disability.

We extend our sincere thanks to each of our Directors for their commitment, insight, and belief in our purpose. Their guidance has been instrumental in driving strategic direction, strengthening governance, and supporting our people to achieve outstanding outcomes for our clients and communities.

This year, we also acknowledge and thank Lou Andreatta and Jade Bankier for their valued service to the Board. Lou has been a Director for seven years, providing steady leadership and deep commitment to Scope's growth and success throughout a period of significant change. Jade, who has served for two years, has contributed fresh insight, passion, and a strong connection to our mission during her time on the Board. Both have made lasting contributions through their expertise, advocacy, and belief in the importance of creating safer homes and stronger communities.

On behalf of our Executive Team and staff, we express our gratitude to the entire Board for their continued support, foresight, and trust. Together, we are building a future where every person can live safely and confidently in the home they love.