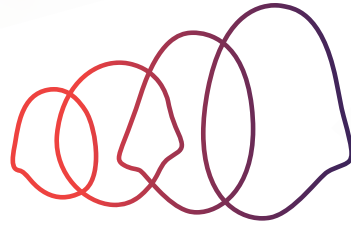


Telethon Speech & Hearing

# Annual Report 2015

Offering excellence in hearing, speech and language services to West Australian children, adults and families.





Telethon Speech & Hearing

# Values Statement

## Teamwork

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

## Professionalism

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

## Community

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

## Respect

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

## Support

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

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

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# ORGANISATION OVERVIEW

## ABOUT TELETHON SPEECH & HEARING

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

TSH was started in 1966 by a group of parents who had great hopes for the future of their profoundly deaf children. These parents started their own school with five students, no premises, little money and no experience to pursue the very best oral education for their children. The following year the Speech & Hearing Centre was started. From these humble beginnings, TSH has grown to become one of Western Australia's premier providers of services and support for children with hearing or speech and language concerns.

While most services are delivered out of the Wembley campus, TSH delivers a number of programs in select schools, clinics and in the regional locations of the Wheatbelt, South-West and Pilbara areas of the State. TSH also secured a Cockburn service site in 2015 for early intervention hearing impairment, audiology and private specialist clinics. TSH service delivery reflects the organisation's commitment to enabling children and adults with hearing, language or speech impairments to communicate.

## PROGRAMS AT TSH

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

## TSH OFFERED THE FOLLOWING SERVICES IN 2015:

- Program Support and Early Intervention Hearing Impaired (Chatterbox):
  - Program Support provides a multi-disciplinary support team across TSH programs including Psychology, Speech Therapy, Occupational Therapy and Auditory-Verbal Therapy;
  - The Early Intervention Hearing Impaired program caters for children with permanent hearing impairments delivered by professionals from multiple disciplines. Tele-intervention (therapy support for families in rural and remote areas of WA via videoconferencing technologies) was also offered;
- Hearing Impairment School Support (Outpost) – in-school mentoring, tutoring and support for children with hearing loss within mainstream classrooms delivered by professionals from multiple disciplines;
- Better Hearing-TSH – a whole of life approach adult support service, ensuring persons who are diagnosed with a hearing impairment at an early age are able to access services and support throughout their life;
- Hearing Services:
  - Newborn Hearing Screening – critical early screening program to ensure infants with hearing concerns are referred for further assessments as soon as possible;
  - Ear Health Program – screening, diagnosis and clinical care pathway for the significant ear health concerns of the State's Aboriginal and Torres Strait Islander children. Addresses permanent and more commonly, temporary concerns that can become permanent if left untreated;
  - Audiology – diagnostic services and ongoing monitoring of hearing and ear health in children and adults. Audiology services including diagnosis, hearing aid fitting, assistive listening devices, cochlear implant assessment, fitting and management; and
  - Cochlear Kids – Assessment, management, coordination and support program for children who require cochlear implantation to access sound;
- Speech and Language Program (Talkabout) – early intervention therapy and specialised education for children with specific speech and language delays or disorders; and
- Venue Hire - TSH offers facility hire services for corporate, community or social functions. Net proceeds from Venue Hire go towards supporting the work of TSH, supporting children and adults with hearing, speech and language impairments.





## TSH MISSION STATEMENT

### OUR MISSION

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

### OUR VISION

TSH is a centre of excellence for assisting children and adults with hearing, speech and language impairments. We provide services to families in a professional and effective way that makes us the providers of choice in this field.

We are service focused throughout the organisation. All visitors, families and associates are treated with a superior experience on every occasion.

We work together, using evidence, to produce outstanding results for those with hearing, speech and language impairments that impact the families and communities in which we work.

### VALUES

We are able to reach our vision through our core values of:

- 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.

# ABOUT HEARING, SPEECH AND LANGUAGE

## FACTS

- Hearing loss affects 1 in 6 Australians. The prevalence is likely to increase to 1 in 4 by 2050 [1].
- Hearing can have a significant negative impact on various daily activities and quality of life at any stage of life [1, 2].
- Almost two-thirds of Australians aged over 70, and nearly half of Australians aged from 61 to 70 present with hearing loss [1].
- Hearing loss is one of the most common deficits at birth [3, 4]. 1 to 2 babies in every 1000 are born with permanent hearing loss [5, 6].
- Over 90% of children with permanent hearing loss are born to hearing parents [7].
- Even mild hearing loss or unilateral hearing loss (loss in one ear) can affect various areas of child development negatively [8].
- By age 4, the majority of children will experience Otitis Media (OM) [9], which can cause temporary or permanent hearing loss without appropriate treatment.
- Aboriginal and Torres Strait Islander (ATSI) populations suffer from ear disease and hearing problems at much higher rates and experience OM at a much earlier age and for significantly longer periods, than ATSI populations [10-12].
- Speech and language development can be a useful indicator of cognitive ability, school success and psychosocial outcomes during childhood and in later life [13, 14].
- Approximately 1 in 4 parents of 4-5 years old children and 1 in 5 teachers in Australia have concerns about speech and language of their children/students [15].

## FREQUENTLY ASKED QUESTIONS

### WHAT ARE THE CAUSES OF DEAFNESS?

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

### WHAT IS AUDITORY-VERBAL THERAPY?

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

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

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

### HOW CAN TECHNOLOGY HELP CHILDREN WITH HEARING-IMPAIRMENT?

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

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

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

## WHY IS EARLY INTERVENTION IMPORTANT FOR SPEECH AND LANGUAGE DEVELOPMENT?

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

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# CHAIRMAN'S REPORT



**IT IS MY PLEASURE TO PRESENT THE 48TH ANNUAL REPORT OF TELETHON SPEECH & HEARING (TSH) FOR THE 2015 CALENDAR YEAR.**

## REVIEW OF GOALS FOR 2015.

Firstly, I am pleased to report that we achieved two of the three objectives the Board set for itself in 2015. That was the recruitment of a replacement Chairman and setting of a three-year strategic plan. Developing and implementing a new income stream is still in process and will likely come to fruition in 2016.

## HIGHLIGHTS FOR 2015.

In 2015, the Board formally met on eleven occasions. The significant highlights during this period were:

- Staff wellbeing survey was conducted by the Board under the control of Director Paul Syme. The outcome was a score of 3.7/5 with a 70% participation rate. This result indicated strong staff engagement.

- The Chevron Ear Health Program contract in the Pilbara was renewed for a further three years to 2018.
- A Three Year Strategic Plan was developed and then adopted by the Board in August 2015. We now have a three-year plan and intend to roll it out each year to ensure we always have a three-year horizon.
- Two new business streams were established at My Way services in Cockburn, Kwinana and the South West Disability Service Commission trial sites.
- The Long Term Day Care centre was reviewed and considered in depth, but on reflection and consultations with the industry, we decided not to proceed.
- Research into a retail option on the Wembley campus was commenced in 2015.
- An external review of the risks and management thereof was undertaken during the year. Implementation of the recommendations will follow in 2016.
- Awarding of life membership to seven persons.

## FINANCIAL OUTCOMES FOR 2015.

In the twelve-month period, an operating surplus of \$40,907 (2014 operating surplus \$21,223) was generated. The historical net worth of the Centre declined from \$11,751,131 in 2014 to \$10,952,005 in 2015, principally from the depreciation of non-current assets by \$815,190. Cash reserves at the end of December 2015 were \$2,052,111, up from \$1,970,765 at the end of 2014.

The 2016 budget, prepared in 2015, has been budgeted for a break even outcome for operational activities.

It was very disappointing to lose the newborn hearing screening contract, particularly as TSH was instrumental in delivering this program in WA for almost a decade. Over that time TSH demonstrated successful outcomes, quality processes and procedures, financial viability, a strong membership base, and exceptional clinical standards and practice, as noted by WA Health. It is disappointing that this work has now gone to a newly established organisation.



Although the decision was questioned with the Minister of Health, unfortunately the main deciding factor came down to price. My main concern, is for good outcomes for those most vulnerable Western Australians, our newborns. Quality should be the deciding factor as this has the most impact on social and health benefits in the long term. Unfortunately, at times, it comes down to the cost. TSH was not in a position to jeopardise the quality of the newborn screening program over price. The impact this creates on the bottom line for TSH will however be immense.

### BOARD SUB-COMMITTEES

There are five active sub-committees of the Board each chaired by the persons with expertise in that discipline. The Chair of each committee and the number of times they met during the year were:

1. Legal Committee – Prue Griffin meeting on three occasions.
2. Audit Finance and Risk Management Committee – John Robertson meeting on seven occasions.
3. Fundraising PR and Communication Committee – Andrea Burns. Formally met four times during the year and on many other occasions.
4. Talent Management Committee – Paul Syme. Met twice.
5. Remuneration and Nomination Committee – John Baillie. Met once.

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

### LIFE MEMBERSHIP

In 2015 we awarded life membership to seven persons. Two were former Board members; one a former member of staff; one a long term friend of the Board and three significant donors to TSH over the last fifteen years.

These life members were Eddie Bullen; Rudi Gracias and Christine Brancato. Each have contributed beyond what was required to the long term growth of TSH.

The long term friend of the organisation has asked that we delay his award while the three significant donors will be advised of their award in 2016.

### PAST DIRECTORS

Since the last annual general meeting three directors resigned; one stood down following the adoption of the new constitution and one will not seek re-election in 2016. I would like to acknowledge the significant contribution of Director Eddie Bullen. He joined the Board ten years ago but had a longer association with us having managed the construction of the Crommelin building in 2000. He has subsequently supervised the construction of all the buildings on the present day campus. Sue Ellen-Bull was a director for near on seven years. Her son was a student at TSH. Sue provided valuable insights from a parent's perspective. Sarah Schmitt left after a secondment overseas with her husband. She also provided input from a parents' perspective and was a significant contributor to the Human Resources program. CEO Peta Monley, who served on the Board under the previous constitution, stood down following the adoption of the current constitution in April 2015 as the Board can only comprise of Non-Executive Directors. Finally, Director John Robertson will not be seeking re-election in 2016. John joined the Board in 2011 following the amalgamation with Better Hearing Australia (WA) Inc. He has provided valuable counsel and pioneered risk management at the organisation.

### MY TENURE

This will be the final report in my capacity as Chairman. At the conclusion of the upcoming Annual General Meeting I will be retiring after near on 15 years of service, twelve of them as Chairman. It has been a very rewarding journey for me.

When I reflect back on my first visit in 2001, in late summer, to the then campus of the organisation, it was housed in a number of rondavels that are now where the Bendat Parent and Community Centre is located, the then bursar apologised for the lack of light and hot and stifling conditions – electricity usage was switched off during the day to conserve cash. It was tough.

Well today the situation is somewhat different with a full functional campus spread between three imposing buildings. The period has been one of growth and development that now places the organisation as one of the foremost in Australia gaining an international reputation of excellence.

In this period near on \$14 million was raised from West Australian institutions, luminaries and the Federal Government that allowed for the rebuild of the Campus. Up to \$4 million was also raised in addition to annual grants to operate the organisation.

Throughout this period a cadre of forty volunteers served on the Board at one time or the other. Their contribution was invaluable in bringing us to where we find ourselves today. I would like to list the achievements of each of these past and present Board members but space does not allow me. Suffice it to say I thank them all for the time they gave to the organisation.

The staff and leadership of two CEOs were crucial to the achievements of the past decade and half. Former CEO Paul Higginbotham was relentless in sourcing funding and leading the rebuild while CEO Peta Monley has brought strong leadership and direction when the organisation was faced with a possible breakdown in 2013.

The toughest time for me was dealing with the unfortunate events of 2012 that led to the unexpected change in CEOs. Without the unqualified support of the then Board the organisation may not have survived. We have all moved on from those days and I hope that detractors at the time will eventually come to realise that the then Board acted in the best interest of the organisation and the children, families and other clients it serves.

I would like to also acknowledge the support of our current patron, Mr Nigel Satterley and the late Mr Bill Wylie. Their unquestioned support made my job as Chair all that easier.

Personally I have thoroughly enjoyed the journey. I have met a range of staff and volunteers that I would never have encountered in the environment I worked and socialised in. Finance can be very stifling at times!!

Finally, my tenure at the organisation has in a small way also allowed me to give back the rewards I had gained after migrating to Australia in 1976. The baton now passes to Professor Gary Martin.

## OUTLOOK FOR 2016 AND BEYOND

In 2016 and beyond the prime challenge for the organisation will be to develop sustainable income streams to firstly replace the lost Newborn Screening contract and then to lessen the dependence on annual Government grant income. The first objective needs to be achieved by the end of 2016, or else 2017 will present a significant financial challenge if they wish to continue to offer the level of services we do today.

