

S.C.O.P.E. Inc.

Support Community Opportunity Partnership Empowerment

Service Information



Office Address: Suite 4 Signature House
107 – 111 Morayfield Road
CABOOLTURE SOUTH QLD 4510

Phone (All Hours): 5428 0155

Postal Address: PO Box 621
MORAYFIELD QLD 4510

www.scopeinc.org.au

S.C.O.P.E. Inc. is a non-government organisation providing disability support services within the community.

What does S.C.O.P.E. Inc. stand for?



As an organisation, S.C.O.P.E. Inc. prides itself on its innovative person-centred approach to service delivery. Our focus is on ensuring that persons being supported by S.C.O.P.E. Inc. are empowered to live independent lives in the community of their choice and discover new opportunities and partnerships. The features which characterise our quality service provision include:

- A commitment to involvement in the organisation by persons being supported by S.C.O.P.E. Inc. and their families
- Established and clear procedures for people working for the organisation
- Services and the way we work with people is within our vision, mission and values statements
- Services are supported with a 24 hour, 7 day a week on-call system.

A word about Policies. These are the rules and guidelines which explain what we do in particular situations. These policies apply to people being supported by S.C.O.P.E. Inc. and their families, as well as people working for the organisation and the management committee. Policies are developed to assist the organisation to deliver quality services which meet the individual needs and comply with the Human Services Quality Framework.

S.C.O.P.E. Inc. is a Department of Communities, Child Safety and Disability Services Approved Service Provider.

Vision Statement

That all persons with disability are given the support and opportunity to ensure they are empowered to build partnerships within their community.

Mission Statement

To provide quality services in a supportive and empowering environment for stakeholders.

Value Statements

Values and respects the individual rights of persons with disability

Values the partnership and participation of families and carers of persons with disability

Values the staff and volunteers for the service delivery role of the organisation

Values the government support

Management Committee

Jamie Sims	President	E: president@scopeinc.org.au
Barry Maxfield	Vice President	
Carey Gadischkie	Secretary	
Helen Roberts	Treasurer	

Management Team

Senior Leadership Team

Tracey Lloyd	Chief Executive Officer	M: 0423 138 205 E: tracey@scopeinc.org.au
Ann Fisher	Operations Manager	M: 0423 458 418 E: ann@scopeinc.org.au
Katrina Turnbull	Finance & Administration Coordinator	E: katrina@scopeinc.org.au
Robyn Cross	Executive Assistant & Quality Coordinator	E: robyn@scopeinc.org.au

Service Coordinators

Paul Mewburn	Lifestyle Support Coordinator	M: 0433 378 551 E: paulm@scopeinc.org.au
Donna Corbett-Dennis	Lifestyle Support Coordinator	M: 0487 780 999 E: donnac@scopeinc.org.au
Chris Weldon	Lifestyle Support Coordinator	M: 0477 887 782 E: chris@scopeinc.org.au
Cheryl Young	Lifestyle Support Coordinator	M: 0467 056 775 E: cheryl@scopeinc.org.au

Services

S.C.O.P.E. Inc. is a Department of Communities, Child Safety and Disability Services Approved Service Provider. The current service types that we can deliver are:

Service Type	Service Details
1.04	<p>Accommodation Support</p> <p>Support is provided to a person with a disability to maintain their independence as valued members of the community.</p>
1.06	<p>In Home Support</p> <p>Involves individual support and programs to assist a person with disability to live in their own home.</p>
2.01	<p>Therapy Support for Individuals</p> <p>Specialised therapeutic care services including occupational therapy, physiotherapy and speech therapy. These services are intended to improve, maintain or slow deterioration of a person's functional performance and/or assist in the assessment and recommendation of equipment to enable a person to perform as independently as possible in their environment.</p>
2.04	<p>Counselling</p> <p>Individual / family or group counselling.</p>
2.06	<p>Case Management, local coordinator and development</p> <p>This is a broad service type category, including elements of individual or family-focused case management and brokerage as well as coordination and development activity within a specified geographical area. It includes both direct and indirect services, assisting people with disabilities to maximise their independence and participation in the community through working with individual, family and/or carers in care planning and/or facilitating access to appropriate services. If the service provider is community development only (i.e. the service is not working with an individual), then it should be classified under "other community support" (2.07).</p>
3.01	<p>Support for School Leavers (PSO) – Learning & Lifestyle</p> <p>This is not a centre based program and is based on individual needs and choices. The program may focus on further education, social and living skills development, support to maintain community networks and support to access activities in their local communities.</p>

Service Type	Service Details
4.01	<p>Own Home Respite</p> <p>Respite provided in a person's own home. This may include community access, domestic assistance and personal care.</p>
4.02	<p>Centre Based Respite</p> <p>Residential respite allows people with a disability to stay overnight in a friendly, home-like environment and participate in a range of social and recreational activities. Respite benefits parents / carers by giving them a break from the caring role. This also provides opportunities to develop new skills and meet new people.</p>
4.05	<p>Other Respite including Crisis Respite</p> <p>Emergency respite is an immediate, unplanned, time limited response to families and carers who are unable to provide care due to unforeseen circumstances.</p>

S.C.O.P.E. Inc. is also a Your Life Your Choice approved Host Provider. S.C.O.P.E. Inc.'s Empowered Choices provides a person-centred approach to host provider services. After the development of the initial agreement, participants can choose the level of coordination support they require. Coordination support can include S.C.O.P.E. taking full responsibility for purchasing of support and associated payments. Participants using Empowered Choices will be provided with opportunities to participate in skills development activities to increase the participant's ability to exercise choice and control in relation to their funding package.

