

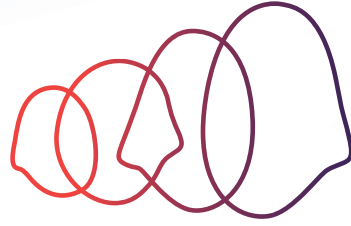
Telethon **Speech & Hearing**
Releasing children's potential



Delivering quality programs and services to West Australian families and their children since 1967.

Annual Report

2014



Telethon Speech & Hearing

Values Statement

Teamwork

Teamwork involves staff working collaboratively as teams to achieve a common goal or purpose. The best solutions come from working together with our colleagues, children, adults, families, carers and other stakeholders. Effective teamwork requires good working relationships, respect and sharing.

Professionalism

We approach everything we do professionally. Professionalism is characterised by individuals practising with expertise and specialised knowledge in their field carrying out quality work with a high standard of professional ethics and morals. Professionals conduct appropriate working relationships with colleagues.

Community

Community creates a connection between staff, clients, their families and carers and the organisation's stakeholders. Our approach identifies the communities' needs, transforming action by working together and harnessing the communities' knowledge, skills and capabilities. We aim to build positive productive community relationships.

Respect

Respect is a positive feeling of esteem or deference for an individual or other entity with specific actions or conduct representing that esteem. Respect is both given and received.

Support

We will uphold, defend, advocate for and promote the interests and causes of our clients, colleagues and other stakeholders to maximise opportunities, growth and development for all.

On 6 November 2013, staff members committed to the values of Telethon Speech & Hearing with their fingerprints. The fingerprints around the values statement signify this commitment.



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ORGANISATION OVERVIEW

ABOUT TELETHON SPEECH & HEARING (TSH)

Telethon Speech & Hearing (TSH) is a not-for-profit, registered charity and a registered independent school. TSH also provides a range of diagnostic, therapy, and support services for children with hearing loss and speech and language delays. TSH takes a whole of life approach to supporting our children with hearing loss and also provides clinical and support services for hearing impaired adults.

TSH 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. The following year the Speech & Hearing Centre was started.

From these humble beginnings, TSH has grown to become one of WA's premier providers of services and support for children with ear health, hearing or speech and language concerns.

While most services are delivered out of the Wembley campus, TSH delivers a number of programs in private maternity hospitals, select schools and in the regional locations of the Wheatbelt, South-West and Pilbara areas of the State. TSH service delivery reflects the organisation's commitment to teaching children with communication needs to listen and speak, giving them every opportunity to develop spoken language as their primary means of communication.

PROGRAMS AT TSH

TSH delivers a range of services for children and adults with hearing impairments, and for children with speech and language delays. The organisation's programs all work to help fulfil its mission of supporting families of children with speech and language and hearing needs via a whole of life approach. TSH core business takes a multi-faceted path to service delivery, and includes screening and diagnostic services, early intervention, multi-disciplinary therapy services, early literacy development and school-aged support.

TSH ran the following services in 2014:

- Chatterbox – early intervention for children with permanent hearing impairments delivered by professionals from multiple disciplines;
- Cochlear Kids – Assessment, management, coordination and support program for children who require cochlear implantation to access sound;
- Teletherapy – therapy support for children in rural and remote areas of WA via videoconferencing technologies;
- School Support – in-school mentoring, tutoring and support for children with hearing loss within mainstream classrooms delivered by professionals from multiple disciplines;
- Talkabout – early intervention therapy and specialised education for children with specific speech and language delays or disorders;
- Newborn Hearing Screening – critical early screening program to ensure infants with hearing concerns are referred for further assessments as soon as possible;
- Ear Health – screening, diagnosis and clinical care pathway for the significant ear health concerns of the State's Aboriginal and Torres Strait Islander children. Addresses permanent, and more commonly, temporary concerns that can become permanent if left untreated;
- Audiology – diagnostic services and ongoing monitoring of hearing and ear health in children and adults. Audiology services including diagnosis, hearing aid fitting, assistive listening devices, cochlear implant assessment, fitting and management; and
- Better Hearing-TSH – a whole of life approach adult support service, ensuring persons who are diagnosed with a hearing impairment at an early age are able to access services and support throughout their life.

TSH MISSION STATEMENT

MISSION

Supporting families who have children with speech and hearing needs.

VISION

To be a world class provider of programs and services for families who have children with speech and hearing needs.

OUR BELIEF

We believe children with speech or hearing impairments can participate independently in our society if they acquire good spoken language.

OUR VALUES

At Telethon Speech & Hearing we value:

- Teamwork
- Professionalism
- Community
- Respect
- Support

These values enable us to build upon the historical roots of our organisation which are grounded in high parental involvement, innovation and technology, and highly skilled staff who partner with parents to promote spoken language in the home and community.

This value system is pivotal to enabling greater collaboration, and collaboration enables mutual accountability for results. Further information about these values can be found in the Values Statement located on the inside cover of this report.



Photo credit: Roger Clark

ABOUT HEARING, SPEECH AND LANGUAGE

FACTS

- Hearing loss affects 1 in 6 Australians. The prevalence is likely to increase to 1 in 4 by 2050 (1).
- Hearing can have a significant negative impact on various daily activities and quality of life at any stage of life (1, 2).
- Almost two-thirds of Australians aged over 70, and nearly half of Australians aged from 61 to 70 present with hearing loss (1).
- Hearing loss is one of the most common deficits at birth (3, 4). 1 to 2 babies in every 1000 are born with permanent hearing loss (5, 6).
- Over 90% of children with permanent hearing loss are born to hearing parents (7).
- Even mild hearing loss or unilateral hearing loss (loss in one ear) can affect various areas of child development negatively (8).
- By age 4, the majority of children will experience Otitis Media (OM) (9), which can cause temporary or permanent hearing loss without appropriate treatment.
- Aboriginal and Torres Strait Islander (ATSI) populations suffer from ear disease and hearing problems at much higher rates and experience OM at a much earlier age, and for significantly longer periods, than ATSI populations.
- Approximately 1 in 4 parents of 4-5 years old children and 1 in 5 teachers in Australia have concerns about their children/ students' speech and language (13).

FREQUENTLY ASKED QUESTIONS

WHAT ARE THE CAUSES OF DEAFNESS?

Deafness can range from mild to profound and has many different causes including injury, disease and genetic defects. In many cases, infants with a hearing loss are born to families with no history of hearing impairment.

WHAT IS AUDITORY-VERBAL THERAPY?

This form of therapy promotes listening and speaking as a way of life for children who are deaf or hard of hearing. The Auditory-Verbal approach is based upon a logical and critical set of guiding principles which enable children who are deaf or hard of hearing to learn to use even minimal amounts of amplified residual hearing or hearing through electrical stimulation (cochlear implants) to listen, to process verbal language and to speak.

WHY IS IT IMPORTANT TO SCREEN A BABY FOR HEARING LOSS?

Late diagnosis of hearing impairment often results in major delays in every area of a child's development including speech and language. Early diagnosis is the key to successful early intervention. It also ensures that parents are given information and support as soon as possible.

HOW CAN TECHNOLOGY HELP CHILDREN WITH HEARING IMPAIRMENT?

Some deaf children rely on technology such as hearing aids to assist in their communication. Hearing aids amplify sounds but do not "cure" deafness. Thanks to technology such as cochlear implants, a new world of meaningful sound and communication has opened up for many profoundly deaf children and their families.

WHY IS EARLY INTERVENTION IMPORTANT FOR SPEECH AND LANGUAGE DEVELOPMENT?

Oral language is not only vital for communication of our needs and wants, and to our social development, but it also impacts significantly on learning to read and write. Strong oral language skills are the building blocks on which literacy development is based. Without solid oral language foundations, children are at risk of school failure, low self-esteem and poor social skills.



Tyler Brown, Brown Photography

WHY DO STUDENTS WITH A HEARING-IMPAIRMENT NEED IN-CLASSROOM SUPPORT

The modern classroom is an acoustically-challenging environment for a student with a hearing impairment. Background noise, reverberation and teaching styles means the student quite often cannot hear important information. The presence of a note-taker/education assistant ensures the student has access to all the information his or her hearing peers are receiving.

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CHAIRMAN'S REPORT



It is my pleasure to present the 47th Annual Report of Telethon Speech & Hearing [TSH] for the 2014 calendar year. The focus for the TSH Board of Directors in 2014 was to continue to build on foundations that were laid in 2013.

HIGHLIGHTS FOR 2014

In 2014, your Board formally met on ten occasions. The significant highlights during this period were:-

- The entering into a Funding Agreement with Telethon as a perpetual beneficiary for an annual application of funding.
- Work continued on the drafting of a new constitution.
- The concluding of a Loan Agreement with the Hearing Research & Support Foundation ("HRSF") that will result in half of the amount outstanding been rebated on repayment.
- The commissioning of a three year financial model to underwrite the long term future of TSH.
- The undertaking two staff surveys in March and November 2014.
- The setting of a strategic plan for 2015.
- The exploration of additional income streams for the long term financial viability of TSH.

The Telethon Agreement replaced the lapsed 2004 Agreement. We are one of three institutions in Perth that are honoured to have the Telethon branding and this Agreement will cement in perpetuity our relationship with this Perth icon. Telethon has been a significant stakeholder and supporter of TSH.

With the growth of TSH to its current size, the Board decided to replace the 2010 Constitution, incorporated under the Associations Incorporations Act 1987 (WA) with one that is governed by the Federal Corporations Act 2001. It is likely that we will move to the new Constitution in July/August 2015. All classes of members will transfer over to the new legal structure while an additional non-voting class of social members was created.

The HRSF Loan arose from funds that were advanced between 2000 and 2003. HRSF has a long term relationship with TSH with former Board members serving as Trustees. The current Chairman is Dr Nigel Thomas with Barry McKinnon; Len Blyth; John Vukman; Chris Sandri; Karen Vernard and myself serving as Trustees. They provide support to families who require financial assistance. The loan is interest free and is unsecured. HRSF was set up in June 1987 to manage a bequest and to comply with the regulations relating to not-for profit at that point in time (Commonwealth Schools Commission).

An external consultant was engaged to review the financial viability of TSH for the next three years, based upon the present income streams and underlying costs. Comprehensive financial models were developed and on his recommendation two Indicators were adopted by the Board, namely:-

- Employment costs were not to exceed 75% of total revenue.
- An operating surplus of 10% of total revenue was to be achieved.

The Board recognises that these recommendations will need to be implemented over a number of financial years. The 2015 Budget set the employment KPI at 78% and operating surplus KPI at 10%. We will be striving to get the 2016 ratios down to the 75% and 10% bench marks.

Two staff surveys were undertaken in 2014. The second was conducted by the Board and led by Director, Paul Syme. The overall rating of staff wellbeing from the survey was 3.7 out of 5.

A strategic plan was set for 2015 and CEO Peta Monley will elaborate on this further in her report.

The Board is currently exploring another income stream for TSH. Initial studies have been undertaken with an objective to launch it by the end of 2015. There are a number of milestones to test before we get to that stage.

FINANCIAL OUTCOMES FOR 2014

In the twelve month period, an operating surplus of \$21,223 (2013 operating loss \$144,162) was generated. This turnaround was a very pleasing outcome after much effort from the CEO and staff.

The historical net worth of TSH declined from \$12,505,465 in 2013 to \$11,751,131 in 2014. This was principally from the depreciation of non-current assets by \$821,391.

Cash reserves at the end of December 2014 were \$1,970,766 million, down from \$3,138,898 million at the end of 2013. Final non-current asset expenditure of \$583,491 principally on the Bendat Parent and Community Centre and an increase in working capital of \$697,522 accounted for the decline in cash reserves.

In 2015 we are budgeting for a break even outcome for operational activities.

BOARD SUB-COMMITTEES

There are six active sub-committees of the Board each Chaired by the persons with expertise in that discipline. All sub-committees were active during the year. These are:-

1. Legal Committee – Prue Griffin.
2. Audit Finance and Risk Management Committee – John Robertson.
3. Future Planning Committee – Vacant.
4. Fundraising PR and Communication Committee – Andrea Burns.
5. Talent Management Committee – Paul Syme.
6. Remuneration and Nomination Committee – John Baillie.

PAST DIRECTORS

During the year four directors resigned. I would like acknowledge the significant contribution of past Treasurer Robert Kirkby. He joined the Board in July 2009 taking on the role of Treasurer. In addition he provided valuable input to Board deliberations and was always enthusiastic to debate issues at hand. Director

Gloria Sutherland joined the Board in April 2013 and played an important role in developing the Future Planning Committee and our engagement with our partners in the North West. Although Directors Bernadette Hooper and Michael Thomasz each had a short tenure their contribution is acknowledged.

OUTLOOK FOR 2015 AND BEYOND

I believe that 2014 was a year in which the foundations of TSH for the next decade were laid. We do have one large challenge in 2015, which is the three year tender for the Newborn Hearing Screening program. That outcome is expected mid-year 2015. Loss of that program will have a significant impact on TSH's future. We have strong expectations of being successful in the tender.

I am pleased to say that the Board has throughout this period conducted themselves with the highest level of professionalism; exhibited excellent governance standards and have at all times made decisions which are in the best interests of TSH and ultimately the members. I thank them for their dedication and commitment.

In April 2016 my tenure as Chairman and Board member will come to an end. The replacement 2015 Constitution has limited the tenure for any serving Director to three terms. I will have completed five terms.

I would also like to extend to CEO, Peta Monley and her staff the Boards' appreciation of their professional and enthusiastic conduct during the year.

Finally, a big thank you to my fellow Directors for their unwavering support and constructive input over year. Without their philanthropic contribution we would not have been able to be where we are today.

JOHN A BAILLIE

Chairman, Board of Directors

BOARD OF DIRECTORS

THE TSH BOARD OF DIRECTORS MET ON 10 OCCASIONS IN 2014. THE BOARD OF TELETHON SPEECH & HEARING IS POPULATED BY FIVE MALE AND SEVEN FEMALE PROFESSIONALS, ALL BRINGING THEIR EXPERTISE AND COMMITMENT TO THE ORGANISATION



PATRON NIGEL SATTERLEY AM

Managing Director and Chief Executive
Satterley Property Group

Nigel Satterley ranks as one of the most influential and important figures in the history of WA residential land development. He is also well known for supporting charity, particularly medical research, women's refuge, the churches, schools and sport. He received membership of the Order of Australia for his contribution to land development, urban renewal programs and to charity, medical research and sport. Nigel Satterley AM has been the Patron of Telethon Speech & Hearing since 2008.



JOHN BAILLIE

2001 – present
(Board Chairman from 2004)

Former CFO Cooper Energy Limited and past director of a number of public companies with 35 years' experience in auditing, corporate banking, stock broking and accounting. Chair of the Remuneration and Nomination Committee; member of the Audit, Finance and Risk Management Committee; member of the Legal Committee; and Trustee on the Hearing Research and Support Foundation Inc.



EDDIE BULLEN

2005 – present
(Board Deputy Chairman)

Eddie Bullen is a proprietor of TDC Projects with extensive experience in major building construction in WA. Eddie is the Chair of the Building Committee.



PETER MARCAKIS

2014 – present
(Board Secretary)

Peter is a qualified CPA and Chartered Secretary with over 20 years' experience in senior financial roles within the mining, investment, banking/finance and manufacturing industries. Member of the Audit, Finance and Risk Management Committee.



