KUDOS

ANNUAL REPORT 2022/23

FROM THE BOARD

We are pleased to present the 2022-2023 Year in Review on behalf of the Kudos Board of Directors. This year has been defined by notable achievements that not only showcase our dedication to excellence but also reinforce our optimism for a bright future.

In January 2023, we reached a significant milestone by extending the delivery of our National Disability Insurance Scheme (NDIS) Early Childhood Program until June 2025.

To address the issue of downtime in our Therapy Services during school holidays, we successfully introduced Family Review Meetings, which facilitated meaningful discussions among parents, clients, and therapists. The remarkable success of these meetings has led to their adoption during school holiday periods.

To tackle the ongoing challenges in recruitment, we implemented various strategies, including the introduction of bonus leave days, referral rewards, and country allowances, all of which have significantly enhanced our work environment.

Throughout the year, our primary focus remained on elevating member engagement and fostering transparency. We not only extended the opportunity for members to sit in on meetings virtually, but also accommodated two members to attend in person.

Our annual general meeting in November 2022 marked a transition period as we bid farewell to directors Sam Scammell and Gillian McFee and warmly welcomed Todd Davies, Guy Turnbull, and Elaine Nash, who renewed for a further term. Todd, Guy and Elaine joined Rebecca Wilson, Mary Freer, Penny Gale, and Scott Bryant in forming the complete Kudos Board of Directors

The Board and leadership team are taking pro-active steps to address last year's financial loss, and the turnaround forecast $300k surplus for this financial year is a reflection of the focussed hard and smart work of Kudos members.

Looking ahead, Kudos is positioned for substantial growth and strategic development, with a clear emphasis on achieving financial stability, implementing a visionary strategy, and enhanced member engagement.

The board extends its heartfelt appreciation to the Kudos Members, the CEO and Executive Team, and the team at SG Balanced Solutions for their unwavering support throughout the year.

PURPOSE to empower children and young people, adults and their families and carers to shape positive outcomes and live their best lives

Kudos Values

- Heart
- Knowledge
- Enterprising
- Camaraderie

Kudos acknowledges Aboriginal and Torres Strait Islander people as the Traditional Owners and Custodians of this Country and their connection to land, water and community.

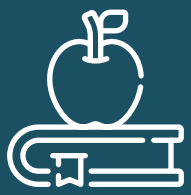
We particularly extend that acknowledgment to the Kaurna people on whose land our Adelaide offices are based and to the traditional owners of land throughout South Australia on which we work. We respect their spiritual relationship with Country and acknowledge their cultural and heritage beliefs as still important to those living today.

THERAPY SERVICES

The therapy services team undertook a restructuring this year, and our dedicated therapy team continued its commitment to excellence in service provision. The Therapy Team have remained steadfast in its commitment to Port Augusta and Whyalla and expanded services to clients in the Exceptional Needs Unit (ECU).

As Kudos looks to the future, the Therapy Services team are excited about the growth opportunities in Southern Adelaide, where its innovative allied health private practice model is set to roll out in late 2023. The team are also eager to extend its support to NDIS participants aged 9 and above, starting from July 2023. This expansion highlights Kudos' ongoing dedication to providing exceptional evidence-based therapeutic interventions.

30,175
Hours of therapy support delivered



250+
Hours of school support spread across **136** metropolitan and **36** country schools

86%
Plan utilisation increase from 76% in 2021/22

86.6%
Client satisfaction up 6.6% from 2021/22

72%
Therapy Services client retention rate

40%
Client growth up from 32% 2021/22

WHAT OUR CLIENTS SAY:

Friendly, intelligent, knowledgeable, responsive to client's unique situation, empathetic and able to be honest about whether services would be suitable, even when that meant a reduction in income for Kudos.

The level of life experience and the skills diversity of the therapists make for an extremely holistic, collaborative approach - this benefits everyone.

Very professional and clearly knowledgeable about what they do, and we are always well informed.