S.C.O.P.E. Inc. Support Framework

S.C.O.P.E. Inc. provides support in a holistic framework using a strengths based, least restrictive, person-centred approach. This means that we do not look solely at providing support to the person’s disability but rather we look at the person as a unique individual and tailor support to best meet the needs and wants, aspirations and goals of the person, taking into consideration other formal and informal care supports and services.

Our support framework is based on the following models:

Model or Philosophy	Explanation of the Term
<p>Social model of disability</p>	<p>The social model considers the person’s disabled social status as being separate from their physical status (also known as impairment). The social model suggests that the issues faced by people with disabilities result from the current structure of society and is not an extension of their impairment. Therefore societal structures need changing to become accessible to all members of the community.</p> <p>In the last couple of decades, considerable effort has been placed on changing the perception that people with disabilities need to be treated and managed as if they have a health problem. Instead, more recent thinking focuses on people with disabilities being within a minority social group that has its own concerns, ideas and needs about disability.</p> <p>The social model of disability is in direct contrast to the previously predominant medical model whereby a person with a disability had a medical condition that had to be managed and treated.</p> <p>The United Nations Convention on the Rights of Persons with Disabilities has been drafted from a social model perspective.</p>
<p>Strengths Based or Solution Focused Approach</p>	<p>This is an optimistic approach that focuses on the person’s strengths not their deficits. By placing more attention on the person’s strengths it is envisaged that the person’s strengths will become greater.</p> <p>The strengths based approach considers that the person with disabilities is the expert of their life, not the worker. Considerable attention is placed on ensuring that the power imbalance between the person and their support workers does not favour the workers in preference to the person with disabilities.</p> <p>A commitment to empowerment is key to the strengths based approach. When problems or issues arise, they are considered to result from the interactions between</p>

Model or Philosophy	Explanation of the Term										
	individuals, organisations or structures rather than deficits within individuals, organisations or structures.										
<p>Person-centred Approach</p>	<p>Person-centred approach focuses on the person's situation so that positive changes can be made. A number of approaches such as PATH, MAP and Personal Futures Planning (amongst others) all start with who the person is and end with specific actions to be taken.</p> <p>The person-centred approach is not simply completing a survey and filling in a pretty document that sits in a drawer. While documented planning tools are important, the person-centred approach requires a commitment from every person to work together to achieve the goals in the plan. In practice this means that planning works hand in hand with active support and skill development to provide a holistic approach to support.</p>										
<p>O'Brien's Five Valued Experiences of Life</p>	<p>Research in the 1980s by John O'Brien determined that there are five areas or domains that are important in shaping the quality of anyone's life. These areas are:</p> <table border="1" data-bbox="598 1037 1399 1601"> <tbody> <tr> <td data-bbox="598 1037 874 1216">Belonging</td> <td data-bbox="874 1037 1399 1216"> <ul style="list-style-type: none"> • Having friends • Being with people we want to be around • Being around people who want us around </td> </tr> <tr> <td data-bbox="598 1216 874 1328">Being Respected</td> <td data-bbox="874 1216 1399 1328"> <ul style="list-style-type: none"> • Noticed by others • Valued by others • Others see us as equals </td> </tr> <tr> <td data-bbox="598 1328 874 1440">Sharing Ordinary Spaces</td> <td data-bbox="874 1328 1399 1440"> <ul style="list-style-type: none"> • Being part of the world • Participating in mainstream activities / places </td> </tr> <tr> <td data-bbox="598 1440 874 1518">Contributing</td> <td data-bbox="874 1440 1399 1518"> <ul style="list-style-type: none"> • Sharing our unique talents and gifts with others </td> </tr> <tr> <td data-bbox="598 1518 874 1601">Choosing</td> <td data-bbox="874 1518 1399 1601"> <ul style="list-style-type: none"> • Making our own decisions • Strive for control of life totally </td> </tr> </tbody> </table>	Belonging	<ul style="list-style-type: none"> • Having friends • Being with people we want to be around • Being around people who want us around 	Being Respected	<ul style="list-style-type: none"> • Noticed by others • Valued by others • Others see us as equals 	Sharing Ordinary Spaces	<ul style="list-style-type: none"> • Being part of the world • Participating in mainstream activities / places 	Contributing	<ul style="list-style-type: none"> • Sharing our unique talents and gifts with others 	Choosing	<ul style="list-style-type: none"> • Making our own decisions • Strive for control of life totally
Belonging	<ul style="list-style-type: none"> • Having friends • Being with people we want to be around • Being around people who want us around 										
Being Respected	<ul style="list-style-type: none"> • Noticed by others • Valued by others • Others see us as equals 										
Sharing Ordinary Spaces	<ul style="list-style-type: none"> • Being part of the world • Participating in mainstream activities / places 										
Contributing	<ul style="list-style-type: none"> • Sharing our unique talents and gifts with others 										
Choosing	<ul style="list-style-type: none"> • Making our own decisions • Strive for control of life totally 										
<p>Least Restrictive Alternative</p>	<p>Least restrictive alternative means providing the person with the least intrusive support in the least restrictive way. This means the person should be able to maintain their own autonomy as much as they possibly can without the unnecessary involvement of other people or other unnecessary environmental factors.</p>										
<p>Social Role Valorisation</p>	<p>Social Role Valorisation is a relationship theory of knowledge for the design and implementation of formal and informal services and relationships for people with any need</p>										

