

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

2013 Annual Report

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





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 specialized 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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Centre Overview

ABOUT TELETHON SPEECH & HEARING

Telethon Speech & Hearing (TSH) is a not-for-profit organisation and registered charity that provides a range of diagnostic, therapy, education and support services for people with hearing loss and children with speech/language delays.

TSH was founded more than 45 years ago by a group of parents who were dedicated to pursuing the best oral education for their profoundly deaf children. From these humble beginnings of just five students, no premises and little money, TSH has grown to become one of WA’s premier providers of services and support for children with ear health, hearing or speech/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 disabilities 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 with hearing impairments and/or speech and language delays. The organisation’s programs all work to help fulfil its mission of supporting families of children with speech and hearing needs. TSH core business takes a multi-faceted approach to service delivery and includes screening/diagnostic services, early intervention, multi-disciplinary therapy services, early literacy development and school-aged support.

TSH ran the following paediatric services in 2013:

- Chatterbox – early intervention for children with permanent hearing impairments (includes a range of multi-disciplinary therapies);
- Talkabout – early intervention therapy and specialised education for children with specific speech/language delays or disorders;

- Cochlear Kids – coordination/support program for children who require Cochlear implantation to access sound;
- Newborn Screening – critical early diagnosis program to ensure infants with hearing concerns receive intervention as soon as possible;
- Earbus – screening, diagnosis and clinical care pathway for the significant ear health concerns of the State’s Indigenous children. Addresses permanent, and more commonly, temporary concerns that can become permanent if left untreated;
- School Support – in-school mentoring, tutoring and support for deaf children within mainstream classrooms;
- Audiology – diagnostic services and ongoing monitoring of hearing health; and
- Teletherapy – therapy support for children in rural and remote areas of WA via Skype and videoconferencing technologies.

In 2013, TSH invested significant time and energy into developing its whole of life approach to supporting people with hearing impairment. To this aim, the Better Hearing-TSH brand was launched with a reinvigorated plan for supporting adults with deafness/hearing loss.

The following services for adults were run in 2013:

- One-on-one support and advice;
- Advice and demonstrations on personal assistive listening technology;
- Advice on environmental supports (fire alarms, door bells, telephones etc.);
- Numerous networking and information sessions; and
- Providing support to family members and employers to help better support the client with a hearing impairment.

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: Tyler Brown, Brown Photography



Photo credit: Tyler Brown, Brown Photography

Chairmans Report



“2013 was a year of significant changes that we have all successfully traversed. Well done.

It is my pleasure to present the 46th Annual Report of Telethon Speech & Hearing (TSH) for the 2013 calendar year. The focus for the TSH Board of Directors in 2013 was on setting the basis for consolidation and stability after a significant period of expansion and change.”

My 13-year involvement with TSH took on a new facet in January when I assumed the pro bono role of Executive Chairman to ensure service continuity while a new Chief Executive Officer was sought and appointed. The replacement of the CEO was a stressful process, as is the case for any organisation that goes through a change of this nature. However on reflection, the staff body dealt with the situation with great maturity and continued to maintain the high standards in service delivery that we are well known for.

In May 2013, Peta Monley was appointed as Chief Executive Officer following an extensive recruitment campaign on a national scale.

In 2013, your Board faced and dealt with a number of external challenges that were resolved in the organisation's favour. One was from a group of past members led by a former staff member who tried to have the full Board replaced. That failed on merit. Another was to challenge the 2010 amalgamation with Better Hearing Australian (WA) Inc. – if it was successful it would have resulted in our treasury being depleted by \$1 million. Actions by past staff also took up a lot of our time, all of which have now been resolved.

On the positive side, we continued to maintain good relations with all the key stakeholders. Ms Monley and I had afternoon tea with the Governor, His Excellency Mr Malcolm McCusker (AC CVO QC); had morning tea with major supporter Jack Bendat and met with Health Minister, the Hon Dr Kim Hames MLA. Meetings were also held with patron Nigel Satterley (AM) and long-time supporter Stan Perron. Frank Tomasi attended at the Centre along with his son David for the inaugural opening of Better Hearing TSH.

Following the appointment of a Chief Executive Officer in May, the Board turned its attention to consolidation and strengthening governance. In September, the Board set the following key objectives for the future:

- New TSH Constitution – the newly formed Legal Committee commenced a comprehensive review of the existing Constitution. This process will carry into 2014, when an updated Constitution is expected to be finalised and ratified.
- Improved Board governance – work to review and update Board governance was undertaken, with a Future Planning Committee formed to drive the process into 2014.

- Achieve a sustainable financial position by 2014/15 – significant steps were taken towards this aim with preparatory works for venue hire and an adult audiology clinic being undertaken.
- More Director engagement with TSH – was achieved with new Board member inductions including visits to all programs. All existing Board members were also re-inducted. Board members are invited to All of Staff Days and other relevant staff functions.
- Improved staff wellbeing programs – A staff wellbeing program was fully implemented in 2013 with a 2013/14 action plan being developed and implemented.

Two identified actions (recruitment of a new Chairman and developing a 10-year vision for the Centre) were postponed in order to prioritise other areas in need of the Board's support.

What was new in 2013

- New Board of Directors members Prue Griffin, Gloria Sutherland, David Berinson and Andrea Burns were elected at the 2013 Annual General Meeting.
- TSH staff were able to move into the new Bendat Parent and Community Centre.
- The new TSH Enterprise Bargaining Agreement was endorsed and implemented.
- A new network of sub-committees was introduced, including two new committees (Legal Committee; Fundraising, PR and Communication Committee); and re-shaping of the Audit Committee to become the Audit, Finance and Risk Management Committee; and the reformation of the Nomination and Remuneration Committee.
- The Board also undertook a significant strategic risk management audit in 2013, resulting in an action plan being developed to address identified areas of risk.

Financial outcomes

In 2013, the historical net worth of the Centre increased to \$12.5 million up from \$12.2 million in 2012.

In the twelve month period, a further operating loss of \$144,000 was incurred. This was a budgeted outcome following on from one-off events during the year.

Uncommitted cash reserves at the end of December 2013 were \$1.7 million, slightly up from \$1.6 million at the end of 2012. This underwrites the medium term sustainability of the organisation.

In 2014 we are budgeting for a break even outcome for operational activities.

Retired Directors

The Board would like to thank Graham Anstee-Brook, Professor Colleen Hayward and David Berinson on their service on the TSH Board of Directors following their resignations in 2013.

Graham has been a long supporter of TSH as a regular and mostly successful bidder at Artitude auctions even before he joined the Board. He was the chair of the Legal Committee and served on the Board for five years. I worked very closely with Graham and both valued and appreciated his input in dealing with all the challenges that we faced. His wise and incisive counsel will be missed.

Professor Hayward in her three year tenure fostered our relations with Chevron and our Indigenous stakeholders providing very wise counsel, especially during the change in management phase that the Board had to deal with.

David Berinson joined us for a short time and provided some valuable input in the re-write of the Constitution that is currently in progress.

Finally, on behalf of the Board I would like to extend my thanks to Ms Monley and her staff for their dedication to TSH's clients and their families during a year of significant change.

John A Baillie
Chairman, Board of Directors

Board of Directors

Patron **Nigel Satterley AM**
Managing Director and Chief Executive
Satterley Property Group

The TSH Board of Directors met on 13 occasions in 2013.

The Board of Telethon Speech & Hearing is populated by five male and four female professionals, all bringing their expertise and commitment to the organisation.

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.

Rudi Gracias
2005 – present (Board Secretary)

Accountant. Director BOC S Ticketing & Marketing. Former Commercial Manager Channel 7 Perth & General Manager/ Secretary/Trustee Channel 7 Telethon Trust. Experience in media, entertainment and not-for-profit organisations.

Robert Kirkby
2009 – present (Board Treasurer)

Robert Kirkby is a partner with Ernst & Young with over 25 years’ experience in audit. Chair of the Audit, Finance and Risk Management Committee and member of the Remuneration and Nomination 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.

Eddie Bullen
2005 – present

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

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.

John Robertson
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.

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.

- 1 Nigel Satterley AM
- 2 John Baillie
- 3 Robert Kirkby
- 4 Rudi Gracias
- 5 Andrea Burns
- 6 Eddie Bullen
- 7 Prue Griffin
- 8 Sue-Ellen Bull
- 9 John Robertson
- 10 Gloria Sutherland



CEO's Report



“It is my pleasure to share this report on what was a busy year for Telethon Speech & Hearing (TSH), and my first eight months at the helm.”

In 2013, TSH provided services to more than 12,000 children and 2,000 adults across the service areas of ear health, hearing loss and speech/language delays.

Having completed the new Bendat Parent and Community Centre (BPCC) in 2012, TSH undertook some additional infrastructure works in 2013 to capitalise further on the wonderful new facility. These included:

- Installation of a sensory playground, thanks to funding support from a Non-Government Centre Support (NGCS) grant, Westfield Innaloo and My Musical Day;
- Refurbishment of the former Audiology department in the Crommelin Building thanks to funding from a Non-Government Centre Support (NGCS) grant;
- Creation of a sensory room thanks to funding from a Non-Government Centre Support (NGCS) grant; and
- Completion of the upgrade of the section of Dodd Street in front of TSH and installation of parking bays.

Values and staff culture

A major focus of activity out of the CEO's office in 2013 was on improving the culture of the organisation. The main work areas were around staff satisfaction, staffing structures and ethical considerations.

In the area of staff satisfaction, projects included:

- The Staff Wellbeing project: 75% of staff participated in a staff wellbeing survey which informed the creation of the Staff Wellbeing Action Plan. In 2013, early examples of actions by the group include staff fruit bowls, bike racks, a lunch-time walking group, improved shower amenities and a review of the organisation's Human Resource policies; and
- Job satisfaction: a raft of new initiatives introduced in 2013 included the establishment of Facilities and OS&H as well as Policies and Procedures committees, updating position descriptions, and staff participation in an organisational review. Part of this review was the Staff Issues and Actions project, which used staff input to identify and address areas of concern.

Staffing structures also formed a major focus area, with a significant organisational review being conducted in 2013. About 77% of staff provided input into what worked at TSH, what didn't and the perceived best organisational structure to move TSH into the future. This also included a more in-depth look at the specialist staff structure, with a new-look organisational chart to be rolled out in 2014.

Significant effort was also expended on developing new Staff Values and a Code of Conduct, with all staff having the opportunity to provide input. These are active pieces of work which now form part of each staff members annual performance review.

Notable events from the busy year included:

- Securing a new three-year funding agreement with the Disability Services Commission (DSC) for Early Intervention (hearing impairment), securing an extra two DSC funded places and negotiating to increase funded family support groups;
- Securing a 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 GP and ENT services across the metropolitan, Wheatbelt and South-West Indigenous ear health clinics;
- Securing a three-year funding agreement with Chevron to provide the Chevron Ear Health Program;
- Significant engagement in developing the Pilbara Ear Health Model of Care, building on the WA Health Department's recently released Otitis Media Model of Care. The new model will place greater emphasis on education and community awareness as well as bringing dedicated audiology services to the region;
- The new Better Hearing – TSH brand was launched to provide support and services to adults with a hearing impairment. The new program has a number of projects under development, with the first cab off the rank being 'Five Steps to Better Hearing' initiative launched in November;

- A new Youth Leadership Team was formed to develop leaders in society. While focusing on community and advocacy endeavours, the group has also become a social touchstone for its members; and
- Significant stakeholder relations for the TSH School Support program with the Office of Catholic Education and a number potential new schools south of the river.

A time for change

Of significant note in 2013 was the WA State Government's agreement to a dual-trial combining the Federal Government's NDIS trial and the state's existing My Way trial. To be commenced in 2014, the roll-out will certainly be one TSH is watching with interest. While many of the specifics of how TSH will be affected will be informed by the trials, it is certain that both the early intervention and Better Hearing-TSH programs will move from block funding to individual funding and BetterStart funding will no longer be available.

To prepare for individual funding and service choice, TSH completed significant work in 2013 developing a needs matrix to better define and cost program services. The Early Intervention (hearing impairment) program will be the first to implement it, with all other programs to be using the new matrices by the end of 2014. TSH is also remaining in close contact with our South Australian counterparts Cora Barclay, with SA being the NDIS trial site focussed on the early intervention aspect of disability service delivery.

It has certainly been an intensive year of change and development for TSH, but the hard work will pay off as TSH paves the way for a bright and prosperous future. To staff, clients and families, I say thank you for welcoming me into the organisation and joining me on this exciting journey.

Peta Monley
Chief Executive Officer

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.

First Voice member centres provide early intervention services to more than 1,500 children living with a hearing loss or deafness, with all centres working under a service model based on multi-disciplinary supports and a strong focus on family-centred practice.

