

Telethon Speech & Hearing

A young child with blonde hair and blue eyes is the central focus. They are wearing a dark blue t-shirt with a graphic of a boat. The child is sitting on a green metal railing, looking directly at the camera with a slight smile. The background is a blurred outdoor setting with greenery and a blue structure.

2016 ANNUAL REPORT

A full-page background image of two young boys standing behind a wooden fence. The boy on the left is wearing a black wide-brimmed hat, a blue t-shirt, and blue camouflage shorts. He is smiling and has his hands on the fence. The boy on the right is wearing a brown wide-brimmed hat, a white t-shirt with a green dinosaur pattern, and blue shorts. He is also smiling and has his mouth open as if shouting. The background is filled with green foliage.

Our Mission

We enable children and adults with hearing, speech or language impairments to communicate.

Our Values

Teamwork
Professionalism
Community
Respect
Support

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ABOUT TSH

WHO WE ARE

Telethon Speech & Hearing (TSH) is Western Australia's leading holistic and multidisciplinary organisation that supports children and adults with hearing, speech and language disorders or delays. We do this as a not-for-profit, charity, independent school and NDIS provider.

Unique in our approach, TSH provides a range of diagnostic, therapeutic and educational services for children with hearing, speech and language needs. TSH takes a whole of life approach to supporting children and also provides clinical and support services for adults with these needs.

OUR SERVICES

FOR CHILDREN

TSH provides a range of integrated and holistic services to support children with hearing, speech or language concerns to create lives full of promise. Involving families as part of our services at every stage, we deliver:

- Early Intervention: a specialised program using one-on-one and group sessions for children with hearing loss aged 0-5 years
- Speech & Language (Talkabout): a specialised program for children who have speech and language delays or disorders
- School Support (Outpost): a program for students who are deaf or hard of hearing at a network of primary and secondary schools
- Paediatric audiology
- Speech pathology clinics
- Psychology clinics
- Occupational therapy clinics

We also deliver a capacity-building - Ear Health Program in the West Pilbara, Western Australia (in partnership with Chevron) for Aboriginal children in various communities.

FOR ADULTS

Using our expertise in our audiology we also provide:

- Adult audiology
- Better Hearing – TSH: support services for adults who are deaf or hard of hearing

FOR THE COMMUNITY

Wonderfully situated near Lake Monger, we also provide affordable Venue Hire services for a range of organisations and individuals.

OUR BACKGROUND

TSH was originated in 1966 by a group of parents who had great hopes for the future of their profoundly deaf children. These parents started their own school with five students, no premises, little money and no experience to pursue the very best oral education for their children. From these humble beginnings, TSH has grown to become a centre of excellence and is the only place in WA that provides education, therapy and audiology services all in one location.

SERVICE MAP

- **Wembley Head Office**
Speech & Language (Talkabout) Program,
Early Intervention Hearing Impaired Program,
Audiology and private clinics take place here.
- **School Support (Outpost) Units**
- **Ear Health**
 - West Pilbara
 - Wheatbelt
- **Audiology Clinics**
 - Cockburn
 - Armadale
 - Ellenbrook



HIGHLIGHTS 2016

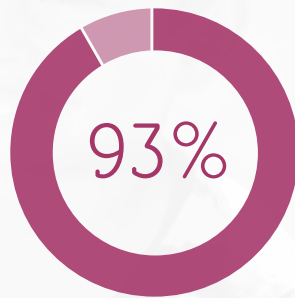


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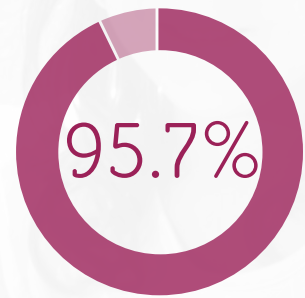
children & their families were supported through the TSH Early Intervention Hearing Impaired, School Support (Outpost), Speech & Language (Talkabout) and Ear Health programs.



of families reported that the programs were meeting their child's needs.



of the children in the Early Intervention Hearing Impaired program have demonstrated age appropriate language skills or above.



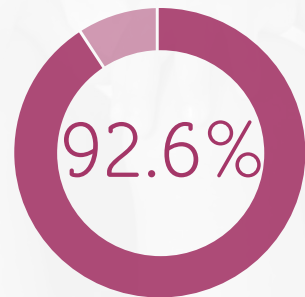
of the families in the School Support program were satisfied with their child's participation in the school.



of the Kindy & Pre-primary students in the Speech & Language (Talkabout) programs demonstrated overall improvement in their skills related to language, motor coordination independence, play & social interactions.



of the clients would recommend the TSH Paediatric Audiology to a friend with a hearing concern.



of the clients would recommend the TSH Adult Audiology to a friend with a hearing concern.

167

individual clinic sessions



257

hours were provided by TSH Psychology for private clients.



119

cochlear implant consultations were provided.



12

research projects were conducted or supported by TSH.

CHAIR REPORT

2016 was my first year as Chair of the Board of Directors for Telethon Speech & Hearing (TSH) and I am very pleased to report on our key activities and initiatives.

A Year Full of Challenges

Over the past 12 months we have made a number of changes at TSH, ones that will enable us to create an environment in which we can meet a series of challenges including embracing an NDIS system that is still forming (particularly in WA), the increase in competitors in the areas in which we work, and the impact the tough economic climate has had on philanthropic support and corporate partnerships. In some instances these challenges have had an impact on our financial performance during this period of adjustment and realignment.

“It is remarkable to see the achievements of the team who work tirelessly with the children and their families every day.”

During the year we also saw a change in the leadership at TSH. We have now successfully recruited a new CEO with Mark Fitzpatrick joining our team. I am excited by the experience and drive Mark will bring to our organisation after his successful time at the helm of the St Vincent de Paul Society.