Model or Philosophy	Explanation of the Term
	<p>or condition, especially those individuals who are devalued or at risk. Social Role Valorisation is useful as a tool for creating or supporting socially valued roles for people in their society. It not only discusses the role of social devaluation and its impact on people with disabilities, but also provides the tools for analysing the process and effects of social devaluation. Seen in this way, the premise of Social Role Valorisation is that if a person holds valued roles, the person is likely to receive or have the opportunity to obtain the good things in life from society.</p>

Control of Life Totally (COLT)

No-one has total control of their life due to the fact that there are too many outside forces that we cannot control. Control of life totally is something that we all strive for! You only have to look at the number of people that go into lotto or other get rich quick schemes to see that this is true. Closer to home, we all set up our houses the way we want, arrange our gardens and try to gain as much control of our lives as we can.

We all have the right to do this striving. However, for people with disabilities it is even more difficult to strive for this control. With this in mind, it is the responsibility of organisations and their staff that provide services, to assist people with disabilities in their striving towards COLT.



Role of the Management Committee

The role of S.C.O.P.E. Inc. Management Committee is to ensure that S.C.O.P.E. Inc. operates:

- a financially viable service
- within the relevant legal frameworks
- within our mission, vision and values
- a person-centred service
- within the framework of the approved strategic plan

The Management Committee is elected on an annual basis from the organisation's financial members. The Management Committee is responsible for providing the organisation with strategic leadership, direction and financial accountability. The day to day management is delegated to the CEO who leads an effective team that provides the support to people being supported by S.C.O.P.E. Inc. As with any organisation, business or individual there is numerous rules, obligations and laws that S.C.O.P.E. Inc. is obliged to comply with. These include:

Governance Documents	Government Requirements	Legislation
<ul style="list-style-type: none"> • S.C.O.P.E. Inc. Constitution 	Department of Communities, Child Safety and Disability Services Funding Agreement	<ul style="list-style-type: none"> • <i>Associations Incorporation Act 1981 (Qld)</i>
<ul style="list-style-type: none"> • S.C.O.P.E. Inc. Enterprise Agreement 2011 	Human Services Quality Framework	<ul style="list-style-type: none"> • <i>Disability Services Act 2006 (Qld)</i> • <i>Work Health and Safety Act 2011 (Qld)</i> • <i>Fair Work Act 2009 (Cth)</i> • <i>Workers' Compensation and Rehabilitation Act 2003 (Qld)</i> • <i>Income Tax Assessment Act 1936 (Cth)</i> • <i>Building Fire Safety Regulation 2008 (Qld)</i> • <i>Anti Discrimination Act 1991 (Qld)</i> • <i>Australian Charities and Not-for-profits Commission Act 2012 (Cth)</i>

Strategic Focus Areas



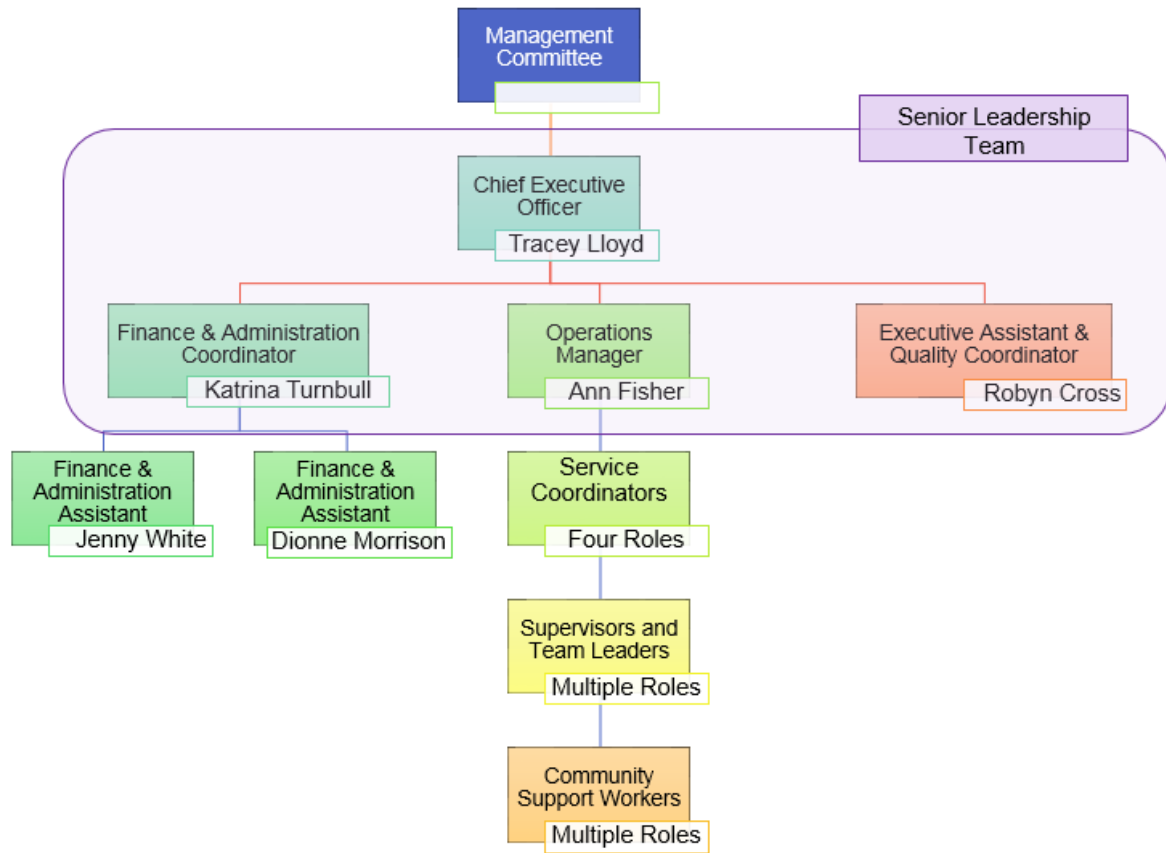
The S.C.O.P.E. Inc. Strategic Focus Areas have been developed to provide a broad focus for the organisation's development based on emergent strategy development processes. The Strategic Focus Areas encompass the areas that have been identified as crucial focus areas for successful transition to service provision under the National Disability Insurance Scheme framework.

