

Published November 2014

Annual Family & Client Survey

Findings and Action Plan 2014

Telethon Speech & Hearing



Telethon Speech & Hearing



CONTENTS

- 03 Executive Summary
- 04 Survey Background

FINDINGS

- 05 Overall Findings
- 06 Hearing Impairment Early Intervention (Chatterbox)
- 08 Speech and Language Early Intervention (Talkabout)
- 10 Hearing Impairment School Support (Outpost)
- 12 Better Hearing TSH

ACTION PLANS

- 14 Issues Identified in 2014 and Actions
- 16 Issues Identified in 2013 and Actions (update)

EXECUTIVE SUMMARY

Telethon Speech & Hearing (TSH) continually strives for excellence in service delivery. The purpose of the TSH Annual Family and Client Survey is to obtain feedback on our services to evaluate our programs and to incorporate families'/clients' voices into future planning of service delivery to meet their needs. The survey was conducted in the (a) Hearing Impairment Early Intervention Program (Chatterbox), (b) Hearing Impairment School Support Program (Outpost), (c) Speech and Language Early Intervention Program (Talkabout), and (d) Better Hearing TSH. More than half of TSH families and clients participated in the survey. The outcomes of the survey guide us to ensure continuous improvement in all that we do.

SUMMARY OF FINDINGS

The data indicated that the families and clients were highly satisfied with the service, and the programs were meeting their needs. The families and clients were pleased with the progress towards their goals, and they were impressed with the quality of the staff members. The families and clients were also satisfied with the organisation's administration. The open-ended responses illustrated various positives identified by the families and clients. Suggestions and comments were also received. Each single comment was carefully examined by the senior staff of TSH, and a quality improvement action plan commenced. It is expected that the quality improvement action plan will be fully implemented by the end of 2015.

SURVEY BACKGROUND

The first TSH Family Survey was carried out in 2007. The questionnaires have been reviewed annually and updated as required to capture valuable information about each program. An online survey tool was introduced in 2011, with paper based copies also distributed if requested. An incentive has been used since 2011 to maximise response rates. A client survey for Better Hearing TSH (service for adults with hearing impairment) was introduced in 2014.

PARTICIPANTS AND PROCEDURES

The survey was distributed at the end of June 2014, and kept open until mid-August. All families of children attending Chatterbox, School Support or Talkabout at the time of distribution were invited to participate in the survey. A prize of a \$100 gift voucher was used as an incentive for participation. All clients of Better Hearing TSH or their carers who had provided email address or postal address were also invited to complete the survey with a prize of a \$50 gift voucher.

An invitation was emailed to each family to complete the online survey. Paper copies were also posted with a self-addressed envelope. Staff members were asked to encourage families to complete the survey. A general reminder email was sent twice. Hard copy responses were entered manually into the database for collation.

Responses to the surveys were anonymous. The data was always kept confidential to protect privacy. If respondents had either a compliment or complaint that they wish to take further, they were given the option of further contact. At the end of the survey, the respondents were asked to indicate whether they permit TSH to 'share and publish' their comments. The quotes included in this report were provided by those who had given TSH permission.

FINDINGS

OVERALL FINDINGS

The overall response rate was 53.9%. The vast majority of these responses, from the three educational programs, were provided by mothers (94%). The Better Hearing TSH questionnaire was primarily completed by adults with hearing impairment (71%). Some respondents skipped some questions. Overall, the quantitative responses for each program were very positive, indicating that families and clients were highly satisfied with our services through the programs. Many positive comments were provided. Suggestions/issues raised were also made. The senior management team members have examined each comment for improvement and future planning.



HEARING IMPAIRMENT EARLY INTERVENTION CHATTERBOX

The response rate was 57.4% and included families receiving individual therapy sessions, playgroups (run either weekly or fortnightly) and Teletherapy services.