First Voice Members

The First Voice member centres are independent not-for-profit organisations, which are parent founded or have significant parent involvement. The member organisations include:

- Cora Barclay, South Australia;
- Hear and Say, Queensland;
- Taralye, Victoria;
- Telethon Speech & Hearing, Western Australia; and
- The Shepherd Centre, New South Wales.

It also has an affiliated member in New Zealand:

- The Hearing House, New Zealand.

Sound Connections

Sound Connections is the first study of its kind to investigate the impact of spoken language skills on social inclusion for children with hearing loss. The project is looking at the spoken language and social inclusion outcomes of participating children, benchmarking this information against national datasets of typical hearing children. In partnership with the Australian National University, First Voice is seeking to:

- 1) Define and measure social inclusion;
- 2) Examine spoken language and social inclusion outcomes for children with hearing loss participating in listening and spoken language early intervention; and
- 3) Develop a model of best practice of listening and spoken language early intervention for children with hearing loss.

Sound Connections is a three-year national research program funded by the Telstra Foundation to define the best service delivery model for children with hearing loss using early intervention listening and spoken language therapies.

Project milestones achieved in 2013 included;

- Speech and language data collection was completed and all data was sorted in readiness for analysis;
- Data analysis and interpretation of demographic and speech/ language data was completed; and
- The Social Inclusion Questionnaire was pilot tested with families for feedback before the final version was sent out.

With all data collection and analysis being completed by the end of the year, the project will be in a position to draw conclusions and announce its findings in early 2014.

VidKids

2013 was the first full year of service delivery under the Federal Government-funded VidKids project. The project is a collaboration between First Voice members, Deaf Children Australia and Vision Australia to deliver therapy services to children with vision or hearing impairments in rural and remote areas of Australia.

Under the program, TSH delivered specialist auditory-based services to a number of children with a hearing impairment via e-technologies such as Skype and videoconferencing.

TSH undertook a significant network upgrade in 2013 in order to improve the connectivity needed to deliver therapy over internet based technologies. This upgrade addressed several concerns with connectivity that had presented a challenge in the early stages of the program in 2012.



Photo credit: Tyler Brown, Brown Photography

2013 FEATURED HIGHLIGHT

TSH POWER OF SPEECH AWARDS

TSH hosted its annual **Power of Speech Awards** on Saturday, 21 September in the new auditorium of the Bendat Parent and Community Centre. The much anticipated annual event showcases the speech and language outcomes being achieved by children with a hearing loss. A cohort of 27 of TSH’s primary school students from the School Support program, ranging in ages from six to twelve, presented their individual speeches to a packed auditorium of more than 200 people. Delivering a speech to a room full of people can be a daunting experience for most, but for these children with hearing impairment, it is an exercise in confidence building as well as speech and language therapy.

The 2013 event included a touch of inspiration, with guest speakers Jasmine Cotter and Jennifer Lang delivering eloquent speeches about their individual journeys into high school. Their messages were ones of honesty, bravery and hope – excerpts of which have been included below. This year’s event also presented the opportunity for the new Youth Leadership Team to be involved in the organisation and running of the event, helping to make sure a smooth and successful event was held.

Congratulations to all of the children who participated in this year’s event as well as their parents and teachers. Well done to Kate Sutton who, along with TSH CEO Peta Monley, did a fantastic job as event MC. It was a fantastic event and everyone involved should be very proud! The following winners were welcomed to the 2013 honours board:

- Category One Award - Nicole Wilson, Vincent Van Gogh
- Category Two Award - Cody Billington, The Great White Shark
- Mary Shurman Most Improved Award, Jade Johannes. Year Six Camp
- Encouragement Award - Saxon Miller, The Orchard

Excerpt from ‘What is it like to have a hearing impairment in high school?’ *Jennifer Lang*

“When you are at school, it’s really important to have a positive attitude so that people will help you and encourage you to do your best. If you don’t seem interested in what the teachers or your notetaker is trying to say, it will not help you in your learning. They are there to help and support you. Just remember we are no different to anyone else and we all have different dreams. My dream job is to be the best head chef ever and I know this is possible because people believe in me and I love cooking and my life.”

Excerpt from ‘High school with an extra small difference’ *Jasmine Cotter*

“I’m going to ask you to think about this for a moment, a person wearing a school uniform, following rules and learning. It’s obvious to say that you are thinking about a student. Now imagine this – that child also has a hearing loss. But they are still at school, like any other kid and they are still learning, the same way, as any other child in their year group. There is only one difference, and that difference is really a bonus. That’s the support and help that each student who is a part of the TSH School Support program receives.

I was asked to stand here today not just to speak about myself, but to talk directly to the parents, and children going to high school in the next few years, and to let them all know what happens when you move on. (I can) assure you all, it is not as bad as the majority will tell you. On that note, I would like to conclude with a verse from the song ‘3 little birds’ by Bob Marley. ‘Don’t worry about a thing, because every little thing is going to be alright’.”



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 for more than 46 years. The program offers a holistic approach to meeting the needs of the child with a hearing impairment and their family. Through intensive and targeted multidisciplinary therapies, 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.

What was new in 2013

In 2013, the Early Intervention program for children with hearing impairment underwent a significant review with the dual focus of better operational efficiencies and improving services to enable all families to get the most out of the program. Most of the outcomes from the review will be seen in 2014, but some changes and initiatives implemented in 2013 included:

- The introduction of a targeted language group for 4-5 year-olds;
- The creation of designated therapy rooms (rather than therapy being delivered in working offices);
- The development of ‘needs matrices’ for each service area to inform future resourcing and program development;
- The start of work to implement a Child Development Information System (CDIS) to move the program from paper to electronic records. Once completed in 2014, the system will allow for better tracking of children’s development and progress, easier reports for families and other supports, better management of resource allocations and tracking of accounts; and
- Planning commenced to develop more family support group sessions, which are scheduled to be introduced in 2014.

In a time where there was much movement across the TSH campus, the Early Intervention (hearing impairment) program was lucky to remain in its Crommelin building setting. While there were works in other areas of the building vacated by staff

who had moved into the Bendat building, interruptions to the program were minimal. The biggest impact on families was the relocation of the Audiology department to the new BPCC building for supporting services in the form of hearing health monitoring and device management.

The Directorship of the program also experienced some change, with long-time Director Wendy Tunbridge taking some much-deserved long service leave in the second half of the year. Michelle Lane took on a six-month secondment from the Disability Services Commission to fill the role during this time.

Client profile

In 2013 the Early Intervention (hearing impairment) program provided services to 91 children with varying degrees of permanent hearing loss, aged from just a few months in age to five years. At the year’s end, 15 children transitioned out of the program to start their journey’s into formal mainstream schooling.

Service profile

Six group therapy playgroups ran in 2013, with each group adopting a number of special focus areas across the year. These focus areas incorporated various skills from the Hanen It Takes Two to Talk and Circle of Security programs, as well as general development in areas such as reading literacy, conversation skills, use of language and social skills. The six groups included a monthly Let’s Grow group 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:

- Let’s Play – Tuesday at 9.30am;
- Let’s Explore – Wednesday at 9.30am;
- Let’s Connect – Thursdays at 9.30am;
- Let’s Talk – Friday at 9.30am; and
- Language Group – Friday 12.30pm.

In addition to the regular sessions, TSH also trialled a Speech and Language Playgroup in Term 4 for children who had additional speech and language support needs. The pilot saw five children participate. Evaluation of the program marked it a success, meaning the group will continue in 2014.

Staffing summary

The clinical and support needs to the children and families enrolled in the Early Intervention (hearing impairment) program were ably met in 2013 by a group of 15 dedicated professionals who worked in the program. The Director, Early Intervention oversaw a staff body which comprised:

- 9 auditory-verbal therapists and speech pathologists, totalling 5.0FTEs;
- 2 part-time psychologists (1.0 FTE total);
- 2 part-time occupational therapists (0.8 FTE total); and
- A 0.9 FTE specialist education assistant.

Children also received support from the TSH audiologists, who work under the ‘Ear Health Services’ division of the business.

Notable events

A new Parent Directed Learning Program was launched for families in the Early Intervention program. Access to websites, YouTube clips and handouts featuring information about hearing loss, listening development, spoken language learning and much more are available for all families.

The Hanen It Takes Two program proved popular with parents with much positive feedback being received from those who took part. Through the program parents were able to practice implementing strategies such as observing, waiting and listening; following the child’s lead; taking turns to keep the interaction going; and adding language to the interaction (to build understanding and expression).



Photo credit: Rodger Clark, Envy Photography

Young Ephron is a typical three-year-old. Like most his age, he enjoys books, can talk about what he did at daycare and is quite fond of using the word ‘no’. However, unlike most other children, Ephron has a significant hearing loss in both ears.

His hearing impairment was picked up soon after birth through a hearing screening program at the maternity hospital in which he was born. Just over a year later, he was one of the first children in WA to undergo simultaneous Cochlear implant surgery on both ears.

Since being implanted, Ephron and his family have been receiving a range of support services provided under the TSH Early Intervention (hearing impairment) program. These include regular sessions with a highly-specialised auditory-verbal therapist, who has been working to help nurture the development of his speech and listening skills. TSH’s holistic approach to service delivery means he has also gained the benefits of input from a range of specialists such as occupational therapists, psychologists, speech pathologists and audiologists.

Ephron’s speech and language skills are now well within age-appropriate levels. This represents an important milestone not only in his ability to communicate, but as an important precursor to developing the literacy skills needed for formal schooling in a few years’ time.



Photo credit: Tyler Brown, Brown Photography

HEARING IMPAIRMENT

SCHOOL SUPPORT

TSH also offers a comprehensive in-school support program for children with a hearing impairment who are in need of additional support to succeed in mainstream school settings. The School Support program has been operating for around 35 years and currently supports children across seven private schools in metropolitan Perth. Support can be provided for students from Year 1 through to Year 12, and varies depending on the needs of the student. Currently support includes tutoring, notetaking and general educational assistance as well as social-based activities aimed at fostering active participation in the school and wider communities.

What was new in 2013

The Youth Leadership Team (YLT) was created in 2013 to help develop the leadership skills of a group of secondary school students from the School Support program. Aside from developing the leaders of tomorrow, the program has provided an invaluable tool for a range of community and advocacy endeavours, as well as becoming a social touchstone for the members of the group. The group met eight times in 2013, with meetings including guest speakers, a group dinner, group discussions, mentoring/leadership training and assisting in the planning and running of the TSH Power of Speech Awards. The program also provided the young team with information about their post-school support options via Better Hearing-TSH, and garnered the students’ ideas on what support in adult-life may look like to them. The inaugural YLT members were Jasmine Cotter, Bridget Gilmour, Konrad Horrell, Eloise Krikstolaitis, Jennifer Lang, Zachary Nuich, Pierce Siddans and Andie Walsh.

The Multi-lit reading recovery program was introduced in 2013 to provide additional support in the areas of reading and literacy development. The program was implemented on a trial-scale to eight children from St. Pius, Mel Maria, St Luke’s and Newman College. These students were falling behind in their reading and literacy skills development. However, TSH is happy to report that all participating students have made significant advances in their phonics and reading skills. Multi-lit, a research based program, has been tremendous in supporting these gains.

The School Support program implemented a new positive recognition initiative for students enrolled in the program. The awards seek to recognise students who stand out among their peers in the program due to outstanding effort, persistence and improvement in their work. The awards are presented to students when their effort and performance merit special recognition. In 2013, Jennifer Lang and Emily King received a package that included a TSH Certificate of Commendation, letters to both the student and their parents and two movie passes.

Client profile

In 2013, 46 children with a hearing impairment aged 5-17 years were enrolled with TSH. They attended the following partner School Support program schools.

Mel Maria Catholic College Attadale
6 students (1x Yr2, 1x Yr3, 2x Yr4, 2x Yr5)

Newman College Churchlands
8 students (2x Yr2, 1x Yr5, 1x Yr6, 3x Yr8, 1x Yr10)

Servite College Tuart Hill
5 students (2x Yr8, 1x Yr11, 2x Yr12)

St Brigid’s College Lesmurdie
6 students (2x Yr2, 1x Yr4, 2x Yr5, 1x Yr9)

St Luke’s Catholic Primary School Woodvale
9 students (2x kindy, 1x Yr1, 3x Yr3, 1x Yr4, 1x Yr5, 1x Yr6)

St Pius Catholic Primary School Manning
6 students (1x kindy, 2x pre-primary, 1x Yr4, 1x Yr5, 1x Yr6)

St Stephen’s School Tapping
6 students (1x kindy, 1x Yr3, 1x Yr5, 1x Yr7, 1x Yr9, 1x Yr11)

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 need and comprise language, speech, auditory, audiological, social/emotional and academic assistance. TSH’s teachers of the deaf and education assistants (EA) are based in each school and the oral 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 EA, works closely with classroom teachers to support the students. The high school programs use notetakers, 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 the primary school programs, TSH encourages parents to meet with their child’s teacher of the deaf to discuss progress and goals.