S.C.O.P.E. Inc. develops a strategic plan every three to five years (as determined by the S.C.O.P.E. Inc. Management Committee) and an annual Operational Plan. The development of the Strategic Plan is based on the theoretical principles of Emergent Strategy Development, specifically Logical Incrementalism and Resource Allocation, as this provides a framework for the organisation to be flexible in the approach taken to strategic planning.

The Strategic Planning process is facilitated by the Chief Executive Officer who will present to the S.C.O.P.E. Inc. Management Committee a Strategic Planning Project Plan which will outline the timeframe and tools to be used in the strategic planning process. The following tools will be used in developing and reporting on performance against the strategic plan:

- PESTEL Analysis;
- Porter's Five Forces Analysis;
- Stakeholder Mapping (including current, future and silent stakeholders);
- Consultation processes with S.C.O.P.E. stakeholders where S.W.O.T. Analyses are undertaken;
- Integrated reporting using the 6 Capitals and Balanced Scorecard Frameworks
- Development of Strategy Maps

S.C.O.P.E. Inc. Organisational Chart



S.C.O.P.E. President Jamie Sims & Chief Executive Officer Tracey Lloyd

Our Beginnings

In the Year of the Disabled (1981), a small group of people noticed a need in the Pine Rivers region for supported residential care and accommodation for people with disabilities. A fundraising campaign was inaugurated and the group worked tirelessly to pilot the concept of a locally situated home style residence “handy to home” for people with disabilities. This was the birth of Handihome, now known as S.C.O.P.E. Inc.

With exceptional support from the community – service and sporting clubs, schools, churches, Pine Rivers Shire Council and associated businesses and dignitaries – the goal was achieved. In 1984 Handihome Kallangur was opened and six people with varying degrees of disabilities became permanent residents. The original concept was that of a large family supported by caring staff, family and friends who formed an integral part of the resident’s daily lives. Handihome Kallangur allowed the residents to have access to their families and to be involved in social, recreational and vocational activities with other people in the community.

So successful was this project, considered at the time radical and innovative, that the community continued its strong support. In 1987 a second residence was constructed on land donated by the Queensland Government at Strathpine. This residence offered supported living for up to 11 residents following the same model of a large family supported by caring staff, family and friends and “handy to home”. This took the total residents of both houses to 17.

During construction of the Strathpine residence, the government announced a prohibition on funding “institutional like” residences. Sadly in view of the numbers of people being supported at the Strathpine residence, the funding was ceased. The committed group of people who started Handihome did not let this stop them. Instead they redoubled their efforts and commenced fundraising in order to cover operational costs. After a number of raffles, garage sales, donations and the trusty lamington drive, enough money was raised to ensure that the high standard of service that the organisation was becoming known was able to continue.

