

Customer FAQ's

What does voluntary administration mean?

Voluntary administration is a process where an independent Administrator is appointed to review an organisation and recommend the best way forward. The goal is to find a solution that protects the business, thereby preserving services, jobs and the future of the organisation.

Will my services continue?

Yes. It is business as usual. All services and appointments will continue as planned, and you do not need to make any changes.

Will I still see the same therapist or support staff?

There are no changes to your therapy team. You will continue to work with the same staff members you know and trust.

Do I need to do anything?

You do not need to take any action. The Administrator will contact you directly in the coming days with further information.

Will my NDIS plan or funding be affected?

Your NDIS plan and funding are not affected by this change and your services will continue in the usual way.

Why has this happened?

The decision to appoint an Administrator has been taken so that the organisation can be given the best chance to continue into the future. This step was made to ensure service continuity for clients.

Who can I talk to if I have questions or concerns?

You can continue to speak with your usual therapist or service coordinator. Our team will provide answers as best we can, and we will make sure you receive updates as they become available. The Administrator will also be in touch directly in coming days.

PO Box 20
Bentley WA 6982

1300 135 373
therapyfocus.org.au