JOHN ROBERTSON

(Board Treasurer)
2011 – present

John Robertson has 30 years' experience with implementation of Disability Standards for accessible public transport; quality, safety, risk and project management systems compliance and process auditing. Member of the Audit, Finance and Risk Management Committee.



PETA MONLEY

2013 – Present (CEO)

Peta is a qualified audiologist with an extensive background in paediatric audiology, senior management roles in audiology, occupational noise induced hearing loss, environmental conservation and academia. Member of the Audit, Finance and Risk Management Committee; Legal Committee; Fundraising, PR and Communications Committee; Future Planning Committee; and the Talent Management Committee.



SUE-ELLEN BULL

2008 – present

Sue-Ellen has a long history as an educator, lecturer and curriculum writer in Australia. Her son is a graduate of TSH's Talkabout program. Member of the Future Planning Committee.



ANDREA BURNS

2013 – present

With a decorated career in media, journalism and public relations spanning 20 years, Andrea Burns is a well-known media identity in Perth. Andrea is a sought after corporate communications consultant, MC and Public Speaker, regular contributor to The West Australian newspaper and Radio 6PR and a tutor at ECU. Chair of the Fundraising, PR and Communications Committee and member of the Remuneration and Nomination Committee.



PRUE GRIFFIN

2013 – present

With 16 years litigation and claims resolution experience, Prue Griffin advises on all aspects of personal injury claims management, risk management and recovery issues. Prue's child was previously enrolled in the TSH Chatterbox program. Chair of the Legal Committee.



GLORIA SUTHERLAND

2013 – present

Gloria Sutherland is a strategic consultant with executive experience at state and national levels in the formulation, implementation and evaluation of high level policy. Gloria's experience spans community, non-for-profit and government projects. Member of the Fundraising, PR and Communications Committee; and member of the Future Planning Committee.



PAUL SYME

2014 – present

Paul is an Organisational Psychologist with a Master of Business in Human Resources Management. He has worked within the human resources consulting industry since 1989 and his employment track record has predominantly been within leading Australian consulting businesses. Paul was on the Board of Directors of The Deaf Society of Western Australia from 2004 – 2007. Chair of the Talent Management Committee; and member of the Remuneration and Nomination Committee.



SARAH SCHMITT

2014 – present

Sarah is a qualified professional organisational development consultant, with experience across sectors including not-for-profit. Sarah is an experienced trainer, facilitator and coach. Sarah has a child currently enrolled in the TSH Talkabout program. Member of the Remuneration and Nomination Committee; and the Talent Management Committee.



BERNADETTE HOOPER

2014

With more than 30 years of organisational development and senior management experience, Bernadette has worked in varied industry sectors including resources, mining, retail, and manufacturing, education, not-for-profit, professional services and government. Member of the Future Planning Committee.

CEO'S REPORT



“Once again the 15,000 children and families that we support annually provided great inspiration for all the work that we do, and continued to challenge us to strive to improve their outcomes.”

The year was extremely rewarding due to the number of significant achievements made across all programs and also challenging, as I continued to work to put in place a new culture and values across the organisation. Once again the 15,000 children and families that we support annually provided great inspiration for all the work that we do, and continued to challenge us to strive to improve their outcomes.

During 2014 my focus was on several areas. The first was to prepare Telethon Speech & Hearing for the introduction of the National Disability Insurance Scheme (NDIS) trials. To strengthen evidence based best practice and reporting for all programs, and comply with the National Disability Standards. To work closely with the Fundraising Team to determine how TSH could grow this activity, and finally to continue the establishment of new programs to provide long term financial sustainability for TSH. Underpinning all of this was continual work on supporting the wonderful staff who make all of this possible.

NATIONAL DISABILITY INSURANCE SCHEME AND MY WAY

Western Australia is taking part in two NDIS trials. The first is through the National Disability Insurance Agency (NDIA) and the second is through the WA Disability Services Commission (DSC). Both the NDIS Perth Hills and the DSC My Way, Lower South West, trial sites launched on 1 July 2014. TSH was approved as a NDIS provider in December 2014 and is expected to be approved as a My Way provider in early 2015. All TSH programs finalised work on the Needs Matrices during 2014. These provide a basis for TSH to calculate an individual program service package for each child who will be eligible for a NDIS funding package. Relevant staff attended all available NDIS and My Way training events in 2014 to ensure a good understanding of how TSH can effectively participate. The launch of this new support funding model, for persons with a disability, heralds in a significant improvement for all Australians with a disability and I hope that it will continue beyond the trials and into full implementation.

NEW PROGRAMS TO STRENGTHEN FINANCIAL SUSTAINABILITY

The TSH Senior Leadership Team and I prepared a financial sustainability plan for TSH that was approved by the Board and implementation began in 2014. The first project was the introduction of an Adult hearing clinic, TSH Audiology. This new service opened in July 2014, and provides no cost services for pensioners and veterans, through funding provided by the Office of Hearing Services. It also provides chargeable services for private clients. The new service is in keeping with our 'whole of life' approach to supporting our children. It provides a trusted hearing services provider for our children when they turn 26, and are no longer eligible for free services from Australian Hearing. It is expected to contribute a surplus once fully operational.

CORPORATE GOVERNANCE AND CULTURE

Work continued on the review of all policies and procedures with 29 policies, procedures and guidelines updated or created during 2014, with the Board also beginning a review of the Board Policies.

The Staff Wellbeing project was completed in 2014 with the exception of the completion of the review of all duty statements. It is expected that this will be completed in 2015. The Staff Wellbeing Group continued to meet each term, and worked together with Management, to ensure TSH is a positive and healthy workplace where staff behaviour and practice falls within the TSH values framework.

FUNDRAISING EXCELLENCE

I took on the role of managing the Fundraising Team in 2014. A new focus was created within the team, with new fundraising efforts underpinned by evidence backed industry best practice. This resulted in an increase of just over \$500,000 in fundraising in 2014, over the previous year. A review of all fundraising activities was carried out and a fundraising strategic plan for 2015 was completed. This work was undertaken with the valued support of TSH Patron, Nigel Satterley, Telethon Trustee Mario D'Orazio, and the Chair of the Board's Fundraising, PR and Communications Committee, Andrea Burns. A major initiative was the introduction of TSH Benefactors. TSH is extremely grateful to Mr Stan Peron AM, for being our first TSH Benefactor, followed closely by Mr Frank Tomasi AM. Both have been significant supporters of TSH for many years, and their generosity in becoming inaugural TSH Benefactors is hoped will encouraged others to also become a TSH Benefactor.

NOTABLE HIGHLIGHTS

Notable events from the busy year included:

- Securing an extension to the funding agreement to deliver the Government's pilot universal newborn screening program in private maternity hospitals;
- Metropolitan and South-West Ear Health Program contract extensions were secured following significant engagement with Child and Adolescent Health Services (CAHS) and the Minister for Health;
- Rural Health West funding was secured to support the provision of Nurse Practitioner and ENT services across the metropolitan, Wheatbelt and South-West Indigenous ear health clinics;
- Continuing the significant engagement in developing the Pilbara Ear Health Model of Care;
- Securing a further 12 months of funding from Disability Services Commission for Better Hearing – TSH;
- Continuing to strengthen the partnership between TSH and the School for Special Educational Needs Sensory; and
- Laying the foundations for being able to open two new Outpost Schools in 2015, at Aquinas and John Wollaston Community College.

It has been a busy but very rewarding year of development in some areas, and consolidation in others. The efforts of all TSH staff, to continually tackle and meet the challenges of changes in disability funding and evidence based best practice, bode well for the future of our children, their families and TSH. My thanks to the Board, staff and our wonderful children and their families who together make TSH a wonderful organisation that is consistently achieving amazing outcomes for children with hearing and speech & language impairments.

PETA MONLEY

Chief Executive Officer



PROGRAM SUPPORT AND HEARING IMPAIRMENT EARLY INTERVENTION

PROGRAM SUPPORT

SERVICE PROFILE

Program Support provides a transdisciplinary support team across all TSH programs. The team is managed by the Head of Program Support, and Clinical Leaders, who support each of our allied health teams: Psychology, Speech Pathology, Occupational Therapy and Auditory-Verbal Therapy.

2014 HIGHLIGHTS

- Organisational structure;
- Implementation of Clinical Leaders;
- Development of Program Support framework including policies, procedures and systems;
- Defining the Program Support roles and developing relationships across programs within TSH;
- Development of 2015 Program Support Work Plan aligned with TSH Strategic Plan;
- Development of needs matrices for Program Support service delivery;
- Working towards requirements for NDIS registration and program packages; and
- Implementation of structured staff meetings and development opportunities including increased focus on multidisciplinary approach.

HEARING IMPAIRMENT EARLY INTERVENTION

As one of Telethon Speech & Hearing's flagship programs, the Early Intervention (hearing-impairment) program has been helping children learn how to listen and speak since the late 1960s. Through our multiple disciplinary team, the program offers intensive individual therapy and playgroups, to meet the needs of children with a hearing impairment and their families. The Early Intervention program ensures children are given the extra support needed to be ready to participate in mainstream education settings by the time they reach kindergarten age.

SERVICE PROFILE

The Early Intervention (hearing impairment) program offers playgroup sessions as well as individual therapy sessions. These playgroups provide a valuable opportunity for parents to network with other families of children with similar needs,

and to learn together how to best support their children with hearing loss in a friendly environment. The playgroup program also provides a learning opportunity for children with their peers in a natural setting.

Six different specialist playgroups were conducted throughout 2014, facilitated by a team of professionals consisting of Auditory-Verbal Therapist, Speech Pathologists, Psychologists, Occupational Therapists, and an Education Assistant. The groups included a fortnight session focused on the specific challenges of living with a unilateral (one-sided) hearing loss, and five other weekly age-based group sessions for children with bilateral (double-sided) hearing loss.

CLIENT PROFILE

In 2014 the Early Intervention (hearing impairment) program provided services to 73 children with varying degrees of permanent hearing loss, aged from just a few months in age to five years. At the year's end, 13 children transitioned out of the program to start their journeys into formal mainstream schooling.

STAFFING SUMMARY

The clinical and support needs of the children and families enrolled in the Early Intervention (hearing impairment) program were ably met in 2014 by a group of 11 dedicated professionals who worked in the program. The Manager – Program Support, oversaw a staff body which comprised:

- 7 Auditory-Verbal Therapists and Speech Pathologists, totalling 5.0 FTEs;
- 2 part-time Psychologists (1.0 FTE total);
- 2 part-time Occupational Therapists (0.8 FTE total); and
- A 0.8FTE Specialist Education Assistant.

Children also received support from the TSH Audiologists, who worked under the 'Ear Health Services' division of the organisation.

2015 HIGHLIGHTS

- Parent Nights were introduced for families. Welcome to TSH; Mums Pamper Night; Dads Night; Phonak FM Demonstration Night; and Siblings Week, were held in 2014;
- The Video Conferencing Room was refurbished for rural and remote families through the VIDKIDS project. This has enabled further development of the Tele-intervention Program to provide face to face therapy sessions for outreach families;
- A Home Therapy Suite was established as a designated therapy space for children to have therapy sessions in a home environment;
- Work began on the development of a new database, Child Development Information System (CDIS) which was well progressed for a 2015 implementation. CDIS allows efficient tracking of children's development across various domains. This will facilitate data driven therapy, clinical decision making, across multiple disciplines, and research;
- Research projects were conducted with partner universities. Findings of some of these projects were presented to relevant professional communities;
- Strategic collaboration with external providers and stakeholders (WA Deaf Foundation, SSENS and Australian Hearing) were enhanced; and
- The Auditory-Verbal Clinical Leader was appointed.

STORY

Isla, like many other children her age, has just boosted her immunity with a bout of chickenpox. While this common virus usually just causes irritation; for Isla, it came at a time when she was due for her first cochlear implant surgery.

"We were so disappointed that the operation was pushed back because you start to mentally prepare for it ... but she definitely has to be in prime health for what her little body is about to go through," says Isla's mum, Elise.

The family embarked on their emotional journey when Isla's Newborn Hearing Screening test returned a 'failed' result just a couple of days after birth. Paediatric diagnostic testing at Telethon Speech & Hearing later revealed, not only that Isla has bi-lateral profound hearing loss, but also that Elise and her husband John are recessive carriers of the gene; unbeknown to them until the birth of their first child.

Isla was immediately enrolled in the Early Intervention Chatterbox Program.

"Joining TSH gave us much needed support and a sense of relief. From the first moment we sat down with the team, I started to feel normal again and the grief started to lift."

Isla is happily settled into the Chatterbox Program where she attends weekly playgroup sessions with other parents and children who have varying degrees of hearing impairment. Isla and Elise also attend one-on-one Auditory-Verbal Therapy sessions.

Isla is on her way to a future as a little chatterbox after having bilateral cochlear implant surgery later in 2014!

FEEDBACK FROM FAMILIES

All families of children enrolled in the program in June 2014 were invited to complete the survey. Responses to the survey were anonymous. The response rate was 57.4%.

The results indicated that overall, families were highly satisfied with the program and the staff. 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 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.

Note. The figures present the percentages of the respondents who agreed or strongly agreed with the statements.

Families were pleased with the progress their child had made, and were grateful with the support they had received through the program.

Comments include:

- "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]."
- "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]."
- "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, attended Individual therapy and Playgroups]."





HEARING IMPAIRMENT

SCHOOL SUPPORT

Telethon Speech & Hearing (TSH) also offers a comprehensive in-school support program for children with a hearing impairment from Kindergarten to Year 12. The School Support (Outpost) program has been operating for around 35 years. A team of professionals from multiple disciplines provides students with individualised support to maximise their active participation in the school and wider communities.

SERVICE PROFILE

TSH School Support provides a vital service that allows students with a hearing impairment to take a full and active part in mainstream school life. Students attend mainstream classes and receive individualised support to aid their inclusion in school and assist them to reach their potential. Support programs are tailored to individual needs and comprise language, speech, auditory, audiological, social/emotional and academic assistance. TSH's Teachers of the Deaf, Education Assistants and Note-takers are based in each school and the programs are run in partnership with the mainstream schools.

Each school has a different mix of support, according to the needs of the students attending that school and the ethos and culture of the school. Typically, a Teacher of the Deaf, and often an Education Assistant, works closely with classroom teachers to support the students. The high school programs use Note-takers, who attend classes with the hearing impaired students to make sure they have the best possible access to the curriculum.

There is also a team of specialists based at the TSH campus in Wembley including audiologists, speech pathologists and psychologists who work together to support the school programs. These specialist staff conduct assessments, run special programs and offer individual assistance where needed.

Parents are also an important part of each student's team. In all programs, TSH encourages parents to meet with their child's Teacher of the Deaf to discuss progress and goals as needed.

CLIENT PROFILE

In 2014, 45 children with a hearing impairment (31 primary students, 14 secondary students) were enrolled with TSH. They attended the following partner School Support program schools.

