

Annual Review

—
2024



Chair's Report



At Therapy Focus, we have the great privilege of journeying with people with disability and their families, and increasingly, older people and their families.

The destination is typically an outcome that is important to the individual, and often, it is the road we travel together where great things happen – trusting relationships are formed, collaborative problem solving is required to deal with things that change unexpectedly and achievements along the way, no matter how small, are celebrated.

It takes a special kind of person to do this work, and our Annual Review is a perfect opportunity to reflect on the significance of the role each and every member of the Therapy Focus team plays in the journey of each customer and their family.

Increasingly, our customers and their families are helping us to shape our organisation at a system level as well, providing us with ideas and learnings based on their lived experiences. We are all richer for their valuable contribution.

In February 2024 we launched our 2024-2028 Strategic Plan, reaffirming our belief that every person's journey should be extraordinary. The past 12 months have seen significant effort to better understand the challenges in our current service delivery model, develop strategies to

improve our productivity, attract and retain a workforce that lives our guiding principles as part of their DNA and implement initiatives that enable us to be a thriving and trusted brand, improving lives through therapy excellence.

We have been significantly involved in advocacy efforts locally and nationally to help people who make decisions about funding for people with disability understand the benefits of therapy, both to the individual and their family, but also to the community and the economy. Our CEO Alison Kelly provides a credible, evidence-based argument whenever possible about the impact of individual agency and increasing functional independence.

On behalf of my Board colleagues, I would like to thank you for your continued support of Therapy Focus, whether as a member of our team, a customer or a supporter on the sidelines.

We are proud of the work that we do, and what we stand for, and look forward to being on the journey together.

Fiona Payne
Board Chair



“The destination is typically an outcome that is important to the individual, and often, it is the road we travel together where great things happen...”

Therapy Focus Board Directors and Executive at
2024 Staff Awards

CEO's Report



It is a great privilege to reflect on and share the most recent chapter of the Therapy Focus story, as we acknowledge and celebrate the events that defined the last year.

As always, we are guided by our commitment to the provision of high quality, personalised therapy, which serves as a strong ballast in the rapidly changing world we live and work in.

A standout occasion was the Family Fun Day at Beaton Park in December 2023, on the banks of the Derbarl Yerrigan in Nedlands. This event marked the grand finale of our 25th anniversary celebrations and it was a joy to see Therapy Focus customers revelling in games, music, food and foam! Hearing from guests about the exceptional Therapy Focus staff who have made a difference in their lives was truly heartwarming.

February was a month to remember! We brought all our staff together at Joondalup Resort for the launch of our 2024-2028 Strategic Plan and our inaugural Festival of Learning. This event was packed with professional development opportunities and a chance to learn about the future vision for the organisation. Many staff members praised the exceptional quality of the presentations delivered by their colleagues. It was a valuable opportunity for everyone to come together, reminding us of the importance of being 'stronger together.'

April saw Therapy Focus participate in our first Aged Care Quality and Safety Commission Audit and we were delighted to meet all standards and requirements. The consistently positive feedback from our customers was a highlight, recognising the dedication of our staff and the strong relationships we build together.

The 2024 Staff Awards in July were simply the best. Respected Whadjuk elder Vaughn McGuire opened the event with a heartfelt Welcome to Country, emphasising togetherness, connection

and a positive mindset. Recognising staff for their exceptional service and dedication is always a highlight and it is a great opportunity for all staff to be reminded of the positive impact they make.

In September we officially launched our new early intervention program, First Focus. This free, play-based therapy program runs from our Osborne Park office, offering early intervention tailored to children with developmental delays and learning difficulties. We are immensely grateful for the support from Telethon and the Stan Perron Foundation that enabled this valuable initiative.

Looking ahead, Therapy Focus is thrilled with our wonderful new Bunbury office and we look forward to the official opening in November 2024. We are excited about the opportunities this new space will bring, enabling us to give more back to our customers, staff, community and partners.

Our endeavours in the coming months will be focussed on the sector reforms that are outcomes of the NDIS Review, the Disability Royal Commission and changes to legislation. Therapy Focus is keen to contribute to these conversations, ensuring the needs of our customers and the wider community are represented throughout this important time of change and transformation.

In closing, I extend my deepest gratitude to the Therapy Focus Board and staff. Their collective efforts are the driving force behind our significant positive impact. It is due to their enthusiasm, commitment and dedication that we are able to proudly share these achievements with you in our Annual Review.