QUANTITATIVE DATA

The quantitative data indicated that overall, families were highly satisfied with the individual sessions and the playgroups, the specialist services, and the staff. Families were generally satisfied with the administrative service and the library. The vast majority of families perceived that:

- The sessions (97% for individual therapy, 89% for playgroup) were meeting their child's needs.
- The therapist was approachable and professional, and listened to parental concerns about their child (100%).
- The therapist discussed their child's progress with them (97% for individual therapy, 89% for playgroups).
- The therapist encouraged, guided, and coached them for their therapy goals (+94%).
- The specialist services were generally meeting their needs (86 -100%).
- They felt like they were an equal and active participant in the therapy sessions (94%).
- They understood the reasons for their child's formal speech and language assessments (100%), and the annual report regarding their child (97%).
- They were generally able to contact the OT (75%) or the Psychologist (81.3%) when necessary.
- All families reported that they were able to contact the Audiologists when necessary. All families indicated the audiological support is meeting their child's need as well as parental needs in managing their child's hearing loss.
- Families were generally satisfied with the administrative service and the physical condition of TSH's facilities (+90%).
- All families were satisfied with parking access.
- More than half of the families used the TSH library (58%).
- The frequency of the library access varied from once a week to once a term. Time was the primary reason for families who did not use the library.
- Many library users reported that they use the TSH library more often than other libraries (68%) or about the same (16%).
- All respondents who have used the library found it easy to access and borrow books, resources and information.
- The families were generally aware of the TSH programs, with exception of Better Hearing TSH (for adults with hearing impairment, 41%). The awareness of School Support Program has gone up to 84% in 2014 from 69% in 2013.
- Over 80% of the families were aware of Artitude, and Loud Shirt Day (fundraising events).
- Families were generally satisfied with the way TSH communicates with families such as Parentlink (e-newsletter from TSH) or invitations to events (83-100%).
- Almost two-thirds of families always or often read Parentlink.

HEARING IMPAIRMENT EARLY INTERVENTION CHATTERBOX

QUALITATIVE DATA

The main themes identified in the qualitative data supported the quantitative results. Families were pleased with the progress their child had made and were grateful with the support they had received through the Program. Some parents indicated that they would like more specialist access. A range of topics were suggested for TSH Family Information Sessions. These were reviewed by the Family Support and Education Committee for future planning.

COMMENTS INCLUDE:

“The very caring and understanding support of all the staff members. The willingness to help and supply information and advice.” [Mother of an under 12 month old child. Attended Individual Therapy and Playgroups]

“Intensive therapy has made a big difference to my son’s speech progress. Also, having my sons ears checked on a regular basis and speech therapist working closely with Australian Hearing to get the most out of the hardware.” [Mother of a 3 - 4 years old child. Attended Individual Therapy and Playgroups]

“Playgroup provides me with the opportunity to speak and interact with other parents who are in the same situation. We share our concerns with one another which has greatly helped to overcome some of my concerns about my child’s future.” [Mother of an under 12 month old child. Individual Therapy and Playgroups]



SPEECH AND LANGUAGE EARLY INTERVENTION TALKABOUT

The response rate was 55% with responses from all Talkabout families.

Abbreviations: Talkabout 2 (T2), Talkabout 3 (T3), Talkabout 4 (T4), Talkabout 5 (T5).

QUANTITATIVE DATA

The quantitative data indicated that families were generally highly satisfied with the program, the specialist services, and the staff. The satisfaction with the family support through the Program was remarkably high. Families perceived that:

- The Talkabout Program was meeting their child's individual learning needs (96%).
- They understood the aim of the Program and how it related to their child (99%).
- Their child was making progress towards achieving his or her goals (99%).
- The teaching staff, the specialists, and the Family Liaison Officer in the Talkabout Program were approachable and professional (84-100%).
- They were able to contact the teaching staff, the specialist staff and the Family Liaison Officer when necessary (92-100%).
- They had enough opportunity to discuss their child's progress and goals with the teaching staff (97%).
- They were generally kept up to date with their child's progress in various areas including language, social skills and play, independence, fine and gross motor skills, behaviour, and ear health (90-95%).
- The specialist staff were clear and easy to understand during discussions about their child (85-94%).
- They were satisfied with the format of written reports and portfolios from the Program (95%).
- They felt supported by the Talkabout staff (100%).
- They found the support from interaction with other parents beneficial (97%).
- 75% of the families reported that they have attended the Parent Information Session in 2014. All of the attendees found the sessions useful.
- The vast majority of the families were satisfied with the administrative service.
- Just over 80% of the families reported that they have used the library. Almost half of the families used it about once a week. The library users were generally highly satisfied with the library service.
- The families were generally aware of the TSH programs.
- Nearly 90% of the families were aware of Artitude. Less families (66%) were aware of Loud Shirt Day (fundraising events for children who are deaf).
- Families were highly satisfied with the way TSH communicates with families such as Parentlink (e-newsletter from TSH) or invitations to events (97-100%).
- Over 90% of families always or often read Parentlink.

SPEECH AND LANGUAGE EARLY INTERVENTION TALKABOUT

QUALITATIVE DATA

Main themes identified in the qualitative data supported the quantitative results. Parents reported being pleased with the quality of the Program, their child's progress in speech and language, and social interactions with others. Families felt well supported through the Program, and acknowledged the quality of the staff. They also valued the opportunity to meet other families in the program. A range of topics were suggested for TSH Family Information Sessions. These were reviewed by the Family Support and Education Committee for future planning.

COMMENTS INCLUDE:

"My child has gained more confidence, his social skills, in particular making friends, has improved greatly. He is well on his way to reading and writing and is more than keeping up with his mainstream class." [Mother, T4/5]

"I have felt extremely supported by all staff associated with the Talkabout Program - to know people are available is very reassuring. The structured program is providing my child with a nurturing environment to grow, [and] explore further. She looks forward each week to attending and delights greatly in showing off her craft activities at home."
[Mother, T2/3]

"The small class size has been very helpful to my child. He enjoys it immensely and is far less overwhelmed than in his "usual" kindy. The staff are lovely, very patient and nurturing. My child has definitely improved in his language skills and social skills. Fine-motor work is also very helpful. He loves gym time, play, and library. The themes of the term have been great. The newsletter emailed each week is very helpful. Portfolio was very informative regarding language areas." [Mother, T4/5]

"I like the order/routine in which the way the classes are run. The teachers are all very approachable & professional - I really feel like everyone in the Centre cares about my child's welfare & development. They give welcomed praise & encouragement to the parents." [Mother, T2/3]



HEARING IMPAIRMENT SCHOOL SUPPORT OUTPOST

The response rate was 59.5% (48.4% for primary, 76.9% for secondary).

QUANTITATIVE DATA

The quantitative data indicated that families were generally highly satisfied with the Program, the specialist services, and the staff. All or the vast majority of families perceived that:

- The School Support Program was meeting their child's individual learning needs (100%).
- The individual sessions with the Teacher of the Deaf (ToD) were meeting their child's needs (100%).
- Nearly three-quarters of parents with primary students and just over one-fifth of parents of secondary students would like to receive parent tutorials with ToD.
- They understood the aim of the Program and how it related to their child (100%).
- Their child was making progress towards achieving his/her goals (100%).
- They were satisfied with their child's participation in the school (100%).
- They were satisfied with in class support for their child including the note-taker and Education Assistant (100%).
- The ToD, the Education Assistant/note-taker, and the specialist staff were approachable and professional (100%).
- The ToD and the specialist staff were clear and easy to understand during discussions about their child (100%).
- They had enough opportunity to discuss their child's progress and goals with their ToDs (100%).
- They were kept up to date with their child's progress in various areas including listening skills, their ability to manage audiological equipment, language, literacy and communication, social skills, independence, and their ability to access the curriculum (96-100%).
- They were able to contact the specialist staff when necessary (96-100%).
- They were satisfied with the format of written reports from the School Support Program (100%).
- They were satisfied with the administrative service (100%).
- The families were generally aware of the TSH programs.
- All families were aware of Artitude and Loud Shirt Day (fundraising events).
- Families were generally satisfied with the way TSH communicates with families such as Parentlink (e-newsletter from TSH) or invitations to events (78-100%).
- 87% of families always or often read Parentlink.

