



# Annual Report

2017 - 2018

# From our Chair and CEO

Welcome to our 2017-2018 Annual Report. We take great pride in presenting this to you, as it demonstrates many significant results achieved by the hard working team at Therapy Focus.



In July 2017 we launched our 2017-2020 Strategic Plan with the people we serve at the centre of all that we do. The plan focuses on enabling people living with disability to optimise their quality of life. During the past year we have seen a significant increase in the number of people choosing Therapy Focus as their provider, which suggests we are on the right track.

Our customer satisfaction measures remain strong. The central Beneficiary Performance Index based on clients agreeing that the services they receive are achieving the outcomes they expect ended the year at 91%. Customer satisfaction as measured by the Net Promoter Scoring system ranged from 86% to 95% during the year. No doubt these rates are achieved in the most part by a stable and committed workforce of therapists. The attrition rate was again below target, with 17% of staff resigning during the year (up slightly from 15.85% the year prior), however Therapy Focus grew again with staff numbers increasing from 279 to 307 (228 to 236 FTE).

Therapy Focus welcomed the certainty provided by the decision made by the State Government in December 2017 to implement the federally administered National Disability Insurance Scheme (NDIS) in WA from April 2018.

The Board recruited several new Directors during the year, seeking to optimise organisational performance. Julie Carr,

Ann Dawson and Kane Blackman bring a wealth of skills, experience and knowledge in private allied health services, high level corporate finance, insurance and actuarial modelling. Kane's lived experience of disability, being the father of a child with a disability, also strengthens the Board's knowledge and understanding of the customer perspective.

Management worked tirelessly during the past year to re-organise the business in ways that enable quality services to be delivered within available funding. This involved significant input from staff to guide the development of new business systems and processes in a rapidly changing funding environment. This is a mammoth change process that is ongoing.

This combination of strategic guidance, stable leadership, organisational redesign and consistent, high quality service delivery enabled Therapy Focus to navigate the challenges of 2017-18 and post a modest surplus of \$185,000. Therapy Focus staff should be proud of their efforts during a year of great change.

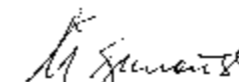
The coming year sees the WA Government begin to reduce its direct funding of therapy services, as the NDIS continues to roll-out in WA. Whilst the business needs to be managed astutely during this time of change, we will continue to seek out opportunities to create value for our

clients. Whether that is by extending our geographic reach to new areas, or expanding our service offering, we will ensure that Therapy Focus is delivering services that people need and want, and which contribute to optimising their quality of life.

This is the Therapy Focus of the future. An organisation at the forefront of professional therapy services in Australia, which enables people living with disability to optimise their quality of life.



Fiona Payne  
Chairperson



Matt Burrows  
Chief Executive Officer



Supported  
**3,376**  
children and adults  
with disability

Delivered  
**201,806**  
hours of professional  
therapy services



Achieved a customer  
satisfaction rating  
score of  
**91%**

**“This is the Therapy Focus of the future. An organisation at the forefront of professional therapy services in Australia, which enables people living with disability to optimise their quality of life.”**



## OUR PEOPLE



**309**

Total no. staff



**282**

Female staff

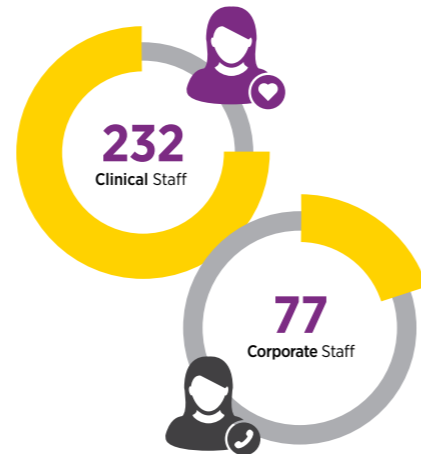
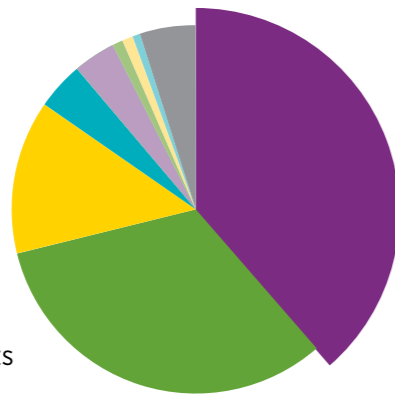


**27**

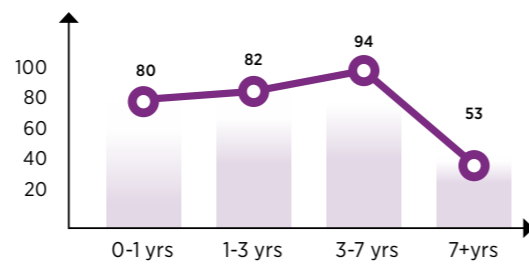
Male staff

### CLINICAL DISCIPLINE BREAKDOWN:

- 82 Occupational therapists
- 76 Speech pathologists
- 27 Physiotherapists
- 11 Psychologists
- 8 Continence Clinicians
- 3 Dietitians
- 2 Social workers
- 3 Behaviour support therapists
- 12 Therapy assistants



### STAFF TENURE



**92** UNIVERSITY STUDENTS COMPLETED...

**5,133** HOURS SUPERVISED PLACEMENTS.

**132** VOLUNTEERS PROVIDED...

**2,220** HOURS OF SUPPORT.

7 of these volunteers are now employed with the organisation.