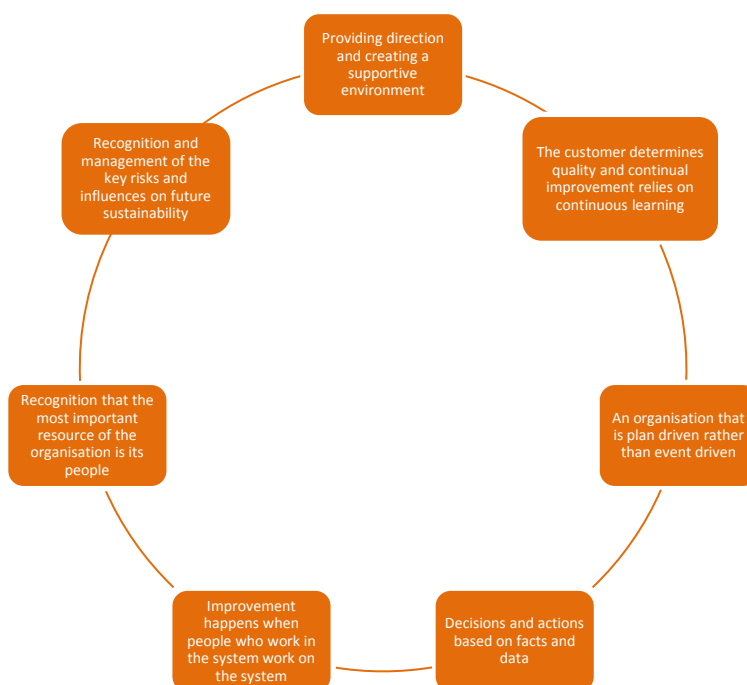
Major Milestones

1984	Opening of Handihome Kallangur
1987	Opening of Handihome Strathpine
2001	20 th Anniversary of Handihome
2007	First accreditation against Queensland Disability Service Standards
2008	Development of Strategic Plan to move consumers into small group homes Handihome moved into first office space at Brendale
2009	Change of name to S.C.O.P.E. Inc.
2010	Consumers moved from Kallangur and Strathpine to small group homes leased via Department of Housing Relocation to larger office premises in Strathpine
2011	S.C.O.P.E. Inc. receives approval to provide Living and Lifestyle Skills
2012	S.C.O.P.E. Inc. received three year recurrent funding from Disability Services for the Strathpine Respite Service (the former Handihome Strathpine)
2012	S.C.O.P.E. Inc. receives approval to provide therapy and counselling services
2013	S.C.O.P.E. Inc. commenced service provision at the former Pine Lodge, Burpengary Relocation to larger office premises in Caboolture South Transitioned to HSQF accreditation
2016	S.C.O.P.E. Inc. commenced service provision at a purpose built facility for people with complex behaviour support needs at Woombye

Quality Management and Continuous Improvement

S.C.O.P.E. Inc. recognises that a commitment to continuous improvement systems and thinking at all levels is essential to its long-term success. By adopting this culture, we will be able to improve and ensure better outcomes for people being supported by S.C.O.P.E. Inc., their families and people working for the organisation. To ensure that all stakeholders' requirements are met, it is policy of S.C.O.P.E. Inc. to establish and maintain effective continuous improvement systems. It is the responsibility of all people working for the organisation to be involved in the process and that management is accountable for leading and participating in the process. S.C.O.P.E. Inc. was previously accredited against the Queensland Disability Service Standards and in 2013 transitioned to accreditation against the Human Services Quality Framework.

Our Quality Management and Continuous Improvement framework is based on seven principles.



Stakeholder Engagement and Feedback

We undertake a variety of stakeholder engagement activities such as surveys, focus groups, presentations and meetings. Management of S.C.O.P.E. Inc. is available to hear any concerns, complaints, compliments or queries that you might have. It is our view that every complaint is an opportunity for quality improvement.

Privacy

S.C.O.P.E. Inc. is committed to protecting the privacy of the personal and sensitive information we collect from stakeholders of the organisation. Privacy is to be respected and maintained at all times. The organisation has policies and procedures in line with the Australian privacy principles contained in the *Privacy Act 1988 (Cth)* and the information privacy principles contained in the *Information Privacy Act 2009 (Qld)*.

Human Services Quality Framework

The Human Services Quality Framework results from work undertaken by the Queensland Government to review the standards that non-government organisations providing human services (across the disability, child safety and community sectors) and streamline the requirements for organisations.

Standard 1: Governance and management

The organisation maintains accountability to stakeholders through the implementation and maintenance of sound governance and management systems. These systems should reflect the size and structure of the organisation and contribute to maximising outcomes for people using services.

Standard 2: Service access

The organisation makes their services available to their target group in fair, transparent and non-discriminatory ways and people seeking access to services are prioritised and responded to.

Standard 3: Responding to individual need

The organisation provides appropriate services that are identified / assessed, planned, monitored, reviewed and delivered in collaboration with the person using the service, their representative and/or relevant stakeholders. The organisation uses referral pathways and partnerships to promote integrated service provision.

Standard 4: Safety, wellbeing and rights

The organisation upholds the legal and human rights of people using services. This includes people's right to receive services that protect and promote their safety and well-being, participation and choice.

Standard 5: Feedback, complaints and appeals

The organisation listens to people and takes on feedback as a source of ideas for improving services and other activities. It includes the way the organisation responds to complaints from people using services and their right to have complaints fairly assessed and acted upon.

Standard 6: Human resources

The organisation has human resource management systems that ensure people working in services (including carers and volunteers) are recruited appropriately and are suitable for their roles within the organisation. Once appointed, people working in the organisation have access to support, supervision, opportunities for training and development and grievance processes.

Australian Charities and Not for Profits Commission

As a registered charity, S.C.O.P.E. Inc. is required to comply with the provisions of the Australian Charities and Not for Profit Commission Act. The ACNC is the independent Commonwealth regulator of charities. The ACNC:

- registers charities
- helps charities understand and meet their obligations by giving them information, guidance, advice and other support
- maintains a free searchable Register of all registered charities in Australia
- is working with Commonwealth, state and territory governments and agencies to develop a 'report-once, use-often' reporting framework for charities.

As a charitable organisation, S.C.O.P.E. Inc. is required to report to the ACNC on an annual basis as well as meet the ACNC Governance Standards. The Governance Standards have been designed by the ACNC to help promote public trust and confidence in charities.

Standard	Requirement
Purposes and not-for-profit nature of a registered entity	Charities must be not-for-profit and work towards their charitable purpose. They must be able to demonstrate this and provide information about their purpose to the public.
Accountability to members	Charities that have members must take reasonable steps to be accountable to their members and provide their members adequate opportunity to raise concerns about how the charity is governed.
Compliance with Australian laws	Charities must not commit a serious offence (such as fraud) under any Australian law or breach a law that may result in a penalty of 60 penalty units (currently \$10 200) or more.
Suitability of responsible persons	Charities must check that their responsible persons (such as board or committee members or trustees – called 'responsible entities' under the ACNC Act) are not disqualified from managing a corporation under the Corporations Act 2001 (Cth) (Corporations Act) or disqualified from being a responsible person of a registered charity by the ACNC Commissioner. Charities must take reasonable steps to remove any responsible person who does not meet these requirements.
Duties of responsible persons	Charities must take reasonable steps to make sure that responsible persons understand and carry out the duties set out in this standard.