I wish to extend my support to the incoming Chair, Professor Gary Martin who will take on the role from May 2016. Gary brings a wealth of experience to the position with his distinguished professional career that has focused on education. He has held high office at Murdoch University and is currently the CEO of the Australian Institute of Management in Floreat WA.

I believe that Gary will bring a distinct style of leadership that will take the organisation to a new level of development. It will be different to mine but one that will be rewarding for all staff and members.

I would also like to extend to CEO Peta Monley and her staff, the Board's appreciation of their professional and enthusiastic conduct during the year. I have valued working with Peta over the last three years. It has been a frank, trusting and robust working relationship that successfully dealt with, if I could use a baseball analogy, many curved balls as the organisation transitioned to a professional management style.

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

### JOHN A BAILLIE

Chairman, Board of Directors  
April 2016

# BOARD OF DIRECTORS

THE TSH BOARD OF DIRECTORS MET ON 11 OCCASIONS IN 2015. THE BOARD OF TELETHON SPEECH & HEARING LTD IS POPULATED BY FIVE MALE AND SEVEN FEMALE PROFESSIONALS, ALL BRINGING THEIR EXPERTISE AND COMMITMENT TO THE ORGANISATION



## PATRON NIGEL SATTERLEY AM

### FOUNDER AND CHIEF EXECUTIVE – SATTERLEY PROPERTY GROUP

Nigel Satterley established the Satterley Property Group over 30 years ago and has become Australia's biggest private developer. Since its inception, Satterley Property Group has been awarded more than 70 prestigious awards and Mr Satterley's achievement in residential development, real estate and environmental and urban renewal have won recognition, respect and admiration from his peers and the public alike. Nigel and Denise Satterley are well-known philanthropists within Western Australia and support a number of charities including medical research, women's refuge, churches, schools and sport. In 2006, Mr Satterley received membership of the Order of Australia for his contribution to land development, urban renewal programs and to charity, medical research and sport. Mr Satterley has been the Patron of Telethon Speech & Hearing since 2008.

Source: **Satterley Property Group**



## JOHN BAILLIE BOARD CHAIR

### 2001 – PRESENT (BOARD CHAIRMAN FROM 2004)

Former CFO of 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.



## PAUL SYME DEPUTY CHAIR

### 2014 – PRESENT

Paul is an Organisational Psychologist with a Master of Business in Human Resources Management. He has worked within the human resources consulting industry since 1989 and his employment track record has predominately been within leading Australian consulting businesses. Paul currently owns and operates a HR consulting business, Portland Broome Organisational Consultants, which focuses on Leadership Assessment and Development, Psychometric Services and Recruitment. Paul was on the Board of Directors of The Deaf Society of Western Australia from 2004 – 2007. He has a sound understanding, knowledge and experience within the not-for-profit and disability sections through his consulting and volunteer work over the past 20 years. Chair of the Talent Management Committee; and member of the Remuneration and Nomination Committee.



## PETER MARCAKIS SECRETARY

### 2014 - PRESENT

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



**JOHN ROBERTSON**  
TREASURER

**2011 – PRESENT**

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



**PETA MONLEY**  
CEO

**2013 – PRESENT**

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



**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. 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.



**RICHARD DULDIG**

**2015 – PRESENT**

Richard Duldig has over 30 years experience in business development, brand marketing and stakeholder engagement. Richard has a strong corporate background and has acted on the board of several large organisations in Western Australia over the past 20 years.



**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 Early Intervention program. Chair of the Legal Committee.



**PROFESSOR GARY MARTIN**

**2015 – PRESENT**

Gary is a learning and development specialist with expertise in adult learning development and has a particular interest in action learning and mentoring as management and leadership development strategies. He has had extensive experience in the design and delivery of learning and development programs in Western Australia and internationally.





## BERNADETTE HOOPER

### 2015 – PRESENT

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



## OLIVIER MARION

### 2016 – PRESENT

Olivier has over 12 years corporate and international tax experience across a range of industry groups and territories and has a strong background in accounting, corporate finance and investment finance. Olivier has volunteered for various organisations such as Telethon and the PMH Foundation. Member of the Audit, Finance and Risk Management Committee.



## DIANNE SYMONS

### 2015 – PRESENT

Dianne has over 20 years experience within the marketing, PR and communications industry in Perth. Dianne currently runs her own consultancy business and has extensive experience in project management, audit reporting, brand management, tender and business case proposals. She has previously worked on the Lexus Ball (in support of Telethon). Member of the Fundraising, PR and Communications Committee.



## RAE WYATT

### 2015 – PRESENT

Rae is a human resource and employee relations specialist with experience in performance development, remuneration and benefits, organisational and change management and success in developing and delivering on strategic business goals and employee value programs. She has a proven track record of honest engagement with employees, leadership teams and board of director and a natural style to build and develop successful organisations which desire a high performance culture, accountability and excellence at its core values. Rae currently works at Macmahon Contractors as their Manager HR Operations, managing domestic and international projects. Rae has had a relationship with Telethon Speech & Hearing since 2007 when her son attended the Talkabout program for 3 years. Member of the Talent Management Committee.

# CEO'S REPORT



**“IT WAS WONDERFUL TO BE PART OF THE EXCITED ‘BUZZ’ AT THE END OF THE YEAR AS STAFF, SO ENGAGED IN THE PROCESS, DISCUSSED POTENTIAL BENEFITS OF DOING THIS EVERY YEAR.”**

The work completed by the Telethon Speech & Hearing (TSH) Board in 2014 and 2015, setting the strategic direction for the organisation, helped to galvanise and focus our efforts and lead us in a positive direction to work hard to deliver the best outcomes possible for our children and their families and our clients.

## DELIVERING THE STRATEGIC PLAN

The year was defined by extensive work completed across all program delivery teams to meet our first strategic goal of program excellence. While we have always completed individual assessments on every child and documented their progress, evaluating a whole program was new to us, but essential in many ways. It provides us with important information about program outcomes, allowing us to use the information for continuous quality improvement. It also places us in a strong position with external funders, requiring outcomes measures, and ensures we deliver evidence based best practice. I am extremely proud of the professional and dedicated manner in which all teams applied themselves to this to new and

challenging task. It was wonderful to be part of the excited ‘buzz’ at the end of the year as staff, so engaged in the process, discussed potential benefits of doing this every year. I am looking forward to the report on these outcomes, which is due to be published early in 2016.

We also worked hard on the second pillar of our strategic plan, Service Development, with expansion of our services in many areas. The Program Support team opened both TSH Speech Pathology and TSH Psychology Clinics, during the year, following requests for these services. Our Schools Team opened two new Outposts, South of the River, for our students who are deaf and hearing impaired, at John Wollaston Community School and Aquinas. And together, our Business Development and Program Support staff opened a new TSH site at Cockburn to support our families in the rapidly growing south metropolitan regions of Perth. Further, our Venue Hire and TSH Audiology services have recorded steady growth over the year. All of this activity feeds into our third strategic pillar of financial sustainability.

The fourth pillar of our strategic plan is Fundraising Excellence and the Fundraising Team worked hard all year to deliver the 2015 strategic fundraising plan with great success. This work was undertaken with the valued support of TSH Patron, Nigel Satterley, Telethon Trustee Mario D’Orazio, and the Chair of the Board’s Fundraising, PR and Communications Committee, Andrea Burns. During 2015 we introduced a Customer Relationship Management system (CRM), to help us keep in touch with the many supporters of TSH and enhance our fundraising activities. The focus moved away from fundraising through events, as our primary method, to developing successful partnerships. We are proud members of the Telethon family and are very grateful to the people of Western Australia who give so generously to support Telethon, which raised \$25.8 million this year. This is the biggest Telethon in the world.

## TSH NDIS TRANSDISCIPLINARY PROGRAM PACKAGES APPROVED

TSH developed early intervention, transdisciplinary program packages during the year, underpinned by the assessment of each child’s needs. The needs assessment was completed by each profession, within the transdisciplinary team, developing a Needs Tool, which was then used to assess the specific needs of each child. This then allowed the development of an individually tailored National Disability Insurance Scheme (NDIS) program package.

Both NDIS and NDIS/My Way accepted the approach taken by TSH and approved support packages for eligible Chatterbox and Talkabout children living in the trial sites. We also began to put in place internal processes to manage each child's individual contract. Work was also commenced on the development of school aged support packages. This work has been made easier by my being the WA representative on the NDIS Early Intervention (Hearing Impaired) Expert Reference Group and working with other providers and parents on how best to make the NDIS work for deaf and hearing impaired children. This work has also helped to inform how best to support children in our Talkabout program, through access to the NDIS Early Intervention Reference Group.

#### CORPORATE GOVERNANCE

The Policies and Procedures Committee was very busy during the year, mainly driven by the successful school re-registration audit, which helped to focus and direct our efforts. We reviewed, created or updated 34 policies, procedures and guidelines during the year, and followed this up with Line Manager and staff training. The first draft of the revised Board Policies was completed with a planned workshop to complete these early in 2016.

The Facilities and OS&H Committee met regularly and completed the Bush Fire Plan and carried out the required evacuation and lock down drills, playground and OT Gymnasium audits.

The TSH Senior Leadership Team, together with the TSH Board, began a review of the Strategic Risk Register and completed the Risk Reference Table. This work is planned for completion early in 2016.

#### NOTABLE HIGHLIGHTS

Notable events from the busy year included:

- Achieved School Re-Registration following a very stringent audit by the WA Government, Department of Education Services. The auditor described our early intervention program as "superb".
- Held a very successful Partnerships in Deaf Education Conference, opened by the Minister for Education and attended by organisations from across the WA deafness sector, celebrating our achievements in deaf education in WA.
- Announced as the WA Australian Institute of Management Community Partner for 2016.
- Provided ear health and hearing services to 7,000 Aboriginal children in Western Australia.
- Completed our work on the Pilbara Ear Health Model of Care and Workforce Guidelines.
- Continued our partnership with Chevron and completed stage two of the building of the Chevron Ear Health Portal.

My thanks to the Board, staff and our wonderful children and their families who together make TSH a wonderful organisation that is consistently achieving amazing outcomes for children with hearing or speech and language impairments. It has been another busy, challenging and very rewarding year with many foundations laid for further success in the years ahead.

**PETA MONLEY**  
Chief Executive Officer



## 2015 FEATURED HIGHLIGHT

### COCKBURN CLINIC

In 2016, Telethon Speech & Hearing (TSH) will be officially launching a clinic at Cockburn Integrated Health, working alongside multiple health professionals, specialists and service providers. Being a part of the Cockburn Integrated Health facility will assist TSH reach its vision of continually growing and expanding our programs. The expansion of programs involves increasing our geographical reach to allow more people access to our services. By participating at the Cockburn facility, TSH will be able to provide services to people in the South-West corridor.



Programs offered include Adult Audiology and Paediatric Audiology, which have been operating from the Cockburn Clinic site since 2015. In 2016, clients will be able to access the Hearing Impairment Early Intervention program. Clients can schedule appointments for a full hearing assessment, custom made swim and music plugs, work cover hearing assessment, pre-employment hearing assessment, and cochlear implant assessment and management. For those with children aged 0 to 18 years, services offered will include a full hearing assessment, custom made swim plugs and Central Auditory Processing Disorder (CAPD) assessments. Under the Hearing Impairment Early Intervention program, families are able to access the TSH multi-disciplinary team comprising of Auditory Verbal Therapists, Speech Pathologists, Audiologists, Psychologists and Occupational Therapists.



The Cockburn Clinic has continued to grow throughout 2015 and will continue in 2016. TSH is pleased to be able to provide services to clients who were otherwise restricted geographically.



# PROGRAM SUPPORT AND EARLY INTERVENTION HEARING IMPAIRED

## PROGRAM SUPPORT

### SERVICE PROFILE

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

### CLIENT PROFILE

In 2015 Program Support provided services to children enrolled in the TSH Early Intervention Hearing Impaired Program, Speech & Language Program and Hearing Impaired School Support Program.

TSH Speech Pathology Clinic commenced 2015 providing one-on-one therapy sessions and assessments to the general public. This clinic also provided fee for services workshops and information sessions for parents and professionals.

### STAFFING SUMMARY

Program Support in 2015 was provided by a group of 15 dedicated professionals who worked in the program. The Head of Program Support oversaw a staff body which comprised:

- Speech Pathologists (5.3 FTE)
- Occupational Therapists (2.1 FTE)
- Psychologist (2.5 FTE)

### 2015 HIGHLIGHTS

- NDIS/My Way Registration completed for 2015 eligible families
- NDIS service packages completed
- Private Speech Clinic opened
- Needs matrices completed
- Growth funding for 2016 approved due to the children's needs
- School holiday programs developed for 2016
- Cockburn service site secured in 2015 for 2016 (for early intervention hearing impaired, audiology and private specialist clinics)

## Jack's Story

### TSH SPEECH PATHOLOGY CLINIC

Jack was referred to TSH's Speech Pathology Clinic by his concerned mother, Pip, in early 2015.

