

Annual Review

—
2023

sharing the journey for 25 years



Chair's Report

Each year Therapy Focus produces an Annual Review that showcases its work, performance, and people of the past year.



It is an important opportunity to look back at what we have achieved and serves as a record for those who follow in our footsteps. These reflections also serve to highlight the foundations upon which Therapy Focus is built; our Guiding Principles that include *Stronger Together, Make Today Count, Be Courageous, Keep it Simple, Be Exceptional* and *Make it Personal*.

In looking back on past reports, a wonderful story of growth and development is apparent on many levels. On a customer level we celebrate people achieving their goals; at a staff level we support people to be exceptional in their work roles; and at an organisation level we are evolving to meet the needs of our stakeholders and the communities we serve.

It is also evident that these last few years have been some of the most difficult we have faced at Therapy Focus. This is a reality we acknowledge and consider when making decisions in the best interests of our organisation.

One of the highlights of the past 12 months has been witnessing Therapy Focus respond so positively to the leadership of our new CEO

Alison Kelly, who started with us in August 2022. Alison has diligently and respectfully undertaken a process of getting to know our people and our business, reshaping the management team she works closely with, and outlining a clear plan for business transformation. We are delighted to see such a positive response.

Operating within the NDIS environment continues to be a challenge, as evidenced by our financial performance over the past year. We are part of a strong national advocacy network that has a constructive relationship with the NDIA, and believe the life-changing work we do is a story that needs to be told. This will be a focus for us in the coming year.

On behalf of my Board colleagues, I would like to thank you for your loyalty to Therapy Focus and your commitment to being part of an extraordinary journey with us.

A handwritten signature in black ink, reading "Fiona Payne".

Fiona Payne
Board Chair



"We are part of a strong national advocacy network that has a constructive relationship with the NDIA, and believe the life-changing work we do is a story that needs to be told."

CEO's Report

Welcome to Therapy Focus' Annual Review for 2022-2023.

It is with equal measure of amazement and appreciation that we look back on the year in review. The pace has been tremendous and, as always, the Therapy Focus team has adeptly addressed challenges and celebrated successes along the way.

A particular highlight was the organisation's 25th Anniversary Gala Dinner in July 2023. What a wonderful event that proudly honoured the relationships and collaborations that have propelled us to the present day. The night was a great opportunity to reflect on the people, partnerships, expertise, and interactions that are encapsulated in those 25 years, and an opportunity to pay tribute to our past and present customers, colleagues, directors, supporters, families and friends.

April 2023 saw Therapy Focus participate in a mid-term audit by the Quality and Safeguarding Commission and receive a very pleasing affirmation of the high quality, safe services we provide. Congratulations to the Therapy Focus team for their dedication to continuous improvement and quality care.

Over the course of the year, Therapy Focus has been involved in many sector engagement activities, including the NDIS Review, the Disability Royal Commission and consultation on reforming disability legislation in WA. In addition to this, Therapy Focus staff and directors hold roles in various advocacy groups, peak bodies, council and committees – all with the aim of advancing the rights of people with disability and supporting the needs of our customers and staff.



A personal highlight was reviewing the 56 nominations made by Therapy Focus staff acknowledging the achievements of colleagues as part of our annual awards. It was a great privilege to experience the high regard and appreciation that our staff have for their colleagues, and a positive affirmation of the hardworking and committed team at Therapy Focus.

Looking ahead, we are delighted to be finalising Therapy Focus' 2023-26 Strategic Plan, which will serve as a beacon to guide the path forward in a united and coherent way. We are excited about the opportunities and clarity this plan will bring, with a firm focus on giving back to our customers, partners, and community.

In closing, I would like to extend my heartfelt thanks and gratitude to the Board and staff of Therapy Focus. By working collectively, this team has been the catalyst for significant positive impact, and it is due to their enthusiasm, commitment and dedication that we are humbled to share some of these achievements with you in our Annual Review.

A handwritten signature in black ink, appearing to read 'Alison Kelly'.

Alison Kelly
Chief Executive Officer

Celebrating 25 Years

In July 2023, staff, alumni, and special guests came together at HBF Stadium to celebrate a milestone 25 years in the extraordinary journey of Therapy Focus.

Not only was the occasion an opportunity to reflect on the people and events that have helped shape Therapy Focus, but also a celebration of the exceptional achievements of our team with the presentation of the 2023 Staff Awards.

"Twenty-five years is a significant achievement. When we stop and think of the people, the relationships, the expertise and the interactions that are wrapped up in those years, it is rich and meaningful and potent"

- Therapy Focus CEO, Alison Kelly.

2023 People's Choice
Award winner
Carly Baseden



20 Years a Telethon Beneficiary

Therapy Focus is proud to have a longstanding partnership with Telethon, having been a beneficiary since 2003.

In the early days, Therapy Focus was fortunate to be one of just 10-20 organisations that benefitted from the generosity of WA community through Telethon. Donations and grants have enabled the purchase of assistive technology, equipment and resources that support independence and participation of children and young people with disability.