EARLY CHILDHOOD

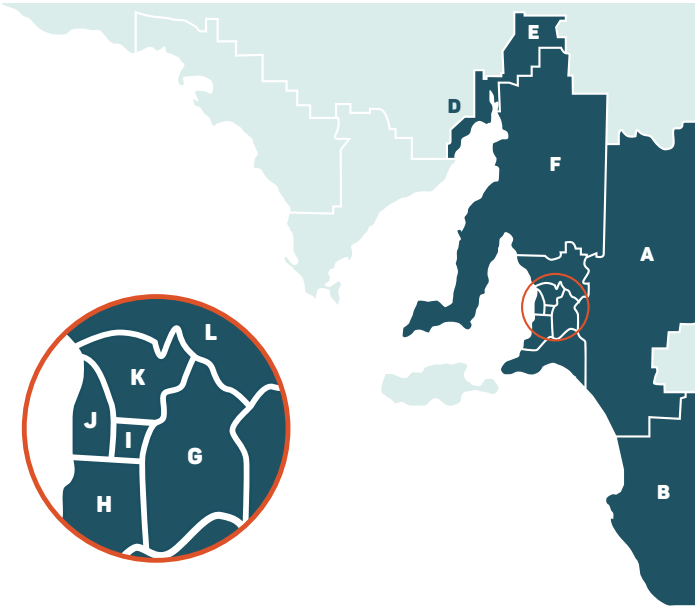
Kudos Early Childhood (EC) is the National Disability Insurance Scheme (NDIS) Early Childhood Partner in the Community, delivering family-centred early Childhood supports for children aged 0-6 years with developmental delay or disability.

As an EC Partner, we supported families to assist children in developing the skills they needed to participate in daily activities and achieve the best possible outcomes throughout their lives.

Recognising that every child is unique, we offered information and support tailored to each child's individual needs and circumstances. During the year, we had strengthened our Early Supports Approach, implemented project-based engagement activities, forged partnerships, and diversified our workforce, ultimately achieving remarkable results in supporting children and families in an ever-changing environment.

EC SERVICE DELIVERY LOCATIONS

Key	Service Area
A, B, C, D, E, G, H	Murray & Mallee, Limestone Coast, Fleurieu, Eyre, & Western, Far North, Adelaide Hills, Southern Adelaide
F, I, J	Yorke & Mid North, Eastern Adelaide, Western Adelaide
K, L	Northern Adelaide, Barossa, Light & Lower North



84%
Of clients were satisfied with their service

2809
First plans developed

3221
Plan reviews undertaken

3806
New enquiries were received by the EC Team

100%
Quality and Audit Compliance score

CORPORATE SERVICES

Kudos takes pride in its exceptional workforce, recognising and appreciating the dedication, skills, and talents of everyone. From Corporate Services to Early Childhood and Therapy Services, every team member contributed to our business's success and growth.

At Kudos, we prioritised our people and strived to foster a supportive and inclusive work environment. We encouraged personal and professional development, nurturing a culture of collaboration, innovation, and excellence.

This year, we upheld our commitment to honouring and celebrating the rich cultural heritage of Aboriginal and Torres Strait Islander peoples by commemorating significant events and milestones. Furthermore, we made substantial progress in finalising our Reconciliation Action Plan, with plans to implement it over the next twelve months. This plan will serve as our guiding framework for building meaningful relationships and advancing the cause of reconciliation with First Nations communities.