"My initial thoughts on speech therapy for Jack was, well, we were just not too sure if we should go down that path as we didn't know if Jack was showing typical three year old bad behavior," said Pip.

"Furthermore, being first born and a boy, we were assured by friends and family he may just be a bit slow in talking, so we thought he'd catch up."

Pip's concerns were later heightened when Jack's pre-kindergarten teacher reported that teachers and other children at the school had difficulty understanding Jack. When Jack first came to TSH, he was a very frustrated little boy. He was unable to communicate his many ideas, wants and needs effectively. As a result, he not only had difficulty making friends, but would also hit his head with his fists when he couldn't say what he wanted to, and had many tantrums. He also found listening to be a difficult task. Jack's language consisted of lots of jargon and noises/sound effects with few words.

However with weekly therapy sessions at TSH, Jack quickly began to make wonderful progress.

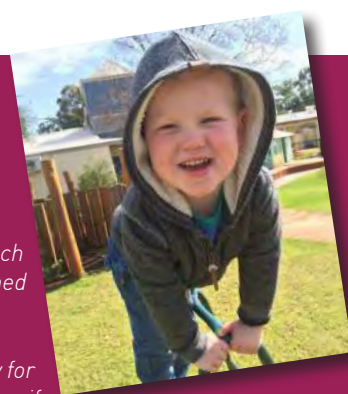
"Jack loved his speech sessions. It was great fun and as a family, we benefited as well since we were given the tools to help him at home," said Pip.

By the end of the year Jack was speaking in small sentences and his confidence had grown. His frustration levels and resulting behaviours also dramatically reduced.

Jack now attends a specialised language school for kindergarten, where his parents expressed excitement and optimism for Jack's future speech and language development.

"It has been so lovely to see Jack develop," said Pip.

"We have become great believers of early intervention and can't wait to see Jack's communication skills progress in leaps and bounds again this year and in future."



## EARLY INTERVENTION HEARING IMPAIRED

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

### SERVICE PROFILE

The EIHI program is offered for children with a diagnosed permanent hearing loss aged 0-5 years. An Auditory-Verbal Therapist or Speech Pathologist provide individual sessions that focus on teaching families strategies and techniques through coaching and guiding parents and caregivers using family-centred practice.

The therapy groups provide a valuable opportunity for parents to network with other families of children with similar needs, and to learn together how to best support their children with hearing loss in a friendly environment. The therapy group program also provides a learning opportunity for children with their peers in a natural setting. Five different specialist therapy groups were conducted throughout 2015, facilitated by a team of professionals consisting of Auditory-Verbal Therapist, Speech Pathologists, Psychologists and Occupational Therapists.

The Therapy group program offers:

- Small and intimate age-based groups guided by a team of professionals. This team includes speech pathologists, psychologists and occupational therapists.
- Parental support network.
- Formal and informal parent education workshops (i.e., AVT, audiology, play, language development, behavioural and social and emotional development).
- The therapy groups for 4 and 5 years old are developed to prepare children for entry to mainstream school.

### CLIENT PROFILE

In 2015 the EIHI program provided services to 68 children with varying degrees of permanent hearing loss, aged from just a few months in age to five years. A total of 21 new families enrolled for the 2015 year. At the year's end, 11 children transitioned out of the program to start their journeys into formal mainstream schooling.

## STAFFING SUMMARY

The clinical and support needs of the children and families enrolled in the EIHI program were ably met in 2015 by a group of 11 dedicated professionals who worked in the program. The Head of Program Support oversaw a staff body which comprised of:

- Six Auditory-Verbal Therapists and Speech Pathologists, totalling (3.6 FTE)
- Two Psychologists (1.4 FTE total)
- Two part-time Occupational Therapists (1.0 FTE total).

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

### 2015 HIGHLIGHTS

- Holistic multi-disciplinary approach embedded into service delivery based on the child's needs
- Successful Parent information sessions
- Family feedback positive and attendance at fundraising events higher numbers than previous years
- Playgroups have been redesigned as targeted therapy groups aligned with the Early Years Learning Framework (EYLF).

### CHILDREN'S OUTCOMES

Just over three-quarters of children enrolled in 2015 received formal language assessments following the program assessment protocol. The majority of these children demonstrated language skills that are equivalent to their normal hearing peers or above. The children who demonstrated below average skills had one or more of the following conditions:

- additional disabilities and/or challenges that impact on their learning
- primary caregivers' with English as their second language
- late enrolment (i.e., joined the early intervention program at around three years of age or older).

Eighty per cent of children from English speaking backgrounds with no other disabilities, graduating to school from the EIHI program have achieved language skills within or above the normal range for their age.

## Elijah's Story

### EARLY INTERVENTION HEARING IMPAIRED PROGRAM

Elijah began his journey at Telethon Speech & Hearing (TSH) as a quiet, frustrated boy who was unable to express his needs and wants in an appropriate manner.

As a newborn, Elijah had passed his newborn hearing screening however, his mother Sally still had concerns about his development. Following her intuition, Sally had Elijah's hearing tested and at age two, Elijah was diagnosed with a sensorineural hearing loss. This diagnosis led the family to TSH's Early Intervention Hearing Impaired program.

After many tough months of Elijah becoming frustrated with his inability to express himself, continuously pulling out his hearing aids, numerous middle ear infections and tonsillitis, the family and his Auditory-Verbal Therapist had a breakthrough. Elijah started to spontaneously put words together. From this, Elijah's cheeky, caring and friendly personality emerged.

Elijah and his family were also supported in their journey by TSH's Program Support Allied Health team. Elijah accessed TSH's Occupational Therapists and Psychologists who assisted with his development and preparation for kindergarten.

Over time Elijah began to develop his independence in individual therapy sessions and in group settings. He became the "helper", always offering support to his friends, and was able to communicate his needs and wants clearly to everyone.

After two years in the TSH Early Intervention Hearing Impaired program, Elijah flourished into a competent, adventurous and happy boy.

He has now graduated from the program and commenced in TSH's School Support program. It was a true joy for TSH to be a part of this journey with Elijah and his family.





## FEEDBACK FROM FAMILIES

All families of children enrolled in the Early Intervention Hearing Impaired program in July 2015 were invited to complete a survey. Responses to the survey were anonymous. The data was always kept confidential to protect privacy. If families had either a compliment or complaint that they wished to take further, they were given the option of further contact.

The response rate was 64.9%. The results indicated that overall, families were highly satisfied with the program and the staff. The vast majority of families perceived that:

- The sessions (94.4% for individual therapy, 91.3% for playgroup) were meeting their child's needs.
- The therapist was approachable and professional, and listened to parental concerns about their child (97.2%).
- The therapist discussed their child's progress with them (97.2% for individual therapy, 91.3% for playgroups).
- They understood the reasons for their child's formal speech and language assessments (97.2%), and the annual report regarding their child (96.8%).
- The therapist encouraged and coached them for their therapy goals (94.4%).
- They felt like they were an equal and active participant in the therapy sessions (97.2%).
- The occupational therapy and psychology services were meeting their needs (100%).
- The audiological support is meeting their child's need as well as parental needs in managing their child's hearing loss (96.9%).
- They were able to contact the Occupational Therapist, the Psychologist and the Audiologist when necessary (96.9-100%).

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

Child's progress and development in speech and hearing, specialised services, education and guidance that families received and opportunities to meet other parents were the major themes that families identified as positives about having their child in the program. The families reported that increased confidence, improved listening, speech, language and social skills were the most significant change in their child that was due to the Early Intervention program.

Comments include:

- "My daughter has thrived in her Chatterbox (Early Intervention) Program. It's great to have specialists on hand who can help identify things we need to be mindful of in daily routine". [Mother, attended individual therapy]
- "Because of the Chatterbox program my child is able to successfully speak and is getting much closer to being age appropriate in terms of her language development. Don't know what we would do without the support of everyone at TSH. Thank you!" [Father, attended individual therapy and playgroup]
- "The chance to receive specialist therapy and assistance to provide the best possible early intervention for our child and have the opportunity to ask questions and get information as an individual as well as a family unit". [Mother, attended individual therapy and playgroup]
- "Excellent professional services, wonderful to have access to other professional services including occupational therapy and psychology. [Mother, attended individual therapy]



# SCHOOL SUPPORT PROGRAM (HEARING IMPAIRED)

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

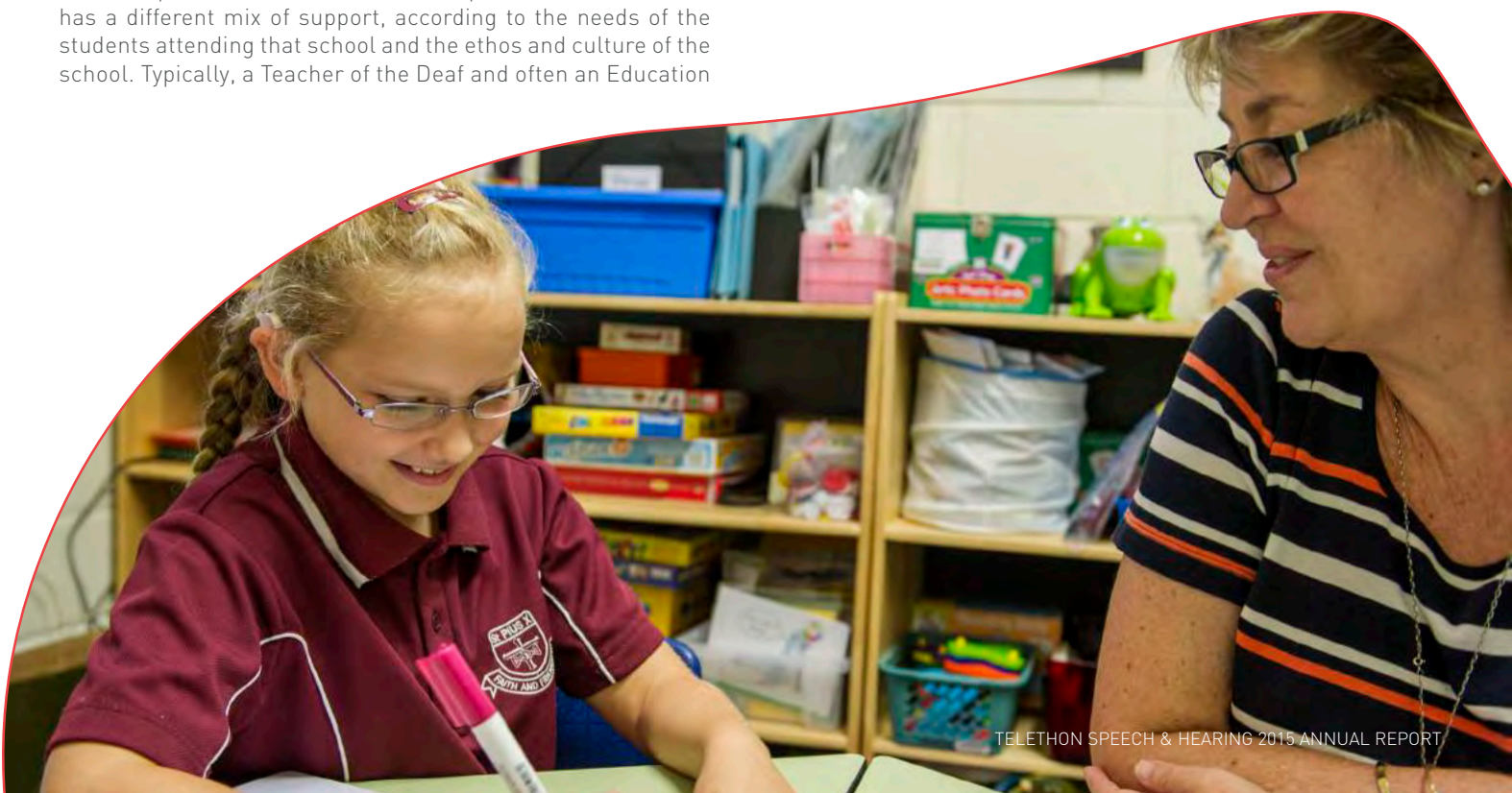
## SERVICE PROFILE

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

TSH opened two new Outpost units, at Aquinas College and John Wollaston Anglican Community College in 2015, enabling a service provision at a total of nine Outpost units. Each school has a different mix of support, according to the needs of the students attending that school and the ethos and culture of the school. Typically, a Teacher of the Deaf and often an Education

Assistant, works closely with classroom teachers to support the students. The high school programs use Notetakers, who attend classes with the students who are hearing impaired to make sure they have the best possible access to the curriculum. There is also a team of specialists based at the TSH campus in Wembley including audiologists, speech pathologists and psychologists who work together to support the school programs. These specialist staff conduct assessments, run special programs and offer individual assistance where needed. Parents are also an important part of each student's team. In all programs, TSH encourages parents to meet with their child's Teacher of the Deaf to discuss progress and goals as needed.