Building Our Strategic Partnerships

Despite these challenges, we have continued to focus on the development of our strategic partnerships. We have been successful in new partnerships with the State Government through the Child and Adolescent Health Service for paediatric speech pathology services and continued strategically important partnerships with the Telethon Trust, Chevron, WA Country Health Service, Disability Services Commission, Rural Health West, AISWA, AIMWA and our others.

We recognise the importance of creating and nurturing these effective partnerships to ensure we can provide the most effective service to the largest possible number of Western Australian children who need our support.



Our Outcomes

In what was a year that signalled a lot of change at TSH it is remarkable to see the achievements of the team who work tirelessly with the children and their families every day. I am astounded and very proud of our achievements in trying conditions. In the face of these conditions our TSH team has continued to show great commitment and professionalism in supporting children and families impacted by hearing loss, or speech and language delays or disorders. In particular I want to acknowledge and thank the leadership team for their efforts over what has been a challenging year. They have continued to deliver successes to those who matter most – the children.

Our Future

Having addressed the challenges we faced in 2016 I am buoyant about the future of TSH and what we can achieve. As we move into a year that celebrates 50 years of TSH we will review our strategic plan and build a platform of success that is driven by our core strengths. We will focus on creating best practice in the areas of integrated educational and therapy supports for children with hearing loss, or speech and language delays or disorders. We will do this in partnership with other organisations in ways that add significant value to the lives of the people we serve and their families.

Finally, I would like to express my sincere thanks to our patron, Mr Nigel Satterley AM and my fellow Directors for their service to the TSH community throughout the year. Their support, direction, energy, and expertise are acknowledged and greatly appreciated.

Professor Gary Martin
Chair

CEO REPORT

As Acting CEO I have had the privilege of working with some amazing dedicated people who support children with hearing loss, speech and language delays or disorders. Against the backdrop of some uncertainty in the market around NDIS and the recruitment of a new CEO, the team continues to focus on delivering exceptional outcomes for the children we serve and their families.

NDIS and WANDIS

There is no doubt that 2016 was a difficult year for many organisations who are preparing to operate in the arena covered by the National Disability Insurance Scheme (NDIS). With the State Government not joining the federally funded NDIS, there has been much uncertainty about the delivery of the program in Western Australia. Unfortunately, TSH has not been immune from this uncertainty.

As a specialist in the area of therapy and other supports for children seeking hearing, speech or language supports, TSH has had to prepare for the NDIS and WANDIS while continuing to provide services under its existing contract with the Disability Services Commission. This has taken a lot of effort from a number of people, but it is clear that the uncertainty in the system has impacted on families and has the potential to impact TSH's financial position.



Outcomes in Our Schools and Early Intervention Programs

Our schools and early intervention programs play such an important role in so many children's lives. The outcomes the team has achieved in supporting the hearing, speaking, language development, movement and wellbeing of the children we support and their families is second to none.

Unfortunately, our buses program recently implemented did not have the impact we would have liked and initiatives, such as the GEO Bus, have been put on hold until we can review our model.

“Our schools and early intervention programs play such an important role in so many children's lives”

Supporting Regional Western Australian Communities

During 2016 TSH not only focused on our services in Perth but also added significant value to our State, particularly through our focus on supporting regional communities. Significant achievements in this area included:

1. Our partnership with Chevron continued to deliver in the Pilbara, with services with 2,152 screenings across 1,129 children;
2. The Health Minister, Hon. John Day launched our Pilbara Ear Health Model of Care guidelines. The model builds and strengthens ear health and hearing services and grows local capacity while building best practice across an array of local agencies;
3. Our partnership with the WA Country Health Service saw us continue to provide audiology services in Pilbara while our partnership with Rural Health West funding under Better Hearing Better Listening (BHBL) program continued to have a significant impact in a number of locations;
4. Utilising technology, our teleintervention service for our early intervention program that can support children with hearing loss and their families in a number of remote and regional locations across WA.

New Paediatric Speech Pathology Service

TSH was pleased to create a partnership with the Children and Adolescent Health Service of the Health Department and be awarded a contract to provide paediatric speech pathology service to children throughout the metropolitan area. We look forward to rolling this initiative out in 2017.

I would like to express my thanks to all of partners in the delivery of our services – our partner schools, government partners, the Telethon Trust, Chevron and more. I would also like to acknowledge our wonderful staff, who have worked tirelessly throughout the year. They are extremely committed to supporting the children we serve and their families. Thank you to our Board as they have provided great guidance and support and had to make some difficult decisions during the year.

With a new CEO coming on board in 2017 I have great confidence about where TSH is heading and look forward to being part of what will be a bright future.

Richard Duldig
Acting CEO

OUR GOVERNANCE

BOARD OF DIRECTORS



Professor Gary Martin
(Chair)



Paul Syme
(Deputy Chair)



Andrea Burns



Dianne Symons



Rae Wyatt



Richard Duldig



Ollie Marion



Peter Marcakis



Anna Gelavis
(from October 2016)



John Bailie
(until April 2016)



John Robertson
(until April 2016)



Bernadette Hooper
(until October 2016)



Prue Griffin
(until December 2016)



Nigel Satterley AM
Patron

BOARD COMMITTEES

Supporting the work of the Board during 2016 we had five committees of the Board each chaired by persons with expertise in that discipline. These committees included:

- Legal and Governance Committee
- Audit Finance Facilities and Risk Management Committee
- Fundraising PR and Communication Committee
- Talent Management Committee
- Remuneration and Nomination Committee

REGULATORY FRAMEWORK

TSH is an independent organisation that is established as a company limited by guarantee incorporated under the Corporations Act 2001 and regulated by ASIC.

TSH is also a charity registered with the Australian Charities and Not-for-Profits Commission (ACNC). At the State level we are registered under the Charities Act 2013 and operate in accordance with the Charitable Collections Act and other legislation. TSH is a Public Benevolent Institution, has deductible gift recipient status and is endorsed to access GST Concession.

