

# Annual Report

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2021



# Chair's Report

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On behalf of the Board, I am pleased to present the Annual Report for the year ending 30 June 2021. And what a year it was...full of uncertainty, fear, isolation, grief and confusion.



And yet, the organisation has dealt with the many different challenges it has faced in a way that has characterised our ideology ...*'every person's journey should be extraordinary'*.

The journey through this year has actually brought out the very best in our people, confirming our belief that we really are *stronger together*.


As a Board, we have focused on ensuring the safety and wellbeing of our staff and the people who choose us as their therapy partner. This focus created a sense of urgency to ensure the right people were doing the right jobs, and had the resources available to enable them to *be exceptional*.

When faced with multiple, competing priorities, it has been important for the Directors to focus on what was in the best interests of the organisation, considering both short and long term impacts. We acknowledge that this has not always been easy, and we value the trust that our staff place in the leadership team to be *courageous* and always act in the best interests of Therapy Focus.

As we reflect on the year that has been, and the tremendous impact Therapy Focus has had on individuals, families and communities, I'm reminded of how important the stories we share are to keeping us focussed on the people we serve...it has never been more important that we bring our whole selves to our roles and always remember to *make it personal*.

As we prepare this report, our fellow Australians in other states are in various stages of lockdown, lives in turmoil as people struggle with many of the constraints that are a distant memory for most of us in WA. It's a great reminder to be grateful for each day that we have these freedoms and to *make today count*.

On a personal note, I could not be more proud to be your Chair. To my colleagues on the Board, thank you for your unwavering focus on supporting Therapy Focus to be the very best it can be. To our leaders, established and emerging, thank you for your commitment to ensuring that everyone on the team is working to be the best version of themselves. To the staff, I am in awe of



"To the people who choose us as partners on their journey, thank you for **trusting us to share this time with you.**"

your unwavering commitment to the people we journey with, your ability to adapt rapidly and the excellence of your service delivery. To the people who choose us as partners on their journey, thank you for trusting us to share this time with you. To our partners, supporters, donors and champions, thank you for believing in what we do and the difference we make.


The past year was a tough one, but as with all trials, there are learnings and opportunities. I am confident that Therapy Focus will embrace these in the coming years and continue to grow stronger and better.

***'Good timber does not grow with ease. The stronger the wind, the stronger the trees.'***

**- Thomas S Monson**



**Fiona Payne**  
Therapy Focus Board Chair

**4,641** 

customers received  
therapy services

**159,838**

hours of therapy delivered

**835**



new customers  
started their journey



# CEO's Report

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**I cannot believe that another year has gone by, and I am writing an update for our 2020-21 Annual Report. As always, it has been a year of dynamism, change, speed, and collective resilience here at Therapy Focus.**



As an organisation, we have not let the grass grow under our feet. We have changed and adapted our practices in line with our new operating environment. An emphasis on flexibility, as well as an ability to look to the future and predict a multitude of possible obstacles, has been the key to our success. Our 2020-23 Strategic Plan and Ideology have proven to be the right framework to guide the organisation through these obstacles, and whilst I appreciate that change can be tiring, the dedication and perseverance of our people have ensured that a strong future lies ahead.

As an Executive Team, we have been focussed on four key areas over the past 12 months, which are encapsulated within our Strategic Plan. We have been working to ensure that we deliver consistent, high-quality therapy services for our customers; nurture customer-led innovations that drive continuous improvement; invest in the wellbeing of our colleagues; and secure the organisation's financial stability. These are all difficult elements to juggle, and as an

Executive and Senior Leadership Team, we have learnt that bravery and transparency are vital in our new and uncertain world.

I am proud to lead this organisation, supported by an incredible group of people. Our customers stand by us through thick and thin, and for that we are truly grateful. I send my thanks to our staff, stakeholders, partners and Board. Thank you for giving so much of your lives to help others.