In partnership with Curtin University School of Occupational Therapy and Social Work, Curtin Clinics, final year Occupational Therapy students worked with our Teachers of the Deaf and support staff to provide assessment and follow up support for some of our students under the supervision of an Occupational Therapy Supervisor. This was a one year pilot program that was run in selected Outpost units throughout 2015. This partnership clearly highlighted the need for a permanent allocation of Occupational Therapy time in the Outpost program.





## CLIENT PROFILE

In 2015, 50 children with a hearing impairment (32 primary students, 18 secondary students) were enrolled with TSH (at August census). They attended the following partner School Support program schools:

Partner Schools	Address	Year Level Offered	Student profile at August Census
Aquinas College	Mt Henry Rd, Salter Point, WA	Kindy - Year 12	3 students (1 x K, 1x Yr 7, 1 x yr 8)
John Wollaston Anglican Community School	Corner of Lake and Centre Road, Camillo, WA	Kindy - Year 12	4 students (1 x yr 6, 3 x yr 7)
Mel Maria Catholic Primary School	33 Davidson Road, Attadale, WA 25 Evershed Street, Myaree, WA	Kindy - Year 6	6 students (1x Yr3, 1x Yr4, 2x Yr5, 2x Yr5)
Newman College	216 Empire Avenue, Churchlands, WA	Kindy - Year 12	7 students (1 x YrPP, 2x Yr4, 2 x Yr8, 1x Yr10, 1x Yr12)
Servite College	134 Cape Street, Tuart Hill, WA	Years 7 - 12	4 students (2x Yr9, 1x Yr11, 1x Yr12)
St. Brigid's College	200 Lesmurdie Road, Lesmurdie, WA	Kindy - Year 12	3 students (1 x Yr11, 2 x Yr 3)
St. Lukes Catholic Primary School	17 Duffy Terrace, Woodvale, WA	Kindy - Year 6	7 students (2x Yr1,, 1x Yr3, 3x Yr5, 1x Yr6,.)
St. Pius X Catholic Primary School	Cnr Ley Street and Cloister Avenue, Manning, WA	Kindy - Year 6	9 students (2x K, 2x PP, 1x Yr1, 2x Yr2,1 x Yr4, 1x Yr6)
St. Stephen's School	50 St Stephen's Crescent, Tapping, WA	Pre Kindy - Year 12	7 students (1x PK, 1 x Yr1, 1x Yr5, 2x Yr7, 1x Yr8, 1x Yr9)

Notes. Pre-K = Pre Kindy; K = Kindy; PP = Pre-Primary.

## STAFFING SUMMARY

The School Support Program is overseen by Janene Hall, a TSH based Principal who looks after TSH's school programs. School Support is directly led by Deputy Principal, Geoff Reader, with the staffing body comprising 21 Education Assistants/Notetakers with a total FTE of 12.8 and 10 specialist Teachers of the Deaf with a

total FTE of 6.0. Wembley-based program staff included 1 full time Speech Pathologist and 1 part time Psychologist (0.8). Significant support is also received from TSH's Audiologists to monitor hearing and ensure optimal device and hearing environment management.

## 2015 HIGHLIGHTS

- National Power of Speech was held on 19<sup>th</sup> August, 2015 at Parliament House in Canberra. 12 children from all over Australia and New Zealand who are the beneficiaries of cochlear implants presented short speeches on topics of their choice. Two of our students, Jacob Jay and Elivia Robbins attended and both presented wonderful speeches. Jacob Jay was the overall winner for his age group.
- We held our very own TSH Power of Speech event on August 29<sup>th</sup>. This annual event is always very well supported and attended by all Outpost families. Children also enjoyed the opportunity to come together for a rehearsal, barbeque and Book Week activities on the Friday prior to the event.
- Two new units were set up at John Wollaston Anglican Community college in Camillo and Aquinas College in Salter Point. Numbers of students are building in these two new units.
- Enrolments have been consistently growing in the Outpost program, and this year, for the first time ever, we reached the milestone of 50 students.
- School Registration team visited and granted four years registration. This was a fantastic achievement and a wonderful reflection of all the hard work put into the process.
- We have four teachers training in the Teacher of the Deaf Masters course (Masters in Special Education Deaf and Hard of Hearing) through RENWICK in conjunction with University of Newcastle.
- Our Youth Leadership Group hosted a tremendously successful "Onesies" Party on Wednesday 18<sup>th</sup> November. This was attended by over 70 people. Parents enjoyed the opportunity to mix, share stories and discuss personal journeys while their children relaxed to watch a movie and share popcorn.
- Zachary Nuich from our Newman Outpost ended his school career on a very high note by being awarded The 2015 Quadrant Energy Deafness Council Scholarship at a ceremony attended by Quadrant Energy at Cottesloe on 7 December this year. As Zachary will be commencing a landscaping apprenticeship next year, he intends to use the Scholarship to support him in this field.
- Students in many of our Outpost units supported Loud Shirt Day events in their schools, raising a significant amount of money and also raising awareness at the same time.

Please see the School Performance Report section for feedback from families (pp. 40-41).

## Jennifer's Story

### SCHOOL SUPPORT PROGRAM

Jennifer completed Year 12 in 2015. She graduated from TSH after journeying with the organisation for 15 years. She is a truly remarkable and courageous young woman who has inspired many people on her life journey that had many challenges.



Jennifer was first recommended to Telethon Speech & Hearing (TSH) Speech & Language (Talkabout) program at three years of age due to a significant receptive and expressive language delay. She also had chronic middle ear pathology and a range of other health issues. When she met with the Talkabout team, they suggested that Jennifer have a full hearing assessment. This revealed an underlying moderate to severe permanent hearing loss along with her middle ear condition. She enrolled in the Early Intervention Hearing Impaired (Chatterbox) program.

As the staff began to piece together her history, it was evident that Jennifer had already faced many health challenges: an immune deficiency that required regular transfusions, ongoing chronic middle ear condition with burst eardrums, and almost constant discharge and a permanent runny nose. She was a very frustrated and unwell little girl who only had a few words. Her speech was very difficult to understand.

After a year in early intervention at TSH, Jennifer moved to the School Support (Outpost) unit in a mainstream school. Her health conditions continued and new issues were identified. She had significant Dyspraxia and this helped to explain a few things – difficulty in speech, language and coordination of physical movement.

Throughout this challenging period, the key adults in her life – parents, teachers and medical personnel – remained focussed on getting Jennifer well. Over time, Jennifer began to learn language and improved her speech. She slowly began to read and write. Constant appointments and treatments lasted throughout her primary school years.

Her life remained challenging after she moved to high school. In spite of these many challenges, she was very strong willed. She did not ever give up and approached new challenges with determination and courage. She also enjoyed a good laugh.

Jennifer decided to repeat Year 11 and this proved to be a very important life decision. It allowed her some extra time to achieve at a level that would see her graduate from high school, against all odds. Jennifer kept amazing people from this point onwards. She started to pass her subjects with the support of her family and her notetakers from Outpost program.

Jennifer also contributed actively to TSH Youth Leadership Team. Jennifer developed a real wisdom that she happily shared with younger students in the Outpost program. She learnt the importance of making good decisions. She also learnt to truly value herself and is now determined to be a very productive member of society. Jennifer is currently studying Allied Health.

# BETTER HEARING-TSH

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

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

## SERVICE PROFILE

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

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

The service provides quality programs across the areas of:

- Assistive technology advice and demonstrations.
- One-on-one consultations.
- Five Steps to Better Hearing – A workshop that is presented to community groups and aged care facilities. This program has been designed to support adults with a hearing impairment to understand and manage their hearing loss. It provides ideas and information especially for those who are unsure as to what they should do about it. This program is delivered in workshops and the attendance of family and friends is encouraged. Family and friends learn communication tactics and gain a personal understanding of what it is like to live with a hearing loss. Research shows that people with a hearing impairment take between 5 – 7 years before taking any action about their hearing problem.

- Hearing Screenings – Free hearing health checks delivered in the community and at the BH-TSH clinic.
- Presentations – Educational presentations to community groups, families, the TSH Youth Leadership Group, and families of TSH.
- Educational and/or networking opportunities for adults with hearing loss.
- PAH Coffee Group – A deaf signing group that meet for regular activities.
- Lip reading classes – Lip reading classes run every week.

## CLIENT PROFILE

In 2015, the BH-TSH service provided more than 2200 hours of advice and support to adults with a hearing loss. These service contacts ranged from single contact queries to complex support packages across numerous areas of the organisation.

## STAFFING SUMMARY

In 2015, BH-TSH was staffed by the full-time service manager, Belinda Leksas. Judith Rothacker supported BH-TSH as a volunteer in 2015. As with all TSH programs, BH-TSH receives support from the administrative functions of the organisation. BH-TSH also works closely with the TSH Audiology Department which often refer people that may benefit from lip reading classes and assistive technology.



## 2015 HIGHLIGHTS

- Attended 15 Community events and Expos, including 5 Steps to Better Hearing Presentations, Hearing screenings in Libraries and Pharmacies.
- 2015 audit by DSC found BH-TSH delivered 100% more hours in the first 6 months.
- BH-TSH provided services for 159 clients.

## CLIENT FEEDBACK

All clients of BH-TSH or their carers who had provided email address or postal address were also invited to complete the survey in late July 2015. The data was always kept confidential to protect privacy. If families had either a compliment or complaint that they wished to take further, they were given the option of further contact.

The response rate was 25.9%. The results indicated that overall, clients were satisfied with the services they received. The majority of the respondents perceived that:

- BH-TSH was meeting their individual learning needs (83.3%).
- They were making progress towards achieving their goals in BH-TSH (83.3%).
- BH-TSH staff were approachable and professional (80%).
- BH-TSH staff were clear and easy to understand during discussions (75%).
- They were able to contact the BH-TSH clinic when necessary (83.3%).
- They had enough opportunity to discuss their progress and goals with BH-TSH staff (83.3%).
- BH-TSH staff had given them information and ideas that had helped them with their difficulties (85.7%).
- They felt supported by BH-TSH staff (85.7%).
- They were satisfied with the physical conditions of BH-TSH facilities (85.7%).

- They were satisfied with access to parking at BH-TSH (80%).

Clients were satisfied with the attributes of the BH-TSH staff and the support and the care they received.

Comments include:

- "The friendly and informative staff. I didn't have an appointment but was welcomed and given time to discuss my questions. Thank you. It has only been one visit but it left me with such a positive feeling about BH-TSH". [Family/carer for an adult with severe hearing loss]
- "Caring and helpful staff. Comfortable surroundings". [Adult with severe hearing loss]
- "Professional and friendly service". [Adult with severe hearing loss]

# HEARING SERVICES

## AUDIOLOGY SERVICES

### AUDIOLOGY SERVICES FOR TSH PROGRAMS

Telethon Speech & Hearing (TSH) Audiology provides a number of services to support TSH's Early Intervention and School Support Hearing Impaired 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. The department also provides cochlear implant consultations and management. TSH audiologists work closely with Australian Hearing staff who support the programs via their weekly visits to TSH. In addition to providing support for the hearing impairment programs, the services include middle ear monitoring of students in the TSH Speech and Language Early Intervention program.

### TSH PRIVATE PAEDIATRIC AND ADULT AUDIOLOGY

TSH Audiology offers infant diagnostic testing and audiology services to all children referred for private hearing assessment. TSH Audiology also expanded the services to adults in 2014, providing diagnostic audiology, hearing aid and other assistive listening device evaluation, fitting and management to pensioners, veterans and other private referrals. TSH Audiology services were provided at the following clinics in 2015:

<b>TSH Audiology Clinic</b>	<b>Service Type</b>
Wembley Clinic 36 Dodd Street Wembley WA 6014	Adult and Paediatric
Cockburn Clinic Unit 14, 11 Wentworth Parade Success WA 6164	Adult and Paediatric
Ellenbrook Clinic Parkland Villas 25 The Parkway Ellenbrook WA 6069	Adult and Paediatric
Armadale Clinic Seville Drive Medical Centre 240 Seville Drive Seville Grove WA 6112	Adult and Paediatric

### CLIENT PROFILE

<b>Service type</b>	<b>Services delivered in 2015</b>
Hearing Impaired Audiology Sessions	232
Cochlear Implant Consults Sessions	169
Tympanometry Sessions (Speech & Language Program)	564
Infant Diagnostic Testing	76
Private Paediatric Audiology Clients	921
Private Adult Audiology Clients	124

### STAFF PROFILE

In 2015, the TSH Audiology team comprised one full time Head of Hearing services, one Hearing Services Practice Manager, one full time administrative assistant, two full-time audiologists, and three part-time audiologists (FTE = 1.9), with high levels of paediatric and adult audiology experience. An Audiology Intern position was also created in the later part of the year.