Our Directors are appointed in accordance with good governance practices based on their skills and abilities in areas deemed to support the organisation's strategic development. Directors carry out functions according to our Constitution, the Corporations Act, ACNC legislation and other relevant State and Commonwealth legislation. The role of the Board is to ensure that TSH's mission and vision are achieved and effective governance is in place.

TSH also operates in accordance with its registration as an independent school with AISWA, as a NDIS provider and as a disability provider with the Western Australian Disability Services Commission.

OUR PEOPLE

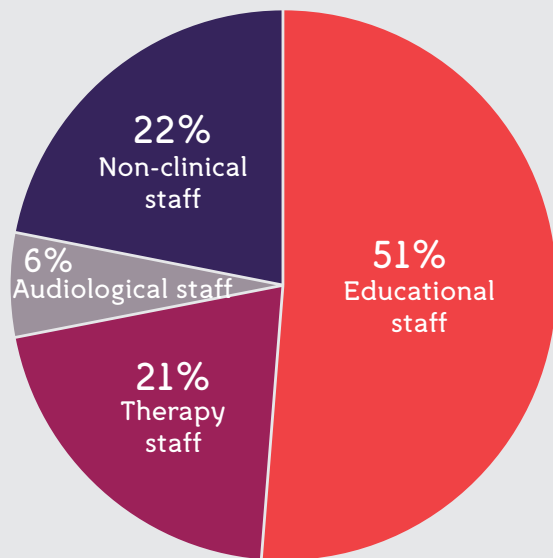
OUR STAFF & VOLUNTEERS

A team of passionate and dedicated staff and volunteers support the work at Telethon Speech & Hearing to contribute to quality life of children and adults who have hearing, speech and language needs and their families.

In 2016, our unique blend of specialist staff (78 clinical and education staff, FTE 53.83) along with our 22 non-clinical staff (FTE 16.64) and 47 volunteers across different disciplines worked together to deliver life-changing outcomes for the children we support and their families.

Our highly experienced specialist teams consist of:

- Teachers of the Deaf
- Teachers
- Education Assistants/Note-takers
- Family Liaison Officer
- Auditory-Verbal Therapists
- Speech pathologists
- Occupational therapists
- Psychologists
- Audiologists
- Nurse Practitioners
- Ear Health Screeners



OUR SERVICES & PROGRAMS

EARLY INTERVENTION HEARING IMPAIRED PROGRAM

Hearing is a major contributor to a child's brain, language and speech development. Hearing loss, even mild or in one ear, can negatively impact speech, language, communication and social-emotional development. 1-2 babies in every 1,000 are born with permanent hearing loss. Individualised early intervention is critical to maximise outcomes of these children.

TSH Early Intervention Hearing Impaired (EI-HI) program has been helping children with a diagnosed permanent hearing loss aged 0-5 years learn how to listen and speak since late 1960's. 56 children and their families enrolled with the TSH EI-HI program in 2016.

Our industry leading approach, utilising family centred practice, focuses on each child holistically to meet their individual needs. Our multi-disciplinary team consists of speech pathologists (some of them are also certified as Auditory-Verbal Therapists), psychologists, occupational therapists and audiologists. Based on the progressive practice that children with hearing loss have the right to listen and speak, our speech pathologists/Auditory-Verbal Therapists provide intensive one-to-one therapy to children and their parents/guardians. The therapists coach and guide families to learn strategies and techniques that optimise their child's auditory environment and language development.

The program also provides therapy playgroups which offer:

- Small and intimate age-based groups guided by of a team of professionals
- Parental support networking
- Formal and informal parent education workshops
- Preparation of children for entry to mainstream school (for 4 and 5 years old)



FAMILY FEEDBACK

"We really like that we can receive speech, OT and Therapy Playgroup all in one place."

Mother of a 4-5 years old child with bilateral hearing loss

"I can keep track of my child's normal development. Being aware of learning goals and working towards achieving that goal."

Mother of a 2-3 years old child with bilateral hearing loss

"All the staff are highly knowledgeable and genuinely want to help our daughter and ourselves get the best for my daughter. All the staff regularly talk to each other about the best approach for her and we really appreciate it as it helps take the pressure off explaining things and developments when we are already under a lot of pressure day to day."

Mother of a 3-4 years old child with bilateral hearing loss



OUTCOMES

93%

of children in the program have demonstrated age appropriate language skills or above (from English speaking backgrounds with no other additional disabilities/challenges).



100%

of the families reported that the individual therapy was meeting their child's needs.



100%

of children who were at the age to commence full time schooling transitioned to a mainstream school.



100%

of the families reported that their child is making progress towards achieving their goals in the program.

ELSIE'S STORY

Elizabeth affectionately known as Elsie didn't have the easiest start to life. But her happy, dynamic, energetic, friendly personality was sure to help her through any obstacles she may face.

Elsie was born with long segment Hirschsprung's disease short bowel syndrome, a condition that affects the large intestine (colon) and results in difficulty with digestion and passing of stool. Elsie requires Total Parental Nutrition to take her calories and nutrients through a vein, a percutaneous endoscopic gastrostomy (a feeding tube to stomach) and a broviac catheter for medication through veins in situ. Elsie spent six weeks in the Neonatal Intensive Care Unit and 11 weeks at Princess Margaret Hospital (PMH) after she was born. She also has had frequent admissions to PMH.

Elsie began turning towards environmental sounds, localising her parents' voice to producing strings of babble. Then at the age of 13 months, only five months after her switch on Elsie started to imitate words "baby" "mumma", "more" and she has been a chatterbox ever since.