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

Alison Kelly
Chief Executive Officer

Annual Review 2024



Service Snapshot



4,734

customers received therapy services



142,258

hours of therapy delivered



1,700

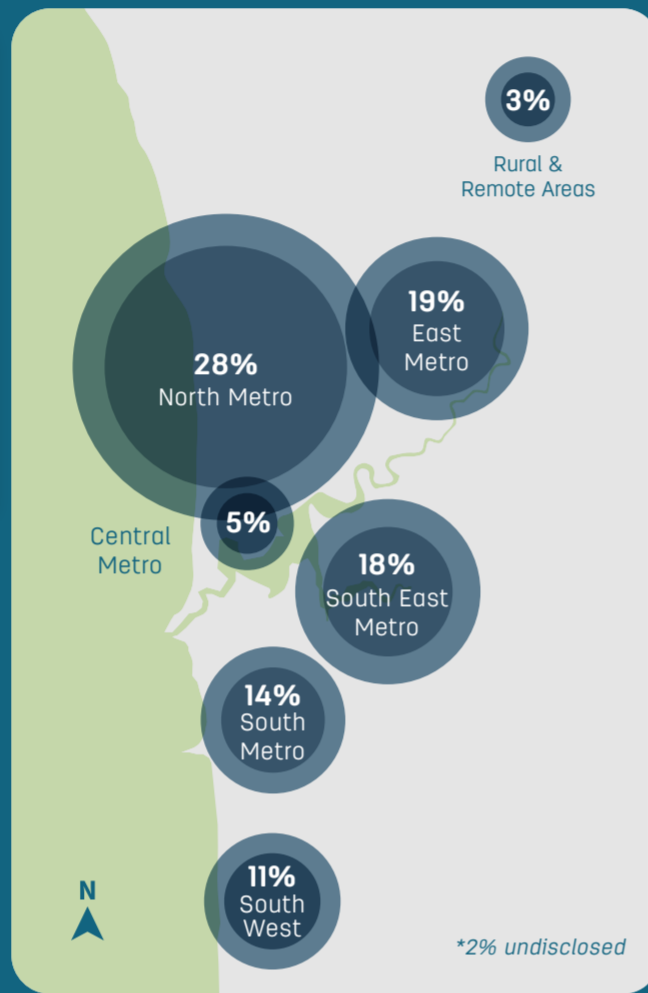
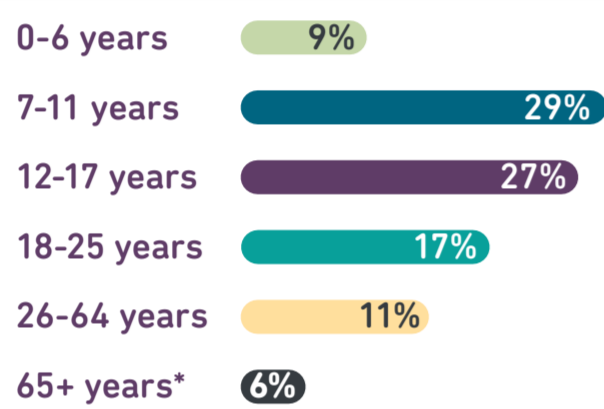
new customers started their journey with us

Our Customers

57% Male

42% Female

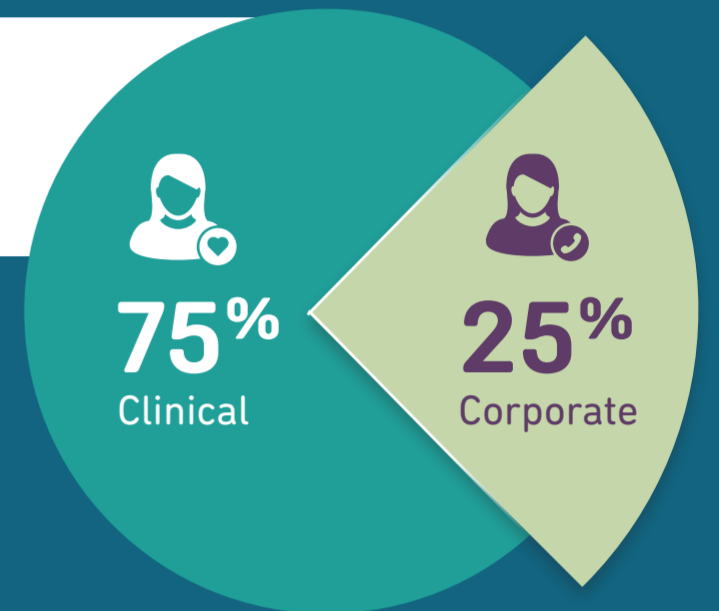
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Our Staff

341 Average headcount

- 84 Occupational Therapists
- 63 Speech Pathologists
- 36 Physiotherapists
- 15 Continence Clinicians
- 13 Positive Behaviour Support Clinicians
- 12 Therapy Assistants
- 10 Dietitians
- 10 Psychologists
- 7 Assistive Technology Consultants
- 3 Home Modifications Officers
- 1 Counsellors