I am confident that Therapy Focus has a future that is strong, and that we will remain as leaders in the field. We do so because we understand the importance of therapy, and we stand united as one.

A handwritten signature in black ink, appearing to read 'Angelena Fixter'.

**Angelena Fixter**  
Therapy Focus CEO

“Our customers stand  
by us through thick  
and thin, and for that  
**we are truly grateful.**”







## Navigating human interactions with help from a robot

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**A small and rather cute robot is helping people with Autism Spectrum Disorder (ASD) and attention difficulties improve their learning and social skills.**

Therapy Focus have been exploring robot-assisted therapy for some time and recently started trialling a social robot programmed with interactive lessons that enhance therapy. The robot is connected to a tablet that a therapist uses to facilitate interactions with customers who have difficulties with social interactions.

Project Manager Kelvin Kong said that the social robot provides a level of consistency that humans can't offer.

"Every time a customer interacts with our social robot, they can expect consistent and non-judgemental communication. The interaction is not influenced by mood or other factors, as is often the case when humans are involved," Kelvin said.

"Consistent interaction is important for people living with ASD, as it supports learning and helps them feel safe in situations that may

otherwise make them feel uncomfortable. And when people feel safe, they relax their stress response and can better focus on tasks."

Occupational Therapist Joshua Panelo has been trialling the social robot with a number of customers, including eight-year-old Cooper, who has made remarkable progress.

Cooper has learning difficulties and has been working with Joshua to improve his emotional regulation.

"Cooper is completing social and emotional tasks with the social robot, like matching feelings with descriptions. He is able to maintain focus on these tasks for a longer period with the social robot, when compared to working with a therapist."

The future of social robots at Therapy Focus is looking promising as more customers begin to see the benefits of their use. Customers with ASD, learning and attention difficulties are seeing incredible results, which the team at Therapy Focus expect to keep improving as the robot-assisted intervention is further developed.

# The Year in Numbers

## Our People

347 average head count

22%  
Corporate

78%  
Clinical

### Clinical Discipline

107	Occupational Therapists
81	Speech Pathologists
41	Physiotherapists
14	Continence Clinicians
11	Psychologists
9	Dietitians
7	Occupational Therapist and Behaviour Support
5	Therapy Assistants
1	Behaviour Clinicians