From the time Elsie enrolled at TSH she received support from TSH EI-HI transdisciplinary team. This involved individual and joint sessions with Speech Pathologists, Occupational Therapists, Audiologists and attendance at therapy groups run by Speech Pathologists, Occupational Therapists and Psychologists. Intervention occurred in many places from the floor of Elsie's PMH room, to her home, to the group and therapy rooms at TSH.

"Her transition from being profoundly deaf to hearing, listening and speaking was remarkable"

At one month of age Elsie was diagnosed with bilateral profound sensorineural hearing loss. She received bilateral Medel Cochlear Implants about six months after the diagnosis of hearing loss and they were 'switched on' a month later.

Elsie had begun her journey at Telethon Speech & Hearing Early Intervention Hearing Impaired (TSH EI-HI) program before her implant surgery. Her transition from being profoundly deaf to hearing, listening and speaking was remarkable.

Elsie is now two years old and loves having conversations with her peers and family and playing with her favourite doll house. Her incredible development is due to the dedication of her parents Mike and Clare. They are both to be commended for their tireless work, commitment and devotion to both Elsie and her little brother Bertie who also has long segment Hirschsprung's disease short bowel syndrome and a profound hearing loss. "I feel privileged to work with this family and be a part of Elsie and Bertie's journeys", Elsie and Bertie's case manager, Felicity, the TSH Clinical Leader – EI-HI program says.



SCHOOL SUPPORT (OUTPOST) PROGRAM

TSH runs a comprehensive in-school support program for students with hearing loss from kindergarten to Year 12 at our partner primary and secondary schools. The program is designed for students who use oral communication, and provides support to maximise their active participation in mainstream schools.

The program is delivered at nine partner mainstream schools. 56 students with hearing loss were enrolled with the program.

In each school, our support program is staffed by an outstanding multi-disciplinary team of professionals to ensure students have the highest level of specialist assistance and advice.

Our multi-disciplinary team includes Teachers of the Deaf, Psychologists, Speech Pathologists, Audiologists, Occupational Therapists, Notetakers and Educational Assistants who demonstrate the principles of professional collaboration and exemplary instructional practice. Students have full access to the school curriculum in each location and may graduate to a full range of post-school options including TAFE, University, VET, and other pathways.

OUTCOMES



100%
of the families reported that the program was meeting their child's needs.



95.7%

of the families were satisfied with their child's participation in the school.



77.1%

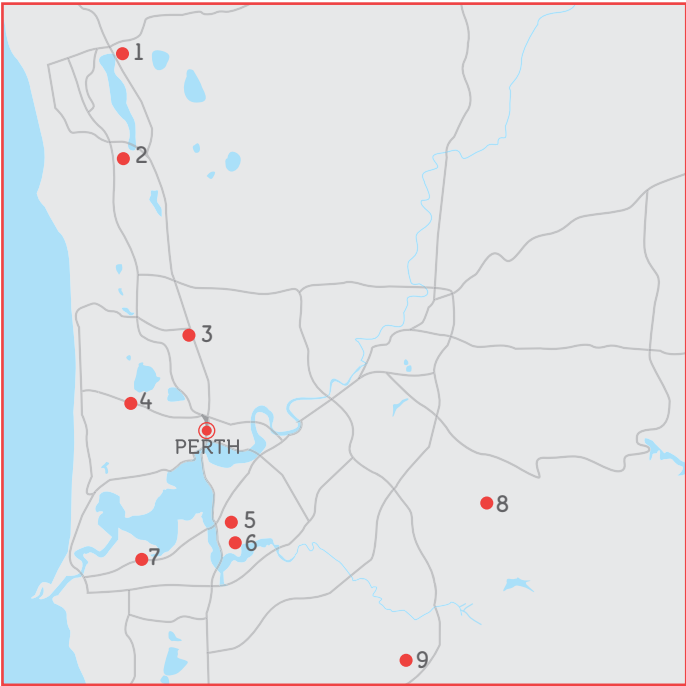
of the Individual Education Plan goals were achieved.



95.7%

of the families reported that their child is making progress towards achieving their goals.

LOCATIONS



KEY:

- 1 St Stephen's School
- 2 St Luke's Catholic Primary School
- 3 Servite College
- 4 Newman College
- 5 St Pius X Catholic Primary School
- 6 Aquinas College
- 7 Mel Maria Catholic Primary School
- 8 St Brigid's College
- 9 John Wollaston Anglican Community School

FEEDBACK

"I believe that she has benefited greatly by being part of the School Support Program and that is reflected in her positive attitude to school and her classes. She enjoys and looks forward to attending classes and without the extra support I think she would be finding school very difficult. We are very appreciative of the current program."

Mother of secondary-age student

"My child is getting everything he needs from the support program. My child is able to hear and listen properly since the support program."

Mother of primary-age student

"My child has improved dramatically - words cannot express how impressed I am with the standards and professionalism your staff have...My child's confidence has improved" dramatically. She now has the added help she has always needed at school"

Mother of primary school student

ZACHARY'S STORY

From birth Zachary Nuich and his twin brother Jacob have needed to wear hearing aids after being diagnosed with hearing loss in both ears.

From an early age Zac attended playgroup sessions at Telethon Speech & Hearing. This program offered support, resources and information for Zac and his family to navigate their way through understanding and supporting Zac with his hearing loss - a path that wasn't always easy.

In his final year of school he completed work experience with Martin Cuthbert Landscapes. This year, Zac commenced his first year of a horticulture apprenticeship with Martin Cuthbert Landscapes and is studying Parks and Gardens at Murdoch TAFE.

"Being in the workplace and going to TAFE is great, because I'm meeting new people," he said. "I started the year sharing lifts to TAFE with a work friend. Now I've got my driver's licence, I've been able to return the favour."

"Zac's hearing loss has not stopped him from his work and social interests"

"It was a major task keeping hearing aids on two five-year-olds," mother Deborah Nuich said. In July 2014, Zac was fitted with a cochlear implant. When asked what the best thing about his cochlear implant was, Zac said he could swim in a pool and hear now, because it was waterproof.