## OUR CLIENTS



**4,676**

Total no. clients

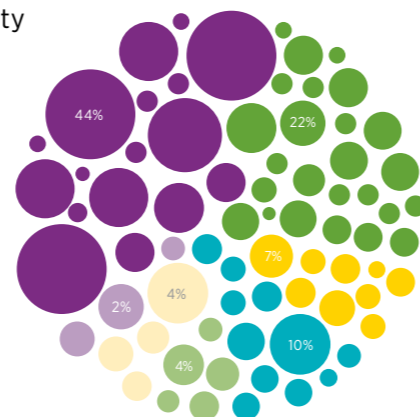


**1,141**

New clients

### PRIMARY DISABILITY:

- 44% Autism Spectrum Disorder
- 22% Intellectual Disability
- 7% Global Developmental Delay
- 10% Neurological Disability
- 2% Physical Disability
- 4% Other
- 4% Undisclosed



### AGE BREAKDOWN:

- 0-5 years: 551
- 6-11 years: 1,863
- 12-17 years: 1,408
- 18-25 years: 502
- 26+ years: 352

## OUR SERVICE

Funder/Contract	No. hours
WA State Government Department for Community	130,404
National Disability Insurance Scheme (NDIS)	37,742
WA National Disability Insurance Scheme (WA NDIS)	26,399
Continence Management	5,170
Other (i.e. private services)	2,145

**TOTAL HOURS OF SERVICE = 201,860**



**3,737** assistive technology items were purchased for...



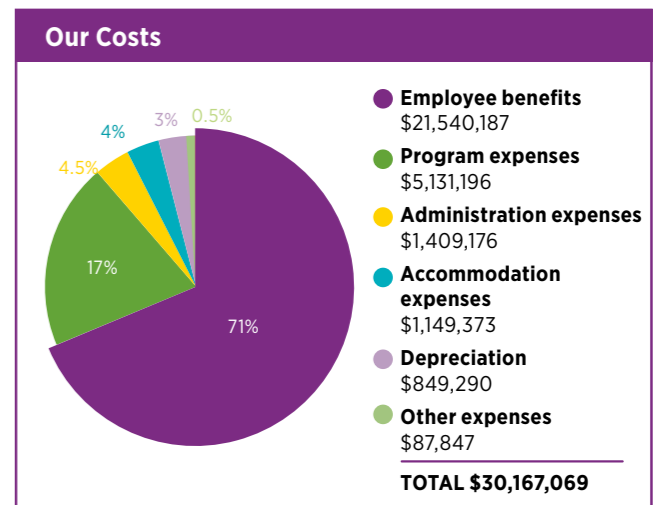
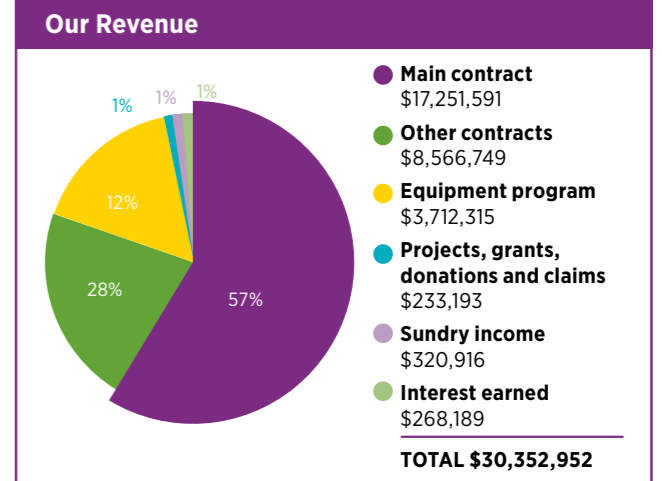
**1080** clients



Totalling **\$4,561,894**

## FINANCIAL SUMMARY

	2017-18 \$000	2016-17 \$000
<b>Operating Result</b>		
Income	30,352	29,685
Expenditure	30,167	29,543
Operating Surplus (Deficit)	185	142
<b>Working Capital</b>		
Current Assets	15,832	9,179
Current Liabilities	13,768	7,688
Working Capital Surplus (Deficiency)	2,064	1,491
<b>Significant Items</b>		
Salaries and on-costs	21,540	20,303
Administration	1,409	1,128
Program Expenses	5,131	5,896
Depreciation	849	1,121
Accommodation	856	1,033



**RECONCILIATION ACTION PLAN LAUNCHED**

As NAIDOC Week celebrations took place around Australia, Therapy Focus staff and guests came together to celebrate the launch of Therapy Focus' first Reconciliation Action Plan (RAP). Key achievements in the first year of plan implementation included the development of reference resources for staff and staff secondments to Recognise WA.