Staffing summary

The School Support (hearing impairment) program is overseen by a TSH-based principal who looks after the Centre’s range of school programs. In 2013, Principal Debra Creed resigned to return to her home state of Queensland and was ably replaced by Simon Tomlinson.

School Support is directly led by program manager, Deputy Principal Geoff Reader, with the staffing body comprising 3.5 notetakers, 6.6 education assistants and 6.2 specialist teachers of the deaf. In 2013, TSH was able to increase the number of education assistants on staff by three part-time staff members to better meet the support needs of the students.

Wembley-based program staff includes 1 full-time and one part-time speech pathologist and 1 part-time psychologist, representing a small increase in clinical support staff from what was utilised in 2012. Significant support is also received from the Centre’s audiologists to monitor hearing and ensure optimal device and hearing environment management.

Notable events

The School Support family barbecue in February was well-attended with 65 people braving the weather to mingle with staff from the program, meet TSH Board members, catch-up with friends and make new acquaintances with others who are sharing a similar journey. High school student Zachary Nuich used the opportunity to clock up some community work hours helping man the barbecues; while the Fashho family donated salads for the event.

Bridget Gilmour and Denna Billington were inspirational when they were invited to address Members of State Parliament about their journey with a hearing loss. The event was to showcase the Loud Shirt Day fundraising event and create awareness about the impact of living with a hearing impairment.

TSH students from Servite College held their annual Year 12 farewell dinner for graduating students Katy Walsh and Katie Little. It was great to see past students, Steven van der Voorden, Ellin Lynch and Leeanne Pickering at the event. A strong contingent of Servite and Wembley-based School Support staff was also there to help farewell the Year 12s.

A number of networking events were held with school staff, parents and School Support program staff across a number of schools, including St Luke’s, St PiusX, Mel Maria and St Stephen’s.

TSH secured a grant from the Australia India Council and the Department of Foreign Affairs and Trade to help foster a sister school exchange program in India. Four TSH staff visited schools, universities and national associations throughout India to develop a bilateral approach to best practice in deaf education and health between the nations. In particular, it was heartening to observe the growth of oral programs for students of the deaf and showcase the amazing work of TSH to our Indian colleagues.

TSH was fortunate to again access AISWA professional development in 2013. The two-day workshop provided the opportunity for staff to deepen their understanding of children’s behaviour and to explore ways to anticipate and respond to behaviour issues in the classroom. The course also encouraged reflection on behaviour management policies at TSH and to ensure these matched classroom practice.

One of two Year 12 students graduating in 2013, Katie Walsh received a scholarship to study Nuclear Medicine at the University of Newcastle via the 2014 Student Training Scholarship Program. The scholarship is an Options Employment initiative which aims to give more West Australian students with a disability a head start in their careers.

Zachary Nuich received two academic awards at the Newman College annual awards night.

CASE STUDY

With Cochlear implants in both ears, Year 12 Servite College student Katie Little has been in TSH’s School Support program for two and a half years. In that time, Katie has proven that her hearing impairment has not held her back from pursuing her dreams and goals.

Katie was selected to join the State Women’s First Soccer Team. With her strong goal scoring history, Katie was selected hoping to fill the role of striker. “After hopefully a successful run of training, friendlies and competition matches in the new year, I will get the chance to do my courses online and play overseas. The long term aim is the National Team,” said Katie.

However, her 2013 successes are not limited to the soccer pitch. After achieving Year 12 graduation, Katie has also received a scholarship to embark on a bridging course at Notre Dame University. She is hoping to go on to study sports science. In her time in the School Support program, Katie has achieved a great deal. Aside from her sporting achievements, Katie proved to be an excellent mentor to younger students. She completed a two week work placement in our Schools Support unit at Newman College. In that time she worked very closely with Owen Johns and Sophie Scott who were both in Year 2. Owen and Sophie benefited greatly from Katie’s support and the staff at Newman College were sad to see her go. Katie matured greatly in her time in our program and feels she has a lot to offer in the future.

HEARING IMPAIRMENT

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.

BH-TSH was born out of the amalgamation of BHAWA and TSH in 2010 which was intended to provide a broader reach to people with a hearing impairment and to focus on people in the post-secondary stage of their life. A 2009 survey had shown a significant need for post-secondary services. BHAWA also wanted to achieve the goals of greater inclusion, more relevant targeted support, improved individual support and inclusive communities.

To achieve this, a relaunch and repositioning of the adult hearing impaired support service took place during 2013. BHAWA as an incorporated association was wound up and Better Hearing-TSH was launched with a new look and new determination to help people with a hearing impairment better access community life.

What was new in 2013

In 2013, TSH invested significant time to make support services for adults with a hearing impairment more relevant to a wider range of hearing impaired Western Australians, their families and support persons. This included an intensive mapping exercise of existing services, stakeholders and a service gap analysis. The purpose of this exercise was three fold, being looking at the branding of the service, revising the service offering to address a greater range of needs and preparing for the National Disability Insurance Scheme (NDIS).

The most visible action to result from the review was the launch of the new BH-TSH brand.

The exercise created a direct connection between the branding of the adult services annexure of TSH with its early intervention/school-aged programs, encapsulating the continuum of services

that covers infants, children, adolescents and adults. Aspects of this project included branding, website design (to be launched in early 2014) and a new social media presence.

The BH-TSH service offering was also refreshed to better reflect the needs of its client base as a result of the mapping exercise. The new service offerings available included:

- Transitioning into post-secondary education – working with WA educational bodies to provide information packs and one-on-one consultation with clients. Information given related to enrolment, course listings and up-to-date information on support available.
- Five Steps to Better Hearing – a program delivered in workshops to gain an understanding of hearing loss and learn communication tactics and strategies.
- Assistive technology – improved access to information and demonstrations on assistive listening devices to aid independent living.
- Hearing screenings – hearing screening and information on accessing hearing services.
- Advocacy – to promote inclusion for hearing impaired adults
- Professionals – information designed for health practitioners to increase awareness on hearing loss and communicating with a hearing impaired patient.

The mapping exercise will have a much bigger impact in 2014, as this year saw much of the ground work being laid for further program development into the coming year for areas such as lip reading classes, a PAH Coffee Club and further clinical services.

Much of this work also forms the critical first steps towards gearing the service to be ready for the NDIS, which will have a significant impact on the way the service is funded and how clients are serviced into the future.

A TSH Youth Leadership Team of high-school students also provided significant input into the future of the service, with members providing their feedback on what support post-school would look like to them.

“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),

Client profile

In 2013, the BH-TSH service provided more than 2,200 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 business.

BH-TSH also worked with the Deafinate employment service and Options Employment in 2013, resulting in a client looking for work securing a paid position. Further supports will be provided, but will take place in 2014.

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.

Aside from the new services brought online in 2013, the service continued to provide quality programs across the areas of:

- Assistive technology advice and demonstrations;
- One-on-one consultations; and
- Educational and/or networking opportunities for adults with hearing loss.

Staffing summary

BH-TSH is primarily staffed by the full-time service manager, Belinda Leksas, who started with the organisation in October 2013. Prior to Ms Leksas' appointment, the service was in a caretaker phase under the supervision of CEO Peta Monley with support from Melissa Witts.

As with all TSH business units, BH-TSH receives significant support from the administrative functions of the business in areas such as marketing and communications; research; stakeholder engagement and finance. BH-TSH also works closely with the Audiology Department.

CASE STUDY

“(During one of our YLT meetings) Belinda Leksas joined us as our special guest for the evening. Belinda spoke about Better Hearing TSH and how the program can support us when we exit the School Support Program. Belinda asked the YLT a number of different questions, such as how TSH can support us if we choose to continue with our studies; challenges we may face when we finish school and leave home; and the good things about turning 18.

As a group, we think that Better Hearing-TSH is a good idea because we don't want to feel alone in the real world, and we always have someone to help us with any difficulties we may have in the future. I really enjoyed talking about Better Hearing TSH and giving ideas on how we can be supported when we leave school.”

Eloise Krikstolaitis, Year 8 TSH School Support student, Newman College



Photo credit: Tyler Brown, Brown Photography

EAR HEALTH 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 for the past 10 years. The program offers a quick, painless hearing screening test which can be performed on babies as young as just six-hours old. The screen provides immediate results, with 1-2 in every 1000 babies being born with a hearing loss in both ears. Hearing loss is an invisible impairment but is easily detectable by this non-invasive, simple screening test.

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 given support and information as soon as possible.

As 50% of babies with a hearing loss have no risk factors or family history of hearing loss, it is vital for all babies to be screened at birth.

What was new in 2013

In 2013, TSH secured funding from the State Government to provide universal screening free to parents of babies born in private maternity hospitals in WA. Most of the hospitals were already partnered with TSH to deliver the user pays WA Infant Screening for Hearing (WISH) program.

The migration from fee-for-service to a government funded service was relatively smooth thanks to the hard work and dedication of TSH's newborn screening (NBS) and administration teams. The program had a staggered start, commencing with babies born on or after 1 September 2013 in four hospitals, progressing to include all hospitals for babies born on or after 1 November 2013.

There were strict reporting requirements with stringent targets in terms of screening coverage rates and time frames. As a result, TSH has seen an overall increase in number of screens done and therefore in the number of babies being referred for audiological testing. It also makes comparative statistics less meaningful as data has been collected in a different way which is evolving over the course of the project to address any issues that emerged.

Changes to the actual screening process as far as screeners were concerned have been minimal. They no longer collect payment and paperwork is now similar to the public program. However, screeners now spend much more time checking all babies are offered a screen and that no-one has been missed to ensure compliance with the targets for screening coverage.

Client profile

In 2013, the WISH/NBS programs combined screened 8121 infants from across its partner hospitals as shown below.

Hospital	Babies screened
Attadale	357
Bunbury	407
Glengarry	895
Joondalup	586
Mercy	1264
Murdoch	1594
Subiaco	2961
Others	57
Total	8121

The screening process resulted in 65 infants being referred for diagnostic testing, with 11 being diagnosed with a permanent hearing loss.

Staff profile

The program is run by a coordinator based at the Wembley campus who oversees a team of 19 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.

Notable events

The TSH NBS coordinator provided two midwife education sessions in 2013, being at St John of God's Murdoch and Subiaco campuses, to help raise awareness of why it is so important to screen for hearing loss at birth and how such screenings are performed.

Two internal Professional Development days were also held in February and August 2013.

- Topics covered at the February session included information on Cochlear implants, updates on risk factors for hearing loss, parent's reactions to a baby with hearing loss from a psychology perspective and a snapshot of the Talkabout and Outpost programs at TSH.
- August's PD event focused on changes to the program with the introduction of free screening, service alignment with the public screening service and a workshop on the newly endorsed TSH values and code of conduct.
- Both PD sessions were well attended, with just two absentees for the February session, and 100% attended for the August training.

Seven TSH screeners also attended a refresher training day with screeners from the public hospital screening program, and three attended joint initial screening training.

CASE STUDY

In 2013, Shayla Riley shared her third birthday with the start of Hearing Awareness Week. As the youngest baby ever to be enrolled in the TSH Early Intervention Program, Shayla and her parents, Lisa and Tony, are strong advocates for the importance of newborn hearing screening and the value of early intervention.

Shayla was diagnosed with a bilateral moderate hearing loss in both ears when she was just two weeks old and started the program immediately. "I credit TSH's newborn hearing screening and its early intervention program for Shayla's remarkable development. She is listening and speaking just like other children her age," says mum Lisa.



Photo credit: Rodger Clark, Envy Photography

EAR HEALTH SERVICES

EARBUS

2013 marked a busy year for the TSH Earbus program. On the ground it was business as usual with the five mobile screening units traveling around three metropolitan (Metro East, Metro South and Swan Districts) and three regional (Pilbara, Wheatbelt, South West) areas of the state. Under the program, Indigenous children have access to a free hearing screening service via mobile Earbuses which travel to their school on a regular basis. Children also have access to free GP and ENT services should an anomaly be detected during the screening process.

What was new in 2013

However, at a more strategic level, 2013 heralded an evolving future for the Earbus with the ground work being completed for a shifting focus and re-brand of the program from 2014 onwards. A significant review of the Earbus program was undertaken this year, the antecedents of which were:

- The January 2013 release of the WA Health Department’s “Otitis Media Model of Care” (OMMC);
- A significant stakeholder-based evaluation of both the program and local capacity to support the program; and
- A Chevron-initiated evaluation of the Pilbara-based program.