Partner school	Location	Student Profile
Mel Maria Catholic College	Attadale	6 students (1x Yr3, 1x Yr4, 2x Yr5, 2x Yr5)
Newman College	Churchlands	8 students (2x Yr3, 1x Yr6, 1x Yr7, 3x Yr9, 1x Yr11)
Servite College	Tuart Hill	4 students (2x Yr9, 1x Yr11, 1x Yr12)
St Brigid's College	Lesmurdie	6 students (2x Yr2, 1x Yr5, 2x Yr6, 1x Yr10)
St Luke's Catholic Primary School	Woodvale	8 students (2x PP, 1x Yr2, 3x Yr4, 1x Yr5, 1x Yr6)
St Pius Catholic Primary School	Manning	6 students (1x K, 1x PP, 2x Yr1, 1x Yr5, 1x Yr6)
St Stephen's School	Tapping	7 students (1x PP, 1x Yr4, 1x Yr6, 1x Yr7, 1x Yr8, 1x Yr10, 1x Yr12)

STAFFING SUMMARY

The School Support (hearing impairment) program is overseen by a TSH based principal who looks after TSH's range of school programs. Simon Tomlinson began the year as the principal but subsequently stepped down from this position in September due to ill health. He was replaced by Janene Hall as acting principal in September, 2014.

School Support is directly led by Deputy Principal, Geoff Reader, with the staffing body comprising 12.7 Education Assistants / Note-takers and 5.6 specialist Teachers of the Deaf. In 2014, TSH was able to increase the number of education assistants on staff by 2.6 FTE to better meet the support needs of the students.

Wembley-based program staff includes 1 full time Speech Pathologist and 1 part time Psychologist. Significant support is also received from TSH's Audiologists to monitor hearing and ensure optimal device and hearing environment management.

2014 HIGHLIGHTS

- TSH Power of Speech was held on 30th August. Students always enjoy the opportunity to come together on the Friday before the event for a barbeque and informal run through;
- School of Special Educational Needs-Sensory (SSEN-S) Youth Advisory Council and TSH Youth Leadership team collaborated to deliver a camp for hearing impaired students making the transition to high school;
- Students in many of the School Support (Outpost) units participated in events at their mainstream schools celebrating and raising funds for Loud Shirt Day. Some students attended parliament and presented items to State Labour members who wore their loud shirts in support of the event. Denna Billington (Year 6) was interviewed by Nova radio hosts and spent the day with them to raise further awareness around Loud Shirt Day; and
- Many families attended an evening at TSH in October. Children were entertained by a movie and treats while their parents had the opportunity to talk about siblings and the impact of disability on siblings.

*Please see the School Performance Report section for feedback from families (p. 35).

STORY

Jack started TSH Early Intervention program in 2001 when he was 3 years old. He received his first cochlear implant on the left that year. After that Jack's speech and language really took off. Jack entered the School Support program at St. Stephen's School Carramar a couple of years later.

During his time at St. Stephen's Jack has made a huge number of personal, academic and sporting achievements. There are too many to list but we would like to give you a taste:

Jack's sporting abilities are wide. He has been the overall runner-up for his year group in the athletics carnival on a number of occasions. Jack represents the school in cross country, swimming, basketball and football. He also made the West Perth Development squad for Australian Football League in Year 8.

Jack has learnt to become an amazing public speaker. He has been a regular participant in the TSH Power of Speech event, and was one of the winners in 2009. Most impressively, Jack performed the joint Master of Ceremonies at the 2014 TSH Power of Speech Awards, and he did an unbelievable job! Jack has also given a speech to represent TSH at Artitude at Burswood, the leading fundraising event for TSH.

Jack is a man of the sea. His knowledge of all things marine and his skills and abilities, both on a boat and in the water, are astonishing. His wealth of knowledge is typical of someone much older than him. Commendably, Jack is very happy to impart his knowledge and love of the ocean by helping anyone he can. He has graced the fishing pages of the West Australian more than once with his prize catches.

Jack is finalising leaving school and starting a Carpentry Apprenticeship in early 2015. Jack started a VET vocational program in carpentry that involved a work experience placement. His talents were immediately recognised by his supervisor and he was offered an apprenticeship. After consideration and discussion with his family, Jack accepted the offer. He is now embarking on the next stage of his life. We wish Jack every success on his endeavours. He will be greatly missed at TSH but we know he is ready for the move into the world of work.

We would like to acknowledge Jack's family for the amazing support they have shown both Jack and TSH during their 14 year relationship with TSH. It has been a pleasure and a privilege to work with Jack and his family for so long.

2014 FEATURED HIGHLIGHT

NATIONAL POWER OF SPEECH AWARDS

The Telethon Speech & Hearing Power of Speech Awards has been running on a local stage since 1989, giving children with hearing impairment the opportunity to showcase what they can achieve. The event was embraced nationally in 2014, proudly held at Parliament House in Canberra. It provided the same opportunity for students with Cochlear Implants in the First Voice centres across Australia and New Zealand to demonstrate their public speaking abilities.

In March 2014, Jordan (11 years old) and Izaak (10 years old) from TSH School Support Program were invited to speak at the National Press Club. They tackled nerves to address an entire auditorium of judges, CEOs, teachers, program directors, government officials, peers and parents.

Later in 2014, Sophie (10 years old), and her sister Hailey (6 years old), were selected as representatives of TSH. In August, the sisters presented their speeches to the big audience including the Governor General, Sir Peter Cosgrove, and Prime Minister, Mr. Tony Abbott.

All students did a fantastic job. Their ability to speak publicly in front of such a large audience was outstanding.

"In the early years, before such advancements in technology, the event was more about the intelligibility of the child's speech. With advancements in intervention therapy and the latest hearing technology, such as cochlear implants, it has evolved into a showcase of presentation skills, subject matter and rapport with the audience –," said Geoff Reader, the Deputy Principal of the TSH School Support Program.

The event highlights the importance of early intervention and continuing support through school years, in maximising the potential of children with hearing loss.

Sophie was awarded the Prime Minister's Courage Award to top off a great experience!





WESTERN AUSTRALIA

SOUTH AUSTRALIA

TASMANIA

ACT/NT


Marissa Medica
General Practitioner
Telethon Speech and Hearing
First voice


Isabelle Ardagh
Parliamentary
Telethon Speech and Hearing
First voice

Telethon Speech and Hearing
First voice
Telethon Speech and Hearing
First voice



HEARING IMPAIRMENT

“I would like to express my appreciation to all involved (at BH-TSH) for making a difference to the manner in which hearing support services are being marketed to a new age generation of hearing impaired people.”

John Robertson, former Chairman of Better Hearing Australia (WA) Inc (BHAWA)

BETTER HEARING – TSH

Better Hearing-TSH (BH-TSH) is an adult support service provided by TSH that has been developed with a whole of life approach in mind. The program seeks to ensure people diagnosed with a hearing impairment are able to access services and supports from TSH that are responsive to their individual needs throughout their whole life.

BH-TSH provides services that also support family members, friends and support persons to encourage social and community inclusion for people with a hearing impairment, focusing on education, training, employment, housing and leisure.

SERVICE PROFILE

BH-TSH provides a diverse range of services designed to meet the individual support needs of adults with a hearing impairment, their families, employers and social networks.

For some this may mean a one-off request for information, for others it may involve more detailed consultations and supports across a number of service areas. Services available include assistive technology demonstrations and sales; audiological management; networking groups; help accessing employment/education/social activities; and information seminars on a range of topics.

The service provides quality programs across the areas of:

- Assistive technology advice and demonstrations.
- One-on-one consultations.
- Educational and/or networking opportunities for adults with hearing loss.
- PAH Coffee Group – A deaf signing group that meet for regular activities.
- Five Steps to Better Hearing – A workshop that is presented to community groups and Aged Care facilities. This program has been designed to support adults with a hearing impairment to understand and manage their hearing loss. It provides ideas and information especially for those who are unsure as to what they should do about it. This program is delivered in workshops and the attendance of family and friends is encouraged. Family and friends learn communication tactics and gain a personal understanding of what it is like to live with a hearing loss. Research shows that people with a hearing impairment take between 5 – 7 years before taking any action about their hearing problem.
- Hearing Screenings – Free hearing health checks delivered in the community and at the BH-TSH clinic.
- Lip reading classes – Lip reading classes run every week.
- Presentations – Educational presentations to community groups, families, the TSH Youth Leadership Group, and families of TSH.

CLIENT PROFILE

In 2014, the BH-TSH service provided more than 2,400 hours of advice and support to adults with a hearing loss. These service contacts ranged from single contact queries to complex support packages across numerous areas of the organisation.

STAFFING SUMMARY

In 2014, BH-TSH was staffed by the full time service manager, Belinda Leksas, and a full time customer liaison officer. As with all TSH programs, BH-TSH receives significant support from the administrative functions of the organisation in areas such as marketing and communications; research; stakeholder engagement and finance. BH-TSH also works closely with the TSH Audiology Department which often refers people that may benefit from lip reading classes and assistive technology.

2014 HIGHLIGHTS

- Established and maintained relationships with stakeholders;
- Met requirements of the Disability Service Commission (DSC) grant including completion of the implementation of the DSC9 and the introduction of the TSH Disability Access and Inclusion Plan (DAIP);
- Launched the PAH (PAH means At Last) - Coffee Group for Signing Deaf – grown to 20 members;
- Launched weekly lip-reading classes;
- Five Steps to Better Hearing, a program for gaining understanding of hearing loss and learning communication strategies, was presented to community groups and retirement villages. This led to the opening of the Ellenbrook visiting site for the Adult Audiology Clinic;
- DVDs – filming was completed for the Fire Safety and First aid DVD for people with hearing loss to be launched in 2015;
- Listing in Connect Groups Support Groups and Services Directory;
- Launched the Better Hearing-TSH Website;
- Introduced the services of Better Hearing-TSH to the School of Special Educational Needs: Sensory (SSENS) Student Senior Leadership team;
- Supported the TSH Youth Leadership Group – Parent Information Evenings;
- Increased the number of clients using the Better Hearing-TSH service through promotion;
- Attended expos and community events: the Seniors Week Festival, Have a Go Day, Seniors Expo, and the Chevron Staff Health Expo for networking, stakeholder engagement and new client referrals; and
- Worked with employment agencies to support people with a hearing loss. Established a memorandum of understanding with Options Employment.

A MESSAGE FROM A CLIENT

Dear Better Hearing-TSH Program Manager,

I have been attending your Lip Reading Class for about a year and feel that despite my extended age, I am tackling my hearing loss more positively.

I did not know of the existence of such a sophisticated operation, but knew of the position of the School for Hearing Difficulties (sic SH) in its old form.

I called in and met you and was warmly welcomed and assisted immediately with some of my problems of hearing. I have also greatly enjoyed fellowship with a peer group of people. In fact, I encouraged one of the members to join me (all the way from Mandurah).

Attendance at our regular weekly classes is a joy and I must say (probably to your embarrassment) that you are reason why we look forward to our lip reading study and your presentation.

Congratulations on you and your management team and to the Principals of the Organisation for providing us with such a wonderful facility.

Most sincerely,
Brendan



FEEDBACK FROM CLIENTS

All clients of Better Hearing-TSH or their carers who had provided email address or postal address were invited to complete the survey. Responses to the survey were anonymous. The response rate was 37.8%.

The results indicated that clients were generally highly satisfied with the program.

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%).

Clients were highly satisfied with the attributes of the Better Hearing-TSH staff, the support and the care they received. Comments include:

- "Lovely facilities and services. Look forward to a long term support by BH TSH [Adult with profound 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]."
- "Their caring attitude [Adult with severe hearing loss]."
- "Approachable, friendly and free [Adult with mild hearing loss]."





HEARING SERVICES

NEWBORN HEARING SCREENING

Telethon Speech & Hearing (TSH) has been offering a hearing screening program for babies born at partner private maternity hospitals in Western Australia since 2005. The program offers a quick, painless hearing screening test which can be performed on babies as young as just six-hours old, and provides immediate results.

1-2 in every 1000 babies are born with a permanent hearing loss. Hearing loss is an invisible impairment but is easily detectable by the non-invasive, simple screening test. 50% of babies with a hearing loss have no identifiable risk factors. Over 90% of babies with a permanent hearing loss are born to hearing parents. It is vital for all babies to be screened at birth because early diagnosis of hearing loss is the key to successful early intervention. Babies whose hearing loss is detected early can get quick access to further testing, diagnosis and early intervention services and parents can be offered support and information as soon as possible.



CLIENT PROFILE

In 2014, the Newborn Hearing Screening programs combined screened 10,213 infants from across its partner hospitals as shown below.

Hospital	Babies screened
Attadale Private Hospital, Attadale	430
St John of God Hospital, Bunbury	605
Glengarry Hospital, Duncraig	869
Joondalup Health Campus, Joondalup	821
Mercy Hospital, Mount Lawley	1581
St John of God Hospital, Murdoch	2270
St John of God Hospital, Subiaco	3637
Others	430
TOTAL	10213

The screening process resulted in 93 infants being referred for diagnostic testing, with 14 being diagnosed with a permanent hearing loss.

STAFF PROFILE

In 2014, the program was run by a coordinator based at the Wembley campus who oversaw a team of 18 screeners from various related backgrounds based at TSH partner hospitals. All screeners undergo intensive training when they commence their employment with TSH. They also undergo regular competency checks and participate in a significant regime of ongoing training. The program also incorporates an outpatient screening clinic based at TSH's Wembley premises for infants not captured during their hospital confinement.

2014 HIGHLIGHTS

- Screened 10, 213 babies between January and December 2014;
- Contributed to identification of 14 babies with some degree of permanent childhood hearing impairment;

- Implemented an electronic data capture system in all 7 screening hospitals; and
- Achieved or exceeded all key performance indicators as specified by the Department of Health.

EAR HEALTH PROGRAM

Otitis Media (inflammation of the middle ear) is one of the most common childhood illnesses. Some children experience recurrent episodes of Otitis Media. Without appropriate treatment, Otitis Media may cause temporary or permanent hearing loss, which can negatively impact on speech and language development and educational outcomes of children. Aboriginal and Torres Strait Islander children are at much higher risk of Otitis Media and associated hearing loss.

Telethon Speech & Hearing (TSH) commenced an ear health program primarily for children in the Aboriginal and Torres Strait Islander (ATSI) communities in WA in 2006. The services include free ear health checks, a hearing screening, audiology, primary care treatment, and Nurse Practitioner (NP), General Practitioner (GP) and Ear, Nose and Throat (ENT) services.

The program has two components: the Metro and South West Ear Health Program, and the Chevron Pilbara Ear Health Program. In 2014, the services were delivered in the Bunbury, Peel, the Perth Greater Metropolitan areas and West Pilbara. In partnership with Chevron, the program in the West Pilbara became available to all children in 2014 (known as the Chevron Pilbara Ear Health Program).

The Ear Health Program has developed a new clinical model whereby joint audiology and Nurse Practitioner clinics are run to triage children who require referral to specialist ENT services. The collaboration of Audiologist and Nurse Practitioner results in comprehensive management where medication can be prescribed and the efficacy of treatment can be measured by hearing tests. Furthermore the referral list into ENT specialist services is prioritised to maximise use of the visiting specialists' time.

CLIENT PROFILE

In 2014, the Ear Health program conducted 7085 screenings involving 4490 children as shown in the table.