### 2015 HIGHLIGHTS

- Increased private paediatric audiology services as a result of intense marketing drive.
- Growth in the adult audiology service delivery.
- Expansion of services into Cockburn, Ellenbrook and Armadale.
- Introduction of HearAid for electronic data capture and management.

### FEEDBACK FROM PRIVATE AUDIOLOGY CLIENTS

A survey was conducted from November to December 2015. Responses to the surveys were anonymous. The data was always kept confidential to protect privacy. If respondents had either a compliment or complaint that they wish to take further, they were given the option of further contact. The response rate was 22.1 % for Paediatric Audiology, and 43.4% for Adult Audiology.

Clients were asked to indicate their level of agreement with the statements related to clinical and administrative aspects of the TSH Paediatric or Adult Audiology services using the five options (strongly disagree, disagree, agree, strongly agree, and N/A). The data indicated that both Paediatric and Adult Audiology clients were extremely satisfied with the services they received.

### PAEDIATRIC AUDIOLOGY CLIENT FEEDBACK

The vast majority of the Paediatric Audiology clients agreed or strongly agreed that:

- The audiologist was approachable and professional (100%).
- The audiologist was clear and easy to understand during discussions (100%).
- The audiologist listened to their concerns about their child's hearing (100% of the clients who indicated the statement was applicable to them).
- The audiologist explained their child's test results (100%).
- The audiologist explained further follow up/referral options for their child (100% of the clients who indicated the statement was applicable to them).
- The audiologist answered their questions (100% of the clients who indicated the statement was applicable to them).
- They were satisfied with the amount of time the audiologist spent with them addressing their needs (96.3%).
- They were satisfied with the information and support they received through TSH Paediatric Audiology (100% of the clients who indicated the statement was applicable to them).
- They were satisfied with the tests that the audiologists provided for their child (100%).
- The staff at reception were friendly and helpful (100%).
- The appointment time they got for their child was timely (96.3%).
- The appointment time they got for their child was convenient for me/my child (100%).
- The clinic was clean and comfortable (100%).
- The clinic was child-friendly (96.3%).

Comments include:

- "I have referred friends as I have seen a few audiologists with my child and the audiologist is the most 'child friendly'."
- "The staff are very child friendly, professional and thorough. They made me and my child feel very comfortable with the whole process."
- "Excellent experience. We have had a number of appointments and the service has always been exceptional. On this occasion when booking the admin staff assisted by moving some appointments around so that both my children could be seen together. This was great service. The audiologist was brilliant with both my boys which makes the whole experience easier."
- "Thank you to the audiologist - a talented lady to perform the necessary tests but also entertain my 11 month old to coerce her to cooperate! Multitasking at its best!"

### ADULT AUDIOLOGY CLIENT FEEDBACK

The vast majority of the Adult Audiology clients agreed that:

- The audiologist was approachable and professional (100%).
- The audiologist was clear and easy to understand during discussions (100%).
- The audiologist listened to their hearing needs (100%).
- The audiologist explained their treatment options (96.8%).
- The audiologist answered their questions (100%).
- They were satisfied with the amount of time the audiologist spent with them addressing their needs (100%).
- They were satisfied with the information and support they received through TSH Adult Audiology (100% of the clients who indicated the statement was applicable to them).
- The staff at reception were friendly and helpful (100% of the clients who indicated the statement was applicable to them).
- It was easy to schedule their appointment at a time that was convenient for them (100%).
- The appointment time they got was convenient for them (100%).
- The clinic was clean and comfortable (100% of the clients who indicated the statement was applicable to them).

Comments include:

- Quality of life is much, much better (with the hearing aid/device).
- The staff at TSH were extremely friendly, helpful and professional. I would have no hesitation in recommending TSH to anyone I know.
- The two audiologists who attended me were very nice. They were very polite and patient. They were not rushing through things. They were very understanding and helpful.
- I felt confident with the experience. Every effort was made to assist me. I wasn't wanting a hearing aid, however the explanations were extremely clear re each test and the outcome.

## Jennifer's Story

### ADULT AUDIOLOGY (A LETTER FROM A CLIENT)

I am 70 years old with hearing problems. My condition was first identified about 30 years ago and there has been a gradual worsening until I had a cochlear implant in my left ear 4 years ago. I still wear a hearing aid in my right ear.

I had struggled to hear in noisy environments. Although the cochlear implant had given me a level of hearing I thought impossible before, I still wanted to hear what my husband was saying in a café or shop.

When I had my hearing aid replaced, the TSH Audiologist told me off a device called Roger that could help me hear clearly in noisy environments. I was so impressed after a brief trial, and we decided to purchase one.

For me, Roger was like having the cochlear all again but without the necessary training. I could hear family and friends who partnered me in wearing Roger. And yes, I could hear my husband in restaurants and shops but the real advantage was being able to hear his quietly spoken phrases I had so long missed out on. My husband could very quietly ask me if I was ready to leave. When my daughter's puppy is running up behind me to jump at the back of my legs, my husband can warn me. I am hopeless at remembering names - now I can be reminded, "here comes (the name of the person)".

The combination of the cochlear and Roger has given me a feeling of normality in my life. How lovely to hear the words I love across a room in a gentle quiet voice.

## COCHLEAR IMPLANT PROGRAM

TSH's Cochlear Implant Program provides crucial cochlear implants and multidisciplinary therapy to children with the greatest audiological and hearing need. These are the children who are not obtaining optimal benefit from their conventional hearing aids, due to the severity of their hearing loss, and therefore are suitable for cochlear implantation to realise their potential in the hearing world. In the Cochlear Implant Program, children are identified as early in life as possible or as early as the onset of hearing loss (in those with acquired hearing loss) or deterioration in their hearing to the levels suitable for cochlear implants. They receive a comprehensive assessment and preparation for implantation, undergo surgery and take part in a highly intensive post-surgery rehabilitation program. The program also provides regular ongoing mapping, monitoring and troubleshooting for enrolled children. In 2015, six children had their cochlear implant 'switched on' and attended ongoing management and habilitation.

As part of the TSH Adult Audiology services, the Cochlear Implant Program was also extended to include adolescents and adults, in order to provide continued care to children who are progressing into adulthood and also to manage those adults who already have cochlear implants or those considering cochlear (and other implantable solutions) implants in view of the nature and degree of loss.

### CLIENT PROFILE

Two children, enrolled in the School Support Program, were implanted in 2015 through the Cochlear Implant program at the ages of 10.5 Years and 17.5 years, respectively. Both are receiving ongoing support through TSH. Three children in the Early Intervention program had their cochlear implant 'switched on' in 2015. These children were nine months, ten months and one year old at the time of 'switch on'. All are receiving ongoing management and habilitation from TSH.

Three adults and two adolescents in the cochlear implant program received ongoing management and support in 2015.

The Cochlear Implant Program at TSH also provides support and ongoing service to implantees transferring from the public system. Under this arrangement, 29 children, using different devices (Cochlear, Medel and Advanced Bionics) received ongoing support and mapping sessions from TSH in 2015.

TSH Audiology provides cochlear implant candidacy assessments to the enrolled children who may also progress to receiving a cochlear implant and management through the public system. There were also several who commenced their assessments in 2015 and were being considered for cochlear implantation under the TSH Cochlear Implant Program.

## EAR HEALTH PROGRAM

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

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

The program has two components: the Metro and South West Ear Health Program, and the Chevron Pilbara Ear Health Program. In 2015, the services were delivered in the Bunbury, Peel, the Perth Greater Metropolitan areas and West Pilbara. In partnership with Chevron, the program in the West Pilbara became available to all children in 2015, known as the Chevron Pilbara Ear Health Program.

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



## CLIENT PROFILE

In 2015, the Ear Health program conducted 6,880 screenings involving 4,327 children as shown in the table.

Region	Number of Children Screened	Number of Screenings Conducted
Metro East (includes Wheatbelt)	1,101	1,932
Metro South (includes Swan)	871	1,505
South West	663	1,079
Pilbara	1,692	2,364
<b>TOTAL</b>	<b>4,327</b>	<b>6,880</b>

The above screening of children resulted in 1,005 referrals (14.6%) to an audiologist and NP, GP and/or ENT.

## STAFFING SUMMARY

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

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

Unfortunately the Ear Health program in the Metro and South West ended on 31 December 2015 due to the decision by the WA Health Department to take over these services in the Schools in view of the funding difficulties.

## 2015 HIGHLIGHTS

Highlights in the Perth Metro/South West program include:

- Participation in community events such as NAIDOC Week in both Metro and South West Region.
- Meeting and exceeding the KPI as part of the contract requirement.
- Highlights in the Chevron Pilbara Ear Health program include:
- Participation in various community engagements and activities such as the 'Family Fun days' in Karratha and Onslow and NAIDOC events in different venues within West Pilbara.

- Developing the Ear Health Model of Care and workforce guidelines, which is awaiting publication.
- Successful completion of ear health workshops to various groups such as the nurses and school principals.
- Entering into Bindi Bindi community and being accepted to screen the community's children.
- Raising \$313.05 at our baked goods Loud Shirt Day event.



## Latoya and Krisaleah's Story

### EAR HEALTH PROGRAM

Latoya (5 years old) and her sister Krisaleah (7 years old) attended to the Chevron Ear Health Karratha clinic in the Pilbara with their aunty after they were picked up through screening conducted by the Ear Health team at their school. It was found that both girls have chronic suppurative otitis media (CSOM).

As a result of their continuous middle ear infections, both Latoya and Krisaleah had moderate conductive hearing loss. The Ear Health team secured an appointment with Australian Hearing for bone conductor hearing aids, and arranged to help transport the girls and their aunty to the appointment.

The girls were fitted with hearing aids, and they were both so excited. They wanted to come and show them off to all the Ear Health team at the Karratha office. When they returned to the Chevron Ear Health office, Latoya kept opening and closing the front door. She then asked the team what that noise was. It was a wind chime that lets us know if someone has entered the premises. This was the first time she had heard the sound after visiting our clinic many times before.

On their return home they had their windows down and could hear crickets. Both sisters were very inquisitive to their Aunty and staff about what was making that loud sound!

Ear, Nose and Throat (ENT) intervention to repair their eardrums is on hold until the girls are free of infection for at least three months. The team including Nurse Practitioner and Audiologist keep a regular eye on the girls, and their ears have been dry for over two months (at the end of 2015).

### NEWBORN HEARING SCREENING PROGRAM

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

TSH provided a hearing screening program for babies born at partner private maternity hospitals in Western Australia from 2005 to 2015. The program offered a quick, painless hearing screening test which can be performed on babies as young as just six-hours old, and provides immediate results. The program ended in September 2015 due to funding availability. The program made significant contribution for a decade to hearing screening that helped early identification of hearing loss.

### CLIENT PROFILE

Between January and September 2015, the Newborn Hearing Screening programs screened 7,039 infants from across its partner private maternity hospitals as shown below.

Hospital	The number of infants screened
Attadale Private Hospital, Attadale	212
St John of God Hospital, Bunbury	433
Glengarry Hospital, Duncraig	468
Joondalup Health Campus, Joondalup	732
Mercy Hospital, Mount Lawley	1,053
St John of God Hospital, Murdoch	1,667
St John of God Hospital, Subiaco	2,450
Others	24
<b>Total</b>	<b>7,039</b>

The screening process resulted in 66 infants being referred for diagnostic testing, with 21 being diagnosed with a permanent hearing loss.

### STAFF PROFILE

In 2015, the program was run by a coordinator based at the Wembley campus who oversaw a team of 17 part time screeners from various related backgrounds based at TSH partner hospitals. All screeners received intensive training when they commence their employment with TSH. They also undertook regular competency checks and participate in a significant regime of ongoing training. The program also incorporated an outpatient screening clinic based at TSH's Wembley premises for infants not captured during their hospital confinement.

### 2015 HIGHLIGHTS

- Screened 7,039 babies between January and September 2015.
- Contributed to the identification of 21 babies with some degree of permanent childhood hearing impairment.
- Achieved or exceeded all key performance indicators as specified by the Department of health.



# SPEECH AND LANGUAGE PROGRAM

Telethon Speech & Hearing (TSH)'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 old to experience, explore and discover language and concepts vital for effective learning.