Zac's hearing loss has not stopped him from pursuing his work and social interests. He has a keen interest in Tae Kwon Do and has achieved his black belt.

As a recipient of the Quadrant Energy and Deafness Council WA Scholarship for 2015, Zac has been able to use the funds in 2016 to purchase equipment to help him with his hearing in varied learning and social environments, giving him more confidence and independence.

"Since commencing with us we have watched Zac flourish from a school boy into a young man, which is very rewarding for all members of our team," Martin Cuthbert Landscapes Manager Liz Cuthbert said.

Article first published in "Hearing and Awareness Week" liftout, The West Australian, 2016.



Zachary Nuich (fourth from right) with his fellow Martin Cuthbert Landscapes staff.

SPEECH & LANGUAGE (TALKABOUT) PROGRAM

Language plays a vital role for children’s social-emotional and educational outcomes. If they are not supported appropriately and without specialised teaching, children who experience speech and language challenges may experience poor educational outcomes, low self-esteem and poor social and communication skills. Research shows that 1 in 4 parents of 4-5 years old children in Australia and 1 in 5 teachers of these children have concerns about speech and/or language of the children.

Delivered through a team of passionate educational and clinical staff TSH offers a holistic approach to each child’s development on speech, language, learning, play and socialisation. We do this through our specialised playgroups, kindergarten and pre-primary programs for children with speech and /or language delays or disorders.

The program is delivered at TSH Wembley Campus, 36 Dodd Street, Wembley WA. In 2016, a total of 136 children were enrolled with the program.

Speech & Language (Talkabout) Program	Number of Students
Talkabout Playgroup	50
Talkabout Kindy	48
Talkabout Pre-Primary	38

FAMILY FEEDBACK

“Went from barely any social interaction, very few words, super sensitive to noise and crowd...to being extremely social, following the classroom routine, interacting with his classmates, lots of words and not nearly as stressed by noise!”

Mother, Playgroup

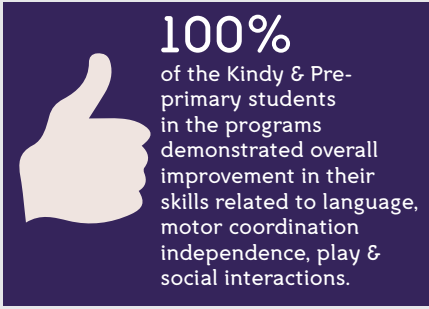
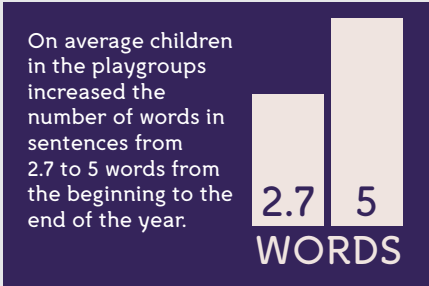
“The boost in confidence to attend his mainstream kindy and to communicate with people other than his immediate family.”

Mother, Talkabout Program

“His confidence and willingness to express himself with others has grown along with an increased sense of adventure and determination. He has been more outgoing, vocalising more with others outside of family and increased focus of enthusiasm in all he participates”

Mother, Talkabout Program

OUTCOMES



OWEN'S STORY

Owen was born at just 26 weeks gestation weighing only 960g, and spent four months in the Neonatal Intensive Care Unit. Owen was diagnosed with significant global developmental delays that affected all aspects of his development—gross and fine motor skills, personal and social skills and speech and communication skills.

“The first few years of his life was a whirlwind of therapy and appointments. We had to see separate specialist for each aspect of his development. I had to delay my return to the workplace because my whole week was taken up with Owen’s therapy appointments, and all the therapy I needed to do with him at home”, Tara, Owen’s mum describes.

“The difference in Owen from the beginning of the year to the end has been a miracle. He went from a silent little boy who was wary of participation and terrified of the music that preluded mat time – to being a loud, chatty and vibrant life of the party. By the end of the year he was talking in small sentences, first in line to start activities and even learnt to pedal a tricycle. I could not have possibly asked for anything more.”

“TSH did more than support Owen, they also supported me through an extremely tough year.” Tara’s biggest stressor was knowing that technically Owen was going to be in the ‘wrong’ year at school due to his ‘incorrect’ age. “The TSH staff helped me to become the best advocate for my child and to learn how to trust my instincts”.

“The TSH program was the best thing that happened to us. All the specialists, not just speech, all in the same place at the same time”

When Tara discovered the TSH Talkabout program, “I recall seeing a light at the end of a very long tunnel when hearing about the program.” Owen started in the T3 Talkabout Playgroup Program at the beginning of 2016.

Owen is now starting Kindy and also continuing the TSH Talkabout program in 2017. “I am confident he will fit in with his peers and that I will have the confidence and support to advocate for him if it does look like he is struggling at the end of the year.”

“The TSH program was the best thing that happened to us. All the specialists, not just speech, all in the same place at the same time. We were able to be discharged, or significantly reduce the number of other separate therapy appointments and make the best of Owen’s attendance on his T3 day.” Tara continues.



EAR HEALTH PROGRAM

Otitis media (OM) is inflammation of the middle ear, and is one of the most common childhood illnesses. Research shows the majority of children will experience OM by four years of age. Some children experience recurrent episodes of OM, which may cause temporary or permanent hearing loss. Aboriginal and Torres Strait Islander children are at much higher risk of OM and associated hearing loss which can negatively impact on their cognitive development, educational outcomes and social-emotional wellbeing.

In partnership with Chevron, TSH has pioneered a collaborative approach by conducting hearing screening in all schools in West Pilbara followed by audiology and nurse practitioner clinics to triage children who require further diagnosis, primary health care, and referral to specialist ear, nose and throat (ENT) services.

