

Annual Report

2022/23

Contents

- 2 Chairperson Report
- 4 Board of Directors
- 5 Annual Strategic Update
- 6 Focus ACT's Purpose
- 8 3 Year Strategy Report
- 11 Long Service and Awards 2023

Chairperson Report



Wilhelm Harnisch

Focus in conjunction with community partners hosted the Biannual One+One Ball at the National Convention Centre. A lot of fun was had by all. We thank all our partners for a successful event.



The 2022-23 year has seen significant changes. The previous CEO Marco Xuereb stepped down in December 2022 after three years in the role with the new CEO, Craig Young, taking up his appointment in May 2023. This change in leadership provided the Board with the opportunity to review and strengthen the delivery of quality support services that Focus ACT is best at providing on a sustainable basis.

The unwavering commitment to providing quality care to the people who have entrusted us to care for them will be further enhanced by the accelerated adoption of Active Support practices in collaboration with Professor Christine Bigby from the La Trobe University. To give effect to achieving this goal a staged Active Support practices management implementation plan for the next three years has been put in place. The Active Support practices program will align itself with the relevant recommendations of the Disability Royal Commission Report.

Focus ACT since its inception in 1991 has put quality care and support services as the central governance objective in the delivery of its services. This guiding objective was applied the same when it commenced its support services to the Children, Youth and Family (CYF) cohort. As part of its continuous strategic review process, it became evident that Focus ACT was not best placed to provide the high level of quality care to the CYF cohort that they deserve. After detailed consideration over many months, at the 20 June 2023 Board meeting, Focus ACT made the very difficult decision and with heavy heart to exit its CYF support services. The handover of services to other providers was facilitated with the active support of the ACT's Child and Youth Protection Services, Community Services Directorate and Human Services Registrar.

As Chair and as a Board, we are deeply indebted and appreciative for their support in facilitating the transition to other providers with as minimal disruption as possible.

Although strictly not in the 2022-23 year, the One plus One Ball at the Canberra Convention Centre in August 2023 hosted by Focus ACT was a success in celebrating the many achievements over the year in helping people supported by Focus ACT live their lives as fulfilling and as best they can. The support of the Minister for Disability, Emma Davidson MLA and the ongoing supporting partnership with the Canberra business community is greatly appreciated. I would also like to thank the event organising committee for the work done behind the scenes to ensure the One plus One Ball was a success.

As in other years, the delivery of quality support services, is reliant on the commitment and teamwork of many people, the front-line support workers, families and carers, office staff, external stakeholders, the CEO and the Board Directors. It is this collaborative effort that enables Focus ACT stay true to its objective of helping people it supports live their lives, so thank you all for the ongoing commitment and support. It is this commitment and capability that will allow Focus ACT to meet the opportunities and challenges in meeting the ever evolving needs of its clients and staff.



Wilhelm Harnisch
Chairperson of the Board of Focus ACT

Board of Directors



Wilhelm Harnisch

Chairperson
Appointed 2011



Katie Innes

Deputy Chair
Member of the Contracts & Risk Committee
Appointed 2020



Shaun Street

Chair of Finance Committee
Appointed 2023



Scott Harris

Director & Chair of Contracts & Risk Committee
Appointed 2013



Mary Supple

Director & Chair of Quality & Safeguards Committee
Appointed 2016



Margaret Verick

Director & member of Quality & Safeguards Committee
Appointed 2006

Annual strategic update

With the completion of the 2022/23 financial year, the board in collaboration with the executive management team, is now turning its attention to the 2023/26 strategic plan.

It is timely for the new strategic plan to be completed following the recent release of the recommendations of the Disability Royal Commission.

The strategic plan will also consider a staged implementation of the Active Support program whilst continuing to support our clients to live their life.

In this digital age, Focus will continue to invest in our staff, ensuring our core systems evolve with Focus and the planned growth over the next three years of this plan.

Innovation:

- Be innovative in the way we do things and share knowledge.

Workforce:

- Recruit and retain our amazing staff with complementary skillsets.
- Develop processes to recognise and reward staff.
- Develop our Customer Relationship Management (CRM) and Learning Management System (LMS) to ensure our CRM and LMS provides identifiable goals and milestones to show progress.



Focus ACT's Purpose



WHO WE ARE

We focus on creating solutions with you.

WHAT WE DO

Our support and care empowers people, without judgement.

We won't change your life, we're just here to help you live the life you want.

SPIRIT

We make it possible.

HOW WE DO IT

Listen. Create. Deliver.

We listen to understand.

We create the best solution with you.

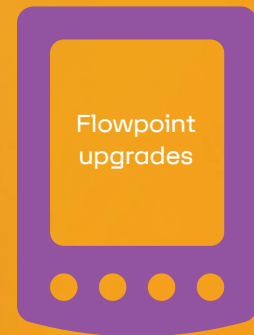
We deliver so you can live the life you want.

3 Year Strategy Report



Supporting 7 new people to live their life.

Focus in collaboration with YHC has provided 2 new homes. One being a robust SDA and one being a standard residential home.



Built 5 new homes through to 2023, with one substantially built.

Focus is nearing its fulfillment of the 2020 to 2023 Strategic Plan's deliverables. For this next strategic planning cycle, Focus will lead a collaborative process to set its strategic direction for 2023 to 2026 and develop a Strategic Plan to take the organisation to its next chapter. Focus will be investing in the following areas:

Staff

Systems

Organisation cultural change initiatives

Workforce Training and Planning

Continuous Improvement of Quality of Service



Continued investment in digital infrastructure



Strengthened the employee value exchange through Perkbox

Training to upskill



Supported people to live their life



Long service and awards 2023

Over Five Years

Carly Bell
Saidu Bangara
James Ranatunga
Maria Janet Agustin
Randall Kerr
Sinnah Bangara
Joyce Maina
Nelson Dablorme

Over Ten Years

Urmila Wati
Princess Kamara
Simone Cooper-Catling

Over Twenty Years

Luz Morris
Mahinda Paramanathan



focusact

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