HEARING IMPAIRMENT SCHOOL SUPPORT OUTPOST

QUALITATIVE DATA

Main themes identified in the qualitative data supported the quantitative results. Parents reported being pleased with the progress that their child had made and were grateful with the support provided through the Program. They acknowledged how well the staff supported their child. Families of secondary school students often appreciated and valued the assistance for their child from the note-takers.

COMMENTS INCLUDE:

“The incredible support she received from the Teacher of the Deaf within the classroom, especially when my child was having technical difficulties with her hearing aids and later with glue ear, was very reassuring.” [Mother of primary age student]

“Note-takers and teacher are professional and caring – wonderful .” [Mother of secondary age student]

“The program is an essential part of obtaining good progress and facilitating parent/class teacher communication and support. Everything about the program impacts positively on my child and me.” [Mother of primary age student]



BETTER HEARING TSH

The response rate was 37.8%. The majority of the respondents (71.4%) were adults with hearing impairment. The rest were family members/carers for individuals with hearing impairment. Many of the respondents (or the individuals the respondents were supporting) had profound or severe hearing loss (64%), mainly using spoken English (64%), and over 50 years old (85%).

The clients used various services at Better Hearing TSH (workshops, information about hearing loss, assistive listening technology, lip reading classes, social groups). The frequency of the use varied from weekly to once only, depending on the nature of their needs and enquiries.

Some question items relate to their information and service needs so that TSH could offer the services that adults with hearing impairment require. The responses to those items were used for future program planning but not included in this report.

QUANTITATIVE DATA

The quantitative data indicated that families were generally highly satisfied with the program, the specialist services, and the staff.

Clients perceived that:

- Better Hearing TSH was meeting their individual learning needs (100%).
- They were making progress towards achieving their goals in Better Hearing TSH (100%).
- Better Hearing TSH staff were approachable and professional (100%).
- Better Hearing TSH staff were clear and easy to understand during discussions (100%).
- They were able to contact the Better Hearing TSH clinic when necessary (100%).
- They had enough opportunity to discuss their progress and goals with Better Hearing TSH staff (100%).
- Better Hearing TSH staff had given them information and ideas that had helped them with their difficulties (100%).
- They felt supported by Better Hearing TSH staff (100%).
- They were satisfied with the physical conditions of Better Hearing TSH facilities (100%).
- They were satisfied with access to parking at Better Hearing TSH (100%).
- The majority of the clients were interested in attending an expo to showcase latest hearing technology and services (73%).

BETTER HEARING TSH

QUALITATIVE DATA

Clients were highly satisfied with the attributes of the Better Hearing TSH staff, the support, and the care they received. Some clients requested more social events.

COMMENTS INCLUDE:

“Lovely facilities and services. Look forward to a long term support by BH TSH.” [Adult with profound hearing loss]

“Their caring attitude.” [Adult with severe hearing loss]

“Approachable, friendly, and free.” [Adult with mild hearing loss]

“In the short time of operating, Better Hearing TSH has been a fantastic addition to services already in place at the Centre.” [Family/carer for an adult with profound hearing loss]



ISSUES IDENTIFIED IN 2014 AND ACTIONS

TSH WILL TAKE THE FOLLOWING ACTIONS FOR IMPROVEMENT:

Issues Raised	TSH Actions	How	Who
Can we receive an invoice via email, and pay via online banking?	Provide more choice in how invoices are received and paid.	<ol style="list-style-type: none"> 1. Modify current accounts process to include emailing invoices. 2. Inform parents of payment facilities with next invoices. 3. Ensure all enrolment forms/ client forms capture email addresses. 	<ol style="list-style-type: none"> 1. Corporate Services 2. Corporate Services 3. Program Managers
Could we have more information about behaviour management for our children?	Provide more information for families about behaviour management.	<ol style="list-style-type: none"> 1. Include as part of TSH family information sessions. 2. Inform parents of any external educational opportunities. 	Program Managers
How will my child be supported once they leave TSH?	<ul style="list-style-type: none"> • Continue to provide information for families whose children are transiting to school. • Continue to provide information about Better Hearing TSH services for families of children with hearing impairment who are graduating from school. • Begin to examine extensions to existing TSH services to support children once they leave TSH. 	<ol style="list-style-type: none"> 1. Continue with existing support programs. 2. Continue to work with School of Special Educational Needs: Sensory (SSENS). 3. Continue to strengthen TSH Youth Leadership Team (YLT). 4. Develop a service plan to provide additional support to children once they leave TSH. 	Program Managers
Can we have more opportunities to interact with other parents?	Increase the opportunities that we provide for parents to interact.	<ol style="list-style-type: none"> 1. Include more parent interaction opportunities in the annual parent information evenings. 2. Include more parent interaction opportunities through Program morning teas and events. 3. Introduce the Parent Peer Support Group in 2015. 	<ol style="list-style-type: none"> 1. Family Support and Education Committee 2. Program Managers 3. Family Support and Education Committee

ISSUES IDENTIFIED IN 2014 AND ACTIONS CONTINUED

Issues Raised	TSH Actions	How	Who
Can we access previous issues of Parentlink on TSH website?	Parentlink to be available on the TSH website.	Upload Parentlink to the TSH website.	Marketing
How can we, as parents, support our teenage children to help them to be confident young people?	Provide information and activities that support children and their families as they transition from childhood to adulthood.	<ol style="list-style-type: none"> 1. Join with SSENS to provide a camp for our children. 2. Include relevant information in our parent information evenings. 3. Inform parents of any external support and informational opportunities. 	<ol style="list-style-type: none"> 1. Schools Senior Leadership Team 2. Family Support and Education Committee 3. Program Managers
Can we work together with TSH to grow inclusive communities for our children who are deaf?	Partner with external organisations who are working to build inclusive communities for people who are deaf and hearing impaired and promote best practice to external agencies.	<ol style="list-style-type: none"> 1. Continue working with WA Deafness Council, Deafness Forum, First Voice, Senses Australia, and Disability Services Commission. 2. Continue providing workshops about supporting and working with the deaf and hearing impaired. 	<ol style="list-style-type: none"> 1. CEO 2. Program Managers /Better Hearing TSH

ISSUES IDENTIFIED IN 2013 AND ACTIONS (UPDATED OCTOBER 2014)

TSH HAS TAKEN THE FOLLOWING ACTIONS FOR IMPROVEMENT:

Issues Raised	TSH Actions	How	Status
What happens to my child after TSH?	<ul style="list-style-type: none"> • Provide information about TSH's School Support Program for families in Early Intervention. • Provide information about service options for Talkabout families. • Provide information about Better Hearing TSH for families in Chatterbox and Outpost (lifelong support for hearing impaired). 	<ol style="list-style-type: none"> 1. Parent talks in Chatterbox Groups by Outpost Team. 2. Outpost flyer circulated. 3. Parentlink content to include relevant information. 4. Which services for Talkabout? Private services? 5. Better Hearing talks in Chatterbox and Outpost groups. 6. Better Hearing promotional literature circulated 7. General parent education information evenings across the Centre 	Completed
I don't know what follow up tests my child needs and when they need to have them.	<ul style="list-style-type: none"> • Establish a testing map for all programs and ages and share with families. • Information provided at enrolment. • Develop a comprehensive communication strategy around how this information is provided. It is likely that testing protocols will change over time and therefore we need to consider what is the appropriate amount of information that can be provided and what communication method(s) should be utilised. • Provide parent information sessions for all parents about all specialist health services and how they can support their children. 	<ol style="list-style-type: none"> 1. Model on the existing Outpost Case Management framework to develop the framework for Talkabout and Early Intervention. 2. Deliver group and parent education sessions. 	<p>1: Will be completed by Dec 2014</p> <p>2: Completed</p>
I don't always know what is going on at TSH. (Not all families get Parent Link).	<ul style="list-style-type: none"> • Improve family contact details database and updating system. • Provide a hard copy of newsletter in the appropriate areas (e.g. receptions, parent waiting areas across TSH) 	<ol style="list-style-type: none"> 1. Utilise audit reports on MAZE to review data. 2. Manually review data on MAZE for currency. 3. Print Parentlink and place in wait areas. 	Completed