National Disability Insurance Scheme

The National Disability Insurance Scheme (NDIS) is a Commonwealth Government program that will provide individualised support and funding for people with a disability. The scheme will replace current State Government funded supports and is an insurance based scheme that will apply to any person who can meet the:



- age and residency requirements; and
- the disability or early intervention requirements.

What will support look like under the NDIS?

The NDIS has been designed to maximise the independence of people living with a disability and to increase their choice and control in the way their supports are provided and the organisation that provides them. People receiving funding from the NDIS can direct the way in which they receive support and who they want to provide the support. The goal of the NDIS is that people live their life, their way in the community of their choice. S.C.O.P.E. has been supporting clients in this style for a number of years; listening to clients' needs, likes, dislikes, goals and aspirations and working in partnership with the client to support the client to explore opportunities, develop partnerships in the community and be empowered to live their life.

What if I'm not eligible for the NDIS?

If a person is currently receiving a state government funded disability service but is ineligible for the NDIS (for example because they are over 65 at the time of transition to the NDIS) then are provisions for the person to continue receiving supports under continuity of support.

	
<p>Clients living in the Brisbane region commence transitioning to the NDIS.</p>	<p>Clients living in the Moreton Bay and Sunshine Coast regions commence transitioning to the NDIS.</p>

Overview of Policies



S.C.O.P.E. Inc. Policies

All policies and procedures were previously implemented in-line with the Disability Service Standards. In December 2013, S.C.O.P.E. Inc. transitioned to the Human Services Quality Framework. Policies and procedures are aligned to the both the Human Services Quality Framework and their respective S.C.O.P.E. Inc. structural area, for example Finance and Administration, Lifestyle Support or Organisational Development.

Finance and Administration Policies & Procedures							
Policy	What is this Policy	Human Services Quality Standards					
		Standard 1	Standard 2	Standard 3	Standard 4	Standard 5	Standard 6
Financial Management	It is policy of S.C.O.P.E. Inc. that organisational finances are managed in accordance with appropriate legislation and standards and sound financial management practices.	✓			✓		✓
Fraud	S.C.O.P.E. Inc. will not tolerate fraudulent activities and will take measures to manage these incidents and minimise the risk of their recurrence.	✓					
Motor Vehicles (S.C.O.P.E. Owned)	This policy provides guidelines on the use of S.C.O.P.E. Inc. vehicles to enable people working for the organisation to carry out organisational business. Where possible, all people needing to travel for organisational purposes should be given access to a vehicle.	✓			✓		
Service Costs	S.C.O.P.E. Inc. will charge board and lodgings, transport fees and respite charges to generate income to offset the non-funded costs in the provision of services to people being supported by S.C.O.P.E. Inc.	✓	✓	✓	✓		

Governance Policies & Procedures							
Policy	What is this Policy	Human Services Quality Standards					
		Standard 1	Standard 2	Standard 3	Standard 4	Standard 5	Standard 6
Committee Member Recruitment	The Committee Member Recruitment Policy sets out S.C.O.P.E. Inc.'s intent to recruit suitable Management Committee members.	✓					
Committee Member Induction	The Committee Member Induction Policy sets out S.C.O.P.E. Inc.'s approach to ensuring that Committee Members have the appropriate skills and knowledge to undertake their role.	✓					
Management Committee Training and Development	This policy sets out the commitment that S.C.O.P.E. Inc. to providing training and development opportunities for members of the Management Committee.	✓					
Strategic Planning and Organisational Performance Management	The Strategic Planning and Organisation Performance Management Policy sets out S.C.O.P.E. Inc.'s approach to ensuring that the organisation works towards its mission in a strategic manner and is able to review performance against the strategic plans.	✓					

Human Resources Policies & Procedures							
Policy	What is this Policy	Human Services Quality Standards					
		Standard 1	Standard 2	Standard 3	Standard 4	Standard 5	Standard 6
Code of Conduct	It is policy of S.C.O.P.E. Inc. that people working for the organisation will at all times carry out their duties in a diligent and efficient manner, represent the organisation in a professional manner and treat everyone with respect and courtesy. This policy also sets out S.C.O.P.E. Inc.'s requirements and expectations regarding the professional presentation of all people working for the organisation during work time.	✓		✓	✓		✓
Confidentiality of Human Resource Information	This policy outlines the procedures for maintaining the privacy and confidentiality of human resources information kept by S.C.O.P.E. Inc.	✓					✓
Discrimination, Harassment and Bullying	This policy supports all people working for the organisation in their endeavours to cultivate good working relations in the workplace, eliminating inequity, discrimination, harassment and bullying.	✓				✓	✓
Hours of Work	This policy sets out the expected hours of work for people working for the organisation, the development of rosters and accrued time, overtime and time off in lieu (TOIL).	✓		✓	✓		✓
Redundancy	This policy outlines the processes to be followed when a position at S.C.O.P.E. Inc. becomes redundant. All actions need to be performed in a sensitive and responsible manner giving attention to the wellbeing, as far as possible, of the person / people working for the organisation being retrenched or redeployed.	✓					✓