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

## SERVICE PROFILE

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

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

## CLIENT PROFILE

Enrolment numbers for Talkabout remained steady at around 140 as children left and spaces were filled for 2015, representing full or 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
Talkabout 2 and Talkabout 3	40 children, all classes stayed at full capacity + waitlist for the majority of the year.
Early Intervention Playgroups (2/3 – year - olds)	
Talkabout 4	52 children, all classes at full capacity + waitlist for the majority of the year. Term 1 typically starts 4 – 6 students down but classes fill as we head into Term 2.
Kindergarten School Program (4-year-olds)	
Talkabout 5	39 children, all classes at full capacity for the entire year.
Pre-primary School Program (5-year-olds)	

## STAFFING SUMMARY

The Speech and Language (Talkabout) program is overseen by Janene Hall, a TSH based Principal who looks after TSH's school programs and Deputy Principal, Jenny Giddy.

The Speech and Language program had seven teaching staff (totalling 3.1 FTE) in 2015, and seven Teacher's Assistants (4.0 FTE). Children enrolled in the program also benefitted from in house Occupational Therapy (1.1 FTE).

Importantly, the program was also supported via a part-time Psychologist (0.5 FTE) and two Speech Pathologists (1.5 FTE). 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. Family support is a vital feature of the program. This was led by a Family Liaison Officer (0.8 FTE).

## HIGHLIGHTS 2015

- We held our annual teacher Workshop on March 11<sup>th</sup>. Almost 50 mainstream teachers attended. They participated in workshops and learnt strategies on supporting children with a speech or language delay in mainstream classrooms. This was once again a very successful event.
- Families in the Speech and Language program benefitted from regular informational morning teas in addition to family information evenings which included presentations on speech and language development, and building resilience in children. A mum's pamper night and a night for dad's were also held and well attended.
- The TSH community helped Talkabout students celebrate Book Week/Speech Pathology Week /Hearing Awareness Week.
- Transition talks were held for those transitioning into year one.
- School Registration team visited and granted four years registration. This was a fantastic achievement and a wonderful reflection of all the hard work put into the process.
- Work on the National Quality Standards Framework was completed. All staff contributed many hours and a great deal of thought and valuable discussion to this massive project. We have a wonderful framework for a continuous cycle of improvement in the Talkabout program as a result.

Please see School Performance Information (p. 40) for more feedback from families.

## So Much to Talk About...

### A POEM WRITTEN BY JANE, PARENT OF A TALKABOUT STUDENT

Some six years ago our  
beautiful children came  
along

Like all new babies they  
were perfection, not a  
thing was wrong  
Happy.... and cute, our  
gifts from above  
They were cuddled....  
Adored.... snuggled and  
loved

When you have a new  
baby, so big are your  
dreams  
There is nothing they can't  
do, destined for greatness  
so it seems  
You never really believe  
they could be anything but  
perfect  
Success, fame, talent - all  
good things you expect

You never really think that  
a problem will alight  
That around age 2 you'll  
notice... he's not talking  
right  
And then you start to  
realize... the challenge of  
poor speech  
And suddenly, some of  
your dreams, seem a little  
out of reach

But like all good mums  
with hearts of devotion  
You promise to do all you  
can  
Doctor google... a few  
speechy visits  
And before long, you have  
a plan

And part of that plan, a very  
big part  
Was enrolling at Talkabout  
The Telethon school for  
language  
Yep, that would sort them out.

And sort them out it did  
And... oh! so much more  
Today we stand here with  
gratefulness  
That we were led to the  
Talkabout door

At Talkabout we found a  
school... unlike any other  
A school that has so much  
time for child and for mother  
A school that considers the  
child whole  
And their each and every need  
Where our kids would  
blossom.... learn and grow  
Where they were able to  
succeed

There is something about the  
place  
When you first walk through  
the door  
There is a calm.... a  
brightness  
A feeling that warms you to  
the core

With a strong focus on  
language  
Comprehend... write... read  
Encouraged to set the bar  
high  
Their little minds were freed.  
What a joy to watch them  
absorb it all in  
Enjoying every minute,  
celebrating every win



The positive atmosphere that  
Talkabout displays  
A never wavering belief in the  
kids... each and every day  
Every child was given the  
message that they were  
worthy and smart  
That they had a special place  
in every staff members' heart...

Sandra from T4, we definitely  
have to mention  
Her infectious giggle  
resolving any type of tension  
How lucky were our kids to  
have her for their T4 year  
Her kind and gentle manner  
alleviating any fear  
She provided the perfect  
introduction to kindergarten  
learning  
The kids arriving at her  
class with enthusiasm and  
yearning

Our knowledgeable OT, the  
charismatic Gayle  
With her on our side there's  
no way our kids could fail  
Warm and approachable...  
with the best she is on par  
Always there for a joke, a hug  
and a now familiar "ja"

Friendly and chatty, the  
ubiquitous Michelle  
Talkabout's resident blonde  
bombshell  
To every family's experience  
she brought empathy and  
care  
We all knew if we needed  
something, she was always  
there

Julie, in the library  
Whose love of books abounds  
Sharing her joy of stories  
With smiles and character  
sounds

Briony always makes an  
appearance

Our beloved speechy  
Young and patient, she had  
language covered  
Always smiling and looking  
peachy

Paige in the gym, bubbly and  
blonde  
With the kids she made an  
energetic bond  
Helping them all with their  
motor skills  
The flying fox providing many  
thrills

Kris and Larissa in the  
classroom  
A lovely calm approach  
Always understanding  
Teaching without reproach

Jenni, dear Jenni  
Never seen without a smile  
Her genuine love for her job  
Can be seen from a mile  
A nurturing personality, so  
much love to share  
Teaching and caring for the  
kids  
With her own unique brand  
of flair

Di! Or Mrs Di, as Zac likes to  
say  
For all you have given our  
children, how could we ever  
repay?  
Neverending patience, and a  
sparkle in your eye  
Telling our kids you can do it,  
you only need to try  
You found the perfect balance  
of teaching and supporting  
And also found the time, for  
very thorough reporting  
You committed yourself to  
each and every child in the  
room  
Got to know them personally  
so that you could help them  
bloom

And bloom they did, they've  
learnt so much, they have

come so far  
You taught them self-belief,  
high, you set that bar  
Routines, structure, fun –  
ALL kids you did captivate  
Even showing our sensitive  
souls how to self-regulate

So here we stand today about  
to start Grade one  
Looking back in amazement  
at all the things our kids have  
done  
Our big dreams are back.... a  
full glass of hope  
Because Talkabout... you  
have taught our kids to cope

So we say thank you; thank  
you from the bottom of our  
heart  
The time has come now...  
that we have to part  
And yes we are ready... to be  
thrown into that mainstream  
mix  
But gee.... wouldn't it be  
nice... if we could come back  
for T6.

# SCHOOL PERFORMANCE REPORT 2015

## BACKGROUND

Telethon Speech & Hearing (TSH) is a Western Australian based not-for-profit organisation and registered charity assisting children and adults with hearing and speech & language impairments. We provide services to families in a professional and effective way that makes us the providers of choice in this field. Our programs are developed through evidence based best practice and lead to innovative approaches with the use of techniques and technology.

TSH originated in 1966 with a group of parents who had great hopes for the future of their profoundly deaf children and refused to settle for what they thought was 'second best'. The tenacity of the founding group remains a source of inspiration and motivation to the organisation.

Telethon Speech & Hearing is proud to be a part of the Telethon family and fits its purpose of improving the health and wellbeing of all children.

## OUR MISSION

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

## OUR VISION

TSH is a centre of excellence for assisting children and adults with hearing and speech & language impairments. We provide services to families in a professional and effective way that makes us the providers of choice in this field.

We are service-focused throughout the organisation. All visitors, families and associates are treated with a superior experience on every occasion.

We work together, using evidence, to produce outstanding results for those with hearing or speech and language impairments that impact the families and the communities in which we work.

## OUR VALUES

We are able to reach our vision through our core values of:

- Teamwork
- Professionalism
- Community
- Respect
- Support

## SCHOOL SECTOR

- Independent
- Co-educational

## CHARACTERISTICS OF THE STUDENTS AT SCHOOL

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

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

## SCHOOL ADDRESSES

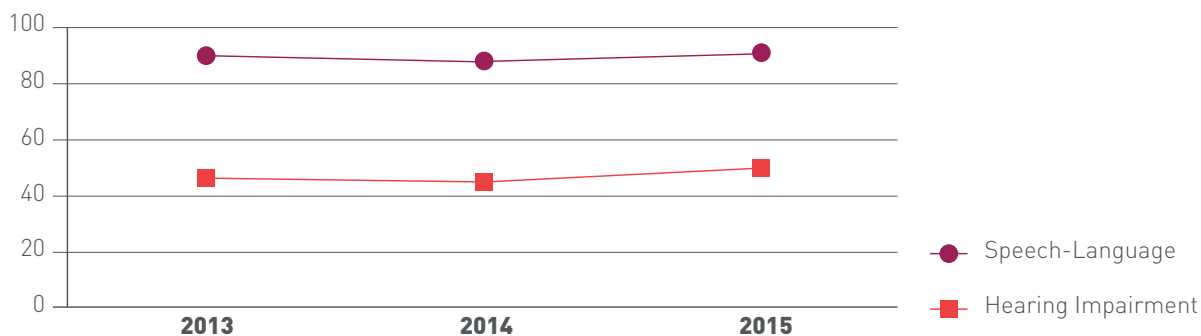
Speech and Language Early Intervention Program (Talkabout) is delivered at TSH Wembley Campus, 36 Dodd Street, Wembley WA.

Hearing Impairment School Support Program (Outpost) is delivered at the following partner mainstream schools:

Partner Schools	Address	Year Level Offered
Aquinas College	Mt Henry Rd, Salter Point, WA	Kindy - Year 12
John Wollaston Anglican Community School	Corner of Lake and Centre Road, Camillo WA	Kindy - Year 12
Mel Maria Catholic Primary School	33 Davidson Road, Attadale WA 25 Evershed Street Myaree WA	Kindy - Year 6
Newman College	216 Empire Avenue, Churchlands WA	Kindy - Year 12
Servite College	134 Cape Street, Tuart Hill WA	Years 7 - 12
St. Brigid's College	200 Lesmurdie Road, Lesmurdie WA	Kindy - Year 12
St. Luke's Catholic Primary School	17 Duffy Terrace, Woodvale WA	Kindy - Year 6
St. Pius X Catholic Primary School	Cnr Ley Street and Cloister Avenue, Manning WA	Kindy - Year 6
St. Stephen's School	50 St Stephens Crescent, Tapping WA	Pre Kindy - Year 12

## STUDENT ENROLMENT 2015

SPEECH-LANGUAGE IMPAIRMENT PROGRAM (TALKABOUT)	NUMBER OF STUDENTS AT AUGUST CENSUS	HEARING IMPAIRMENT PROGRAM (OUTPOST)	NUMBER OF STUDENTS AT AUGUST CENSUS
Kindy	52	Primary School Students	31
Pre-Primary	39	Secondary School Students	18
Total	91	Total	49



Total number of students per program at August Census from 2013 to 2015

## DISTINCTIVE CURRICULUM OFFERINGS

### SPEECH & LANGUAGE CAMPUS (TALKABOUT)

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

A recognised leader in the field of speech and 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, Early Childhood Teachers and Special Education Assistants. The school also operates an extensive parent program which provides information, support, guidance and encouragement to assist in the transitioning of students into mainstream schools.

### HEARING IMPAIRMENT SCHOOL SUPPORT CAMPUSES (OUTPOST)

TSH's school services programs, for students from Kindergarten up to Year 12 with hearing impairments, were delivered in nine mainstream private school locations across metropolitan Perth in 2015. In each school, our support program is staffed by an outstanding multidisciplinary team of professionals to ensure students have the highest level of specialist assistance and advice.

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

## OTHER SERVICES

The school works in partnership with other services at TSH. These include:

- An early intervention program for children with hearing impairments from birth to five years;
- TSH Hearing Services;
- Audiology clinics for children;
- Audiology clinics for adults and a provider of voucher services for pensioners and veterans;
- An outreach program working to reduce ear disease in Aboriginal children;
- TSH Speech Pathology clinic – providing private fee for service therapy;
- TSH Psychology clinics – providing private fee for service therapy for children and adults specialising in the needs of the deaf and hard of hearing;
- Better Hearing TSH – a program to support adults with hearing impairments and their families and;
- Venue Hire – a suite of function rooms available for corporate, community or social functions.

For more details, visit [www.tsh.org.au](http://www.tsh.org.au).



## PROFESSIONAL ENGAGEMENT

### STAFF ATTENDANCE - TEACHERS

During 2015, average daily attendance rate of teachers was 98%.

Program	Numbers of Staff in 2015	Number of These Staffing Retained in the Following Year	Retention Rate
Speech - Language	17	16	94%
School Support	32	32	100%
Total	49	48	98%

Note. The table presents the retention rate of the staff in the School Program only (does not include School Support).