Region	Number of Children Screened	Number of Screenings
Metro East (includes Wheatbelt)	1529	2487
Metro South (includes Swan)	1279	2100
South West	862	1283
Pilbara	820	1215
TOTAL	4490	7085

The above screening of children resulted in 956 referrals to a GP or Audiologist & Nurse Practitioner. From the GP/Audiologist/Nurse Practitioner, a further 288 referrals were made to the program's consultant ENT surgeons.

STAFFING SUMMARY

The Ear Health program was run by an Ear Health Manager who was responsible for coordinating 9 TSH team members, including the Pilbara Ear Health Coordinator, 4 Community Liaison Officers, 1 Aboriginal Liaison Officer and 2 Ear Screeners. The Program accesses the services of Audiologists, a Nurse Practitioner and ENT Specialist.

TSH staff members work in partnership with Australian Hearing, and liaise with Aboriginal and Indigenous Education Officers (AIEOs) and School Nurses to identify children who are at risk or require referrals for medical treatment or a full hearing assessment.

2014 HIGHLIGHTS

Highlights in the Perth Metro / South West program include:

- The renewal of the Child and Adolescent Health Service contract up the end of June 2015;
- Participation in the launch of the Mobile Advanced Paediatric Audiology Remote (MAPAR) vehicle to highlight the Ear Health Program;
- Participation in the Fremantle Health Day by providing complimentary hearing screenings;

- Participation in National Aborigines and Islanders Day Observance Committee Week Celebrations at Moorditj Koort; and
- The appointment of a Nurse Practitioner in a full time capacity.

Highlights in the Chevron Pilbara Ear Health program include:

- The launch of Australia's first Mobile Advanced Paediatric Audiology Remote (MAPAR) vehicle as part of the Chevron Ear Health Program;
- The appointment of a Pilbara Ear Health Coordinator and 4 Community Liaison Officers;
- The establishment of an office in Karratha; and
- The installation of an audiology booth in the Karratha office.

STORY 1

A hearing test was requested by an ENT specialist, at a Pilbara Health Department visiting clinic, for a 5-year-old girl with an Autism Spectrum Disorder in 2013. The assessment was delayed due to a lack of test facilities and the visiting schedule of Health Department audiologists. A decision was made to organise a hearing assessment in Perth under sedation to obtain reliable results, since the girl was difficult to test. She was seen at TSH's new Chevron Pilbara Ear Health Program, paediatric hearing facilities at the Karratha office in August 2014. Behavioural hearing assessment established that she has normal hearing. She was referred for speech therapy services. The service offered through the Chevron Ear Health program resulted in the child receiving diagnostic services locally and negated the need for a trip to Perth and sedation.

STORY 2

A 9-year-old Pilbara boy was identified as having a cholesteatoma - a benign tumour that is caused by skin growing through the eardrum. The TSH Program provided timely diagnostic services and a referral pathway to an ENT specialist in Perth, since the child was eligible for free services through the public system. The child's mother was very grateful for the TSH program as she was unsure of how to navigate the public system and obtain assistance for her child.



Roger Clark

AUDIOLOGY SERVICES

TSH Audiology provides a number of important services to support TSH's Early Intervention and School Support Hearing Impairment programs. The team of highly trained specialist paediatric audiologists provide hearing assessments and monitoring; hearing device management; and FM systems and sound field equipment advice. TSH's Audiologists also evaluate and advise on the acoustic environment of TSH classrooms and rooms within the School Support program partner schools. These specialists are an integral part of the counselling and case management of children with complex hearing needs.

In addition to providing support for the hearing impairment programs, the services include middle ear monitoring of students in the speech and language early intervention program. The department also provides cochlear implant consultations and management, infant diagnostic testing for infants referred from the Newborn Hearing Screening Program and audiology services to all children referred for private hearing assessment. TSH Audiology expanded the services to adults in 2014, providing diagnostic audiology, hearing aid and other assistive listening device evaluation, fitting and management to pensioners, veterans and other private referrals.

CLIENT PROFILE

Service type	2014 Audiology sessions
Hearing Impairment Audiology	359
Cochlear Implant Consults	181
Tympanometry (Speech & Language Program)	564
Infant Diagnostic Testing	96
Private Paediatric Audiology Clients	708
Private Adult Audiology Clients * Service started June 2014	101

STAFF PROFILE

In 2014, the audiology team comprised one full time Head of Hearing services, one administrative assistant, 2 full time Audiologists, and 3 part-time Audiologists, with high levels of

paediatric and adult audiology experience. An Audiology Intern position was also created in the later part of the year.

2014 HIGHLIGHTS

Support to the enrolled children in all the programs continued with the protocols being reviewed to ensure optimal care and reducing any duplication of services. This includes comprehensive audiological monitoring and management to those with hearing impairment and also to those with normal hearing but with speech and language issues. Australian Hearing continued to support the programs via their weekly visits to TSH, working in close collaboration with TSH Audiologists.

The private audiology services provided by TSH Audiology continued to gain momentum with more number of referral received compared to the previous year (increased by nearly 100 clients).

Adult Audiology commenced in 2014 with early part of the year spent on ensuring setting up the facilities to the approved standards and also obtaining office of Hearing services (OHS) registration. A promotional campaign was undertaken to establish and grow the services. The activities also included providing screening and talks in the community, to raise awareness and also to promote the services. A visiting site was also established in Ellenbrook, a north eastern suburb of Perth.

FEEDBACK FROM PRIVATE AUDIOLOGY CLIENTS

The survey was conducted from November to December 2014. Responses to the surveys were anonymous. The data was always kept confidential to protect privacy. The response rate was 41.9% for Paediatric Audiology, and 22.6% for Adult Audiology.

PAEDIATRIC AUDIOLOGY

The results indicated that clients were extremely satisfied with the services they received. 92.3% rated the service as 'excellent' and the rest rated as 'very good'. All clients indicated that they would recommend TSH Paediatric Audiology to other parents of children with a hearing problem.

All paediatric clients agreed that:

- The Audiologist was approachable and professional.
- The Audiologist was clear and easy to understand during discussions.
- The Audiologist listened to their concerns about their child's hearing.

- The Audiologist explained their child's test results.
- The Audiologist explained further follow up/referral options for their child.
- The Audiologist answered their questions.
- The staff at reception were friendly and helpful.
- The Appointment time they got for their child was timely, and convenient for them.
- The clinic was clean and comfortable.
- The clinic was child-friendly.

Comments from the clients include:

- "Great experience, no complaints. Appointment on time, lovely staff, nice surroundings. Audiologists really good with my daughter."
- "Process was easy, efficient, logical. Daughter was very comfortable with all the testing and especially with the audiologist."
- "Overall good experience & everything was explained and queries were answered."
- "Quick, clear, expert."
- "Very non-traumatic for toddler, no stress."

ADULT AUDIOLOGY

The data indicated that clients were very satisfied with the services they received. 85.7% rated as 'excellent' and the rest rated as 'very good'. All clients indicated that they would recommend TSH Adult Audiology to a friend with a hearing problem.

All clients agreed that:

- The Audiologist was approachable and professional.
- The Audiologist was clear and easy to understand during discussions.
- The Audiologist listened to their hearing needs.
- The Audiologist explained their treatment options.
- The Audiologist answered their questions.
- The staff at reception were friendly and helpful.
- The appointment time they got was convenient for them.
- The clinic was clean and comfortable.

Comments from the clients include:

- "I'm so pleased to have finally found an Audiology clinic that I feel comfortable attending."

- "I was impressed with everything about the clinic and the service I received. The Audiologist spent a lot of time explaining things. She was very thorough."
- "The Audiologist was most professional and I felt very comfortable."
- "The service was very good."
- "I have already recommended TSH Adult Audiology to a friend."
- "The Audiologist went out of her way to provide me with great service."

COCHLEAR KIDS

TSH's Cochlear Kids (CK) Program provides crucial cochlear implants and multidisciplinary therapy to children with the greatest audiological and hearing need. These are the children who are not obtaining optimal benefit from their conventional hearing aids, due to the severity of their hearing loss, and therefore are suitable for cochlear implantation to realise their potential in the hearing world. In the cochlear program children are identified as early in life as possible or as early as the onset of hearing loss (in those with acquired hearing loss) or deterioration in their hearing to the levels suitable for cochlear implants. They receive a comprehensive assessment and preparation for implantation, undergo surgery and take part in a highly intensive post-surgery rehabilitation program. The program also provides regular ongoing mapping, monitoring and trouble shooting for enrolled children.

In 2014, five children had their cochlear implant 'switched on' and are currently attending ongoing management and habilitation.

CLIENT PROFILE

Two children, enrolled in the School Support Program, were implanted in 2014 through the Cochlear Kids program at the ages of 10.5 Years and 17.5 years, respectively. Both are receiving ongoing support through TSH. Three children in the Early Intervention program had their cochlear implant 'switched on' in 2014. These children were 9 months, 10 months and 1 year old at the time of 'switch on'. All are receiving ongoing management and habilitation from TSH.

The Cochlear Kids program at TSH also provides support and ongoing service to implantees transferring from the public system. Under this arrangement, 29 children, using different devices (Cochlear, Medel and Advanced Bionics) received ongoing support and mapping sessions from TSH in 2014.

TSH Audiology provides cochlear implant candidacy assessments to the enrolled children who may also progress to receiving a cochlear implant and management through the public system. There were also several who commenced their assessments in 2014 and were being considered for cochlear implantation under the TSH Cochlear Kids Program.

2014 FEATURED HIGHLIGHT

AUSTRALIA'S FIRST MOBILE ADVANCED PAEDIATRIC AUDIOLOGY REMOTE VEHICLE

TSH, together with Chevron Australia and the Minister for Health Hon. Dr. Kim Hames MLA, launched Australia's first Mobile Advanced Paediatric Audiology Remote (MAPAR) vehicle in October 2014 as part of the Chevron Ear Health Program. Students from Waddington Primary School also attended the launch to celebrate the completion of MAPAR and took part in formal presentations and hearing screenings on the day.

"The 5.79 tonne vehicle was fitted with four wheel drive capabilities to provide life-changing services to the Pilbara", TSH CEO Peta Monley described.

With its own mobile audiology booth and specialised equipment, the MAPAR is equipped to provide infant diagnostic testing as well as paediatric hearing tests for those children most at risk of middle ear disease; Aboriginal children aged 0 – 4 years.

"The MAPAR vehicle is the first of its kind in Australia and will enable us to reach remote communities where ear health services are greatly needed," according to TSH CEO, Ms Monley. "Without early diagnosis, the widespread condition of Otitis Media can cause life-long hearing loss, and learning and development hardships. MAPAR, and the wider Chevron Ear Health program, enable us to continue delivering educational and preventative ear health services."

Chevron's partnership with TSH developed a best practice model of ear health care for the Pilbara and regional Western Australia. Chevron Australia General Manager Operational Excellence & Health, Environment and Safety Rhonda Yoder said Chevron believed access to primary health services was important to regional and remote communities.

"Chevron Australia has been a proud supporter of Telethon Speech & Hearing since 2010 and we continue to work together to improve health outcomes in the communities closest to our Pilbara operations." Mrs Yoder said.



Tyler Brown, Brown Photography



SPEECH AND LANGUAGE DELAY

Telethon Speech & Hearing's innovative Speech and Language program is designed for children who have a speech and language delay or disorder that may be due to:

- A history of middle ear problems (Otitis Media);
- Specific language impairment; or
- Motor planning difficulties (childhood apraxia of speech).

The TSH Speech and Language program (Talkabout) offers repeated opportunities for children aged 18 months to 5 years to experience, explore and discover language and concepts vital for effective learning.

Through intensive and targeted specialist instructions, the program seeks to help children in areas such as receptive language (what a child understands), expressive language (what they say), phonological awareness (using the sounds of language) and social skills.

SERVICE PROFILE

The Speech and Language program provides both an early intervention program for children aged 18 months to 3 years (T2 and T3), and a school-based program for children aged 4 to 5 years (T4 and T5). Children across both arms of the program receive intensive educational support from a team of specialist educators. Small class sizes and support from highly committed professionals from multiple disciplines are major features of the TSH Speech and Language program.

Children in the Early Intervention programs (T2 and T3) attend one weekly, 2-hour playgroup per week. Children in T4 attend once a week for a full school day. Children in T5 attend two full-days a week. The T4 and T5 children are also enrolled in a mainstream kindergarten or pre-primary setting.

CLIENT PROFILE

Enrolment numbers for Talkabout remained steady at around 141 (total enrolments of 148 as children left and spaces were filled) for 2014, representing near full capacity across all program areas. As is the nature of a speech and language intervention program, there were times when children appropriately exited the program throughout the year, but typically, waitlists were in place and positions were quickly filled.

Program Area	Enrollment Status
Talkabout 2 and Talkabout 3 Early Intervention Playgroups (2/3-year-olds)	40 children, all classes stayed at full capacity + waitlist for the majority of the year.
Talkabout 4 Kindergarten School Program (4-year-olds)	52 children, all classes at full capacity + waitlist for the majority of the year. Term 1 typically starts 4 – 6 students down but classes fill as we head into term 2.
Talkabout 5 Pre-primary School Program (5-year-olds)	39 children, all classes at full capacity for the majority of the year.

STAFFING SUMMARY

The number of staff servicing the program remained stable from the previous year. The only change came with the departure of the Principal in September 2014 for reasons of ill health. This position was filled in an acting capacity by the Deputy Principal, Janene Hall. The vacated position of Deputy Principal was subsequently filled by Jenny Giddy.

The Speech and Language program had five teaching staff (totalling 3.1 FTE) in 2014, and seven Teacher's Assistants (4.5 FTE). Children enrolled in the program also benefitted from in house occupational therapy (1.1 FTE).

Importantly, the program was also supported via a part-time Psychologist (0.5 FTE) and three Speech Pathologists (one full time and two part-time). The Speech and Language program also utilises the services of a librarian, with access and use of the onsite, dedicated early literacy library forming a vital component of all Talkabout groups.

HIGHLIGHTS 2014

- Families in the Speech and Language program benefitted from regular informational morning teas in addition to family information evenings which included presentations on managing challenging behaviours and sensory regulation. A mum's pamper night and a night for dad's to get together over pizza and a beer, were also held;

- Transition talks were held for those transitioning into year one or out of our program;
- Siblings enjoyed some time spent in the gym in Term 4 as part of siblings support week;
- TSH proudly launched 'Let's Talk About It: A Handbook for Parents and Teachers'. A wonderful support for families with children who are experiencing a speech or language delay. This resource comes in hard copy or can be accessed on TSH website www.tsh.org.au/resources/publications;
- A Teacher Workshop was held in March which was attended by almost 50 teachers who work with the children in the Speech and Language program in a mainstream setting. This received rave reviews and was a true highlight of the year;
- A new sensory room with equipment and facilities was established. The room is designed to help our children regulate their arousal levels and modulate their behaviour. This room has been very well used;
- The program employed a resident music therapist who worked with children from the playgroups through to pre-primary program and used music and movement to support the programs;
- The program staff visited Child Development Centres and Speech Pathology hubs to promote the Speech & Language program. The staff talked about the program to child health nurses, speech pathologists and other relevant professionals; and
- The program staff received professional development in:
 - The Value of Self Directed Play
 - National Quality Standards
 - Early Years Framework
 - Australian Curriculum.