### Gender

92%  
Female

8%  
Male

### Tenure

0-1 Year	18%
1-2 Years	18%
2-5 Years	31%
5+ Years	31%
Average tenure	4.4 Years



13,163 hours of staff learning and professional development undertaken

75

University student placements

15,487

supervised placement hours

## Our Services



159,838

hours of therapy delivered



178,739

hours of customer  
support provided



835

new customers started  
their journey

## Our Customers

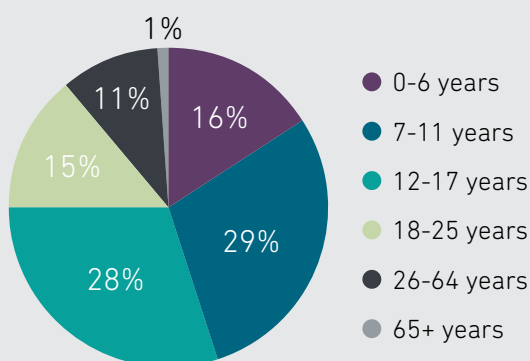
4,641

Customers received  
therapy services

2%

Customer  
growth

## Age



## Gender



33%

Female



67%

Male

## Location

Metro	87%
Regional	10%
Remote	3%

## Funding Source

NDIS	94%
Private & Other	4%
WA Dept. of Communities	2%



# Our Financials

	2020-21 \$000	2019-20 \$000
<b>Operating Result</b>		
Income	36,310	37,243
Expenditure	33,649	34,526
Operating Surplus	2,661	2,717
<b>Working Capital</b>		
Current Assets	16,166	16,425
Current Liabilities	9,309	11,003
Net Current Assets	6,857	5,422
<b>Our Revenue</b>		
	<b>2020-21</b>	<b>2019-20</b>
Block Contract Funding	1,662	10,655
Other contracts	985	
Equipment Program	1,473	2,707
NDIS	28,559	18,911
Projects, grants, donations and claims	398	
Sundry and Interest income	385	3,174
Total Revenue	33,462	35,448
<b>Total Expenses</b>		
	<b>2020-21</b>	<b>2019-20</b>
Salaries and on-costs	26,834	25,316
Administration	1,632	2,648
Program Expenses	2,961	4,574
Depreciation	808	563
Accommodation	1,034	919
Sundry Expenses	380	506
Total Expense	33,649	34,526

# Our Highlights



## Masquerade Ball celebrates spirit in a year of challenges

Last September, Therapy Focus staff and guests came together at Optus Stadium to celebrate the new-look Therapy Focus and the dedication shown by staff during the COVID-19 outbreak.

The masquerade-themed event saw the presentation of our annual awards, including our People's Choice Award, which was won by Advanced Occupational Therapist, Melissa Athanassiou – pictured above with nominating customer, Kayla Barker.



## Celebrating the next generation of therapists

In February 2021, Therapy Focus was proud to support the next generation of allied health clinicians by sponsoring and presenting awards at Curtin University's School of Allied Health Student Excellence Awards.



## Delivering services in remote Western Australia

Therapy Focus Advanced Occupational Therapist and Team Leader, Kelsie Davis, made the 1500km journey to the remote town of Warburton to complete home modifications and functional assessments for residents.

## Team Leaders get cooking with gas at Strategic Away Day

In November 2020, our Team Leaders came together to talk about budgeting, scheduling, and the Strategic Plan for the next three years.

After an insightful morning of discussions it was time for a team building activity that saw groups take part in a mystery box cooking challenge. With help from the team at Taste Budds, groups had to create as many dishes as they could from a mystery box of food provided by food rescue charity, SecondBite. After tasting the dishes, the remaining food was packed for donation to Uniting WA's Tranby Homeless Centre.







## International Women's Day #ChooseToChallenge Sundowner

Our #ChooseToChallenge Sundowner honoured the theme of this year's event, championing the achievements of women and encouraging attendees to challenge gender bias and inequality.

Guest speakers included AFL Executive and South Australian of the Year, Tanya Hosch, and author of Mercenary Mum, Neryl Joyce, who shared their inspirational stories as women forging a path for others in their respective careers.



## Therapy Focus recognised as Telethon beneficiary

On Friday 26 March 2021, a group of staff attended the 2020 Telethon Beneficiary Breakfast on behalf of Therapy Focus and the children and families we support.

Therapy Focus was awarded a grant to provide access to specialised assistive technology through a transitional rehabilitation program that supports community inclusion and participation of children and young people with disabilities.



## Emma takes the crown for fundraising

Emma's connection to Therapy Focus began when, nearly 17 years ago, her younger brother Ben started receiving speech pathology services. Emma's involvement in pageants, teamed with her innate drive to give back, kick-started her fundraising journey.

Emma raised \$1,400 for Therapy Focus, which will help provide specialised equipment, activities and other supports that are ineligible for Government funding.



## Therapy Focus and Access Plus WA Deaf join forces

Access Plus provide Auslan interpreting, training and support services for people who are Deaf and HoH, while Therapy Focus offers comprehensive therapy services for people living with disability.

By joining forces, the two organisations have been able to provide customers like Jason with improved technology to make his day-to-day life safer.



## Tele-Transition Program goes online

Our Tele-Transition Program strives to empower young adults aged 15-35 who are neurodiverse or have mild intellectual disability to increase their independence and develop life skills.

Originally delivered by Curtin University as part of a research project, Therapy Focus started offering an online version of the program which can be accessed with NDIS funding or purchased privately.





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