### TEACHER STANDARDS AND QUALIFICATIONS

Category	Number of Staff
Doctorate or higher	0
Masters	7
Postgraduate Diploma	7
Bachelor Degree	4
Diploma	0
Certificate	0

### SCHOOL PROGRAMS WORKFORCE COMPOSITION

Workforce Composition	Number of Staff
<b>School Programs</b>	
Principal	1
Deputy Principal / Teaching Role	2
Teachers (Speech-Language Program)	6
Teachers of the Deaf (or training to be Teachers of the Deaf)	9
Educational Assistants (Speech-Language Program)	7
Educational Assistants (Hearing Impaired School Support Program)	21
Family Liaison Officer	1
Librarian	1
<b>Program Support</b>	
Speech Pathologists	3
Occupational Therapists	2
Psychologists	3
Aboriginal/Torres Strait Islanders	0

Note. Students in the School Programs also receive support from TSH Hearing Services (see Organisational Chart page 44-45).



## PROFESSIONAL LEARNING AND EXPENDITURE

Total Number of School Staff	Total Expenditure on School Staff PD as Recorded in the Budget	Average Expenditure on PDF per FTE
35.46 FTE	Total cost \$97,331.90 (\$7,307.50 in course costs paid, \$90,024.40 [252.16 days] in paid time to attend)	\$2,744.84 per FTE

The participation of staff in different professional development (PD) activities during 2015 was 100%. The delivery of high standard special education services to students is the central aim of staff development. The aim was achieved through professional learning communities, curriculum development, formal professional learning opportunities, journal studies and workshops.

These opportunities included (but are not limited to):

- All staff across both programs received ongoing training in National Quality Standards;
- All schools staff received Mandatory Reporting training;
- All staff received empathy training from a parent of one of our students;
- All Outpost staff received PD on the Early Years Learning Framework;
- Outpost staff received PD on Protective Behaviours programming in schools;
- 17 Outpost staff attended Partnerships in Deaf Education conference;
- Many Outpost staff received PD on the Multilit Literacy program;
- Four members across both school teams completed a refresher course on Cardio Pulmonary Resuscitation (CPR);
- Two Talkabout teachers attended a four day program throughout the year on "Enhancing Classroom Talk through Sustained Shared Thinking" (Edith Cowan University and Association of Independent Schools WA);
- Two Talkabout teachers attended a PD on Executive Functioning. The teachers then gave a presentation on Executive Functioning to the other program members;
- Three Talkabout staff members attended a PD by Dr Tony Attwood on Asperger's / Autism and;
- Two Talkabout teachers completed a two day Hanen Workshop.

## STUDENT ATTENDANCE AT SCHOOL

### SPEECH & LANGUAGE PROGRAM ATTENDANCE

The Speech and Language Program students' attendance rate in 2015 was 93%.

### HEARING IMPAIRMENT SCHOOL SUPPORT PROGRAM ATTENDANCE

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

### STUDENT RESULTS IN NATIONAL ASSESSMENT PROGRAM ANNUAL ASSESSMENT

TSH is exempt from reporting for the Australian Curriculum, Assessment and Reporting Authority (ACARA) as it does not meet the reporting threshold due to the number of students.

Please see the ACARA website at [www.myschool.edu.au](http://www.myschool.edu.au) for further information.

## STUDENT OUTCOMES

### SPEECH & LANGUAGE PROGRAM

Students' progress and achievement in the Talkabout Program are captured using a comprehensive portfolio. The Talkabout portfolio is designed to capture 65 skills of individual students across 11 domains: (a) Independence Skills; (b) Play Skills; (c) Pragmatics and Social Skills; (d) Comprehension Skills; (e) Language of Maths; (f) Semantic Organisation; (g) Grammatical Complexity; (h) Narrative Skills; (i) Skills for Reading and Writing; (j) Fine Motor Skills; and (l) Gross Motor Skills.

The classroom teachers assessed their students' progress in Semester 1 (Term 2) and Semester 2 (Term 4). The median and mean scores for each area increased notably from Semester 1 to Semester 2. The difference in the mean scores was statistically significant for all domains.

### HEARING IMPAIRMENT SCHOOL SUPPORT PROGRAM

An Individual Education Plan (IEP) was developed for each student in collaboration with their stakeholders (i.e., Family, Student where appropriate, Teacher of the Deaf, Mainstream teachers, TSH Program Support and any other personnel as appropriate or requested by family). A total of 1652 goals were set across 45 students in 2015. The IEPs were then implemented and the students' progress was monitored. The goals in the IEPs were reviewed and updated as necessary and as appropriate throughout the school year.

At the end of the school year, each IEP goal was then assessed for all students. The degree of goal achievement per student was then calculated by using the formula:

The number of goals achieved / (the number of goals achieved + the number of goals working towards) x 100.

The median score of the percentage goal achievement across all students was 78.9% (Mean = 76.1%, SD = 14.8).

### SCHOOL SUPPORT PROGRAM POST-SCHOOL DESTINATIONS

Outcomes for Year 12 Cohort (N=2)	Percentage of Students
Secondary graduation	100%
The Western Australian Certificate of Education certificate	N/A
Traineeship (and further study)	100%

\*Both students graduated from Year 12 and commenced traineeships.

## PARENT SATISFACTION WITH THE SCHOOL

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

All families of children enrolled in the Telethon Speech & Hearing educational programs in July 2015 were invited to complete the survey. Responses to the survey were anonymous. The data was always kept confidential to protect privacy. If families had either a compliment or complaint that they wished to take further, they were given the option of further contact.

### A SUMMARY OF SURVEY FINDINGS - SPEECH & LANGUAGE PROGRAM

The response rate was 54%. The results indicated that families were generally highly satisfied with the program, the specialist services, and the staff. The satisfaction with the family support through the program was remarkably high. Families perceived that:

- The Talkabout Program was meeting their child's individual learning needs (100%).
- Their child was making progress towards achieving his or her goals (100%).
- The teaching staff, the specialist staff and the Family Liaison Officer in the Talkabout Program were approachable and professional (95.9-100%).
- They were able to contact the teaching staff, the specialist staff and the Family Liaison Officer when necessary (95.2-100%).
- They were generally kept up to date with their child's progress in various areas including language, social skills and play, independence, fine and gross motor skills, behaviour, and ear health (92.3-97%).
- They had enough opportunity to discuss their child's progress and goals with the teaching staff (95.5%).
- The specialist staff were clear and easy to understand during discussions about their child (95.7-100%).
- They were satisfied with the format of written reports and portfolios from the program (98.4%).
- They felt supported by the Talkabout staff (100%).
- The vast majority of the families were satisfied with the administrative service.

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

Parents reported being pleased with the quality of the program, the improvement in their child's confidence, speech and language, and social interactions with others. Families felt well supported through the program, and acknowledged the quality of the staff. They also valued the opportunity to meet other families in the program.

Comments include:

- "Many friends and family members have commented that my son is much easier to understand and that his speech is clearer". [Mother]
- "My daughter loves TSH and jumps out of bed to get there. She has stopped stuttering and now isn't scared to talk to her peers". [Mother]
- "My son's confidence and social skills have hugely developed as well as his fine motor skills." [Mother]
- "This is such a fabulous program and we are so happy with our boys' progress. Well worth every bit of time and money!" [Mother]

## SUMMARY OF SURVEY FINDINGS - HEARING IMPAIRMENT SCHOOL SUPPORT PROGRAMS

The survey response rate was 40.9%. The results indicated that families were generally highly satisfied with the program, the specialist services, and the staff.

All or the vast majority of families perceived that:

- The School Support Program was meeting their child's individual learning needs (100%).
- Their child was making progress towards achieving his or her goals (100%).
- They were satisfied with their child's participation in the school (100%).
- They were satisfied with in class support for their child including Note-taker and Education Assistant (100%).
- They kept up to date with their child's progress in various areas including listening skills, their ability to manage audiological equipment, language, literacy and communication, social skills, independence and their ability to access the curriculum (96-100%).
- Their Teacher of the Deaf, the Education Assistant/Note-taker and the specialist staff were approachable and professional (93.8-100%).
- They had enough opportunity to discuss their child's progress and goals with their Teacher of the Deaf (100%).
- They were able to contact the specialist staff when necessary (85.7-100%).
- The Teacher of the Deaf and the specialist staff were clear and easy to understand during discussions about their child (93.8-100%).
- They were satisfied with the format of written reports from the School Support Program (100%).
- They were satisfied with the administrative service (100%).

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

Parents reported being pleased with the progress that their child had made, and grateful with the support provided through the program. They acknowledged how well the staff supported their child. The vast majority of the families believed that increased confidence was the most significant change in their child that was due to the School Support Program.

Comments include:

- "Having a 'base' person to talk with at a regular basis. We have noticed a significant improvement in school based work. Feeling like we belong and that we are all working together to achieve the same for our child". [Parents of primary age student].
- "Thanks for the fantastic job people working with TSH!!! We love the support we are getting. The people who work for this organisation is truly passionate and it really makes a huge difference. Thank you!!!" [Mother of secondary age student].
- "Making many social and developmental gains. The program has added an added nurturing component to the school environment and my son has settled into the school environment excellently!" [Mother of primary age student].
- "All teachers from TSH have been amazing; they have made my son's school years easy, and fun. He is improved so much and is only going to get better so I thank you all". [Mother of primary age student].



## ACTIONS 2015 FROM THE ANNUAL FAMILY SURVEY

A small number of suggestions were also received. Each single comment has been examined by the senior staff of TSH, and a quality improvement action plan commenced. It is expected that the quality improvement action plan will be fully implemented by the end of 2016.

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

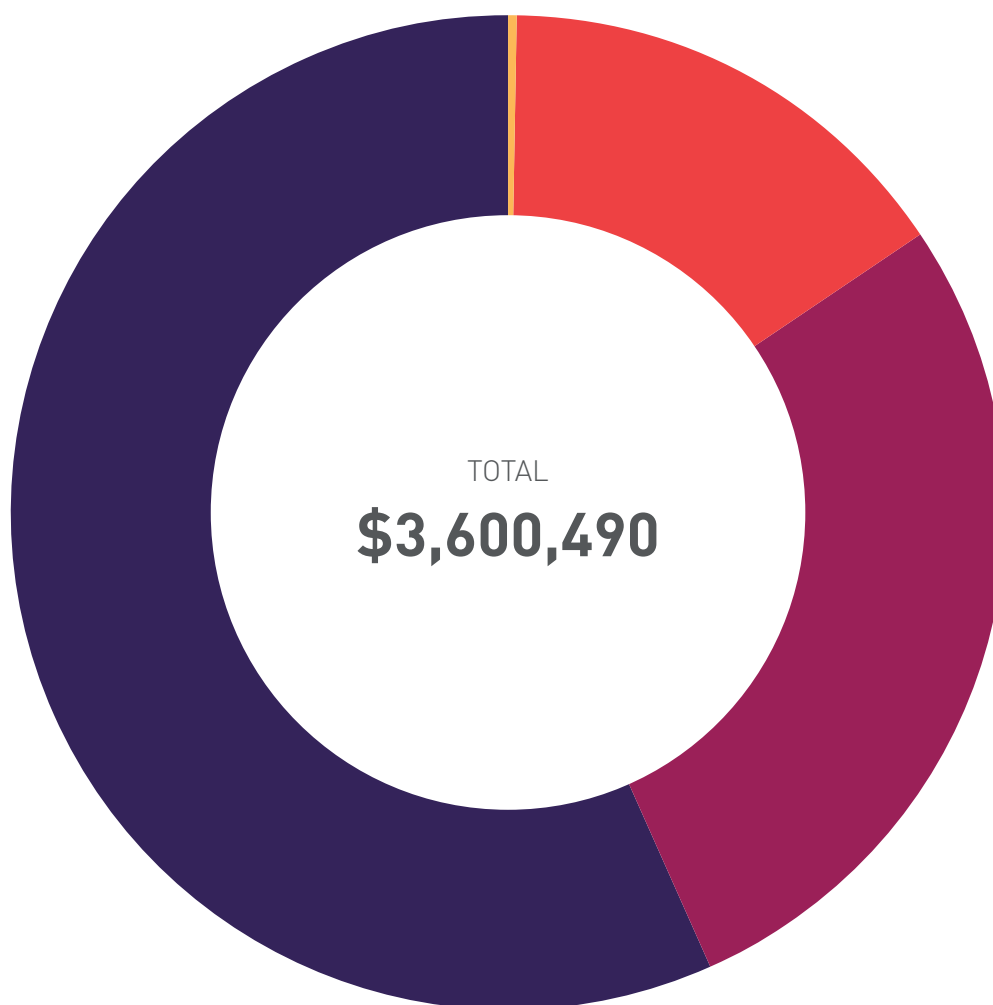
Issues Raised	TSH Actions
Could you provide more training for mainstream teachers in the School Support program about hearing aids, cochlear implants, sound field system and other devices so that they can better help my child?	Provide more information for mainstream teachers in the School Support program.
Could TSH work with mainstream class teachers in the School Support program to develop their understanding and awareness of the access needs of our children, and use captions when possible?	Provide more information for mainstream teachers in the School Support partner schools.
Could we have more audiologist visits in winter in the School Support program to check our children's ears especially primary age- children?	Provide more tympanometry for the students in the School Support program.
Could TSH run the Speech and Language holiday programs?	Provide a fee for service speech and language program during school holidays.
Could we have the parent information session calendar to be available at the beginning of each year so that we can plan in advance to attend?	Provide an annual Parent Information Calendar.
How will my child be supported once they leave TSH?	<ul style="list-style-type: none"> <li>• Continue to provide information for families whose children are transiting to school.</li> <li>• Continue to provide information about Better Hearing TSH services for families of children with hearing impairment who are graduating from school.</li> <li>• Begin to examine extensions to existing TSH services to support children once they leave TSH.</li> </ul>





For more details, please see the TSH Annual Family and Client Survey 2015 – Findings and Action Plan.