July 2017

**NURSERY RHYME TIME HITS THE RIGHT NOTE**

Younger Therapy Focus clients benefitted from a six week Sensory Rhyme Time program facilitated by Sensorium Theatre in collaboration with Therapy Focus. The immersive, multi-sensory theatre experience provided opportunities for participants to develop key skills in a fun and dynamic way.



September 2017

**NEW ZEALAND EXCHANGE INSPIRES STAFF**

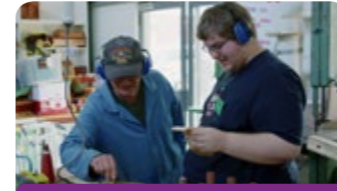
In November three Therapy Focus employees travelled to New Zealand as part of an exchange program with partner organisation, Autism NZ. The group visited branches in Wellington, Hawkes Bay, Taupo, Hamilton, Auckland and Christchurch to learn about the supports available and share knowledge.



November 2017

**MEN'S SHEDS MENTOR PROJECT**

In partnership with Therapy Focus, Curtin University and Western Sydney University invited young men with intellectual disability to regularly visit their local Men's Shed to work on a range of hands-on projects. By working with mentors who had been trained by occupational therapists, the participants gained increased confidence, developed job-ready skills, practiced routine and formed work-based relationships.



January 2018

**COMMUNICATION WINS FOR TEAM TRAVIS**

A collaboration between Therapy Focus and partner organisation, Interchange, helped a young man named Travis become a happier, more confident member of his local recreation centre. Together staff from Interchange and Therapy Focus developed a collaborative approach to reduce gaps in service delivery and ensure Travis was better supported to achieve his goal.



March 2018

**MEAHLS HELP MAKE MEALTIMES FUN**

12 months on from the establishment of Therapy Focus' specialist MEAHLs Team, a number of clients have received support for issues such as food refusal, nutritional deficiencies and poor sucking, chewing and swallowing. 2-year-old Harry learnt how mealtimes could be made fun with the help of MEAHLs Team strategies and resources such as a 'chewy tube', which helps strengthen the jaw muscles.



May 2018



August 2017



**MILESTONE 10TH STORYBOOK UNVEILED**

During National Children's Book Week, Therapy Focus was proud to unveil the 10<sup>th</sup> title in its storybook series, *Ben Tries to Fly*. The rhyming storybook was written by Therapy Focus Behaviour Support Clinician, Eddie Drury, and features the artwork of WA primary school students selected as winners in the annual Art Competition. All primary schools in WA received a complimentary copy of *Ben Tries to Fly*, which follows the story of a young boy who uses a wheelchair and dreams of flying.

October 2017



**TEAM WORK MAKES PHILIP'S DREAM WORK**

With support from Therapy Focus and partner organisation, Intelife, 19 year-old Phillip Kalimeris established his own gardening and cleaning business, and developed the skills needed to run his business independently. Therapy Focus has partnered with Intelife since 2015 to provide more comprehensive support and referral pathways for people with disability.

December 2017



**DRUMBEAT HELPS TEENS DEVELOP SOCIAL SKILLS**

Therapy Focus' Kwinana Team adapted the highly acclaimed DRUMBEAT program to help teenage clients connect with one another and develop social skills through the power of music. Weekly sessions saw participants use hand drumming combined with behavioural therapeutic principals to develop specific skills such as initiating conversations, understanding social rules and expectations, and maintaining a conversation.

February 2018



**DOORS OPEN TO THE SOUTH WEST COMMUNITY**

The South West community came together to celebrate the opening of Therapy Focus' first regional office in the heart of Margaret River. Therapy Focus client and Pemberton local, Karlee Roche treated guests to a guided tour of the office facilities, which include a meeting room, an open-plan workspace and a large therapy room with a suspended sensory swing.

April 2018



**AASQA HARNESSES TALENTS OF YOUTH WITH AUTISM**

Therapy Focus Occupational Therapist Kahlia Wingfield worked with Curtin University's Autism Academy for Software Quality Assurance (AASQA) to help young people on the Autism spectrum find employment in the area of software testing. By identifying the strengths of participants and matching them with suitable jobs, AASQA enabled participants to develop job-ready skills and gain work experience.

June 2018



**PEBBLES ESTABLISHES SERVICES IN KARRATHA**

Therapy Focus' specialist continence team, PEBBLES, began providing more consistent support to people living in Karratha and the wider West Pilbara region with Continence Clinician Karina Caldwell based in Karratha permanently. Prior to this the PEBBLES Team was undertaking regular visits to the Pilbara region.



## Connect with us



View this annual report online at  
[www.therapyfocus.org.au/annualreport](http://www.therapyfocus.org.au/annualreport)

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