STORY

Harriet was born with a syndrome which includes congenital heart condition, cleft palate and delayed speech and language. She has attended the TSH Talkabout program since she was 2 years old.

Harriet has received intervention from a variety of service providers. Her mum, Georgina stated that the services were often disjointed and transient, whereas she feels that the Talkabout program is the only program that knows Harriet well, across the disciplines, and has been consistent.

Georgina stated that 'it was a horrendous first year' navigating her way through her daughter's developmental challenges and finding the services they needed. Georgina recalled feeling extremely 'fragile' when she joined the Talkabout 2 playgroup. The support from the program psychologist helped her appreciate the importance of networking as a parent and "running with the pack". The empowerment from the Talkabout staff made her recognise her right to be part of the decision making for her daughter's intervention, and also the importance of advocating for her child. In Georgina's words: "One meets other parents in the mainstream school who feel they haven't the right to ask the school or to inform the school about what can be done for their child".

2014 was the 3rd year for Harriet at Talkabout. She has been well integrated into her kindergarten class in the Talkabout program as well as in her mainstream school. Georgina is delighted with how far Harriet's speech and language has developed in the time she has been at TSH. 'All education and learning aside', said Georgina, 'the friends one makes and the social aspect is most important'. Georgina firmly believes that the Talkabout program has most definitely helped Harriet have success with this.

"I am lucky to have found the Talkabout Program so early. I would have been frustrated if I had only heard about it later. There are wonderful resources in the Talkabout Program."

Please see the School Performance Report section for feedback from families (p. 35).



Tyler Brown, Brown Photography



TELETHON SPEECH & HEARING SCHOOL PERFORMANCE REPORT 2014

BACKGROUND

Established in 1967, the Telethon Speech & Hearing (TSH) in Perth, Western Australia, is a not-profit organisation that assists children who have speech-language and hearing impairments with listening, speaking and literacy. TSH was originally founded by parents to provide a high quality option for families who wanted their children to use spoken language as an alternative to sign language. Underpinned by the core values of excellence, passion, respect, commitment, professionalism and innovation, TSH's undertaking was to teach children to listen and speak.

OUR MISSION

Supporting families who have children with speech and hearing needs.

OUR VISION

To be a world class provider of programs and services for families who have children with speech and hearing needs.

OUR BELIEF

We believe children with speech or hearing impairments can participate independently in our society if they acquire good spoken language.

VALUES

At TSH we value:

- Teamwork
- Professionalism
- Community
- Respect
- Support

These values enable us to build upon the historical roots of our organisation which are grounded in high parental involvement, innovation and technology, and highly skilled staff who partner with parents to promote spoken language in the home and community. This value system is pivotal to enabling greater collaboration and collaboration enables mutual accountability for results.

SCHOOL SECTOR

- Independent
- Co-educational

CHARACTERISTICS OF THE STUDENTS AT SCHOOL

Students enrolled across the two school programs come from two distinct groups of students:

Students	Year Level Offered
Students with speech and/or language impairments	Playgroups, Kindergarten to Pre-Primary
Students with hearing impairment	Kindergarten to Year 12

SCHOOL ADDRESS

Speech-Language Early Intervention Program (Talkabout) is delivered at TSH Campus:

- 36 Dodd Street, Wembley

Hearing Impairment School Support Program (Outpost) was delivered at the following mainstream schools in 2014:

- Mel Maria Catholic Primary School, 33 Davidson Road, Attadale & 25 Evershed Street, Myaree
- Newman College, 216 Empire Avenue, Churchlands
- Servite College, 134 Cape Street, Tuart Hill
- St. Lukes Catholic Primary School, 17 Duffy Terrace, Woodvale
- St. Pius X Catholic Primary School, Cnr Ley Street and Cloister Avenue, Manning
- St. Stephen's School, 50 St Stephen's Crescent, Tapping
- St. Brigid's College, 200 Lesmurdie Road, Lesmurdie

STUDENT ENROLLMENT 2014

Speech-Language Impairment Program (Talkabout)	Number of Students At August Census
Kindy	52
Pre-Primary	38
TOTAL	90

Hearing Impairment Program (Outpost)	Number of Students at August Census
Primary School Students	31
Secondary School Students	14
TOTAL	45

DISTINCTIVE CURRICULUM OFFERINGS

SPEECH-LANGUAGE CAMPUS (TALKABOUT)

TSH runs playgroup, kindergarten and pre-primary programs for students with speech-language impairments at its Wembley campus overlooking the beautiful Lake Monger. The early childhood school cultivates a vibrant, interactive environment rich in dynamic pedagogy, individualised learning experiences and innovative approaches to education.

A recognised leader in the field of speech-language, there is a school commitment to small class sizes and a high level of specialist participation. Students access professional support from Speech Pathologists, Occupational Therapists, Psychologists, Audiologists, Librarian, Early Childhood Teachers and Special Education Assistants. In addition, the school operates an extensive parent program which provides information, support, guidance and encouragement to assist in the transitioning of students into mainstream schools.

HEARING IMPAIRMENT CAMPUSES (OUTPOST)

TSH's school services programs, for students from Kindergarten up to Year 12 with hearing impairments, were delivered in 7 mainstream private school locations across metropolitan Perth in 2014. In each school, our support program is staffed by an outstanding multi-disciplinary team of professionals to ensure children have the highest level of specialist assistance and advice.

Our multi-disciplinary team includes; Teachers of the Deaf, Psychologists, Speech Pathologists, Note-takers, Educational Assistants, and Audiologists who demonstrate the principles of professional collaboration and exemplary instructional practice.

Children 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.

OTHER SERVICES

The school works in partnership with other services at TSH including an early intervention program for children with hearing impairments, an audiology department and outreach program to provide a world class service for our students.

PROFESSIONAL ENGAGEMENT

STAFF ATTENDANCE – TEACHERS

During 2014, average daily attendance rate of teachers was 98%.

STAFF RETENTION

Program	Number of staff	Number of these staff retained in the following year	Retention rate
Speech-Language	25	21	84%
School Support	33	29	88%
TOTAL	58	50	86%

TEACHER STANDARDS AND QUALIFICATIONS

Category	Number of Staff
Doctorate or higher	0
Masters	4
Postgraduate Diploma	5
Bachelor Degree	6
Diploma	0
Certificate	0

WORKFORCE COMPOSITION

Workforce Composition	Number of Staff
Principal	1
Deputy Principal/Teaching Role	2
Teachers (Speech-Language Program)	5
Teachers of the Deaf (or training to be ToD)	7
Educational Assistants	26
Speech Pathologists	5
Occupational Therapists	3
Psychologists	4
Family Liaison Officer	1
Librarian	1
Aboriginal and Torres Strait Islanders	0

PROFESSIONAL LEARNING AND EXPENDITURE

Total Number of Teachers (excludes Principal)	Total Expenditure on Teacher PD as Recorded in the Budget	Average Expenditure on PD per FTE
14 (FTE: 8.7)	\$2372	\$273 per FTE

The participation of staff in different professional development activities during 2014 was 100%. The delivery of high standard special education services to students is the central aim of staff development. The aim was achieved through professional learning communities, curriculum development, formal professional learning opportunities, journal studies and workshops.

- All teachers in the Speech and Language Program team attended a PD by Melanie Jansen, Registered Psychologist and Play Therapist on the benefits of play;
- All Outpost teachers received training in use of LARSP (language assessment, remediation and screening) Talkabout teachers continued to attend Early Years Learning Framework and Australian Curriculum training;
- All staff completed an online Cultural Competency Training – Diverse WA;
- Four members of the Talkabout team received full day First Aid Training;

- All teachers and managers completed online training in Difficult Conversations;
- All staff across both programs received training in National Quality Standards;
- All team members received training in Management of Anaphylaxis; and
- All staff completed an online condensed version of First Aid Training ute

STUDENT ATTENDANCE AT SCHOOL

SCHOOL SUPPORT PROGRAM ATTENDANCE

Students in the Hearing Impairment School Support Program are co-enrolled with mainstream schools. Student attendance is tracked by the mainstream school according to each individual school's policies. The school informs Telethon Speech & Hearing if any co-enrolled student is absent. The mainstream school and Telethon Speech & Hearing Teacher of the Deaf work together to follow up on any unexplained absences and record them using the mainstream school's attendance register.

SPEECH-LANGUAGE PROGRAM ATTENDANCE

The Speech and Language Program attendance rate in 2014 was 99.2%.

STUDENTS RESULTS IN NATIONAL ASSESSMENT PROGRAM ANNUAL ASSESSMENTS

Telethon Speech & Hearing Centre does not meet the reporting threshold for the Australian Curriculum, Assessment and Reporting Authority (ACARA).

Please see the ACARA website at www.myschool.edu.au for further information.

STUDENT OUTCOMES

POST-SCHOOL DESTINATIONS

Outcomes for Year 12 Cohort 2014	Percentage of Students
Secondary graduation	100%
WACE certificate	100%
Employment	0%
Further Study	100%

SCHOOL INCOME BROKEN DOWN BY FUNDING SOURCE

Income	\$	%
Fees	553,322	16
Australian Federal Government Grants	661,725	19
Western Australian State Grants	2,222,379	65
Other (fundraising, Donations)	-	-
TOTAL	3,437,426	100

PARENT SATISFACTION WITH THE SCHOOL

TSH continually strives for excellence in service delivery. In order to obtain feedback on our services to evaluate our programs and to incorporate families' voices into future planning of service delivery to meet their needs, TSH conducts an Annual Family Survey.

All families of children enrolled in the Telethon Speech & Hearing educational programs in June 2014 were invited to complete the survey. Responses to the survey were anonymous. The data was always kept confidential to protect privacy. If families had either a compliment or complaint that they wished to take further, they were given the option of further contact.

A SUMMARY OF SURVEY FINDINGS – SPEECH-LANGUAGE EARLY INTERVENTION PROGRAM

The response rate was 55%. The results indicated that families were generally highly satisfied with the Program, the specialist services and the staff. Families perceived that:

- The Program was meeting their child's individual learning needs (96%).
- Their child was making progress towards achieving his or her goals (99%).
- 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 teaching staff, the specialists and the Family Liaison Officer in the Program were approachable and professional (84-100%).
- They had enough opportunity to discuss their child's progress and goals with the teaching staff (97%).
- They were able to contact the teaching staff, the specialist staff and the Family Liaison Officer when necessary (92-100%).
- The specialist staff were clear and easy to understand during discussions about their child (85-94%).

- They felt supported by the Program staff (100%).
- They were satisfied with the format of written reports and portfolios from the program (95%).

Note: The figures present the percentages of the respondents who agreed or strongly agreed with the statements.

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.

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]
- "My son is now able to communicate with us much more." [Mother].
- "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]

A SUMMARY OF SURVEY FINDINGS – HEARING IMPAIRMENT SCHOOL SUPPORT PROGRAM

The response rate was 59.5% (48.4 for primary, 76.9% for secondary). The results 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 Program was meeting their child's individual learning needs (100%).
- Their child was making progress towards achieving his or her goals (100%).
- They were satisfied with their child's participation in the school (100%).
- They were generally 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%).
- The Teacher of the Deaf, the specialists, the Education Assistant/Note-taker were approachable and professional (100%).
- They had enough opportunity to discuss their child's progress and goals with the Teacher of the Deaf (92.7%).

- They were able to contact the specialist staff when necessary (96-100%).
- The Teacher of the Deaf and specialist staff were clear and easy to understand during discussions about their child (100%).
- They were satisfied with the format of written reports from the program (100%).

Note: The figures present the percentages of the respondents who agreed or strongly agreed with the statements.

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 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]
- “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]

ACTIONS 2014 FROM THE ANNUAL FAMILY SURVEY

A small number of suggestions were also received. Each single comment has been 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.

The following table presents issues raised from families of the two programs and the action plan. The status of the action is to be reviewed regularly by the TSH Family Support and Education Committee.

Issues raised	TSH Actions
Can we receive an invoice via email, and pay online banking?	Provide more choice in how invoices are received and paid.
Could we have more information about behaviour management for our children?	Provide more information for families about behaviour management.
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.
Can we have more opportunities to interact with other parents?	Increase the opportunities that we provide for parents to interact.
Can we access previous issues of Parentlink on TSH website?	Parentlink to be available on the TSH website.
How can we as parents support our teenage children to help them to be a confident young person?	Provide information and activities that support children and their families as they transition from childhood to adulthood.
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.



ORGANISATIONAL INFORMATION

Board of Directors

CEO

Management Team

Head of Program Support

Program Support

Early Intervention

Clinical
Leaders

Specialist Areas
Speech Pathology,
Occupational
Therapy,
Psychology,
Audiology,
Auditory-Verbal
Therapy

Principal

Speech & Language

School Support

Talkabout 2
Teachers &
Teacher Assistant

Talkabout 3
Teachers &
Teacher Assistant

Talkabout 4
Teachers &
Teacher Assistants

Talkabout 5
Teachers &
Teacher Assistants

Specialist Areas
Speech Pathology,
Occupational
Therapy, Psychology

Mel Maria
Teachers of the
Deaf & Teacher
Assistant

Newman
Teachers of the
Deaf, Notetaker &
Teacher Assistant

Servite
Notetaker &
Teacher Assistant

St Brigid's
Teachers of the
Deaf & Teacher
Assistant

St Luke's
Teachers of the Deaf

St Pius
Teachers of the
Deaf & Teacher
Assistant

St Stephen's
Teachers of the
Deaf & Teacher
Assistant

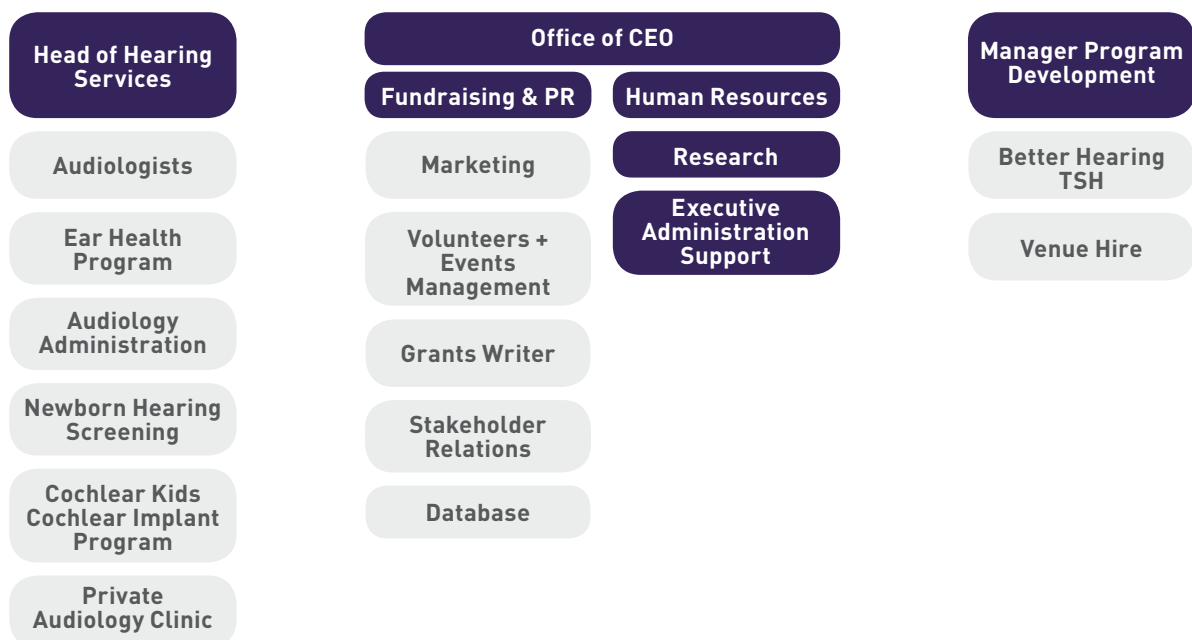
Specialist Areas
Speech Pathology,
Audiology,
Psychology

Head of
Corporate
Services

**Business
Management and
Support Services**
All streams

**Finance and
Administration**

**Maintenance/
Cleaning**



FUNDRAISING AND PUBLIC RELATIONS

With Peta Monley at the helm, managing Fundraising in 2014, the fundraising and events team managed to raise over \$886,575, \$531,575 up from the previous year. This ensured Telethon Speech & Hearing made overall budget for 2014 which was a sensational effort.