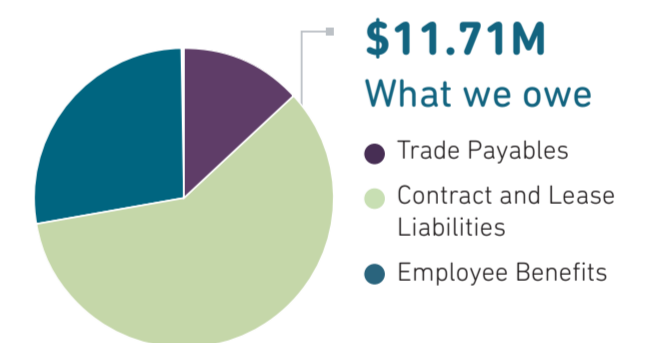
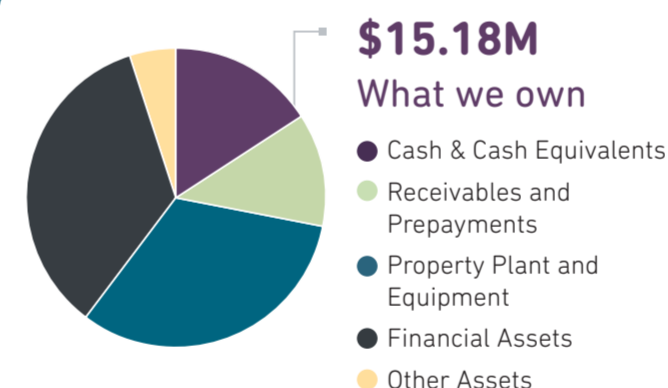
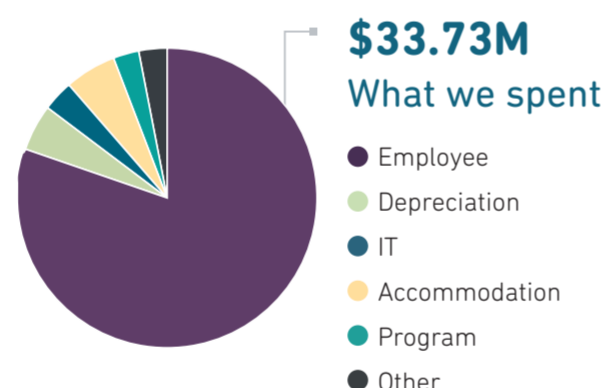
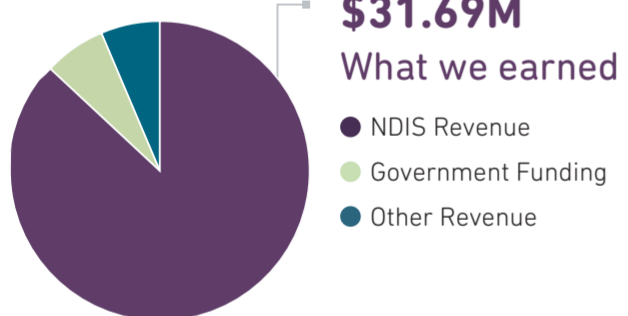


7,014 hours of learning and professional development

4.6 years Average tenure

71 University student placements

Financial Summary



Our Highlights

Team work helps Jake be heard

Jake has a rare neurodegenerative disorder that has had a profound impact on his movement, sight and speech. Since 2019, Jake has been working with a multidisciplinary team at Therapy Focus to ensure he can maintain his independence and achieve his goals.

It's been a team effort when it comes to Jake's therapy services. The team have all been working together with Jake to find a communication device that he can physically access, maintain strength and movement, and ensure he continues to have a voice.

"My number one goal is to get a communication device because I know I'm losing my voice. It's getting worse and I want to be able to continue to speak."

Customer, Jake



83 device hires through our Communication Matters Consultancy



A day of fun, inclusivity, and celebration!

Sunday Funday

On Sunday 3 December 2023, Therapy Focus' customers, staff, families and friends, celebrated International Day of People with Disability and our 25th Anniversary at Beaton Park in Dalkeith. The event was held alongside Jo Wheatley All Abilities Play Space, providing even more opportunities for accessible fun.

The family-friendly event offered a range of entertainment for people of all ages and abilities, including face painting, craft, reptile encounters, mini-golf, lawn games and hoverball archery.

As if the day wasn't exciting enough, a special guest from the North Pole stopped by to meet with delighted attendees, handing out Therapy Focus fidget cubes, bubbles and lollie bags.



Exceptional achievements celebrated at our Annual Staff Awards

In July, Therapy Focus staff came together at Blasta Collective to celebrate the exceptional achievements of colleagues with the presentation of our 2024 Staff Awards.

The event offered a chance to honour the individuals and milestones that have shaped Therapy Focus and to celebrate remarkable service milestones.

“Recognising staff for their exceptional service and dedication is always a highlight and it is a great opportunity for all staff to be reminded of the positive impact they make.”

- Therapy Focus CEO, Alison Kelly



2024 People's Choice Award winner
Eliza Chickonoski



Festival of Learning

At the start of the year, we held our inaugural all-staff event, the Festival of Learning, which offered a unique opportunity for staff to engage in 15 diverse breakout sessions on clinical topics.

The sessions covered a variety of subjects, including continence research, transport guidelines, respiratory case studies, gut health, assessments, and executive functioning. Additionally, support staff had the chance to attend a session focused on enhancing workplace wellbeing.

Throughout the day, staff enjoyed reconnecting with colleagues from across our 14 offices, including teams from Bunbury and Margaret River.



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