Human Resources Policies & Procedures							
Policy	What is this Policy	Human Services Quality Standards					
		Standard 1	Standard 2	Standard 3	Standard 4	Standard 5	Standard 6
Rehabilitation and Return to Work	This policy was developed to provide guidelines to assist with the rehabilitation and return to work of a person working for the organisation who suffers a workplace injury or illness in a safe and timely manner and in accordance with the requirements of the legislative framework.	✓					✓
Staff Grievance	S.C.O.P.E. Inc. encourages its employees and volunteers to resolve any issues or concerns that they may have at the earliest opportunity with each other or, failing that, their immediate supervisor. The preferred process involves employees and volunteers resolving issues to their satisfaction internally, without feeling they have to refer to external organisations or to authorities for assistance. The Staff Grievance policy sets out the expectations and processes of S.C.O.P.E. Inc. in relation to solving issues between team members.						
Supervision	The Supervision policy sets out the expectations and responsibilities in relation to supervision provided to staff in leadership roles.	✓					✓
Team Member Recruitment and On Boarding	It is policy of S.C.O.P.E. Inc. to ensure that the manager responsible for recruiting staff follows a non-discriminatory process and selects the candidate that is most likely to succeed in meeting the needs and requirements of the required role.	✓			✓		✓

Human Resources Policies & Procedures							
Policy	What is this Policy	Human Services Quality Standards					
		Standard 1	Standard 2	Standard 3	Standard 4	Standard 5	Standard 6
Team Member Talent Management	<p>S.C.O.P.E. Inc. recognises that organisational success depends on the effective performance of people working for the organisation as individuals and within teams.</p> <p>S.C.O.P.E. Inc. will offer learning and development to people working for the organisation within resources available to the organisation that will provide people with the necessary skills and knowledge to achieve S.C.O.P.E. Inc.'s present and future mission, vision and strategic focus areas and objectives.</p>	✓					✓

Information Technology Policies & Procedures							
Policy	What is this Policy	Human Services Quality Standards					
		Standard 1	Standard 2	Standard 3	Standard 4	Standard 5	Standard 6
Acceptable Use of Information Technology and Bring Your Own Device	This policy sets out guidelines for the acceptable use of information technology within S.C.O.P.E. Inc. and the circumstances in which Bring Your Own Device (BYOD) may be permitted.	✓					✓
Electronic Monitoring	This policy sets out the use of electronic monitoring devices at S.C.O.P.E. Inc. sites. Electronic monitoring is only to be used in accommodation support sites where it increases the quality of support provided to the client or decreases risk to staff in behaviour management strategies.	✓			✓		
Information Security	S.C.O.P.E. Inc. will ensure that its information facilities used by people working for the organisation and people being supported by S.C.O.P.E. Inc. will be reasonably secure.	✓			✓		✓
Social Media	This policy outlines the ways in which S.C.O.P.E. Inc. will engage with social media technologies. It also outlines the expectations that S.C.O.P.E. Inc. has for people working for the organisation when accessing social media technologies.	✓					✓
Telecommunications	Landlines must be used instead of mobile phones whenever possible except in the direct leased homes as the client pays for the landline. A mobile phone is available at each direct leased home for the use by people working for the organisation. People working for the organisation should ensure they take the mobile with them when out in the community. Mobile phones and faxes should only be purchased with the approval of the Chief Executive Officer from S.C.O.P.E. Inc.'s preferred supplier.	✓					

Lifestyle Support Policies & Procedures							
Policy	What is this Policy	Human Services Quality Standards					
		Standard 1	Standard 2	Standard 3	Standard 4	Standard 5	Standard 6
Abuse, Neglect and Exploitation	Abuse, neglect or exploitation of adults is not tolerated at S.C.O.P.E. Inc. Any allegations of abuse, neglect or exploitation will be acted upon quickly and effectively, ensuring confidentiality at all times.				✓		
Access and Equity	S.C.O.P.E. Inc. recognises that all people with a disability have a right to access and equity of services regardless of their race, religion, ethnicity and language and that as a service provider we will ensure the organisation responds appropriately and sensitively to the needs of the entire community including Aboriginal and Torres Strait Islander people and people from culturally and linguistically diverse (CALD) and LGBTI communities.		✓	✓	✓		
Advocacy	S.C.O.P.E. Inc. will take a committed and planned approach to actively advocate on the key issues affecting people with disabilities / families and their carers. It will also support and encourage all clients, their families / guardians and carers to use, when appropriate, an independent and culturally appropriate advocate to support and represent them. People working for the organisation are not expected or permitted to act as an advocate when there is an issue / matter between a client and S.C.O.P.E. Inc. or where there is a foreseeable conflict of interest.			✓	✓	✓	
Client Personal Financial Transactions	This policy defines the role of people working for the organisation when assisting clients in their financial transactions, whilst ensuring the necessary support and protection to safeguard the personal financial transactions of clients.	✓		✓	✓		
Communication of Service Related Records	This policy is committed to ensuring the privacy and confidentiality of information relating to individual people being supported by S.C.O.P.E. Inc.	✓		✓	✓		