ARTITUDE

2014 marked the 15th Artitude event which was presented by Crown Perth. The event was an outstanding success and raised over \$165,000 from the sale of fine art, live auction items, silent auction items and the Lucky Sip raffle.

David Forrest and János Nedéla of Gallery East Art Services undertook the role of curating the collection of 178 pieces of collectible artworks for the second year in a row, while Adrian Barich and David Lynch generously donated their time to be the Master of Ceremonies and Auctioneer respectively. Our ambassador for the evening was Luke Wyllie who opened the evening on behalf of the Rhonda Wyllie Foundation.

Generous donations from Crown Perth, Satterley Group, Signature Custom Homes, Perron Group, Rhonda Wyllie Foundation, Gibbs Corp and Toybox International/Box Magazine formed the event's top-tier sponsors.

The event couldn't happen without the support of a number of individuals and companies, including:

- Event supporters –Accent Gallery and Framing, Advans Exhibition Services, Staging Connections, the West Australian, World Wide Online Printing (West Perth), Nigel and Denise Satterley, Expo Power and Lighting, Ray Jordan, David Lynch, Adrian Barich and Direct Commercial Maintenance, Gallery East, Grand Cru, Wayne Stubbs Flowers;
- Charity Auction supporters – Crown Perth, La Vigna, Kailis Pearls, Floreat World of Travel, Ayana Resort and Spa, The Samaya: Ubud, Asia Escape Holidays, Oceans Estate, Corsaire Aviation, Nat's Kitchen; and
- Donators to the Silent Auction – 85 items and services were donated, some highlights of which included a Broome Adventure package donated by Kimberley Wild Expeditions, Matso's Broom Brewery, Willie Creek Pearls and Moonlight Bay Suites, A Sailing Package for 12 donated by Taylors Engineering and Welding, a Full page advertisement donated by Community Newspaper Group and a range of beautiful items from Blennerhassett Fine Jewellers.

Finally, we'd like to thank the Artitude Planning Committee members, Andrea Burns, Kerryn Doyle, Kirstin Mardardy and Megan Maxwell for their commitment to the event as well as the many other volunteers who helped to make this year's event such a great success.

LOUD SHIRT DAY

Loud Shirt Day is a national campaign and is well supported in every state of Australia. On the 19th September TSH launched Loud Shirt Day by hosting a quiz night. The night was a fantastic success with over 190 people attending. The theme for this year's quiz night was music trivia, and prizes went to the Best Dressed table as well as for the table who were Lucky Last. Special thanks to our sponsors for the night who included Grill'd, Riders Choice, Sweet Wheat Heat, Siena's, Burger Bar, Bodhi J, Simply Gifted, Studio B, Luna Palace Cinemas and Ambience.

The State Parliamentary Labour Party hosted a Loud Shirt Day 2014 event at Parliament House. Parliament sat on the 14th, 15th and 16th October 2014 and supported Loud Shirt Day. There was great support from our TSH school team and many schools in WA supported Loud Shirt day. While over \$56,000 was raised in 2014 there is a real chance to grow this event in WA in 2015.

2014 GOVERNOR'S CHARITY GOLF DAY

TSH was the beneficiary of the AHG Golf Day for Telethon which was held on Friday the 24th of October. The highly successful event was well sponsored and there were 28 enthusiastic teams playing for TSH on the beautiful Royal Perth Golf Course, followed by a 3 course dinner with Sandalford reserve wines.

The event's major sponsor was Automotive Holdings Group (AHG) with valuable contributions from Benz Industries, Scanmedics, Cape Bouvard and the Rhonda Wyllie Foundation. Channel 7's Adrian Barich was fantastic as the event MC and auctioneer David Christianson from AHG ensured the auction was lively. The event raised \$108,000, which supported TSH's early intervention programs and services for hearing impaired children and their families.

Hole sponsors for the event were Abacus, Centurion, ECI Engineering, Rosabrook, Satterley Property Group, Dempsey Real Estate and Perth Airport.

Auction sponsors included Blennerhassett FJ, John McGrath MLA, Steve Irons MP & Julie Bishop MP, Satterley Property Group, Crown Perth, His Excellency Malcolm McCusker, Ida Ernhardt, Chellingworth, Rosabrook and Parker & Co.

ELLE FASHION SHOW

TSH was proud to be the beneficiary of the Elle Fashion Show which was hosted by our Patron, Nigel Satterley and his wife Denise, at their heritage listed Peppermint Grove Home. The fashion show had a Wonderland theme with garments from Elle Boutique in Nedlands on show throughout the night. Special thanks to Denise and Nigel, along with Wendy Marshall and Natasha Marshall Donnelly, for such a wonderful evening which raised over \$55,000 for TSH.

GOVERNMENT AND STAKEHOLDER RELATIONS

In 2014, TSH maintained a number of stakeholder and government networks including:

- The West Australian Council of Social Services and their CEO Irina Catalina;
- Garry Hewitt, the Acting Executive Director of the Office for Early Childhood Development and Learning in the Department of Education was kept informed and in regular contact with the team at TSH;
- Ear Science, Aboriginal Health in the Pilbara and the Goldfields;
- Building contacts and growing awareness with both sides of government was important and good relationships were formed with the following people:
 - Martin Whiteley;
 - Michael Michi;
 - Ben Wyatt;
 - Melissa Parke;
 - Mark McGowen; and
- We are fortunate to have a good relationship with the Governor and Mrs Tonya McCusker and hope to forge the same strong relationships in 2015.

MARKETING AND COMMUNICATIONS

Several significant projects were undertaken throughout 2014 and included:

- Chevron and TSH partnership which saw the rebrand of the Ear Health program to assist in expanding the existing ear health screening and audiology services in the Pilbara region. The rebrand coincided with the launch of Ear Health packs which included resources for parents, teachers and health professionals along with the Mobile Advanced Paediatric Audiology Remote (MAPAR) vehicle launch. Significant coverage was provided for the launch with stories featured on Channel 7 4:30pm News, the ABC 7:30 Report along with articles in the West Australian, local Community News and interviews with ABC Radio;
- Media coverage, with local Community News and West Australian media articles covering TSH programs and the importance of early intervention for children with speech and language and/or hearing impairments. A significant Today Tonight story aired in April, featuring the National Power of Speech Awards and West Australian ambassador to the event;
- Telethon Weekend Expo and TV segment which highlighted the importance of Telethon donations to TSH programs. The Telethon Weekend Expo was also a success providing TSH with the opportunity to advocate our services and programs to the community; and
- Rebranding of Better Hearing TSH including website launch which took place in March.

GRANTS AND TENDERS

TSH was very grateful to receive grants and tenders in 2014 valued at \$4,050,000.

Grants and tenders were secured from the following in 2014:

- Australian Institute of Management
- Chevron Australia
- Deafness Foundation
- Disability Services Commission
- Federal Government – Rural Health West
- Sidney Myer Foundation
- Telethon Trust
- The Peron Group
- Toybox International
- Western Australian Government – Child and Adolescent Health Services
- Western Australian Government – Country Health Services Pilbara
- Western Australian Government – Education Department

OTHER NOTABLE MENTIONS

- Mr John Baillie donated \$60,000 to support TSH in 2013 and this was incorrectly omitted from the 2013 TSH Annual Report.
- The national First Voice team have worked collaboratively to raise both funds and awareness across Australia.
- Chevron generously funded the expansion of the Ear Health program to service the Pilbara region.
- Chevron funding to TSH has helped children in both regional and remote areas gain the benefits of the Ear Health.
- The Beneficiary Program commenced with Mr Stan Perron as the first beneficiary. It is our aim to grow the Benefactor's program to increase the vital support children need with the motto "Help us to help them and give the gift of speech and sound and change lives forever".



Roger Clark

HUMAN RESOURCES

Human Resources at TSH has had another extremely busy year drafting, consulting with staff and implementing a suite of new updated policies and procedures.

WHAT WAS NEW IN 2014

The new organisational structure for specialist staff was completed in 2014 with the Specialist Clinical Leader positions advertised and filled. The final position to complete the new structure, Head of Program Support, is to be filled in 2015.

A new performance development review process was implemented towards the end of 2014 incorporating the TSH Values and Code of Conduct. The new protocol is in place for all staff in the organisation for their annual performance development review from 2015

A position description review project was commenced to ensure that all staff at TSH have a current position description; this is expected to be completed by the end of Term 1 in 2015.

Throughout the year HR policies and procedures have been continually updated to ensure smooth HR processes throughout the organisation.

STAFFING SUMMARY

Throughout 2014 the HR functions of TSH have been managed by the Manager – HR on a full time basis.

OTHER NOTABLE EVENTS

- Diversity training was completed by all staff.
- Resilience training was completed at an All of Staff Day.
- Introduction of a new grievance procedure in consultation with staff.
- Guidelines to support professional development activities was formalised for staff at TSH.
- Ongoing professional development opportunities were ensured across Programs.
- The staff wellbeing action plan was implemented by the TSH staff wellbeing group.



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RESEARCH

SERVICE PROFILE

The TSH research function plays an important role: planning, supporting and conducting research and evaluation for excellence in service delivery. The mission is to facilitate linkage between clinical practice and research, support evidence based decision making, and accountability. TSH works collaboratively with partner universities and organisations, and supports external research projects that will benefit persons with hearing and speech & language impairments.

WHAT WAS NEW IN 2014

PROJECTS

- A study conducted in the Ear Health Program was completed with the support of a Perpetual grant. There was a decrease in the occurrence of Middle Ear Disease in Aboriginal and Torres Strait Islander children in areas being serviced by the TSH mobile ear health clinics. The findings emphasised the importance of ongoing ear health programs. These findings were shared at the World Congress of Audiology in May 2015.
- A 3-year national research project funded by the Telstra Foundation was completed. The study was undertaken amongst the five First Voice centres including TSH in Australia and an affiliated centre in New Zealand.
- Two research projects conducted in TSH Hearing Impairment Early Intervention Program were presented at a professional forum.
- TSH delivers the Chevron Ear Health program in the Pilbara. A research proposal was developed to evaluate this program in partnership with Curtin University. Ethics approval was obtained from Curtin University Human Research Ethics Committee for its implementation in 2015.
- A protocol has been in place at TSH to review a research proposal prior to its implementation. The process reviewed in the previous year was formalised as the Research Policy and Procedures. This resulted in being able to assist four valuable external research projects to be conducted at TSH.
- A student from Edith Cowan University who conducted research at TSH, was award a finalist of the 23rd WAiTTA National iAwards for his project.
- TSH Research Areas of Interests were developed, and distributed to partner universities, resulting in new collaborative research projects.
- Several new partnerships were established with both local and interstates researchers.
- TSH hosted a lecture on childhood unilateral hearing loss. Dr Jill Duncan (Director, Victorian Deaf Education Institute) and Ms Ann Porter (CEO, Aussie Deaf Kids) provided a systematic review of research evidence, and discussed its implications for practice. The lecture was made available for TSH staff, parents as well as other professionals working with children with hearing needs.

EXCELLENCE IN SERVICE DELIVERY

- Program Excellence – outcome evaluation for enrolled children commenced with the Program Heads and Clinical Leaders.
- Audiology survey was introduced for continuous improvement. The TSH Annual Family and Client Survey was also conducted.
- Research input for grant applications was increased in 2014 to support proposed program projects at TSH and ensure they are backed up by research evidence.
- Relevant research findings were made available to the Program Heads and Clinical Leaders to assist evidence-base decision making and practice.

STAFFING SUMMARY

The formal research function at TSH was managed by one full time Research Coordinator. The CEO, the Clinical Leaders and the Program Heads also played an active role in facilitation of research activities at TSH.

REFERENCES

1. Commissioner for Children and Young People. (2014). The state of Western Australia's children and young people - Edition Two. Author.
2. McNally, F., Kishida, Y., Kemp, C., & Williams, C. (2014, July). Use of LENA at TSH. Paper presented at the VidKidsTM Forum, Sydney.
3. Monley, P., Kishida, Y., & Williams, C. (2014, May). The incidence of middle ear disease and hearing loss in ATSI children in WA. Paper presented at the XXXII World Congress of Audiology, Brisbane, Australia.
4. Timms, L., Williams, C., Stokes, S. F., & Kane, R. (2014). Literacy skills of Australian Indigenous school children with and without otitis media and hearing loss. *International Journal of Speech-Language Pathology*, 16, 327-334. doi: 10.3109/17549507.2013.872296

Projects	Researchers	Status as December 2014
The Evaluation of the Pilbara Ear Health Model of Care: Health Education Promotion for Teachers and Health Professionals	<ul style="list-style-type: none"> • Dr Yuriko Kishida, TSH, Curtin University (Adjunct Researcher) • Associate Professor Cori Williams, Curtin University • Peta Monley, TSH • Kathleen Stoop, TSH • Karen Thomas, TSH 	In progress
The Effect of Graphical Feedback on Verbal Interactions between Parents and Children with Hearing Impairment	<ul style="list-style-type: none"> • Dr Yuriko Kishida, TSH, Curtin University (Adjunct Researcher) • Dr Coral Kemp, Macquarie University • Associate Professor Cori Williams, Curtin University 	In progress Presented at VidKidsTM Forum (McNally, Kishida, Kemp, & Williams, 2014, July)
The Incidence of Middle Ear Disease and Hearing Loss in ATSI Children in WA *Supported by the Perpetual Foundation	<ul style="list-style-type: none"> • Dr Yuriko Kishida, TSH, Curtin University (Adjunct Researcher) • Associate Professor Cori Williams, Curtin University • Peta Monley, TSH 	Completed in 2014 Presented at the XXXII World Congress of Audiology (Monley, Kishida, & Williams, 2014, May)
Use of Language Environment Analysis (LENA) in Auditory-Verbal Therapy: Perceptions of Parents of Children with Hearing Impairment and their Therapists	<ul style="list-style-type: none"> • Dr Yuriko Kishida, TSH, Curtin University (Adjunct Researcher) • Associate Professor Cori Williams, Curtin University 	Completed in 2014 Presented at VidKidsTM Forum (McNally et al., 2014, July)
Maternal Capacity for Reflective Functioning and Developmental Correlates in children Aged 4 years	<ul style="list-style-type: none"> • Dr Matt Ruggiero, Curtin University • Jonathan Marginis, Curtin University • Julie Savage, Curtin University 	In Progress
Sight and Sound: A History of Deaf Education in Western Australia	<ul style="list-style-type: none"> • Geoffrey Smith, Murdoch University • Professor Michael Sturma, Murdoch University 	In Progress
Hear Right Now (SOUND SCOUTS)	<ul style="list-style-type: none"> • Carolyn Mee, cmee4 productions • Dr Harvey Dillon, National Acoustic Laboratories 	Completed in 2014
Sound Connections: Listening and Spoken Language Development and Social Inclusion of Children with Hearing Loss. *Supported by the Telstra Foundation	First Voice Centres: <ul style="list-style-type: none"> • Cora Barclay Centre (South Australia) • Hear and Say (Queensland) • The Hearing House (New Zealand) • The Shepherd Centre (New South Wales) • Taralye (Victoria) • Telethon Speech & Hearing (Western Australia) 	Completed in 2014
The State of Western Australia's Children and Young People – Edition Two	Commissioner for Children and Young People	Completed in 2014 The publication submitted to Parliament (Commissioner for Children and Young People, 2014).
Online Social Capital and Literacy Skills of Adolescents with Hearing Loss: A Pilot Study	Dr Jill Duncan, Victorian Deaf Education Institute	Completed in 2014
Analysing a New Mobile Bilateral Audiology Test for Children	<ul style="list-style-type: none"> • Luke Brook, Edith Cowan University • Dr Trish Williams, Edith Cowan University 	Completed 2014
Literacy skills of Australian Indigenous school children with and without otitis media and hearing loss	<ul style="list-style-type: none"> • Lydia Timms • Associate Professor Cori Williams • Professor Stephanie F. Stokes • Dr Robert Kane 	Published (Timms, Williams, Stokes, & Kane, 2014)

CORPORATE SERVICES

SERVICE PROFILE

The Corporate Services business unit is responsible for providing key support in areas not directly associated with service delivery, encompassing administration, finance, Information and Communication Technology (ICT) and building/facilities maintenance.

