

## Have you received outstanding support?

Therapy Focus customers and the people in their support networks are invited to acknowledge therapists, therapy teams and support staff who have provided exceptional therapy and customer service by nominating them for our 2025 People's Choice Award.

#### There are four ways you can nominate:

- 1. Fill out this nomination form and return it to us.
- 2. Complete a nomination form online at therapyfocus.org.au/pca
- 3. Film a video or make voice recording answering the questions below and email it to <u>brand@therapyfocus.org.au</u>
- 4. Call us on 1300 135 373 to arrange a time to speak to someone over the phone or in person. You can request a translator if needed.

If you need help to complete this nomination form, please call us on **1300 135 373**.

<b>Step 1: Your Details</b> Please provide your details as the nominator.	
First Name:	Last Name:
Mobile:	Home Phone:
Email:	
<ul> <li>What best describes you:</li> <li>Therapy Focus client/customer</li> <li>Parent/guardian/family member</li> <li>Support worker or advocate</li> <li>Teacher or education staff</li> </ul>	<ul> <li>Colleague (from another service provider)</li> <li>Health professional</li> <li>Other (please specify)</li> </ul>
If you are submitting this nomination on behalf on please provide their full name:	f a Therapy Focus client/customer,
First Name:	Last Name:
Step 2: Nominee Details	

Please let us know about the therapists, therapy teams and support staff who have provided exceptional therapy and customer service.

Please provide the name/s of the Therapy Focus employee/s you would like to nominate:

#### Need help? Call us on 1300 135 373



## **Step 3: Your Nomination**

Please let us know about the exceptional service delivery you have received.

What was challenging or difficult before you started working with the therapist/therapy team/support staff?

What did the therapist/therapy team/support staff do to help?

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How are things different since working with the therapist/therapy team/support staff?

Is there anything else you'd like to add?

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Which of our Guiding Principles has the therapist/therapy team/support staff demonstrated in their work? Please tick and score all that apply from a scale of 1 to 5:

Guiding Principle		Rating	Rating				
	Guiding	Principle	1 = Meets Expectations			5 = Exceptional	
	Ð	<b>Stronger together</b> Listening, sharing information and working together.	1	2	3	4	5
		<b>Make today count</b> Taking every opportunity to make a difference.	1	2	3	4	5
		<b>Keep it simple</b> Making things easier for all people involved.	1	2	3	4	5
		<b>Be courageous</b> Willing to take on challenges and think outside the box.	1	2	3	4	5
		Make it personal Forming meaningful connections and caring for customers and colleagues.		2	3	4	5
		<b>Be exceptional</b> Focused on always improving and being the best they can be.	1	2	3	4	5
1 – Meets Expectations 4 – Hi			onsistently Exceeds Expectations ighly Proficient xceptional				

 I would like a Therapy Focus staff member to call me to help add details to my nomination. (This option may be useful if you prefer to discuss your nomination rather than write out this form)

□ I understand that this nomination will be shared with the therapist/therapy team

□ I understand that my name and details of this nomination may be published for promotional purposes.

Please return this form via post: **PO Box 20, Bentley WA 6982** Or email: **brand@therapyfocus.org.au** 

## What happens next?

Our Customer Reference Group (CRG) will review all nominations to select three finalists and a winner. Please note that you may be contacted by a CRG member or a Therapy Focus staff member to discuss your nomination further. The winner will be announced at an awards ceremony planned for July and presented with a \$2,000 cash prize.

Thank you for helping us acknowledge the hard work and dedication of our team.

#### Need help? Call us on **1300 135 373**

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