Service model improvements include utilising local capacity and providing support to build local capacity to deliver localised solutions. TSH will continue to coordinate all aspects of the program, with its clinical focus being to continue to ensure no child falls through the gap. These service improvements have been developed based largely on stakeholder feedback on the current operation of the program. Extensive consultations have occurred with key health, education and ATSI service providers in the region. Communication will be an on-going process, with regular stakeholders meetings and community forums set to continue.

In the Pilbara, TSH has also been working closely with Western Australian Country Health Service, Pilbara Population Health to develop a range of resources to help support a more targeted community health and education focus for the Earbus program. Additionally, to work within the new OMMC and in conjunction with Pilbara funding partner Chevron, TSH has commissioned the re-fitting one of the buses to become a fully

mobile audiological booth. This mobile audiological booth will be positioned in Karratha with the intent to cover the wider Pilbara region for all residents of the area.

With the introduction of the teacher notes, teachers (especially early childhood teachers) have been making allowances for the kids who refer on the hearing screens. At Moorditj Noongar Community College, the speech therapists who work there use the results, which identify which sounds the kids might not currently be hearing, in their work with the children.

Client profile

Client numbers across the Earbus service areas

Hospital	Children screened	Screenings
Metro East*	1311	2147
Metro South**	961	1810
South West	806	1342
Pilbara	428	505
Total	3506	5804

*includes Wheatbelt | **includes Swan

The above screening of ATSI children resulted in 1273 referrals to a General Practitioner (GP). From the GP, a further 145 referrals were made to the program’s consultant Ear, Nose and Throat surgeons.

Staff profile

The Earbus program is run by a program supervisor who is responsible for coordinating 11 TSH team members, which comprises of a General Practitioner, audiologist, two Aboriginal liaison officers, an Aboriginal health worker, four screeners and a Pilbara-based health and promotions Officer. The program also works in partnership with a number of external suppliers such as Ear, Nose and Throat surgeons, local GPs and Australian Hearing.

Notable events

March, October & December 2013 – Pilbara Interagency Ear Health Network meetings were held to discuss issues such as service mapping for country areas, the new ear health model of care and general consultation processes for all health providers.

March 2013 – Earbus representatives attended the South Metro Health & Wellness Day to meet and yarn with the Aboriginal community (12 people visited the bus).

April & October 2013 – Earbus representatives attended the Walyup Kworpadding Koort (Hilton Community PCYC Centre), a community event held every school holidays for assorted health agencies and organisations to speak with family groups and provide information about their services. (55 people visited the team during these days)

May 2013 – Reconciliation Week Street Banner project launch at Government House to celebrate the beginning of Reconciliation Week and promotion of the artwork that celebrates Aboriginal people and culture.

June 2013 – Pilbara Regional Aboriginal Health Planning Forum, attended by Peta Monley. These are quarterly meeting of agencies delivering services to ATSI population in the Pilbara region.

June & November 2013 – Chevron Community Partnership Workshops – topics covered included obligations for partnering with Chevron and measuring program impact.

August 2013 – Chevron Australia’s Hearing Safety Presentation as part of Hearing Awareness Week, the walk and learn lunch, was a great opportunity to show Chevron employees our program and the community work that is carried out.

October 2013 – Onslow Community Reference Group meeting: TSH provided a survey to the Onslow community engagement team to ascertain additional health needs of the general community. Telethon Speech & Hearing has capacity to provide additional help in the areas of teaching children with hearing impairments, speech pathology and audiology.



Photo credit: Rodger Clark, Envy Photography

CASE STUDIES

An 11-year-old girl presented with a perforation in her left eardrum, with her parents saying that she has had it for two years and that it regularly discharges. Her parents had taken her repeatedly to the local GP and to another health service provider. However, it was only after being screened by the Earbus that she was booked in to see an Ear, Nose and Throat (ENT) specialist and was waitlisted for surgery at Princess Margaret Hospital (PMH) to repair the perforation.

An 8-year-old boy who had been screened at beginning of 2013 with passing results presented with a hearing anomaly at a subsequent screen. His parents hadn’t seen any problems at home other than the volume was higher on the TV than it had been previously. He was referred to the ENT clinic for a full hearing test which discovered he had a sudden and permanent profound hearing loss in one ear. He is now under the care of Australian Hearing to help him with hearing aids and classroom assistance.

EAR HEALTH SERVICES

AUDIOLOGY SERVICES

TSH audiology provides a number of important services to support TSH’s early intervention programs (both hearing impairment and speech/language) and school aged support 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 and the provision of expert audiological advice and support to families, teachers and external agencies.

In addition to hearing-impairment audiology for the early intervention and school aged programs, and the tympanometry provided to students of the speech and language program, the department also provides Cochlear implant consultations, infant diagnostic testing for infants whose hearing screening indicates a hearing anomaly and private audiology clinics.

What was new in 2013

In 2013, TSH conducted a review of the information and materials which were provided to parents following the confirmation of their child’s permanent hearing loss. The new materials will be ready for distribution in 2014.

Client Profile

Service type	2013 audiology sessions
Hearing impairment audiology	328
Cochlear implant consults	96
Tympanometry*	148
Infant diagnostic testing	66
Private audiology clients	615

*(speech and language Program)

Staff profile

In 2013, the audiology team comprised one full-time administrator, two full-time audiologists, and three part-time audiologists. A part-time clinical leader was also appointed during 2013.

Notable events

Australian Hearing kept up its regime of visiting the Centre on a weekly basis. These visits, supported by TSH audiologists, allowed for co-operative assessment and management of the children with a hearing impairment in TSH programs. TSH audiologists assisted the Australian Hearing staff with testing and case conferenced each child.

The private audiological services provided by the Centre to children not enrolled in any of its programs continued to gain momentum throughout 2013. TSH’s audiologists provide comprehensive hearing tests and provide audiological case management to children with complex hearing needs and to those with additional disabilities, regardless of their enrolment status at the Centre.

As part of the University of Western Australia’s (UWA) Masters of Clinical Audiology award, TSH audiologists once again acted as clinical supervisors to students undertaking their practicum at TSH. This has proved a very successful relationship for both TSH and UWA, with some students returning to work for TSH upon graduation.



Photo credit: Rodger Clark, Envy Photography

COCHLEAR KIDS

TSH’s Cochlear Kids (CK) program provides crucial Cochlear implants and multidisciplinary therapy to deaf children with the greatest audiological/hearing need. These children are not responding to other treatments/device use and therapies, and must undergo Cochlear implantation to realise their potential in the hearing world. Under Cochlear Kids, children aged from infancy to three years are identified and prepared for implantation, undergo surgery and take part in a highly intensive post-surgery habilitation program. The program also provides regular/ongoing mapping, monitoring and trouble shooting for children implanted in previous years of the project.

What was new in 2013

A new collaboration with Princess Margaret Hospital was established in October 2013. Head of Implants Jay Krishnaswamy provided support for half a day per fortnight for a new initiative that saw TSH providing maintenance mapping for children implanted through the public health system.

Client profile

Two children were implanted in 2013 through CK. One child was 13 months of age and she received her first implant which was a Cochlear device. The other child was a four-year-old in the TSH School Support program who is a Cochlear implant user whose second ear was implanted with a Cochlear device.

The Cochlear program at TSH also provides support and continued service to implantees transferring from the public system. Under this arrangement, 20 children received on-going support and mapping sessions from TSH in 2013.

Work-ups were done on five children within the TSH program in 2013, two progressed to implant within that year and one will be implanted in 2014. Another child was implanted through the public system and the fifth child exited the TSH program.

Four more TSH children were supported through the candidacy assessment with devices scheduled to be implanted through the public system (PMH) in 2014.



Photo credit: Rodger Clark, Envy Photography

Staff profile

TSH employed 2 full time and 3 part time audiologists in 2013. All clinical staff are highly experienced in paediatric audiology. Administrative support was received from Ear Health Services receptionist, Ingrid Brune.

Notable events

A number of professional development activities and seminars were attended by TSH audiologists in 2013. These were held both externally and internally.

The protocols and procedures were continually reviewed to ensure best practice and most up-to-date candidacy criteria. As has been the pattern for a number of decades, the candidacy criteria for Cochlear implantation keeps expanding as children continue to have great success with their devices.

The vast majority of children in the implant program have demonstrated immense benefit from their Cochlear implant(s) and it has allowed them to develop their speech and language at a much faster rate and to a higher level than would have been possible without their implant.

SPEECH & 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 five years to experience, explore and discover language and concepts vital for effective learning.

Through intensive and targeted specialist instruction, 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.

What was new in 2013

The Talkabout team began the exciting process of developing a comprehensive educational philosophy to guide practice and consolidate the program’s beliefs, values and understandings in working with young children. The team was involved in some healthy discussions, sharing ideas and examining philosophy statements from other similar organisations. Important principles from the Early Years Learning Framework and National Quality Framework aided in discussions, with families enrolled in the Talkabout program also being encouraged to provide crucial input.

In 2013, TSH secured a Non-Government Centre Support (NGCS) grant to fit-out a Sensory Playroom. The room has proved to be a great value-add in TSH’s capacity to better engage children in both the individual therapy and group-session environments. The multi-sensory space is used daily, and is equipped to:

- Calm sensory-seeking children;
- Arouse sensory-avoiding children;
- Provide a time-out/respite space where children can actively engage with sensory regulation tools’
- Minimise disruption/providing a more settled environment in group settings;
- Improve concentration and attention on return to the intervention setting;
- Help children learn to modify/regulate their bodies and responses in a positive and supported manner; and
- Help children understand their own sensory needs e.g. some children work best with a fiddle toy of some kind in their hands or sitting at the mat on a special chair.

TSH’s speech and language service offering received a boost in the form of a new resource designed to help parents nurture the speech and language development of their children. We are pleased that staff from the programs for children with hearing impairment (both early intervention and school support) are now also utilising this resource where possible.

The ‘Let’s Talk About It’ resource was launched to the public in August and is available on the TSH website for all parents to access. The detailed resource provides a wealth of information about overcoming challenges facing children with speech and language concerns.

Client profile

Enrolment numbers for Talkabout remained steady at around 141 (total enrolments of 148 as children left and spaces were filled) for 2013, 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	Enrolment status	Enrolment changes
Talkabout (T2) and Talkabout (T3) - early intervention playgroups	40 children, all classes at full capacity + waitlist	9 children left, 9 new enrolments
Talkabout (T4) - kindergarten school program, 4-year-olds	52 children, all classes at full capacity + waitlist	6 children left, 6 new enrolments
Talkabout (T5) - pre-primary school program, 5-year-olds	39 children, all classes at full capacity	2 children left, 2 new enrolment

Service profile

The Speech and Language program provides both an early intervention program for children aged 18 months to 3 years, and a school-based program for children aged 4 to 5 years. Children across both arms of the program receive intensive educational support from a team of specialist educators.

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.

The classroom settings are also supported/attended by specialist paediatric psychologists, occupational therapists and speech pathologists.

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 at the end of 2012. This position remained vacant for the first six months of the year, and was filled by Simon Tomlinson in July. The position of Deputy Principal was also filled in July by Janene Hall. Both these positions were temporary appointments that were subsequently made permanent at the end of 2013.

The Speech and Language program had a pool of eight teaching staff (totalling 3.1 FTE) in 2013, and seven teacher’s aids (4.35 FTE). Children enrolled in the program also benefit from in-house occupational therapy, with occupational therapists Gayle Hillen and Stephanie Gordon joining the program at 0.5 FTE each to fill the position while Kate Beilby took 12 months maternity leave.

Importantly, the program is also supported via a part-time psychologist (0.4 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.

Notable Events

The new TSH Early Literacy Library was opened in the Bendat Parent and Community Centre in February, with Head of Library Services Julie Cox being on hand to help parents and students with book choices and provide tips to encourage the children’s literacy skills.

A new sensory playground was constructed in 2013 between the existing Talkabout playground and the Early Literacy Library. The playground was funded thanks to a 2012 grant from the Non-Government Centre Support (NGCS) initiative and support from Westfield Innaloo and Cubbihouse.



Photo credit: Tyler Brown, Brown Photography

SPEECH & LANGUAGE DELAY

Parent information sessions and support opportunities in 2013 included:

- An information session on the Alert Program for Self-Regulation (also known as “How does your engine run?”) outlined the theory behind self-regulation and it’s connection with sensory processing and modulation. It also provided parents with practical ideas and strategies to implement with their children at home.
- The Talkabout Mums’ Wine and Cheese Night was a huge success again this year as mums gathered to chat and spend time together.
- Group specific parent information nights were once again well-attended in February to introduce parents to their child’s classes for the year to assist families with their shift into new classes. These evenings gave staff the opportunity to share important information with parents about class routines, reporting, curriculum and therapy practices.
- An information evening exploring ideas around facilitating language in toddlers using the Hanen principles of engaging and communicating with young children was attended by almost 40 participants.
- The occupational therapists held a series of parent workshops throughout the year for T4 and T5 parents. Topics covered included sensory regulation, fine motor skills, gross motor skills, self-care and independence skills, visual motor integration and pretend play.
- Helen Davidson (psychologist and founder of the KidzMix program) presented a parent workshop on social skills.
- Other sessions included the Talkabout siblings sessions, transitions session for parents of children transitioning to a new class and/or mainstream education settings, reading development theory and practice as well as an information session for parents on the waiting list.