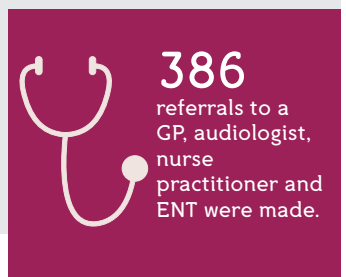
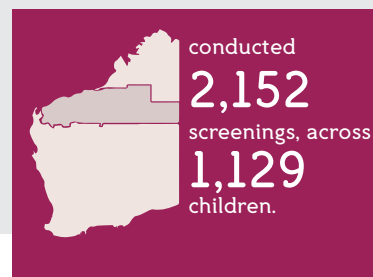
TSH also provided audiological services in the Pilbara to children under a contract with WA Country Health Services. Audiology and nurse practitioner services were provided in Wheatbelt areas to children with hearing and ear health issues under the Rural Health West contract.

Our team liaises with parents/guardians, teachers and other health professionals to work together on prevention, and provides education and training to build local capacity and improve knowledge and understanding of:

- the importance of hearing in children
- how to recognise hearing loss in children
- how to recognise ear infection in children
- what can cause ear infections
- how to prevent ear infections, and
- how to get help and/or referral for future advice

We also work with stakeholders in the Pilbara region including the WA Country Health Services, Aboriginal Medical Services, the Education Department, and chairs Pilbara Hearing Interagency Group meetings to facilitate collective, non-duplicate service delivery for the Pilbara.

OUTCOMES



SHENEIL'S STORY

Sheneil was first seen at the school in Roeburne when she was 5 years old. She presented with a perforated eardrum on the left and showing a hearing loss. Sheneil's ear health was constantly reviewed at school by the program screeners, with regular attendances to Audiology, Nurse Practitioner and ENT clinics to monitor and manage her chronic ear health condition, with the view of her proceeding to surgical intervention.

Sheneil's grandmother Gloria said before receiving treatment and support from the Chevron Ear Health program, Sheneil would often display risky and unruly behaviour such as balancing and dangling from an upstairs balcony to attract attention.

"Gloria was very grateful for the program's ongoing care as it has made a remarkable difference to her condition and schooling"

Since undergoing right cartilage butterfly meringoplasty surgery, Sheneil's behaviour has changed dramatically. Sheneil, now aged 10, has settled really well and is demonstrating good behaviours both at home and schools. She works well among her peers, and has been winning awards including a Principal's Award. Gloria was very grateful for the program's ongoing care as it has made a remarkable difference to her condition and schooling.

AUDIOLOGY SERVICES

Research shows that 1 in 6 Australians experience hearing impairment. As prevalence rates relate to age, 3 in 4 Australians who are 70 years old or above have hearing impairment. Hearing loss can negatively impact on communication, socialisation, education and employment. The World Health Organisation estimates that 360 million people have hearing impairment and many of them can benefit from early identification, intervention and management.

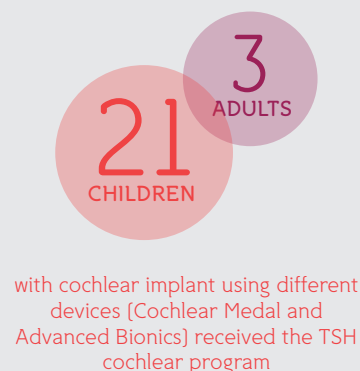
AUDIOLOGY FOR CHILDREN

TSH Audiology offers infant diagnostic testing and audiology services to all children of all ages, referred for private hearing assessment. TSH Audiology also provides the Cochlear Implant Program to children who are not obtaining optimal benefit from their conventional hearing aids due to the severity of their hearing loss and are suitable for cochlear implantation. The program offers timely assessment and determines the suitability for cochlear implantation as well as providing post-operation monitoring and habilitation.

AUDIOLOGY FOR ADULTS

Building on our expertise in paediatric and children's audiology, TSH also provides Adult Audiology through diagnostic audiology, hearing aid and other assistive listening device evaluation, fitting and management to pensioners, veterans and other private referrals. TSH Private Audiology services were provided at Wembley Clinic, Cockburn Clinic and Ellenbrook Clinic in 2016.

OUTCOMES



FEEDBACK

TSH Paediatric Audiology

"Our daughter actually had fun at the appointment, which is a huge benefit, considering having a toddler sit still at the best of times is a mission....Our 2 year old has been demanding to go back to the "doctor" ever since! What a wonderful resource in Perth and staff that are an asset to the centre and community"

Parent

TSH Adult Audiology

"My experience with TSH Adult Audiology was good from the start with the receptionist and the audiologist, they both couldn't help me enough"

Client with severe hearing needs

OUR THOUGHT LEADERSHIP & RESEARCH

At TSH we are not settled with applying best practice. Instead we want to inform what best practice looks like. In partnership with other organisations TSH is using research and advocacy to create better services and systems for the people we serve.

TSH is pleased to be a member of First Voice, the six centre alliance across Australia and New Zealand. First Voice member organisations are committed to evidence-based research measuring children's outcomes, and advocate for world-class early intervention in deafness.

In 2016, TSH and the other First Voice members commissioned research that showed:

- First Voice graduates are more likely to complete Year 12 (86%), tertiary study (62%), and university degrees (38%) than general population (78%, 43% and 25.3% respectively)
- First Voice graduates (77%) were more likely to be in regular paid employment than people with a disability or health impairment (53%)
- On average, \$2.20 return on every dollar invested in a First Voice early intervention program.