167
Staff in 2022/23

9
Corporate Services staff

107
Early Childhood team members

36517
Phone calls answered between our Unley and Elizabeth Customer Service Officers

51
Therapy Services team members

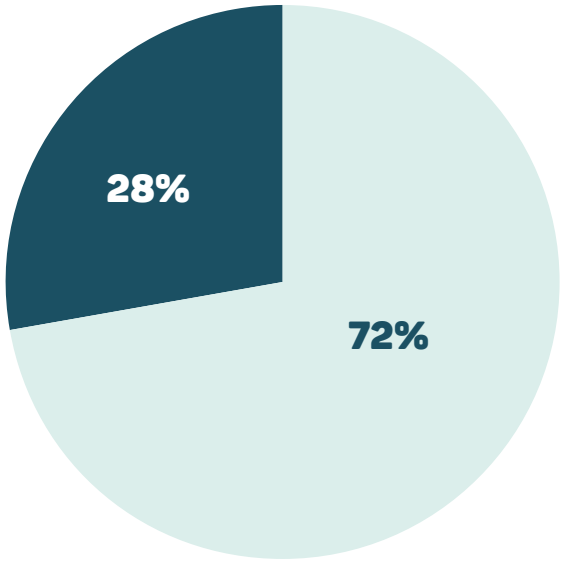
60,696
Website users, up from 36,238 in 2021/22

STAND-OUT BENEFITS

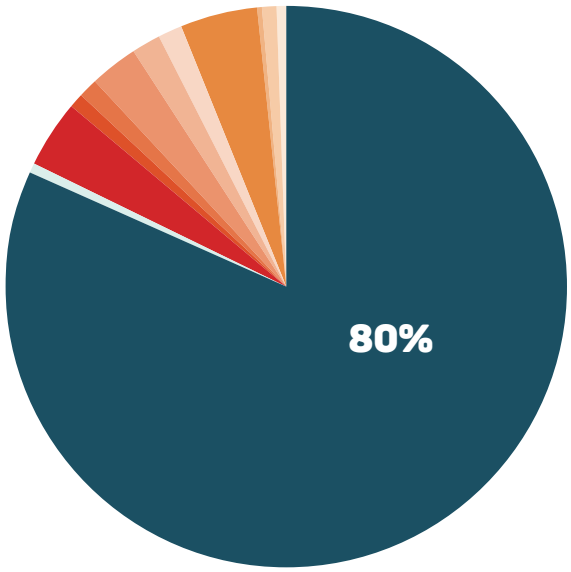
- WELCOMING ENVIRONMENT/ GREAT TEAM MANAGER
- SUPPORTIVE TEAM, NOT REQUIRED TO TAKE WORK HOME
- WORK FLEXIBILITY, SALARY PACKAGING
- EXTRA LEAVE DAYS

FINANCIAL SUMMARY

REVENUE	$
Grant Income	12,184,576
Fee for Service	4,656,776
Interest Income	34,980
Other Income	221
TOTAL REVENUE	**16,876,553**



EXPENSES	$
Employee Expenses	13,779,241
Board Remuneration	95,076
Property Exp (incl. Utilities, Amortisation, Interest on Lease)	626,216
Motor Vehicle Expense	131,466
Staff Training & Development	202,106
Agency & Contractors	459,153
Marketing Expenses	268,152
Audit, Legal and Consultancy	242,668
Administration Expenses	753,131
Asset Impairment expenses	49,671
Travel Expenses	129,382
Other Expenses/Office Establishment	83,407
TOTAL EXPENSES	**16,819,669**
OPERATING SURPLUS	**56,884**
DEPRECIATION	**384,526**
NET SURPLUS	**(327,642)**



DIRECTOR BOARD AND COMMITTEE MEETING ATTENDANCE FOR FY 2023

Name	Board Meetings		Finance & Audit Comte		Governance & Risk Comte	
	Eligible	Attended	Eligible	Attended	Eligible	Attended
Penny Gale*	7	7	4	4	3	3
Rebecca Wilson	9	8	4	4	4	4
Sam Scammell	4	3	2	2	n/a	n/a
Elaine Nash	9	9	n/a	n/a	4	4
Gillian McFee	4	4	2	2	n/a	n/a
Mary Freer	9	6	n/a	n/a	4	3
Scott Bryant	9	9	6	6	n/a	n/a
Guy Turnbull	5	5	4	4	n/a	n/a
Todd Davies	5	5	n/a	n/a	2	2

*Director on leave of absence April 2023 to June 2023

KUDOS

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