TSH again hosted its annual Mainstream Teachers’ Workshop for teachers from schools throughout Perth in 2013. The workshops focused on both children with hearing impairment and speech language difficulties; providing our staff the opportunity to share their expertise and experience with our partner schools and staff, and also to form valuable professional networks. The

speech/language impairment workshops involved information on a range topics, including: speech language skills, classroom programs, news telling, blank level questioning, narrative, semantics, social skills and fine and gross skills.

TSH was very fortunate to again access AISWA professional development in 2013 through PART Program training. The two-day workshop provided the opportunity for staff to deepen their understanding of children’s behaviour and to explore ways to anticipate/respond to behaviour issues in the classroom. The course also encouraged reflection on behaviour management policies at TSH and to ensure these matched classroom practice.

CASE STUDIES

In 2013, Micah started Year 1 in a mainstream West Australian primary school just like thousands of other children. However this is a milestone his mother, Rosemary, was not confident that he would reach.

“I always thought Micah’s silence meant that he would be a late bloomer, but when we were told that he had a severe speech and language delay, I just cried. It is very isolating to be told that there is something wrong with your child but that there is no official diagnosis for it,” said Rosemary.

Micah’s moderate to severe speech and language delay resulted in social isolation, anxiety and confidence issues. After two years attending the TSH Speech and Language program, Micah is now reaching the same speech and language milestones of children his age.

“I heard about the TSH Speech and Language program through another mum and when we arrived I was instantly relieved to see other children and families in a similar situation. I felt like Micah belonged somewhere. As speech and language delay is not classed as a disability, there are no allowances made for Micah in mainstream school. TSH gave us the support we needed to help Micah and to continue the therapy at home.”

Micah has now graduated from the TSH Speech and Language program and will be attending Coolbinia Primary School full time in 2014.



Photo credit: Tyler Brown, Brown Photography

ORGANISATIONAL INFORMATION

FUNDRAISING AND PUBLIC RELATIONS

2013 heralded another successful year for the Fundraising and PR team, a fitting tribute to long-term Director, Christine Brancato’s final year at the helm. The team raised \$355,000 from events alone, and played a significant role in helping the organisation secure more than \$5,750,000 in grants and government contracts.

Artitude

The 14th Artitude event represented a changing of the guard, with David Forrest and Jánis Nedéla of Gallery East Art Services taking on the role of curating the collection of 158 pieces of collectible artworks. In another big change for the event, Crown Perth became the naming rights sponsor of the event after supporting Artitude for many years.

Artitude raised funds from the sale of fine art, a Charity Auction, the Lucky Sip raffle and a Silent Auction. The art sales were at an all-time high with 52 pieces being sold, contributing to one of the event’s most successful editions to date. This year, generous private philanthropists Chris & Tia Ellison and Frank & Atilia Tomasi put their hands up to match \$10,000 donations made by the McCusker Charitable Foundation, Perron Group and Rhonda Wyllie Foundation. These generous donations formed the event’s top-tier sponsors along with Australian Capital Equity, Minderoo, Signature Custom Homes, Gibbs Corp and Toybox International/ Box Magazine.

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

- Event supporters – Accent Gallery and Framing, Advans, Staging Connections, the West Australian, World Wide Online Printing (West Perth), Clairault, Oceans Estate, Nigel and Denise Satterley, Expo Power and Lighting, Ray Jordan, David Lynch, Adrian Barich and Direct Commercial Maintenance;
- Charity Auction supporters – Crown Perth, Function Concepts, La Vigna, Rohan Jewellery, Floreat World of Travel, Ayana Resort and Spa, The Samaya: Ubud, Hentley Farm, Wayne Stubbs, Heyder & Shears and Steve’s; and

- Donators to the Silent Auction – 121 items and services were donated, some highlights of which included a Broome holiday package donated by Hawaiian, watches from Blennerhassett Fine Jewellers, a Swan River Sailing package, a Viva Life Photography package and a range of goods from Lucky Rabbit Imports.

Finally, we’d like to thank the Artitude Planning Committee members for their commitment to the event as well as the many volunteers who helped to make this year’s event such a great success.

Loud Shirt Day

This year’s Loud Shirt Day was supported by more than 350 businesses, schools and community groups, with more than 20,000 people across WA donning their loudest shirts to raise money for TSH’s early intervention programs. The event raised more than \$51,000 and was supported by many events across the state. A sample of events includes:

- The kick-off event at the TSH campus on Wednesday, 16 October with a morning tea and silent auction. The Talkabout staff members won the coveted title of ‘loudest department’.
- Matthew Klinger was invited to join Loud Shirt Day at Maylands Peninsula Primary School on Friday, 18 October as the class participated not only to raise money for TSH but to educate the children about hearing impairment. Matthew will be joining his brother, Daniel, at Maylands in 2014 so the day held a lot of importance for the school and the Klinger family.
- The Loud Shirt Day ambassadors for 2013 were TSH board member, Professor Colleen Haywood and baby Aria McIntyre from the TSH early intervention program. Along with Aria’s mum, Bonnie, they all did a fantastic job taking part in media interviews and photo shoots to promote the fundraiser.
- Bron Hyde’s two sons, Andrew and Matthew, also did their part in raising awareness by being part of a photo shoot for the article in the ED! section of the West Australian Newspaper.

The event’s success was made possible thanks to the generous support received from:

- Beyond Bank, WA artist Ida Erhardt and Worldwide Online Printing, who supported the event with donations of prizes for the event’s raffle; and
- The Telethon Channel 7 Trust.

Thank you to everyone who got LOUD to help make Loud Shirt Day 2013 a great success. Special thanks also needs to go to parents Kira Maslen, Siv Horrell, Rosemarie Smith, Jacqueline Markoski, Kerry Brown and the Murchison Family for selling additional raffle books.

2013 Governor’s Charity Golf Day

TSH was the beneficiary of the 2013 Governor’s Charity Golf Day on 1 November at the Royal Perth Golf Club. The highly successful event was attended by 24 teams of golfers who were treated to some perfect weather and a great night.

The event’s major sponsor was the Automotive Holdings Group (AHG), with valuable contributions from His Excellency Malcolm McCusker (AC CVO QC), MC Jeff Newman and auctioneer for the

night Ron Farris. The event raised \$85,000, which supported TSH’s early intervention programs and services for children who suffer from speech and language or hearing impairments.

Hole sponsors for the event were Abacus, Benz Industries, ECI Engineering, Centurion Transport, Satterley Property Group, AHI Carrier (Australia), Dempsey Real Estate, Perth Airport and Rosabrook.

Auction sponsors included Crown Perth, Chellingworth Motors Nedlands, Satterley Property Group, Rosabrook, John McGrath MLA, Blennerhassett Fine Jewellers, Parker and Co, Steve Irons MP, Ida Erhardt and His Excellency Malcolm McCusker.

Generous donations were also received from Bob Bollen of Benz Industries, Ralph and Patricia Sarich, RPGC and Scanmedics.



Caption: 2013 Artitude Planning Committee Members

ORGANISATIONAL INFORMATION

Government and Stakeholder Relations

Sarah Seymour once again ably represented TSH across a number of stakeholder and government networks.

Some of the larger projects Sarah was involved in during 2013 included:

- Communications announcing the appointment of Peta Monley into the role of CEO;
- Stakeholder engagement for the Pilbara Earbus project and partnership with Chevron;
- Finalising the new Enterprise Bargaining Agreement for TSH, which will be ratified in early 2014; and
- Communications planning for the Dodd Street road works.

Marketing and Communications

Clare Reid commenced in the role of Communications and Marketing Officer in August after Melissa Mattioli took an extended leave of absence before resigning in November.

Significant projects undertaken by Melissa / Clare included:

- A re-brand and website launch for Better Hearing-TSH;
- Significant 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 impairment. A significant ABC 720 radio interview was also conducted advocating for the importance of Newborn Hearing Screening and Early Intervention programs for children diagnosed with hearing impairment in Western Australia.
- Design and production of a new parent resource for Talkabout parents ('Let's Talk About It'); and
- Media events announcing the opening of the Sensory Playground and launch of the 'Let's Talk About It' resource.

Grants and Tenders

Kelly-Anne Day took on a broader grants responsibility to create one central grants contact for the organisation which added grants management and accountability to her research and copywriting tasks.

Grants were secured from the following supporters in 2013:

- Non-Government Centre Support
- Westfield Innaloo
- Collier Charitable Foundation
- Deafness Foundation
- AIM Scholarship
- Chevron.

Government service contract funding secured by TSH in 2013 included:

- Rural Health West (Rural Health Outreach Fund and Medical Outreach Indigenous Chronic Disease Prevention) – Earbus GP and ENT clinics;
- Child and Adolescent Health Services – universal newborn hearing screening; and
- Disability Services Commission – disability professional services (early intervention).

The grants office also provided support on communications projects as below

- Significant support to Janene Hall for the 'Let's Talk About It' resource; and
- Preparation of the 2012 Annual Report.

Other notable mentions

Christmas came early for students in T5, who unwrapped a generous package of gifts received from the Westfield Happy Giving Campaign in December. While T5 got to do the honours, all of TSH will benefit, including the parents. The online campaign ran for three weeks and every week the public were encouraged to vote for a gift they would like to give TSH, promoting the importance of giving this holiday season. The campaign resulted in Westfield Innaloo donating a Riots Arts and Crafts package, a HP laptop for the TSH parents' lounge and a catering voucher for future parent evenings.

Wembley Supa IGA nominated TSH as its charity of choice for its Community Support Card Program, resulting in donations being received from the local shopping centre.

While spending time at TSH to observe the newborn screening program for her Honours thesis, student Emma Chaffey became impressed with the significant difference the Earbus team was making towards indigenous ear health in Western Australia. She decided to make the program the beneficiary of her family's round robin netball fundraising event. With the help of Helen Jancey, the Chaffey family raised \$903 dollars from entry and spectator fees as well as donations.

TSH would like to thank the following organisations for volunteering their valuable time:

- Adam Placido and his team from ADCO Electrics gave up their hard earned weekend time for a garden busy bee, tidying the entry garden to the BPCC and cleaning eaves and windows. TSH was nominated for this community initiative by Box Magazine, a long standing Artitude sponsor.
- Ellie Beautreux and eight other students from Curtin University volunteered their time in September to lend a hand at TSH as part of John Curtin Weekend. Inclement weather saw the team swap their intended gardening for indoor tasks such as painting, scrubbing walls, cleaning out a storage shed and making up new information packs and folders for families. They also helped by making literacy games and activities.



Caption: TSH Fundraising and Public Relations Team

ORGANISATIONAL INFORMATION

CORPORATE SERVICES

What was new in 2013

A Facilities and Occupational Health and Safety (OS&H) Committee was established in 2013 to provide guidance on the use and maintenance of the TSH premises and the health and safety of the organisation’s staff. Major tasks of this committee in 2013 included a review and update of first aid and fire safety to ensure OS&H compliance, as well as a review of security and the introduction of restricted keys and codes.

An organisational-wide review of the Centre’s data needs was also completed and an action plan developed. The largest body of work to stem from this was the Enterprise Resource Planning (ERP) project which seeks to combine all of the systems at TSH into one electronic repository of client and student records. Implementation will be completed in 2014.

A Policy and Procedures Committee was also established to:

“Identify, develop and keep current, policies and procedures to ensure TSH has effective corporate governance, systems, guidance and processes, that are compliant with relevant legislation, ensuring effective operations and risk management and conducting its activities with transparency, equality and accountability.”

An audit of all existing policies and procedures was carried out with procedures being classified as current or requiring review. The audit also identified where new policies were needed. This work was then linked into the Strategic Risk Management Plan and a policy work plan was created using the Risk Management Plan to prioritise the work. A register was also introduced to allow forward planning for future years as policies and procedures reach their review dates. Work was undertaken on 24 policies and procedures which are expected to be completed in early 2014. Staff involvement in the development of policies and procedures was also introduced during 2013.

Service profile

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

Staffing profile

Head of Corporate Services Mark Thomas came on board in October 2013 to lead a re-vamped Corporate Services unit of the business. He oversees a team that includes:

- Finance: one full time senior accountant and two part-time accounts officers;
- Administration: two part-time receptionists (1 x 0.8 FTE and 1 x 0.2 FTE);
- ICT: one 0.8FTE manager and a full-time ICT officer; and
- Various building and maintenance contractors.