OUR RESEARCH

At TSH we believe we should always be leading improvements in the supports for children needing support with hearing, speech or language. One of the ways we continue to not only improve our own practice, but add to best practice is through our research. The research projects that TSH conducted or participated in during 2016 involved partnerships with:

Macquarie University and Curtin University

- The impact of the data-based feedback on ways parents provide linguistic and acoustic environment for their children with hearing loss

Telethon Kids Institute

- Mental health and wellbeing of students with hearing loss
- Mental wellbeing and school experiences of young people with chronic conditions

The University of Western Australia

- The impact of self-talk training on planning and problem solving performance of children with speech and language impairment
- Team effectiveness in schools

Princess Margaret Hospital

- The impact of motor speech intervention on young infants with a motor speech disorder

Curtin University

- The impact of the ear health workshops on participants' knowledge of and approaches to promoting children's ear health
- Healthy emotional and social development in young children with hearing loss
- The travel habits of Australian children with disabilities and parents' concerns

Griffith University

- Development of a decision aid tool for parents of babies with unilateral hearing loss and professionals

Murdoch University

- The history of deaf education in Western Australia

The University of Queensland/the HEARing Cooperative Research Centre

- eHealth for family-centred early intervention for children with hearing loss and their families



VENUE HIRE

TSH also offers venue hire. Situated on Dodd street in Wembley, and taking full advantage of its position directly across the road from the beautiful Lake Monger recreation park, it offers a unique experience with ample street parking and disability access for corporate, community or social functions.

Net proceeds from venue hire go towards assisting children with hearing, speech or language needs.

OUR VENUES

- Auditorium (280m²)
- Tomasi Room (160m²)
- Lakeside Room (137m²)
- Breakout Room (51m²)
- Executive Boardroom (59m²)



CLIENT FEEDBACK



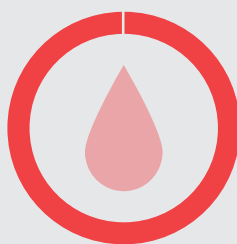
95.7%

of the clients rated the value for money of the venue and the service "excellent" or "above average".



91.3%

of the clients rated the service they received as "excellent", and the rest rated "very good".



100%

of the clients were satisfied with cleanliness of the venue.



100%

of the clients were satisfied with parking.



100%

of the clients were satisfied with customer service from the initial enquiry to the completion of their events.

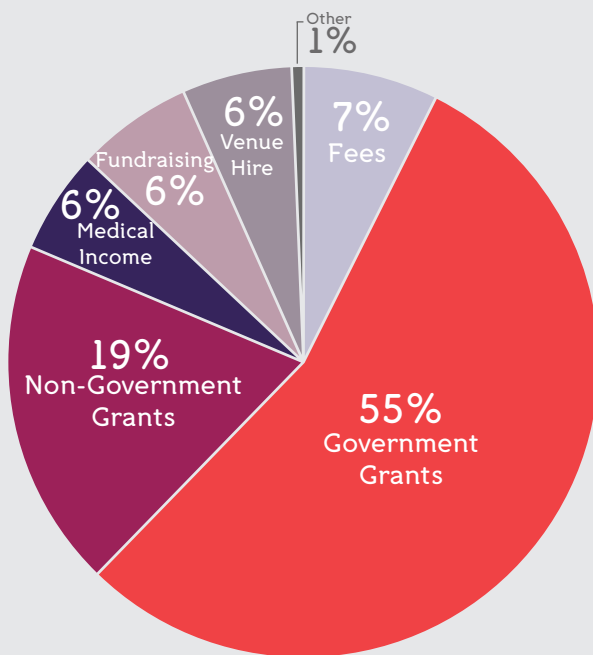
"Using TSH Venue Hire is always a pleasure. The Venue Hire Manager and her staff are extremely accommodating. Pricing is competitive and I can highly commend their catering. I never book anyone else if I can help it."

"I continue to be very satisfied with the venue, service & overall experience at Bendat Parent and Community Centre, and have recommended this venue to many colleagues."

"Venue was fantastic! Staff went above and beyond for our event - I am already in the process of booking the venue for our [future] event."

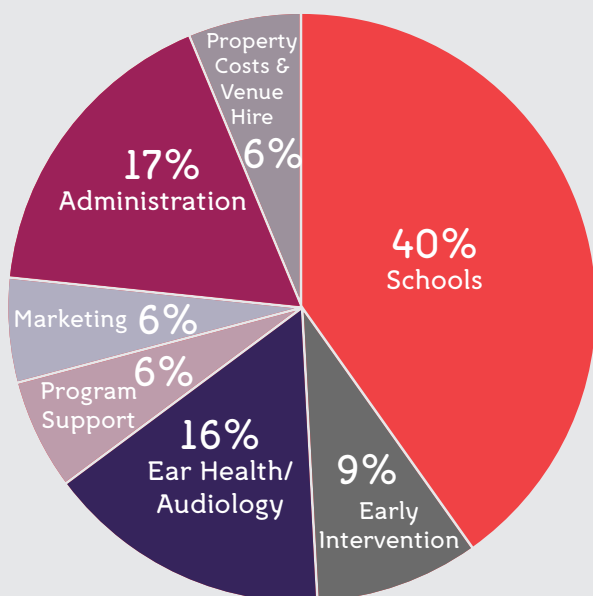
FINANCIAL REPORT

2016 OPERATING INCOME



OPERATING INCOME	2015	2016
Fees	\$ 688,801	\$ 599,159
Government Grants	\$ 4,559,130	\$ 4,346,272
Non-Government Grants	\$1,103,374	\$1,500,000
Medical Income	\$ 963,042	\$ 443,509
Fundraising	\$ 672,939	\$ 508,101
Venue Hire	\$ 448,825	\$ 486,640
Other	\$ 97,186	\$ 46,038
TOTAL	\$ 8,533,297	\$ 7,929,719