ISSUES IDENTIFIED IN 2013 AND ACTIONS CONTINUED

Issues Raised	TSH Actions	How	Status
<p>I don't always know about the other programs at TSH.</p> <ul style="list-style-type: none"> • Not aware of other TSH programs and fundraising events • Didn't know about the TSH library 	<ul style="list-style-type: none"> • Provide parent information sessions about TSH programs generally across the year. • Articles/updates in Parentlink. • Review information provided at enrolment. 	<ol style="list-style-type: none"> 1. Review enrolment process. 2. Formalise family induction information pack. 3. Review the TSH website. 4. Circulate flyers at enrolment. 5. In family induction 6. Parent Education sessions 7. Library and other services to be promoted through enrolment induction pack. 	Completed
<p>I would like more updates about my child. What happens when the staff work with my child?</p>	<ul style="list-style-type: none"> • Timely communication with families. • Review ways to communicate to ensure each family receive information. • Review how it's updated and how it's tracked. • Inform families how it's updated. 	<ol style="list-style-type: none"> 1. Tighten and broaden the case management models. 2. Develop program communication KPI's. 3. Look at exposing information electronically to families in a controlled way (SharePoint intranet). 4. Develop information groups in Chatterbox and Outpost. 	<p>1 & 4: Completed</p> <p>2 & 3: Will be implemented in 2015</p>
<p>I would like to be able to better network with other parents.</p>	<ul style="list-style-type: none"> • Consider ways to facilitate parent networking. Some families suggested exchanges of family contacts for those who give permission. • Consider more social events if appropriate. • More parent and family information groups. 	<ol style="list-style-type: none"> 1. Broaden morning teas across all programs. 2. Review website and technology areas for forums or similar groups. 3. Review social networking use. 	Completed
<p>I have problems with the phone message system.</p> <ul style="list-style-type: none"> • Goes straight to answering machine. 	<ul style="list-style-type: none"> • Investigate the current system (e.g. when reception staff are not available). • Upgrade staff training in how to use the system. 	<p>Phone system to be modified to ensure all incoming calls to TSH are answered by a person and not put through to an answering machine.</p>	Completed

ISSUES IDENTIFIED IN 2013 AND ACTIONS CONTINUED

Issues Raised	TSH Actions	How	Status
<p>I find that there are inadequate toilet facilities in the Crommelin Family Centre</p> <ul style="list-style-type: none"> • Need more toilets. • Need more toilet cleaning. • Toilets old. • Female toilets with the baby change table always has a strong smell. • The tap at the basin in this toilet sprays water everywhere. • The door of the toilet near reception needs a 'bump stop'. 	<ul style="list-style-type: none"> • Investigate the toilet facilities. 	<ol style="list-style-type: none"> 1. Review maintenance issues and repair where necessary. 2. Change nappy bin daily. 3. Bump stop to be installed. 4. Additional toilets not financially viable but when reception moves to Bendat there are ample toilets there. 	Completed
<p>I would like a better waiting area for children in the Crommelin Facility Centre.</p> <ul style="list-style-type: none"> • More toys at the waiting area. 	<ul style="list-style-type: none"> • Create a more child friendly area. • Review all parent waiting areas. 	Current waiting area will have less traffic when reception moves but fire exit door must not be blocked.	Completed



All photos courtesy of Tyler Brown, Brown Photography