Prior to Mr Thomas’ commencement, these roles were overseen by Thai Pham. After Mr Pham’s departure, Dave Harben took on responsibility for some of the above areas while also working on the organisational review project.

Other notable events

The corporate services unit of the business was also responsible for the following areas of work in 2013:

- Completing the road, parking bays and footpaths in Dodd Street;
- Moving reception across to the into the BPCC building; and
- Various maintenance and works to address teething problems associated with occupying a new building.

INFORMATION AND COMMUNICATIONS TECHNOLOGY

The relocation of staff and services into the newly opened Bendat Parent and Community Centre (BPCC) proved a busy time for the Information and Communications Technology (ICT) department. The team coordinated all aspects of the ICT infrastructure required to get the new building operational, including hardware procurement; cable management; computer hardware installation; the Lync Phone System; air-conditioning management; printers and installation of the wireless network installation.



Photo credit: Tyler Brown, Brown Photography

Staff summary

In 2013 ICT Department consisted of IT Manager, Bronwen Hyde (0.8FTE) and ICT Security Officer, Charles Lee (full time).

What was new in 2013

The major project in 2013 was the migration from a PSTN phone system to a VOIP system. Dimension Data implemented the Lync Phone System and donated approx. \$80,000 of billable hours. Dimension Data organised discounted Polycom CX600 handsets and the donation of headsets from Jabra for the reception and staff. Staff training was ongoing throughout 2013 and TSH staff found the messaging, videoconferencing, organising online meetings all very beneficial features of the Lync phone system.

Another major project in 2013 was the installation of the Savant AV system in the Conference Hall and Tomasi Room, both being venue hire rooms. This included WAP and networking infrastructure, ceiling mounted projectors, wireless microphones, surround sound speakers and a hearing loop.

Notable events

The ICT department provided significant support for the first ever Power of Speech Awards to be held in the new conference room of the BPCC.

HUMAN RESOURCES

Human Resources at TSH spearheaded much of the change at TSH organisationally in 2013, with an extremely busy year drafting, consulting with staff and implementing a suite of new of updated policies and procedures.

What was new in 2013

A significant amount of work for the year focused on staffing arrangements, with a staff organisational review resulting in a new structure for specialist staff. The new structure is being prepared for implementation in 2014. An organisational issues and actions project was also undertaken.

All staff were invited to take part in a staff wellbeing survey, which identified a number of areas to be addressed. The most significant work to come out of the survey was the formation of the Staff Wellbeing Committee, comprising of a mix of staff and management and charged with the task of rolling out a Staff Wellbeing Program.

Staff were also asked to provide input into the TSH Values and the TSH Code of Conduct, both of which were implemented before the close of the year.

Also in 2013, reviews of the recruitment and selection, induction (staff and Board) and probationary policies resulted in the introduction of improved processes.

Staffing summary

For the majority of the year the HR functions of TSH were overseen by part-time staffer Jodi Pinch working closely with new CEO Peta Monley. However, Ms Pinch resigned late in the year, paving the way for the appointment of full-time HR Manager Tracy Bennett in December.

Other notable events

- Bullying and harassment training for all staff in 2013;
- Review and update of the on-boarding of volunteers;
- Introduction of a new procedure for recruiting specialist, difficult to recruit staff resulting in an improved success rate; and
- Introduction of formal guidelines to support professional development activities for staff at TSH.

ORGANISATIONAL INFORMATION

RESEARCH

What was new in 2013

As with much of the organisation, there was a focus on policies and procedures for the research area of the business in 2013. As such, significant time was spent developing a formal procedure for reviewing research applications proposed by external researchers to conduct a study at TSH. The resultant Research Policy and Procedure will published in 2014, although implementation commenced in the latter part of 2013.

The importance of research at TSH was elevated in 2013 with a new focus on relationship building resulting in several new partnerships being established. These growing partnerships with local and interstate organisations for research and professional development are critical to helping TSH become a truly world-class service that provides innovative, best-practice services to its varied client base.

Service profile

A shift towards more research facilitation has seen TSH working in partnership with researchers to conduct collaborative research and to support research students at Curtin University, Edith Cowan University and the University of WA. Additionally, a number of interstate collaborations have been nurtured with Macquarie University, Melbourne Graduate School of Education (University of Melbourne) and the Royal Institute for Deaf and Blind Children Renwick Centre to conduct research in partnership. A couple of new research proposals were developed with some of these partners while undertaken some existing collaborative projects.

A recent project by national body First Voice identified access to cohorts of children with a hearing impairment as being a major challenge that stymies effective and detailed research into in the field of childhood hearing impairments. Via it’s evolving research functions, TSH has been able to provide key partners with ‘access’ to the largest cohort of children with a hearing impairment in the state while maintaining high standards of confidentiality and ethical considerations.

This approach brings many advantages to TSH to help it achieve its work in ensuring the best possible outcomes for children with speech/language or hearing impairments. These include:

- Playing a driving role in much-needed research and development in the fields of hearing impairment, speech and language disorders and ear health continues;
- Being able to complete a greater number of research projects than if all research was conducted in-house;
- While TSH plays a role in the provision of information and study design, the research is conducted by the external partner giving full credence to its findings in the academic, political and disability services sectors.

2013 research partners included:

- Associate Professor Williams, Deputy Head, School of Psychology and Speech Pathology, Curtin University, WA;
- Dr Kemp, Senior Lecturer, Macquarie University Special Education Centre, Macquarie University, NSW;
- *Dr Priddis, Senior Lecturer, Psychology and speech Pathology, Curtin University, WA;
- *Dr Hennessey, Senior Lecturer, Director of Research Training, School of Psychology and Speech Pathology, Curtin University, WA;
- Dr Byrnes, Coordinator, Language Intervention and Hearing Impairment, Melbourne Graduate School of Education, University of Melbourne, VIC.
- Dr Duncan, Head of Graduate Studies and Conjoint Senior Lecturer, Royal Institute for Deaf and Blind Children Renwick Centre/University of Newcastle.

Dr Duncan visited TSH in 2013 to discuss research collaboration and to provide an information session about the postgraduate courses available from Renwick Centre/University of Newcastle. This information session was to help grow the number of Teachers of the Deaf in WA as there has been a shortage in this profession.

** Grant applications were submitted with these partners but were unsuccessful. The projects have been placed in a project bank to be resurrected should an appropriate funding avenue be found.*

Staffing summary

The formal research function at TSH is currently staffed by one full-time staff member. Aside from TSH-led research activities, Dr Yuriiko Kishida also plays an important intermediary between TSH and several independent research organisations who currently partner with TSH.

Research undertaken by TSH

The main focus areas on TSH research for 2013 were across the following projects:

- The Incidence of Middle Ear Disease and Hearing Loss in Children in Aboriginal and Torres Strait Islander Communities in Western Australia; with Associate Professor Cori Williams, Curtin University
 - Full ethics approval to conduct this study was obtained
 - A new data collation function and analysis protocol that enables to analyse a large data sample was developed
 - Data collation and analysis were commenced
 - The preliminary analysis was undertaken – the results suggested a reduced occurrence of MED of children who participated in the TSH Ear Health Program compared to those who participated in the program in 2009 in metropolitan Perth (Timms, Grauaug, & Williams, 2012)
- Use of Language Environment Analysis (LENA) in Auditory-Verbal Therapy – with Associate Professor Cori Williams, Curtin University

Perceptions of Parents of Children with Hearing Impairment and Their Therapists;

- Full ethics approval to conduct this study was obtained
- Data collation and analysis was completed
- The Effect of Feedback on Verbal Interactions Between Parents and Children with Hearing Impairment; with Dr Coral Kemp, Macquarie University and Associate Professor Cori Williams, Curtin University
 - The proposal (originally developed for a grant) was modified
 - Ethics approval for the amended proposal was obtained
 - Recruitment was completed for pilot data collection scheduled in Term 1, 2014

An abstract that was proposed to report the outcomes of the Ear Health study mentioned in the first bullet point has been accepted for a presentation at the World Congress of Audiology to be held in May 2014.

Research supported by TSH

TSH supports research that benefits people with speech and hearing impairment, their families and professionals working in the field. The table summarises research projects that TSH provided external researchers with assistance to conduct research at TSH, such as review of the proposals, participant recruitment and/or coordination of data collection in 2013.

ORGANISATIONAL INFORMATION

Researcher	Position	University	Department	CO-Researcher/ Principal Supervisor	Project Title	TSH Program involved in the project
Lydia Timms	PhD Candidate	Curtin University	School of Psychology and Speech Pathology, Faculty of Health Science	Associate Professor Cori Williams	The Relationship between Otitis Media and Literacy Outcomes of Urban Indigenous Australian School Children	Ear Health Program
Amy Prentice	Student	The University of Western Australia	Master of Clinical Audiology, School of Anatomy, Physiology and Human Biology	Dr Robert Patuzzi	Discovering Hearing Impaired Children with Teacher Assessments	School Support
Jessica Round	Student	The University of Western Australia	Master of Clinical Audiology, School of Anatomy, Physiology and Human Biology	Dr Robert Patuzzi	The Need and Uses of the Ida 'My World' Counselling Tool in Paediatric Rehabilitation for Hearing-Impaired Children	School Support
Luke Brook	Student	Edith Cowan University	Bachelor of Computer Science Honours, Faculty of Computing, Health and Science/School of Computer and Security Science	Dr Trish Williams	Analysing a New Mobile Bilateral Audiology Test for Children	Early Intervention
Dr Jill Duncan	Head of Graduate Studies and Conjoint Senior Lecturer	Royal Institute for Deaf and Blind Children / University of Newcastle	Renwick Centre	n/a	Online Social Capital and Literacy Skills of Adolescents with Hearing Loss: A Pilot Study	School Support

In addition to the above, the University of Western Australia (UWA) Audiology Research Seminars were held at TSH in October 2013. Students completing the Masters of Clinical Audiology at UWA presented their research projects. TSH staff were invited to attend the presentations. The projects included various areas such as health science, service delivery, early intervention and education.

TSH Number of Employees

Staff	2013			2012			2011		
	Full time	Part time	Casual	Full time	Part time	Casual	Full time	Part time	Casual
Executive	6	0	-	6	0	-	5	1	-
Administration	10	9	1	7	13	-	5	16	-
Teaching	9	33	-	11	29	2	11	33	6
Specialist	3	16	-	5	11	-	7	10	-
Audiology	3	8	14	2	6	12	2	4	13
Earbus	7	2	1	9	3	-	7	1	-
Total	38	68	16	40	62	14	37	65	19
Total Employees	122			116			121		
Employee Benefits	\$6,343,582			\$6,021,957			5,193,369		
Total Operating Expenditure	\$7,897,158			\$7,607,195			6,332,428		
Percentage of Total Operating Expenditure	80.33%			79.16%			82.01%		