2016 OPERATING EXPENSES



OPERATING EXPENSES	2015	2016
Schools	\$ 3,130,015	\$ 3,329,088
Early Intervention	\$ 687,486	\$ 730,274
Ear Health/Audiology	\$ 2,384,449	\$ 1,287,173
Program Support	\$ -	\$ 508,080
Marketing	\$ 458,749	\$ 471,541
Administration	\$ 1,424,412	\$ 1,440,018
Property Costs & Venue Hire	\$ 512,285	\$ 503,493
TOTAL	\$ 8,597,395	\$ 8,269,667

Depreciation

\$ 936,506

\$ 808,115

Note:

* Administration expenses include the costs to each program

* Program Support includes Private Clinics and Go Bus Plus

A full financial report is available at <https://www.tsh.org.au/about/publications/>

AUDIT REPORT

Stantons International Audit and Consulting Pty Ltd
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INDEPENDENT AUDIT REPORT TO THE MEMBERS OF THE TELETHON SPEECH AND HEARING LIMITED

We have audited the attached financial report, being a special purpose financial report, of the Telethon Speech and Hearing Limited (the "Company") comprising of the Statement of Financial Position as at 31 December 2016 and the Statement of Profit or Loss and Other Comprehensive Income, Statement of Cash Flows and notes to and forming part of the financial statements for the year ended 31 December 2016.

Directors Responsibility for the Financial Report

The Directors of the Company are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the Corporations Act 2001 and is appropriate to meet the needs of the members. The Directors' responsibility also includes such internal control as the Directors determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

Auditor's responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Company's preparation of the financial report that gives a true and fair view, in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Directors, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Independence

In conducting our audit, we have complied with the independence requirements of the Corporations Act 2001.

Opinion

In our opinion, the financial report of Telethon Speech and Hearing Limited is in accordance with the Corporations Act 2001, including:

- (i) giving a true and fair view of the entity's financial position as at 31 December 2016 and of its performance for the year ended on that date in accordance with the accounting policies described in Note 1; and
- (ii) complying with Australian Accounting Standards to the extent described in Note 1 and the *Corporations Regulations 2001*.

Basis of Accounting

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Directors' financial reporting responsibilities under the Corporations Act 2001. As a result, the financial report may not be suitable for another purpose.

STANTONS INTERNATIONAL AUDIT AND CONSULTING PTY LIMITED
(Trading as Stantons International)
(An Authorised Audit Company)



Samir Tiroidkar
Director

West Perth, Western Australia
12 April 2017

OUR MAJOR PARTNERS & SUPPORTERS

We would like to thank the following individuals and organisations for their generous support during 2016.

A Adventure World
Allure South Sea Pearls
Amore + Sorvete
Aurizon
Australian Institute of Management (AIM)
AV Partners

B Bentley
Bush Fire Prone Planning

C C Restaurant
Campari
Caversham Wildlife Park
Channel 7
Channel 7 Telethon Trust
Chevron
Child and Adolescent Health Services
Curtin University
Corsaire Aviation
Crown Perth

D Department of Social Services
Direct Commercial Maintenance
Disability Services Commission

E Elle Boutique Nedlands
Entertainment Book 2016
Event Cinemas
Expo Power and Lighting
EY

F First Answer Quiz Masters
Fiori Coffee
Function Concepts

G Gallery East Art Services
Grand Cru
Guildford Hotel

H Heyder and Shears

J Jet Ski Tours Perth
Jetpack Flyboard Perth

K Karrinyup Dental
Kids Wonderland Perth
Kirsten Mardardy

L LD Total
Le Beau Day Spa

M Michael's Group
Mineral Resources
Mondo Nougat
Morish Nuts

N Natural Art by Rebecca Grace
Nood

P Parker and Co
Perth Mint
Perth Symphony Orchestra
Perron Group
Picnic Clothing/Hobbs
Pizza Panache
Porsche

R Ray Jordan
Realmz Escape Game
Renos on St Quentin
Rhonda Wyllie Foundation
Rocci - David & Naoli
Rockingham Wild Encounters
Rosemount Bowl
Rottneest Fast Ferries
Royal Perth Golf Club
Rural Health West

S Sand Bar
Sarich Family - Ralph & Patricia
Satterley Property Group
Segway Tours WA
Skydive Australia
Social Playground
Stampede Gelato
Stanton International
Swallow Bar Maylands

T Target
Telethon
The Alex Hotel
The Como
The Hangout
The Little Posy Co
The Pagoda
The West Australian
Tomasi family - Frank, Atilia & David
Toybox International/Box Magazine
Tutti Frutti Leederville

U Upper Reach

V Vintage Hairress Inglewood

W Wembley Golf Course
Wembley Supa IGA
Western Force
Worldwide Online Printing

HOW YOU CAN HELP

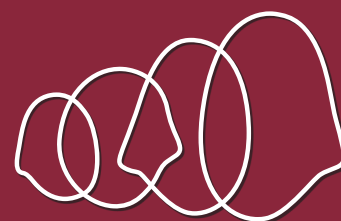
Donate and make a difference. Your generosity gives us the opportunity to create a world where every child with hearing, speech and language impairment can look forward to a future of limitless potential.

TSH is committed to helping children reach their full potential in life despite the hurdles they face due to their hearing impairment or speech and language delays or disorders. After 50 years of service, our early intervention program have been finely tuned to ensure every child who has hearing, speech and/or language impairment is given the best possible opportunity in developing critical skills needed to succeed academically and socially in their communities. Every year however, the cost of providing vital services exceeds the funding available and shortfalls must be continuously maintained through intensive fundraising activities. As a non-profit organisation, TSH has always relied on the generosity of our supporters to ensure we meet the needs of every child and their family.

TSH is an endorsed tax deductible gift recipient. All donations over \$2.00 are tax deductible.

**You can make a donation online at www.tsh.org.au/support-us or call (08) 9387 9888.
Thank you for your support!**





Telethon **Speech & Hearing**

Telethon Speech & Hearing Ltd

ABN 73 885 107 614
Registered Charity No: 17993
Deductible Gift Recipient

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