Lifestyle Support Policies & Procedures							
Policy	What is this Policy	Human Services Quality Standards					
		Standard 1	Standard 2	Standard 3	Standard 4	Standard 5	Standard 6
Confidentiality of Client Information	This policy sets out clear guidelines for the protection of clients' personal information and to ensure that the organisation complies with the Australian Privacy Principles as contained within the Privacy Act 1988 (Cth) and the Information Privacy Principles as contained within the Information Privacy Act 2009 (Qld).	✓					
Death – Mandatory Reporting	It is the policy of S.C.O.P.E. Inc. that a structured plan of action is followed in the event of the death of a client or a person working for the organisation. This policy clearly states who should be notified and the steps to follow.			✓	✓		✓
Duty of Care	This policy is about duty of care issues and provides assistance for people working for the organisation and people being supported by S.C.O.P.E. Inc. on making decisions when faced with difficult situations. The exception to this is when there is a duty of care issue conflict with a work health and safety issue. Issues regarding the work health and safety legislation will override the decision.	✓			✓		✓
Family and Visitors	This policy outlines the roles families play throughout life, and identifies support offered by S.C.O.P.E. Inc. and its commitment to the importance of preserving and maintaining family relationships. It also provides broad guidelines to visitors of S.C.O.P.E. Inc., whilst simultaneously protecting the rights to privacy of people being supported by S.C.O.P.E. Inc.	✓		✓	✓	✓	

Lifestyle Support Policies & Procedures							
Policy	What is this Policy	Human Services Quality Standards					
		Standard 1	Standard 2	Standard 3	Standard 4	Standard 5	Standard 6
Individual Needs	S.C.O.P.E. Inc. is committed to ensuring people with disabilities are involved in making decisions and choices to a level which is appropriate for their capacity to understand and their decision making skills. S.C.O.P.E. Inc. is also committed to promote and provide meaningful opportunities for participation within its service/s by clients, and that processes are in place that ensure this occurs in ways that meet the client's individual needs.	✓		✓	✓		
Meal Planning and Nutritional Requirements	S.C.O.P.E. Inc. will ensure appropriate procedures are implemented to support the health and nutrition needs of people being supported by S.C.O.P.E. Inc.	✓		✓	✓		
Medication	S.C.O.P.E. Inc. is committed to giving clients correct and appropriate assistance with medication. People working for the organisation will be given appropriate and adequate training and support when giving medication to clients.	✓		✓	✓		✓
Palliative Care	S.C.O.P.E. Inc. is committed to providing our clients with the option to die with dignity at home. If this choice is made, S.C.O.P.E. Inc. will facilitate the provision of appropriate planned palliative care support.		✓	✓	✓		
Restrictive Practices Framework	This policy outlines how S.C.O.P.E. Inc. will use restrictive practices to manage behaviour that causes harm in accordance with the requirements of the Disability Services Act 2006 and the S.C.O.P.E. Inc. service ethos of least restrictive support.	✓		✓	✓		✓
Rights and Responsibilities	This policy outlines the principle expectations of S.C.O.P.E. Inc. in regards to the application and maintenance of rights and responsibilities.			✓	✓		

Lifestyle Support Policies & Procedures							
Policy	What is this Policy	Human Services Quality Standards					
		Standard 1	Standard 2	Standard 3	Standard 4	Standard 5	Standard 6
Risk Management (Operational Risks)	It is the policy of S.C.O.P.E. Inc. to ensure that there is a systematic process to identify, analyse, assess, manage and monitor risk in relation to the operations of S.C.O.P.E. Inc.	✓			✓		✓
Service Entry	This policy provides clear and concise entry procedures to S.C.O.P.E. Inc. services.		✓				
Service Exit	S.C.O.P.E. Inc. will ensure that fair and non-discriminatory processes are used when a person being supported by S.C.O.P.E. Inc. chooses or is required to exit the service.		✓				
Theft	Whilst taking every care relating to personal property, S.C.O.P.E. Inc. is not liable for any cost of repair / replacement of such lost or stolen property.	✓			✓	✓	✓

Organisational Development Policies & Procedures							
Policy	What is this Policy	Human Services Quality Standards					
		Standard 1	Standard 2	Standard 3	Standard 4	Standard 5	Standard 6
Complaints	S.C.O.P.E. Inc. will ensure that everyone has access to fair and timely resolution of complaints				✓	✓	✓
Confidentiality of Corporate Information	All people working for the organisation and people who have worked for the organisation are required to keep confidential all information about business and the affairs of S.C.O.P.E. Inc. and its consumers.	✓					
Conflict of Interest and Nepotism	Any interest or relationship (actual or perceived) which could be used to benefit a person working for the organisation's employment conditions or opportunity, must be disclosed.	✓					✓
Continuous Improvement	This policy is about why S.C.O.P.E. Inc. is committed to establishing and maintaining effective continuous improvement systems and adopting seven principles of practice.	✓		✓		✓	
Policy and Development and Review	This policy is the guide on how to develop and review a policy of S.C.O.P.E. Inc. Policies provide a set of rules and guidelines for people working for the organisation and clients that tell you what to do in certain situations.	✓		✓	✓		
Privacy	This policy outlines how S.C.O.P.E. Inc. will manage personal and sensitive information in accordance with the Australian Privacy Principles.	✓			✓		✓
Risk Management (Organisational Risks)	This policy sets out S.C.O.P.E. Inc.'s approach to Organisational Risk Management.	✓					

Work Health and Safety Policies & Procedures							
Policy	What is this Policy	Human Services Quality Standards					
		Standard 1	Standard 2	Standard 3	Standard 4	Standard 5	Standard 6
Work Health & Safety	This policy outlines the commitment by the Management Committee and Management to S.C.O.P.E. Inc.'s compliance with the <i>Work Health and Safety Act 2011</i> (Qld).	✓		✓	✓		✓
Working from Home	Working from home is not a standard employment condition and the option to work from home will only be approved for those positions that do not require the person to provide hands on role within their positions. This is designed to promote a family friendly and flexible atmosphere and must have prior approval from the Chief Executive Officer and approved by the Management Committee.	✓					✓