STAFFING SUMMARY

The Corporate Services team is headed up the Head of Corporate Services and the following staff. Accounts (1 full time and 2 part time), Administration (3 part time), Grounds and Maintenance (1 part time contractor).

WHAT WAS NEW IN 2014

There were a number of projects and outcomes that were accomplished in 2014. These included the following:

- Construction of the fire pump enclosure to comply with the Department of Fire and Emergency Services regulations;
- Lease and fit out of office space in Karratha for the Chevron Pilbara Ear Health Program;
- Enterprise Resource Planning project – development of an electronic documents store, installation of clinical software for TSH Audiology (HearAid), Early Intervention (Child Development Information System) and the custom software developed for our Newborn Screening team. All of the applications are linked and connected to the MAZE and document store databases using an application programming interface;
- Completion and publication of a number of new and updates policies and procedures, particularly those that relate to risk management and Occupational Safety and Health;
- A bore was sunk to reduce the use of scheme water on gardens; and
- A three year budget was developed incorporating different scenarios to help the Board in the planning and financial sustainability process.



Silver Squid Productions

INFORMATION & COMMUNICATION TECHNOLOGY

In 2014 a Document and Communication Store was added to the ICT infrastructure, the central concept of the Document Store is to provide a common storage area to allow each department to store their records centrally. This allows those departments that use different databases to share client records and improves communication throughout the organisation. The Hearing Impairment Early Intervention Program has implemented CDIS (Child Development Information System) for their central database, Hearing Services has implemented HearAid as their database to manage all their clients, and School Services (Outpost and Talkabout) are using Maze to manage the student records. All these databases will connect to Document Store through an API for the sharing of records with other staff.

STAFF SUMMARY

In 2014 the ICT Department consisted of 1 full time and 1 part time staff member.

WHAT WAS NEW IN 2014

The Document and Communication Store has enabled the Newborn Screening program at Attadale, Bunbury, Glengarry, Mt Lawley, Joondalup, Subiaco and Murdoch hospitals to download records remotely into a central database. All Hospital screeners received a laptop configured to connect to an Algo (hearing screening device) and then data from the Algo is downloaded into the document store and matched with the baby client information before the session is finalised. Capturing the data and storing it in the documents store meets CAHS (Child and Adolescent Health Service) requirements for data collection and puts TSH in a good position for securing the 2015 contract for newborn screening services in Perth metropolitan and Bunbury hospitals.

NOTABLE EVENTS

The TSH Karratha office has relocated into a new building, staff are now connected to the TSH network after the installation of a Sophos router in the Wembley office and Karratha office.



Roger Clark



PARTNERSHIPS AND ALLIANCES

FIRST VOICE

Telethon Speech & Hearing (TSH) is a member of First Voice, an alliance which provides a national voice for like-minded organisations providing world-class listening and spoken language early intervention services to children with a hearing loss.

First Voice plays an active role in advocating for best practice early intervention services for children who are deaf or hearing impaired. The organisation seeks to provide a united, national voice for its member centres by:

- Working with government and other organisations to influence public policy and funding decision-making;
- Maintaining an active research agenda and working in collaboration with leading research;
- Working with government and other joint venture partners to develop new service delivery models; and
- Providing evidence-based research to inform and influence the public health agenda.

All centres work under a service model based on multi-disciplinary team approach and a strong focus on family-centred practice. The centres provide early intervention services to almost 1,000 children with a hearing loss in Australia and New Zealand. This is one of the largest cohorts of children receiving hearing impaired early intervention services in the world. The number of people who received hearing related services including hearing screening and adult related services from First Voice centres in 2013/2014 was over 23,000.

FIRST VOICE MEMBERS AND AFFILIATED ORGANISATIONS

Our First Voice member organisations include:

- Cora Barclay Centre (South Australia);
- Hear and Say (Queensland);
- Taralye (Victoria);
- Telethon Speech & Hearing (Western Australia); and
- The Shepherd Centre (New South Wales and Australian Capital Territory).

Our affiliated organisation includes:

- The Hearing House, New Zealand.

FIRST VOICE RESEARCH

First Voice completed a three-year research project funded by the Telstra Foundation, a grant obtained by TSH. Known as Sound Connections, the study examined the spoken language outcomes and the social inclusion of children who received early intervention services from the First Voice centres. Overall, findings indicated that children receiving listening and spoken language early intervention at the First Voice centres: (a) were fitted with amplification devices and received optimal access to speech sounds; (b) showed language, vocabulary and speech skills commensurate with children with typical hearing; and (c) demonstrate age-appropriate social inclusion outcomes prior to school age.

The findings were presented at national and international conferences, and submitted for peer review journal publication. The launch of the findings at a major stakeholder event was held in May 2014 in Melbourne, supported by a national media campaign.

Through the Sound Connection project, First Voice established a national listening and spoken language database that captures clinical data of children in each centre. It enables First Voice to continue tracking outcomes of children using the quality dataset.

VIDKIDS

VidKids is a national project to deliver services to children with vision or hearing impairments in rural and remote areas of Australia. As part of an Australian Government initiative, First Voice member centres collaborate with Deaf Children Australia and Vision Australia to deliver this project.

Under VidKids project, TSH delivers specialist auditory-based services to children with a hearing impairment via e-technologies such as videoconferencing. In 2014, the Chatterbox Video Conferencing Room was established, allowing the TSH Hearing Impaired Early Intervention program to widen its reach into remote families.



DONORS AND SPONSORS

Telethon Speech & Hearing would like to thank the following donors and sponsors for their support during 2014. TSH could not maintain its support and services to children and adults with hearing and speech & language concerns without their generosity.

Adrian Barich
Asia Escape Holidays
Australian Capital Equity
Australian Institute of Management (AIM)
Automotive Holdings Group (AHG)
Benz Industries
Beyond Bank
Channel 7 Telethon Trust
Chevron
Child and Adolescent Health Services
Chris and Tia Ellison
Collier Charitable Fund
Corsaire Aviation
Crown Perth
Crown Melbourne
David Lynch
Deafness Foundation
Department of Social Services
Dimension Data
Disability Service Commissions
Emma Chaffey
Floreat World of Travel
Frank and Atilia Tomasi
Fremantle Football Club
Gallery East Art Services (David Forrest and Jánis Nedéla)
Greyhounds WA
Jeff Newman
Gibbs Corp
Grand Nikko Bali
His Excellency Malcolm McCusker (AC CVO QC)
Ida Einhardt
La Vigna

Leeuwin Estate
Margaret River Tours
McCusker Charitable Foundation
Minderoo Foundation
M & R Maxwell
Must Wine Bar
Non-Government Centre Support
Ocean Estate
Perron Group
Queen of Theme
Ray Jordan
Ralph and Patricia Sarich
Rhonda Wyllie Foundation
Ron Farris
Royal Perth Golf Club
Rural Health West
Samaya Resort Ubud
Satterley Property Group
Scanmedics
Signature Custom Homes
The Australian Open
The Berry Farm
Toybox International/Box Magazine
Voyager Estate
West Australian Cricket Association
Wembley Supa IGA
West Coast Eagles
Westfield Innaloo
Worldwide Online Printing

HOW YOU CAN SUPPORT

“From what we get, we can make a living; what we give, however, makes a life.” Arthur Ashe

As you read this report, you will recognise the great importance of the work carried out by Telethon Speech & Hearing. As a non-government organisation and registered charity, Telethon Speech & Hearing relies heavily on its own fundraising to supplement funding from various government agencies.

Please help Telethon Speech & Hearing to teach children with speech and language or hearing impairments to listen and speak throughout their lives. Here are some valuable ways to contribute.

- Please make a donation. Your funds will support the children of Telethon Speech & Hearing;
- Remember Telethon Speech & Hearing in your Will. Support through bequests and legacies which provide vital assistance for our work;
- Provide pro-bono support for professional services for a range of projects and events;

- Please help us build corporate partnerships. Telethon Speech & Hearing understands the importance of shared value and welcomes the support received from the corporate sector in Western Australia;
- Participate in Workplace Giving, an accredited Australian Tax Office program that allows employees to make a donation from their pay and receive an immediate tax deduction;
- Nominate Telethon Speech & Hearing as a beneficiary of a corporate golf day or other fundraising events;
- Gifts with a Difference—make a donation in lieu of a gift for birthdays and important milestones;
- Volunteer your time and skills to support Telethon Speech & Hearing; and
- We always welcome new ideas, so please contact us with any other ways in which you can assist Telethon Speech & Hearing.

Contact TSH Fundraising and Events team on 08 9387 9862 or visit www.tsh.org.au to find out more.

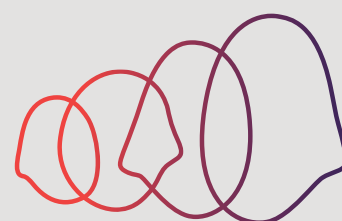


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FINANCIAL REPORT FOR THE YEAR ENDED 31 DECEMBER 2014

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Telethon **Speech & Hearing**
Releasing children's potential

STATEMENT OF FINANCIAL POSITION

AS AT 31 DECEMBER 2014

	Notes	31 December 2014 \$	31 December 2013 \$
CURRENT ASSETS			
Cash and cash equivalents	2	1,970,766	3,138,898
Trade and other receivables	3	1,311,909	529,936
TOTAL CURRENT ASSETS		3,282,675	3,668,834
NON-CURRENT ASSETS			
Capital work in progress	4	24,733	219,553
Leasehold buildings and improvements	4	9,837,291	10,043,596
Plant and equipment	4	1,186,509	1,023,284
TOTAL NON-CURRENT ASSETS		11,048,533	11,286,433
TOTAL ASSETS		14,331,208	14,955,267
CURRENT LIABILITIES			
Trade and other payables	5	1,350,696	1,247,044
Provisions	7	685,842	705,044
Non-Interest bearing loan	6	97,400	-
TOTAL CURRENT LIABILITIES		2,133,939	1,952,088
NON-CURRENT LIABILITIES			
Non-interest bearing loan	6	389,600	487,000
Provisions	7	56,538	10,714
TOTAL NON-CURRENT LIABILITIES		446,138	497,714
TOTAL LIABILITIES		2,580,077	2,449,802
NET ASSETS		11,751,131	12,505,465
EQUITY			
Retained surplus		12,505,465	12,207,069
Net surplus for the year		(754,334)	298,396
TOTAL EQUITY		11,751,131	12,505,465

The above Statement of Financial Position should be read in conjunction with the accompanying notes.

STATEMENT OF PROFIT OR LOSS & OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 DECEMBER 2014

	Notes	Year ended 31 December 2014 \$	Year ended 31 December 2013 \$
OPERATING INCOME			
Grants received for operating activities		5,544,934	4,781,379
Fees collected		747,409	623,202
Medical services income		1,192,035	1,008,167
Interest income		62,234	73,516
Fundraising events and donations		977,705	968,391
Rental income		341,703	273,222
Other		32,421	25,119
TOTAL OPERATING INCOME		8,898,441	7,752,996
OPERATING EXPENSES			
Audit fees		(24,445)	(26,000)
Employee benefits		(6,923,923)	(6,343,582)
Cost of fundraising events		(134,133)	(272,848)
Insurances		(256,387)	(182,407)
Resources and consumables		(348,855)	(254,012)
Repairs and maintenance		(253,456)	(132,447)
Communications		(87,787)	(74,632)
Property costs		(341,333)	(224,928)
Finance costs		(35,263)	(34,877)
Other		(471,636)	(351,425)
TOTAL OPERATING EXPENDITURE		(8,877,218)	(7,897,158)
NET OPERATING SURPLUS/(DEFICIT)		21,223	(144,162)
NON-OPERATING INCOME			
Building appeal fund		25,000	715,550
Grants received for non-operating activities		37,233	612,829
Interest earned on non-operating funds		-	6,540
Better Hearing Australia (WA) Inc contribution		-	12,796
TOTAL NON-OPERATING INCOME		62,233	1,347,715
Non-operating expenses			
Funds expended on non-operating activities		(16,399)	(267,370)
Transfer to Better Hearing Australia (WA) Inc.		-	(5,936)
TOTAL NON-OPERATING EXPENDITURE		(16,399)	(273,306)
NET NON-OPERATIONAL SURPLUS		45,834	1,074,409
Depreciation of fixed assets	4	(821,391)	(631,851)
Net Income		(754,334)	298,396
Other comprehensive income		-	-
TOTAL COMPREHENSIVE INCOME		(754,334)	298,396

The above Statement of Profit or Loss and Other Comprehensive Income should be read in conjunction with the accompanying notes.

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 DECEMBER 2014

	Notes	Year ended 31 December 2014	Year ended 31 December 2013
		\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES			
Cash receipts from operations		8,116,468	7,620,356
Conditional grants for the Building Appeal Fund		25,000	715,550
Conditional grants for non-operating activity		37,223	602,612
Contribution from Better Hearing Australia WA (Inc)		-	10,217
Transfer to Better Hearing Australia (WA) Inc.		(16,399)	(5,936)
Cash payments to suppliers, consultants and employees		(8,746,943)	(8,057,921)
NET CASH FLOWS FROM OPERATING ACTIVITIES	9	(584,641)	884,878
CASH FLOWS FROM INVESTING ACTIVITIES			
Construction of new buildings		-	(613,618)
Additions to existing buildings		(140,251)	-
Acquisition of plant and equipment		(442,970)	(202,127)
NET CASH FLOWS USED IN INVESTING ACTIVITIES		(583,491)	(815,745)
Net increase / (decrease) in cash and cash equivalents		(1,168,132)	69,133
Cash and cash equivalents at the beginning of the financial year		3,138,898	3,069,765
CASH AND CASH EQUIVALENTS AT THE END OF THE FINANCIAL YEAR	2	1,970,766	3,138,898

The above Statement of Cash Flows should be read in conjunction with the accompanying notes.



NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 DECEMBER 2014

1 - STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

The principal accounting policies adopted in the preparation of the financial report are set out below. These policies have been consistently applied to all periods presented, unless otherwise stated.

(A) BASIS OF PREPARATION

Compliance with accounting standards

The financial report is a special purpose financial report, which has been prepared to meet the requirements of the Board of Directors to provide information to members of the Telethon Speech & Hearing Centre for Children WA (Inc.) ("Centre").

The Centre is not a reporting entity and is not obliged to adhere to mandatory reporting requirements of Australian Accounting Standards and other professional reporting requirements (Australian Interpretations). Notwithstanding the special purpose reporting status of the Centre, the Board of Directors have, unless stated otherwise, followed generally accepted accounting principles in preparing the results for the year under consideration and have prepared the financial report in accordance with all applicable Australian Accounting Standards and Interpretations except for the following:

- AASB 108 – Accounting Policies, Changes in accounting Estimates and Errors
- AASB 132 – Financial Instruments
- AASB 116 – Property, Plant and Equipment
- AASB 7 – Financial Instruments Disclosures
- AASB 139 – Financial Instruments Recognition and Measurement

ADOPTION OF NEW AND REVISED ACCOUNTING STANDARDS

In the current year, the Centre has adopted all of the new and revised standards and interpretations issued by the Australian Accounting Standards Board (the AASB) that are relevant to its operations and effective for the current annual reporting period. The adoption of these new and revised Standards and Interpretations has not resulted in any material changes to the Centre's accounting policies.

HISTORICAL COSTS

The accounts have been prepared on the basis of historical costs and except where stated do not take into account the changing money value or fair valuations of non-current assets.

(B) CONTRIBUTIONS

Contributions towards operating expenditure are recognised in the Statement of Profit or Loss and Other Comprehensive Income as operating income in the year in which they are received. Contributions to the Building Appeal Fund are recognised in the Statement of Profit or Loss and Other Comprehensive Income as non-operating income in the year in which the funds are received or invoiced.

Other conditional contributions are recognised in the Statement of Profit or Loss and Other Comprehensive Income statement as non-operating income in the year in which the funds are received. Conditional contributions received and yet to be expended at balance date are recognised in the balance sheet as a liability. Non-monetary grants of plant and equipment are recognised at estimated fair value in the year in which the items are received.

(C) TAXATION AND GOODS AND SERVICES TAX

The Centre is an income tax exempt body.

The net amount of goods and services tax recoverable from or payable to the Australian Taxation Office is included as a current asset or liability in the Statement of Financial Position. Revenue, expenses and assets are recognised net of the GST. Trade receivables and payables are stated with the amount of GST included.

(D) ACQUISITION OF ASSETS AND CONSTRUCTION WORK IN PROGRESS

All assets acquired including buildings constructed or under construction and plant and equipment are initially recorded at their cost of acquisition at the contractual amount paid and accrued at the date of their acquisition or construction. In the case of donated assets, the fair value of the asset as at the date of acquisition has been recognised as the acquisition cost.

(E) RECEIVABLES – NOTE 3

The recoverability of receivables is assessed at balance date and debts that are known to be uncollectable are written off.

(F) LEASED ASSETS

Leases under which the Centre assumes substantially all the risks and benefits of ownership are classified as finance leases from which a lease asset and lease liability equal to the total lease payments are recorded at the inception of the lease and thereafter reduced by each lease payment over the term of the lease.

Leases under which the Centre does not assume substantially all the risks and benefits of ownership are classified as operating leases and all expenditure is expensed over the term of the lease.

(G) DEPRECIATION

Property, plant and equipment are carried at cost less accumulated depreciation and impairment losses.

Depreciation is calculated on a straight line basis to write off the net cost of each item of property, plant and equipment over its expected useful life to the Centre. Estimates of remaining useful lives are made on an annual basis for all assets. The depreciation rates used for each class of asset are as follows:

	31 DECEMBER 2014	31 DECEMBER 2013
Buildings	33.3 years	33.3 years
Plant and equipment	5-10 years	5-10 years
Intangible assets (software)	4 years	-

Depreciation is not charged on buildings under construction.

(H) PAYABLES – NOTE 5

These amounts represent liabilities for goods and services provided to the Centre prior to the end of the financial year which are unpaid. In addition, payables includes unexpended grants that are repayable at the end of the financial year and conditional contributions received as yet to be expended. Trade payables are normally settled within 60 days.

(I) EMPLOYEE ENTITLEMENTS - NOTE 7

Provision is made for the Centre's liability for employee entitlements arising from services rendered by employees to the reporting date. Employee entitlements for wages and salaries, annual leave and long service leave have been measured at amounts expected to be paid when the liability is settled plus related on-costs. Long service leave is accrued on a proportional basis from Year 5, for 10 weeks or 13 weeks entitlement (in accordance with TSH 2009 Enterprise Bargaining Agreement) after 10 years of service, plus related on costs. Contributions made to employee nominated superannuation funds are charged as expenses when incurred.

2 – CASH AND CASH EQUIVALENTS

	31 DECEMBER 2014 \$	31 DECEMBER 2013 \$
Operational cash at bank and in hand	1,830,828	2,537,189
Non-operational cash at bank	139,938	601,709
	<u>1,970,766</u>	<u>3,138,898</u>

All funds are held in accounts at Bankwest and Westpac.

3 – TRADE AND OTHER RECEIVABLES

Receivables	1,229,512	401,130
Other receivables	2,122	24,995
Prepayments and deposits	80,275	56,592
Grants recoverable	-	47,219
	<u>1,311,909</u>	<u>529,936</u>

Receivables at the 31 December 2014 includes contractual amounts for health and hearing screening services and a grant for an early prevention project. All these funds were received subsequent to the year end.

4 – NON-CURRENT ASSETS

	Capital Work in progress \$	Leasehold buildings and improvements \$	Plant and equipment \$	Total \$
YEAR ENDED 31 DECEMBER 2014				
Opening net book amount	219,553	10,043,596	1,023,284	11,286,433
Additions	490,207	-	93,284	583,491
Disposals			-	-
Transfer on completion	(685,027)	196,367	488,660	-
Depreciation charge	-	(402,672)	(418,718)	(821,391)
CLOSING NET BOOK AMOUNT	24,733	9,837,291	1,186,291	11,048,533
AT 31 DECEMBER 2014				
Cost	24,733	11,361,062	2,703,992	14,089,787
Accumulated depreciation	-	(1,523,771)	(1,517,483)	(3,041,254)
NET BOOK AMOUNT	24,733	9,837,291	1,186,509	11,048,533
YEAR ENDED 31 DECEMBER 2013				
Opening net book amount	6,517,172	3,629,442	955,135	11,101,749
Additions	497,726	115,893	202,916	816,535
Transfer on completion	(6,795,345)	6,638,303	157,042	-
Depreciation charge	-	(340,042)	(291,809)	(631,851)
CLOSING NET BOOK AMOUNT	219,553	10,043,596	1,023,284	11,286,433
AT 31 DECEMBER 2013				
Cost	219,553	11,170,746	2,122,048	13,512,347
Accumulated depreciation	-	(1,127,150)	(1,098,764)	(2,225,914)
NET BOOK AMOUNT	219,553	10,043,596	1,023,284	11,286,433

5 – TRADE AND OTHER PAYABLES

CURRENT	31 DECEMBER 2014 \$	31 DECEMBER 2013 \$
Payables	1,016,537	953,502
Trade payables capital projects	-	8,186
Conditional contributions received and yet to be expended	224,011	281,265
Superannuation	69,464	4,091
Revenue received in advance	40,685	-
	<u>1,350,697</u>	<u>1,247,044</u>

Payables at the 31 December 2014 includes amounts owing for taxation collected on behalf of the Australian Government.

6 – NON INTEREST BEARING AND SUBORDINATED LOAN

	31 DECEMBER 2014 \$	31 DECEMBER 2013 \$
Hearing Research & Support Foundation (Inc)	<u>487,000</u>	<u>487,000</u>

NON INTEREST BEARING LOAN

Current portion	97,400	-
Non current portion	<u>389,600</u>	<u>487,000</u>
Total non interest bearing loan	<u>487,000</u>	<u>487,000</u>

In June 2014, the Centre entered into a Loan Agreement with the Hearing Research & Support Foundation (Inc) ("Foundation"). The loan is unsecured, interest free and repayable in five conditional installments of \$97,400. The first installment is due within four months of the 31 December 2014. A installment is not due unless the Operating Surplus (as defined) exceeds the installment amount of \$97,400. Any installment not paid in the four month period, after the year end, will be deferred until the next year and the due dates for the balance of installments outstanding but not payable will be extended for a further year. In addition, for any installment that is to be paid during the year, a rebate equal to the amount paid during the year will granted by Foundation.

7 - PROVISIONS

CURRENT	31 DECEMBER 2014 \$	31 DECEMBER 2013 \$
Annual leave	428,686	472,885
Long service leave	<u>257,156</u>	<u>232,159</u>
	<u>685,842</u>	<u>705,044</u>
NON-CURRENT		
Long service leave	<u>56,538</u>	<u>10,714</u>

8 – CONTRIBUTIONS PLEDGED TO THE BUILDING APPEAL FUND

Funds pledged to date but due to be received in future financial periods are as follows:

	31 DECEMBER 2014 \$	31 DECEMBER 2013 \$
Bendat Parent and Community Centre (i)	-	25,000
Total conditional pledges to be received	-	25,000

The Bendat Parent and Community Centre was completed in 2012 with full occupancy granted in March 2015.

9 – RECONCILIATION OF NET SURPLUS TO NET CASH RECEIVED FROM ACTIVITIES DURING THE PERIOD

	31 DECEMBER 2014 \$	31 DECEMBER 2013 \$
NET INCOME/LOSS	(754,334)	298,396
NON CASH ITEMS		
Depreciation and amortisation	821,391	631,851
Loss on sale of fixed assets	-	-
Donations of equipment	-	(790)
CHANGES IN ASSETS AND LIABILITIES		
(Increase) / Decrease in receivables	(781,973)	(151,185)
Increase / (Decrease) in payables	27,779	152,453
(Decrease) / Increase in provisions	26,622	(16,311)
(Decrease) / Increase in conditional grants	(57,254)	(138,324)
Movement in GST	133,128	108,788
NET CASH FLOW FROM ACTIVITIES DURING THE YEAR	<u>(584,641)</u>	<u>884,878</u>

10 – SUBSEQUENT EVENTS

There were no events subsequent to the end of the financial period 31 December 2014 that would have a material effect on these financial statements.

11 – CONTINGENT LIABILITIES

The Centre does not have any significant contingent liabilities at balance date and none have arisen from the balance date to the date of signing the Directors' Declaration.

12 – COMMITMENTS

The Centre does not have any significant commitments at balance date and none have arisen from the balance date to the date of signing the Directors' Declaration.



DIRECTORS' DECLARATION ON THE FINANCIAL REPORT FOR THE YEAR ENDED 31 DECEMBER 2014

TELETHON SPEECH & HEARING CENTRE FOR CHILDREN WA (INC.)

Directors' declaration on the financial report for the year ended 31 December 2014

In the opinion of the Board of Directors, the financial statements set out on pages 1 to 9,

- (a) comply with accounting standards as set out in note 1;
- (b) give a true and fair view of the financial position of the Centre;
- (c) are in accordance with the Constitution; and
- (d) there are reasonable grounds to believe that the Centre will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of the Directors.



Peter Marcakis
Director



John A. Baillie
Chairman of Directors

Date: 29 April 2015

AUDITOR INDEPENDENCE STATEMENT

Stantons International Audit and Consulting Pty Ltd
trading as
Stantons International
Chartered Accountants and Consultants

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West Perth WA 6872
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Level 2, 1 Walker Avenue
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ABN: 84 144 581 519
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29 April 2015

Board of Directors
Telethon Speech and Hearing Centre for Children WA (Inc)
36 Dodd Street
Wembley WA 6016

Dear Directors

RE: TELETHON SPEECH AND HEARING CENTRE FOR CHILDREN WA (INC.)

I am pleased to provide the following declaration of independence to the Board of Directors of Telethon Speech and Hearing Centre for Children WA (Inc).

As Audit Director for the audit of the financial statements of Telethon Speech and Hearing Centre for Children WA (Inc.) for the year ended 31 December 2014, I declare that to the best of my knowledge and belief, there have been no contraventions of any applicable code of professional conduct in relation to the audit.

Yours sincerely

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



John Van Dieren
Director

INDEPENDENT AUDITORS REPORT

Stantons International Audit and Consulting Pty Ltd
trading as
Stantons International
Chartered Accountants and Consultants

PO Box 1908
West Perth WA 6872
Australia
Level 2, 1 Walker Avenue
West Perth WA 6005
Australia
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Fax: +61 8 9321 1204
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INDEPENDENT AUDIT REPORT TO THE MEMBERS OF THE TELETHON SPEECH AND HEARING CENTRE FOR CHILDREN WA (INC)

We have audited the attached financial report, being a special purpose financial report, of the Telethon Speech and Hearing Centre for Children WA (Inc) (the 'Centre') comprising of the Statement of Financial Position as at 31 December 2014 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 2014.

Board's Responsibility for the Financial Report

The Board is responsible for the preparation and presentation of the financial statements and the information contained therein, and has determined that the accounting policies used are consistent with the financial reporting requirements of the Centre's Constitution and are appropriate to meet the needs of the Members. The Board's responsibility also includes such internal control as the Board determines is necessary to enable the preparation of the financial report that 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 Centre'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 Centre's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Board, 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.

Stantons International

Opinion


In our opinion, the financial report presents fairly, in all material respects, the financial position of Telethon Speech and Hearing Centre for Children WA (Inc.) as at 31 December 2014 and its financial performance and cash flows for the year then ended in accordance with the accounting policies described in Note 1 to the financial report.

Basis of Accounting and Restriction on Distribution

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 to assist Telethon Speech and Hearing Centre for Children WA (Inc.) to meet the requirements of the Centre's constitution. As a result, the financial report may not be suitable for another purpose.

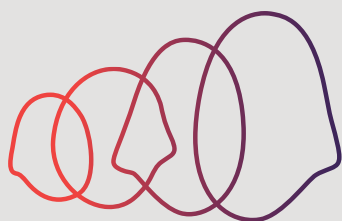
STANTONS INTERNATIONAL AUDIT AND CONSULTING PTY LIMITED
(Trading as Stantons International)

(An Authorised Audit Company)

Stantons International Audit and Consulting Pty Ltd


John P Van Dieren
Director

West Perth, Western Australia
29 April 2015



Telethon **Speech & Hearing**
Releasing children's potential

Telethon Speech & Hearing
Centre for Children WA (Inc)

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

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