ORGANISATIONAL INFORMATION

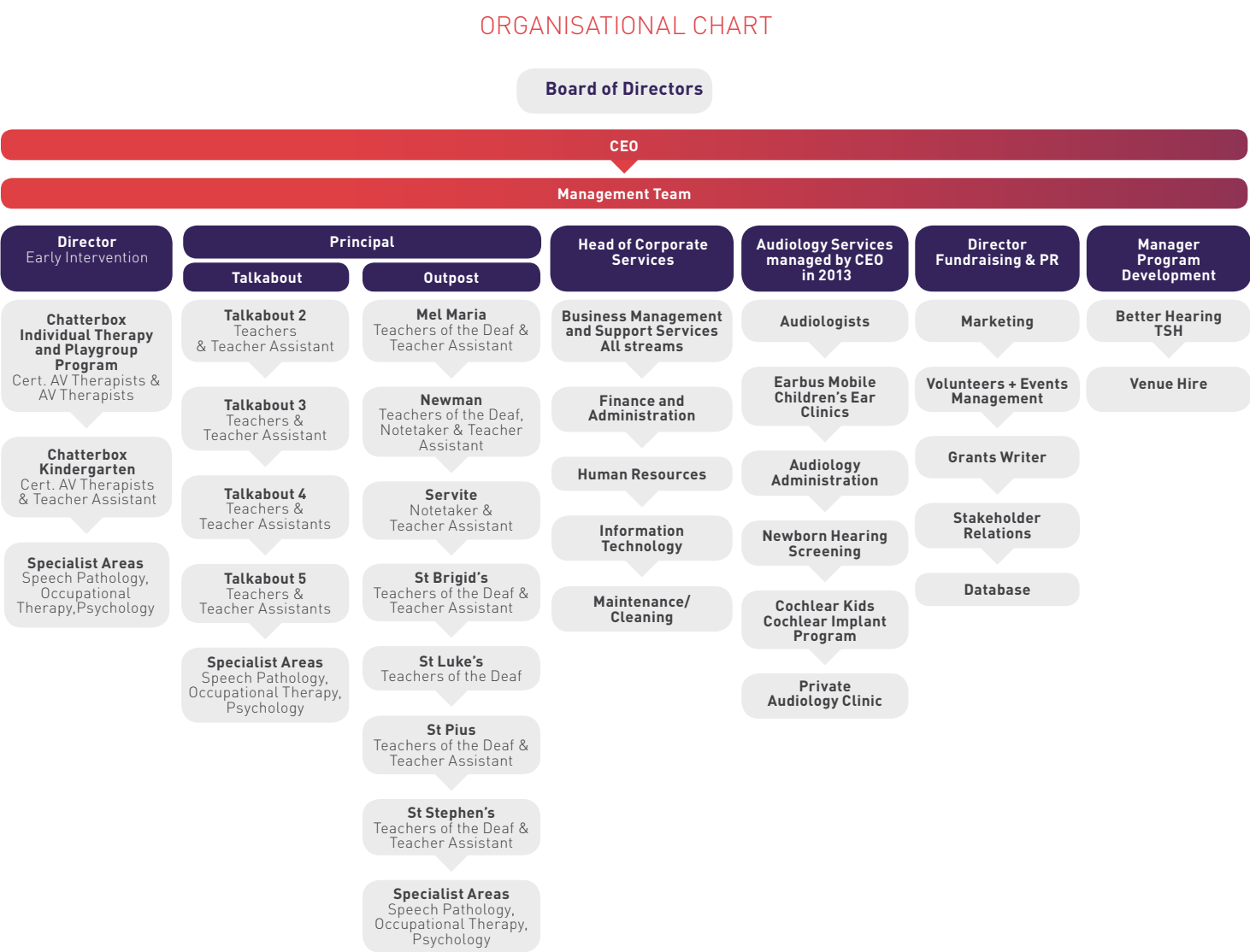


Photo credit: Tyler Brown, Brown Photography

SCHOOL PERFORMANCE INFORMATION

BACKGROUND

Established in 1967, the Telethon Speech & Hearing Centre for Children WA (Inc) in Perth, Western Australia, is a not-for-profit organisation that assists children with speech-language or hearing impairments to acquire listening, speaking and literacy skills. The Centre was originally founded by parents to provide a high quality option for families who wanted their children to use spoken language. Underpinned by the historical core values of excellence, passion, respect, commitment, professionalism and innovation, the Centre’s undertaking was to teach children to listen and speak.

Our Vision
Our vision is to be a world class provider of programs and services for families who have children with speech and hearing needs.

Our Mission
Our mission is to support families who have children with speech and hearing needs.

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.

Spending time with families, staff and stakeholders enables us to build relationships based on mutual trust and the ability to see the world from another viewpoint. Strong values provide the platform for staff, families and stakeholders to work collaboratively together to grow, enquire and learn.

SCHOOL SECTOR
Independent

CO-EDUCATIONAL OR SINGLE SEX
Co-educational

YEAR LEVELS OFFERED
Pre-Kindergarten to Year 12

SCHOOL ADDRESS
Telethon Speech & Hearing Centre for Children WA (Inc) has eight campuses in Western Australia:

- 36 Dodd Street, Wembley
- 33 Davidson Road, Attadale
- 25 Evershed Street, Myaree
- 216 Empire Avenue, Churchlands
- 134 Cape Street, Tuart Hill
- 17 Duffy Terrace, Woodvale
- Cnr Ley Street and Cloister Avenue, Manning
- 50 St Stephen’s Crescent, Tapping

TOTAL ENROLMENTS
Telethon Speech & Hearing Centre is a co-educational school with 195 enrolments in 2013.

DISTINCTIVE CURRICULUM OFFERINGS
(i) Speech Language Campus

The Centre 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, personalised 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, librarians, early childhood teachers and specialist education assistants. In addition the school operates an extensive parent information program which provides support, guidance and encouragement to assist in the transitioning of students into mainstream schools.

(ii) Hearing Impairment Campuses
The Centre’s school services programs, for students from kindergarten up to Year 12 with hearing impairments, are delivered in seven mainstream private school locations across metropolitan Perth. In each school, our support program is staffed by an outstanding interdisciplinary 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, notetakers, 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 options.

(iii) Other Services
The school works in partnership with other services at the Centre 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

(i) Staff Attendance – Teachers
During 2013, average daily attendance rate of teachers was 92%.

Number of staff	Number of these staff retained in the following year	% retention rate
48	41	85%

Of the seven staff who left during the course of 2013:

- 6 resigned from their positions at TSH
- 1 left at the conclusion of their short-term contract

(iii) Teacher Qualifications

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

(iv) Professional Learning and Expenditure

Total Number of staff	Total expenditure on teacher PD as recorded in the budget	Average expenditure on PD per teacher
14	\$4570.49	\$326

The participation of staff in different professional development activities during 2013 was 100%. The delivery of special education services to students is the central aim of staff development and achieved through professional communities, curriculum development, formal professional learning opportunities, journal studies and workshops.

SCHOOL PERFORMANCE INFORMATION

STUDENT ATTENDANCE

Students at Telethon Speech & Hearing Centre 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 Centre if any co-enrolled student is absent. The mainstream school and Telethon Speech & Hearing Centre teacher of the deaf work together to follow up on any unexplained absences and record them using the mainstream school’s attendance register.

STUDENT OUTCOMES

(i) Post-School Destinations – Outcomes for Year 12 cohort 2013

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

(ii) NAPLAN Results for Years 3, 5, 7 and 9 in 2011

Telethon Speech & Hearing Centre does not meet the reporting threshold for ACARA.

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

FAMILY FEEDBACK SURVEY SUMMARY

All families of children enrolled in the Telethon Speech & Hearing educational programs in August 2013 were invited to complete the annual Family Survey. Responses to the survey were anonymous with separate questionnaires being provided to families for each of the programs. An online survey tool has been used since 2011 for the distribution, with paper-based copies also being made available.

The questionnaires were designed to collect both quantitative and qualitative data. Each questionnaire is reviewed annually and updated as required. In addition to demographic data,

respondents were asked to rate their level of agreement with a number of statements related to their child’s educational program, provision of specialist services and provision of administrative service from strongly disagree to strongly agree. They were also given an opportunity to express their views and to make suggestions through open-ended question items.

A total of 142 families participated in the survey (48 families in the Hearing Impairment Early Intervention program, 72 families in the Speech and Language Early Intervention program, and 22 families in the Hearing Impairment School Support program). Table 1 presents the survey response rates 2008-2013. There was a remarkable increase in the response rates in 2011. Since then, the overall response rates have remained above 50%, but with a slight decrease in total.

Table 1. The Survey Response Rates (Percentages)

Programs	2009	2010	2011	2012	2013
Chatterbox	37	26.9	61.1	68	54.5
Talkabout	34	32.3	55.8	52	52.9
Outpost	38	14.6	57.1	49	53.7
Overall	35	27.8	58.8	56	53.6

Tables 2-4 provide the extract of the results from each program. The level of satisfaction remained very high in 2013. The results indicated that overall families from all three programs were highly satisfied with the service and the staff, the programs were meeting their child’s needs and they were impressed with staff attributes, knowledge and skills. The open-ended responses supported the quantitative results, demonstrated by the positive comments provided. Families were grateful for their child’s progress, opportunities for parent learning and support for children/families. Families congratulated the staff for their professionalism and acknowledged how well the TSH staff supported their child. A small number of suggestions and comments for improvement were also received. Every suggestion and comment was carefully examined by the senior staff of TSH, and a quality improvement action plan commenced. It is expected that the action plan will be fully implemented by the end of 2015.

Table 2. Results extracted from the Hearing Impairment Early Intervention program

Statements	Strongly Disagree	Disagree	Agree	Strongly Agree
1. The individual sessions are meeting my child’s needs.	0%	0%	29.5%	70.5%
2. The Auditory Verbal Therapist (AVT) for individual sessions is approachable and professional.	0%	0%	13.3%	86.7%
3. The AVT tells me in what areas my child is making progress.	0%	0%	16.3%	83.7%
4. The AVT explains language, speech and listening skills in words understand.	0%	0%	9.1%	90.9%
5. The AVT observes me interacting with my child and gives meaningful feedback.	0%	0%	27.9%	72.1%
6. I have acquired the skills and knowledge I need for my child through AV Therapy.	0%	0%	25%	75.0 %

Table 3. Results extracted from Speech & Language Early Intervention program

Statements	Strongly Disagree	Disagree	Agree	Strongly Agree
1. The Talkabout program is meeting my child’s individual learning needs.	0%	2.9%	36.2%	60.9%
2. The teaching staff in the Talkabout program are approachable and professional.	0%	1.4%	11.6%	87.0%
3. I believe my child is making progress towards achieving their goals in the Talkabout program.	0%	2.9%	40.6%	56.5%
4. I am satisfied with the format of written reports/portfolios from the program.	0%	8.5%	25.4%	66.1%
5. The Talkabout staff have given me information and ideas that have helped me to help my child with their difficulties.	0%	4.4%	39.7%	55.9%
6. I feel supported by the Talkabout staff.	0%	2.9%	32.4%	64.7%

SCHOOL PERFORMANCE INFORMATION

Table 4. Results extracted from Hearing Impairment School Support program

Statements	Strongly Disagree	Disagree	Agree	Strongly Agree
1. The School support program is meeting my child's individual learning needs.	0%	0%	13.6%	86.4%
2. The individual sessions with the teacher of the deaf are meeting my child's learning needs.	0%	0%	19.0%	81.0%
3. The teacher of the deaf is approachable and professional.	0%	0%	4.8%	95.2%
4. I believe my child is making progress towards achieving his/her goals.	0%	0%	22.7%	77.3%
5. I am satisfied with my child's participation in the school.	0%	4.5%	22.7 %	72.7%
6. I am satisfied with the format of written reports from the School support program.	0%	0%	9.1%	90.9%



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 goal of the Auditory-Verbal approach is for children who are deaf or hard of hearing to grow up in regular classrooms and living environments and to become independent, participating citizens in mainstream society.

HOW DOES AUDITORY-VERBAL THERAPY WORK?

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. The principles of Auditory-Verbal Practice are:

- Promote early diagnosis of hearing impairment in newborns, infants, toddlers and children, followed by immediate audiological management and Auditory-Verbal therapy;
- Recommend immediate assessment and use of appropriate, state-of-the-art hearing technology to obtain maximum benefits of auditory stimulation;
- Guide and coach parents to help their child use hearing as the primary sensory modality in developing spoken language without the use of sign language or emphasis on lip-reading;

- Guide and coach parents to become the primary facilitators of their child’s listening and spoken language development through active consistent participation in individualised Auditory-Verbal therapy;
- Create environments that support listening for the acquisition of spoken language throughout the child’s daily activities;
- Guide and coach parents to help their child integrate listening and spoken language into all aspects of the child’s life;
- Guide and coach parents to use natural developmental patterns of audition, speech, language, cognition and communication;
- Guide and coach parents to help their child self-monitor spoken language through listening;
- Administer ongoing formal and informal diagnostic assessments to develop individualised Auditory-Verbal treatment plans, to monitor progress and to evaluate the effectiveness of the plans for the child and family; and
- Promote education in regular classrooms with typical hearing peers and with appropriate support services from early childhood onwards.



Photo credit: Rodger Clark, Envy Photography

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 and to ensuring parents are given support and information as soon as possible.

HOW CAN TECHNOLOGY HELP HEARING-IMPAIRED CHILDREN?

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 to communication of 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.

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

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

DONORS AND SPONSORS

Telethon Speech and Hearing would like to thank the following donors and sponsors for their support during 2013. TSH could not maintain its support and service for children and adults with hearing or speech/language concerns without their generously provide funds.