In 2023, Telethon supported 107 beneficiaries that are delivering life-changing programs, providing equipment and funding medical research into childhood diseases.



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Annual Review 2023



Service Snapshot



4,360

customers received therapy services



145,947

hours of therapy delivered



1,409

new customers started their journey with us

Our Customers



64%

Male



35%

Female



1%

Undisclosed or Non-binary

0-6 years

10%

7-11 years

30%

12-17 years

28%

18-25 years

17%

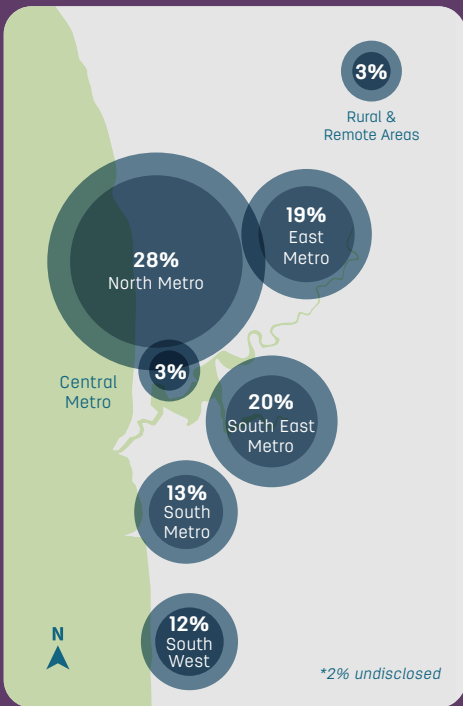
26-64 years

13%

65+ years*

2%

*does not include Bladder and Bowel Health Program customers



Our Staff



322

Average headcount

- 83 Occupational Therapists
- 58 Speech Pathologists
- 36 Physiotherapists
- 12 Psychologists
- 11 Continence Clinicians
- 10 Dietitians
- 18 Positive Behaviour Support Clinicians
- 9 Therapy Assistants
- 5 Assistive Technology Consultants
- 3 Home Modifications Officers
- 2 Counsellors



77%

Clinical



23%

Corporate



7,270

hours of learning and professional development



4.6 years

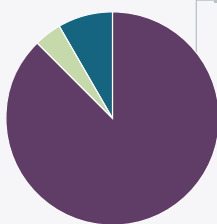
Average tenure



49

University student placements

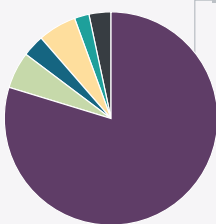
Financial Summary



\$31.48M

What we earned

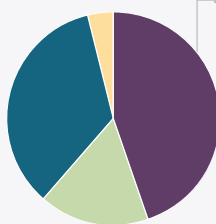
- NDIS Revenue
- Government Funding
- Other



\$34.26M

What we spent

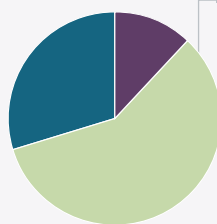
- Employee
- Depreciation
- IT
- Accommodation
- Program
- Other



\$16.58M

What we own

- Cash & Cash Equivalents
- Receivables & Prepayments
- Property Plant & Equipment
- Other Assets



\$11.06M

What we owe

- Trade Payables
- Contract & Lease Liabilities
- Employee Benefits

Our Highlights

ReFocus

With funding support from Telethon and The Stan Perron Charitable Foundation, Therapy Focus established an intensive therapy centre offering state-of-the-art equipment and assistive technology, including a multi-sensory device that is the first of its kind in WA.

Known as ReFocus, the centre is designed to support people with disability who require complex equipment for rehabilitation, as well as those who are unable to access mainstream gyms. It is fitted out with gym-style equipment, including a reformer, cross trainer, and a weight-bearing device called a LiteGait. It also offers access to communication devices and access technology, including switches, eye-gaze, environmental controls and adaptive gaming.

ReFocus has been utilised by Therapy Focus customers and therapists since May 2023 and began accepting referrals from new customers in June 2023.



"ReFocus supports short, intensive blocks of therapy suitable for people who haven't seen success with ongoing therapy at home or in community environments. Evidence has shown that delivering therapy this way helps people develop the functional skills and confidence they need to eventually transition to community-based therapy and rehabilitation."

Project Lead, Shannen Stanes

Bladder and Bowel Health Program

Therapy Focus' Bladder and Bowel Health Program offers continence assessment and management services for people over the age of 65 and can be accessed via the Commonwealth Home Support Program, as part of Home Care Packages and under Short-Term Restorative Care.

In 2022-23, the Bladder and Bowel Health Team grew from three clinicians to seven clinicians supported by a Team Leader and administration staff. This growth, along with a significant increase in referrals, resulted in a 239% increase in revenue when compared with the previous financial year.



1,312

Aged Care customers

2,828

Hours of service