- Adrian Barich
- 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
- Crown Perth
- David Lynch
- Deafness Foundation
- Department of Social Services
- Dimension Data
- Disability Service Commissions
- Emma Chaffey
- Frank and Atilia Tomasi
- Gallery East Art Services (David Forrest and Jánis Nedéla)
- Jeff Newman
- Gibbs Corp
- His Excellency Malcolm McCusker (AC CVO QC)
- Ida Einhardt
- McCusker Charitable Foundation
- Minderoo Foundation
- Non-Government Centre Support
- Perron Group
- Ray Jordan
- Ralph and Patricia Sarich
- Rhonda Wyllie Foundation
- Ron Farris
- Royal Perth Golf Club
- Rural Health West
- Satterley Property Group
- Scanmedics
- Signature Custom Homes
- Toybox International/Box Magazine
- Wembley Supa IGA
- Westfield Innaloo
- Worldwide Online Printing

ACKNOWLEDGEMENTS

LIFE MEMBERS

Julie Simpson (1971)	Ann Haultain (1988)	Jan Smith (1999)
Les Bond (1972)	Vince McCudden (1988)	Nigel Thomas (1999)
Bob Rushford (1972)	Len Blyth (1992)	Kevin Casey (1999)
George Hankin (1973)	Mary Shurman (1994)	Jill Reid (2004)
Terry Crommelin (1979)	Jenny Vukman (1995)	Kathy Bohn (2010)
Graham Pittaway (1981)	Robin Briggs (1995)	Eileen Coppin (2010)
Diane Harke (1985)	James Crossland (1996)	Carolyn Hartz (2010)
George Barrett (1985)	Karen Venard (1998)	Cristina Sandri (2011)

BOARD CHAIRMEN

1966 - 1972 Mr G Hankin	1994 - 1995 Mr John Broadfoot
1973 - 1975 Mr Charles Searson (d)	1996 - 1997 Dr Nigel Thomas
1976 - 1977 Mr K Brine	1998 - Mr Rob Welsh
1978 - 1982 Mr Charles Searson (d)	1999 - 2000 Mr D Brian Grindrod
1983 - 1984 Mr Ray Ware	2001 - 2004 Mr Paul Riethmuller
1985 - Mr Barry Mackinnon	2005 - Mr John Baillie
1986 - 1993 Dr Nigel Thomas	

HOW YOU CAN HELP

As you read this report, you will realise the great importance of the work carried out by the Telethon Speech & Hearing Centre for Children.

As a non-government organisation and registered charity, Telethon Speech & Hearing relies heavily on its own fundraising to supplement funding from various government agencies.

There are a number of ways you can help Telethon Speech & Hearing to help children throughout their lives to hear and speak:

- Make a donation in the full knowledge that your gift will be used to the best advantage of the children of Telethon Speech & Hearing;
- Remember Telethon Speech & Hearing in your will. Support through bequests and legacies provide vital assistance for our work;
- Provide pro-bono support for professional services for a range of projects and events;
- Establish a corporate partnership. Telethon Speech & Hearing values 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 initiative; or
- Gifts With A Difference—make a donation in lieu of a gift for birthdays and important milestones.

Contact TSH Fundraising on 9387 9888 or email donations@tsh.org.au or visit tsh.org.au to find out more.

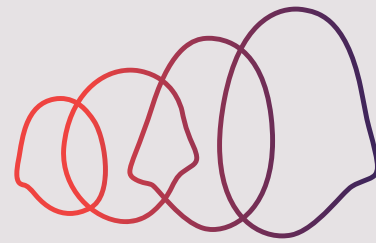


Tyler Brown, Brown Photography

We make a living by what we get, we make a life by what we give.”

*Sir Winston Churchill (1874-1965);
British Statesman, Prime Minister, Author,
Nobel Prize Winner*

FINANCIALS CONTENTS



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

STATEMENT OF FINANCIAL POSITION

as at 31 December 2013

FINANCIAL REPORT

for the year ended 31 December 2013

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	Notes	Year ended 31 December 2013 \$	Year ended 31 December 2012 \$
Current assets			
Cash and cash equivalents	2	3,138,898	3,069,765
Trade and other receivables	3	529,936	378,751
Total current assets		3,668,834	3,448,516
Non-current assets			
Buildings in progress	4	219,553	6,517,172
Leasehold buildings and improvements	4	10,043,596	3,629,442
Plant and equipment	4	1,023,284	955,135
Total non-current assets		11,286,433	11,101,749
Total assets		14,955,267	14,550,265
Current liabilities			
Trade and other payables	5	1,247,044	1,124,127
Provisions	7	705,044	673,448
Total current liabilities		1,952,088	1,797,575
Non-current liabilities			
Non-interest bearing liability	6	487,000	487,000
Provisions	7	10,714	58,621
Total non-current liabilities		497,714	545,621
Total liabilities		2,449,802	2,343,196
Net assets		12,505,465	12,207,069
Equity			
Retained surplus		12,207,069	9,114,721
Net surplus for the year/period		298,396	3,092,348
Total equity		12,505,465	12,207,069

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

STATEMENT OF COMPREHENSIVE INCOME

as at 31 December 2013

	Year ended 31 December 2013 \$	Year ended 31 December 2012 \$
Operating income		
Grants received for operating activities	4,781,379	4,746,921
Fees collected	623,202	630,570
Medical services income	1,008,167	898,601
Interest income	73,516	147,201
Fundraising events and donations	968,391	590,768
Bequest	273,222	-
Rental Income	25,119	245,044
Other	7,752,996	38,074
Total operating income	7,297,179	7,297,179
Operating expenses		
Audit fees	(26,000)	(36,036)
Employee benefits	(6,343,582)	(6,021,957)
Cost of fundraising events	(272,848)	(289,786)
Insurances	(182,407)	(101,957)
Resources and consumables	(254,012)	(274,557)
Repairs and maintenance	(132,447)	(94,215)
Communications	(74,632)	(73,669)
Property costs	(224,928)	(177,322)
Finance costs	(34,877)	(28,070)
Other	(351,425)	(509,626)
Total operating expenditure	(7,897,158)	(7,607,195)
Net operating surplus/(deficit)	(144,162)	(310,016)
Non-operating income		
Building appeal fund	715,550	3,688,157
Grants received for non-operating activities	612,829	641,964
Interest earned on non-operating funds	6,540	16,201
Better Hearing Australia (WA) Inc contribution	12,796	-
Total non-operating income	1,347,715	4,346,322
Non-operating expenses		
Funds expended on non-operating activities	(267,370)	(532,527)
Transfer to Better Hearing Australia (WA) Inc	(5,936)	(15,478)
Total non-operating expenditure	(273,306)	(548,005)
Net non-operational surplus	1,074,409	3,798,317
Profit/(Loss) on sale of assets	-	(28,447)
Depreciation of fixed assets	(631,851)	(367,506)
Net income	298,396	3,094,348
Other comprehensive income	-	-
Total comprehensive income	298,396	3,092,348

The above Statement of Comprehensive Income should be read in conjunction with the accompanying notes.

STATEMENT OF CASH FLOWS

as at 31 December 2013

	Notes	Year ended 31 December 2013 \$	Year ended 31 December 2012 \$
Cash flows from operating activities			
Cash receipts from operations		7,620,356	8,148,760
Conditional grants for the Building Appeal Fund		715,550	3,688,157
Conditional grants for non-operating activity		602,612	641,964
Contribution from Better Hearing Australia WA (Inc)		10,217	-
Transfer to Better Hearing Australia WA (Inc)		(5,936)	(15,478)
Cash payments to suppliers, consultants and employees		(8,057,921)	(8,130,116)
Net cash flows from operating activities	9	884,878	4,333,287
Cash flows from investing activities			
Construction of new buildings		(613,618)	(5,051,572)
Additions to existing buildings		-	(13,383)
Acquisition of plant and equipment		(202,127)	(312,786)
Net cash flows used in investing activities		(815,745)	(5,377,741)
Net increase (decrease) in cash and cash equivalents		69,133	(1,044,454)
Cash and cash equivalents at the beginning of the financial year		3,069,765	4,114,219
Cash and cash equivalents at the end of the financial year	2	3,138,898	3,069,765

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

NOTES TO THE FINANCIAL STATEMENTS

as at 31 December 2013

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.

(a) 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. Contributions to the Building Appeal Fund which have been pledged but not received are disclosed in the note 8 to these financial statements.

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:

	Year ended 31 December 2013	Year ended 31 December 2012
Buildings	33.3 years	33.3 years
Plant and equipment	5 - 10 years	5 - 10 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

	Year ended 31 December 2013 \$	Year ended 31 December 2012 \$
Operational cash at bank and in hand	2,537,189	2,881,166
Non-operational cash at bank	601,709	188,599
	3,138,898	3,069,765

All funds are held in accounts at Bankwest and Westpac.

3. Trade and other receivables

Receivables	401,130	308,544
Receivables for Building Fund	-	25,000
Other receivables	24,995	7,620
Prepayments and deposits	56,592	37,587
	47,219	378,751
Grants recoverable	-	-
	529,936	378,751

Grants recoverable is expenditure incurred prior to receiving the confirmed conditional grant.

NOTES TO THE FINANCIAL STATEMENTS

as at 31 December 2013

4. Non-current assets

	Buildings in progress \$	Leasehold buildings and improvements \$	Plant and equipment \$	Total \$
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
Disposals	(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
Year ended 31 December 2012				
Opening net book amount				
Additions	1,465,600	3,810,705	873,655	6,149,960
Depreciation charged in previous years	5,051,572	13,383	312,786	5,377,741
Disposals	-	(58,446)	-	(58,446)
Depreciation charge	-	(136,200)	(231,306)	(367,506)
Closing net book amount	6,517,172	3,629,442	955,135	11,101,749
At 31 December 2012				
Cost	6,517,172	4,416,550	1,985,332	12,919,054
Accumulated depreciation	-	(787,108)	(1,030,197)	(1,817,305)
Net book amount	6,517,172	3,629,442	955,135	11,101,749

5. Trade and other payables

	Year ended 31 December 2013 \$	Year ended 31 December 2012 \$
Current		
Trade payables	790,343	259,810
Trade payables capital projects	8,186	45,932
Conditional contributions received and yet to be expended	281,265	419,589
Superannuation	4,091	42,783
Revenue received in advance	-	128,841
Other payables	163,159	167,260
BHA payable	-	59,912
	1,247,044	1,124,127
	-	-

6. Non interest bearing and subordinated loan

	Year ended 31 December 2012 \$	Year ended 31 December 2012 \$
Hearing Research & Support Foundation (Inc)	487,000	487,000
Non interest bearing loan		
Current portion	-	-
Non current portion	487,000	487,000
Total non interest bearing loan	487,000	487,000

The loan from the Hearing Research & Support Foundation is unsecured, with no fixed term of repayment, interest free and with no amortisation requirement. There are no repayments due within the next twelve months.

NOTES TO THE FINANCIAL STATEMENTS

as at 31 December 2013

7. Provisions

	Year ended 31 December 2013 \$	Year ended 31 December 2012 \$
Current		
Annual leave	472,885	449,935
Long service leave	232,159	223,513
	705,044	673,448
Non-current		
Long service leave	10,714	58,621

8. Contributions pledged to the Building Appeal Fund

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

	Year ended 31 December 2013 \$	Year ended 31 December 2012 \$
Bendat Parent and Community Centre (i)	25,000	712,500
Total conditional pledges to be received	25,000	712,500

The Bendat Parent and Community Centre, houses the Library, Ear Health Services, Administration and a Parenting Support Centre, and is currently near completion.

Since year end, \$25,000 of the pledged funds have been received.

9. Reconciliation of net surplus to net cash received from activities during the period

	Year ended 31 December 2013 \$	Year ended 31 December 2012 \$
Net income	298,396	3,092,348
Non cash items		
Depreciation and amortisation	631,851	367,506
Loss on sale of fixed assets	-	28,447
Donations of equipment	(790)	-
Changes in assets and liabilities		
(Increase)/Decrease in receivables	(151,185)	842,023
Increase/(Decrease) in payables	152,453	(118,465)
Increase/(Decrease) in provisions	(16,311)	105,741
Increase/(Decrease) in conditional grants	(138,324)	93,989
Movement in GST	108,788	(78,302)
Net cash flow from activities during the year	884,878	4,333,287

10. Subsequent Events

There were no events subsequent to the end of the financial period 31 December 2013 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.

TRUSTEE'S DECLARATION

AUDITOR INDEPENDENCE STATEMENT

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

Directors' declaration on the financial report for the year ended 31 December 2013


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:



Robert A. Kirkby
Director



John A. Baillie
Chairman of Directors

Date: 28th April 2014

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
Tel: +61 8 9481 3188
Fax: +61 8 9321 1204
ABN: 84 144 581 519
www.stantons.com.au

28 April 2014

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 2013, 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 AUDITOR'S REPORT

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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 2013 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 2013.

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.

INDEPENDENT AUDITOR'S REPORT

Stantons International

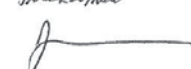
Opinion

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 2013 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.

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(An Authorised Audit Company)

Stantons International Audit and Consulting Pty Ltd


John P Van Dieren
Director

West Perth, Western Australia
28 April 2014



Telethon Speech & Hearing
Centre for Children WA (Inc)

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

36 Dodd Street, Wembley WA 6014
PO Box 186, Wembley WA 6913

Phone: +61 8 9387 9888
Fax: +61 8 9387 9889
speech@tsh.org.au