[www.tsh.org.au/resources/publications](http://www.tsh.org.au/resources/publications)

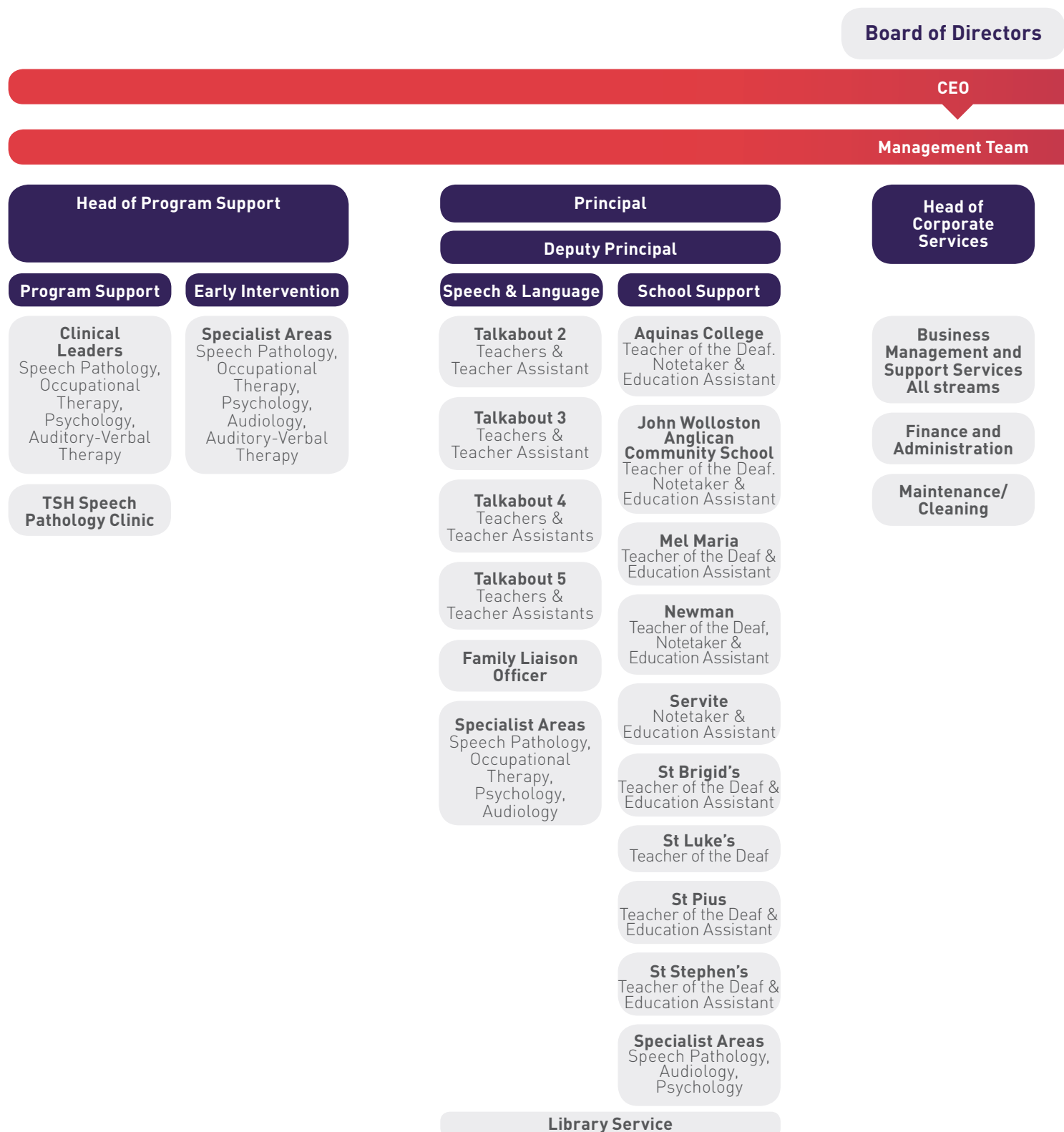


## SCHOOL INCOME BROKEN DOWN BY FUNDING SOURCE



	Fees	<b>\$543,634</b>	15.1%
	Australian Federal Government Grants	<b>\$1,009,111</b>	28.0%
	West Australian State Grants	<b>\$2,039,460</b>	56.6%
	Other (Fundraising/Donations)	<b>\$8,285</b>	0.2%

# TELETHON SPEECH & HEARING ORGANISATIONAL CHART





# OFFICE OF CEO

## HUMAN RESOURCES

Human Resources at TSH has had another extremely busy year drafting, consulting with staff and implementing a suite of new updated policies and procedures. All but one item on the Staff Wellbeing plan 2014 – 2016, was delivered. This work plan will be completed in 2016. During 2015 TSH spent \$113, 597.40 in total on staff training and development for all staff, with \$90,024.40 of that amount spent on Schools staff. This equated to \$946 per each staff member across the organisation and \$2,556.77 for each Schools staff member. We are grateful to AIM for the leadership training grant we received for 2015.

### WHAT WAS NEW IN 2015

The final position to complete the new organisational structure that was implemented in 2014, Head of Program Support, was filled. Work to cement the new structure across the organisation has been ongoing and will continue into 2016.

Streamlined volunteer inductions were introduced in 2015, with all new volunteers receiving an induction from HR. Volunteers are now also given the opportunity to attend exit interviews with HR so that we can work to continually improve our volunteers' experience with TSH.

A TSH leadership competencies framework was developed for leaders at TSH with the assistance of an external consultant. These competencies are known as the VOICE of TSH Leadership and have been added to the Performance Development Review Process for all staff in leadership roles at TSH. The TSH Values and Code of Conduct were updated to include these competencies and will be ready in early 2016.

The position description review project was finalised in 2015 to ensure that all staff at TSH have a current position description; this has been completed and all staff will sign their up to date position descriptions in January of 2016.

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

## STAFFING SUMMARY

Throughout 2015 the HR functions of TSH have been managed by the Manager – HR on a full time basis.

### OTHER NOTABLE EVENTS

- Mandatory Reporting and Asthma Training were completed at an All of Staff Day.
- Bullying & Discrimination in the Workplace refresher training was completed at an All of Staff Day.
- An introduction to Aboriginal Cultural Awareness training was completed at an All of Staff Day.
- Ongoing professional development opportunities were ensured across Programs.
- The staff wellbeing action plan was implemented by the TSH staff wellbeing group.

## TENDERS, GRANTS AND CONTRACTS

TSH was very grateful to receive tenders, grants and contracts in 2015 valued at \$3,846,713

Grants and tenders were secured from the following in 2015:

- Disability Services Commission
- Australian Institute of Management
- Chevron
- Telethon
- Office of Hearing Services
- NGCS
- NDIS
- WA Country Health Service
- Rural Health West
- Toy Box
- WA Education Department

### WHAT WAS NEW IN 2015

- Commenced contracts working in the NDIS and My Way trial sites.

### STAFFING SUMMARY

0.4 FTE commenced September

### OTHER NOTABLE EVENTS

- Notified as a recipient of the 2016 AIM Community Partnership
- Disability Services Commission commenced Quality Evaluation in December 2015, with the report scheduled for completion early 2016.
- Commitment from Chevron to continue working with TSH to 2018.

## RESEARCH

### SERVICE PROFILE

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

### ACHIEVEMENTS IN 2015

#### PROJECTS

- TSH Research Areas of Interests 2015 were developed, and distributed to partner universities, resulting in new collaborative research projects.
- Nine external research applications were reviewed by TSH in 2015. Eight of them were approved and supported by TSH.
- Research partnerships with universities and other organisations continued to develop and be maintained.
- Ear health workshops that were delivered by the Chevron Ear Health program were being evaluated as part of a collaborative research project with Curtin University. Data collection will continue in 2016.
- The Chevron Ear Health Education Resources Packs were distributed by the Chevron Ear Health team to promote ear health prevention. The impact of the resources packs on the knowledge about ear health of parents/guardians, health professionals and teachers were evaluated. A notable increase was found in their self-reported knowledge after they had read the resources pack.
- A student from Curtin University, who conducted research at TSH, published a paper in the Journal of Clinical Practice in Speech Psychology of their findings.



- TSH contributed to develop a research proposal entitled “Enhancing the Mental Health and Wellbeing of Children with Impaired Hearing. The project was led by Professor Donna Cross, UWA Centre for Child Health Research. The proposal was successful for a Healthway Health Promotion Research Project Grant 2015.

### EXCELLENCE IN SERVICE DELIVERY

- Program Excellence – TSH developed methods to measure the development of children enrolled in the TSH programs, and collected outcome data in 2015 for analysis and reporting.
- The TSH Annual Family and Client Survey was conducted. The summary report with an action plan was published. The TSH Adult and Paediatric Audiology Surveys were also conducted.
- The TSH Venue Hire client survey was introduced.
- Relevant research findings were provided to the Program Heads, Clinical Leaders and staff as requested to assist evidence-based decision making and practice.

### CONFERENCES

- The Head of Hearing Services presented a paper entitled “*Optimising children’s specialist ear health clinic attendance rates in rural and remote Aboriginal communities*”, jointly written by the CEO and the Research Coordinator.
- Three abstracts were submitted to Speech Pathology Australia National Conference 2016. These were all accepted for presentation:
  - “*Using Language Environment Analysis (LENA) in Auditory-Verbal Therapy: Perceptions of parents of children with hearing impairment*”;
  - “*Improve early language learning through use of coaching strategies with parents/caregivers*”; and
  - “*Language Environment Analysis (LENA) as a therapy tool in the Auditory Verbal Therapy Early Intervention Program*”.
- Two abstracts were submitted to Audiology Australia National Conference 2016 for inclusion in the conference scientific program. Both abstracts were accepted for presentation:
  - “*Impact of Education Resources Packs on the Self-Reported Ear Health Knowledge of Parents, Teachers and Health Professionals in Remote Regions*”; and
  - “*Localising a State Program for Effective Service Delivery: Pilbara Ear Health Model of Care – Collective Initiatives for Better Outcomes*”.

### OTHER

- Assistance with publication contents, coordination and edits were provided within TSH.
- Support and coordination were provided for the Partnerships in Deaf Education conference.
- A planning for the Telethon Speech & Hearing Public Seminar Series commenced for an implementation in 2016.

### STAFFING SUMMARY

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

## PROJECTS IN 2015

Projects	Researchers	Status as December 2015
The Evaluation of the Pilbara Ear Health Model of Care: Health Education Promotion for Teachers and Health Professionals	Dr Yuriko Kishida, TSH, Curtin University Associate Professor Cori Williams, Curtin University Peta Monley, TSH Jay Krishnaswamy, TSH Karen Thomas, TSH	In progress
The Effect of Graphical Feedback on Verbal Interactions between Parents and Children with Hearing Impairment	Dr Yuriko Kishida, TSH, Curtin University, Macquarie University Dr Coral Kemp, Macquarie University Associate Professor Cori Williams, Curtin University	In progress
Online Social Capital and Literacy Skills of Adolescents with Hearing Loss: A Pilot Study	Dr Jill Duncan, Director Victorian Deaf Education Institute Department of Education	Paper submitted for publication
Caregiver-Child Interaction in Hearing Impaired and Normally Hearing Children: A Qualitative Comparison	Michelle Saetre-Turner, Curtin University Associate Professor Cori Williams, Curtin University Ms Michelle Quail, Curtin University	Completed Published in the Journal of Clinical Practice in Speech Psychology (2015)
Sight and Sound: A History of Deaf Education in Western Australia	Geoffrey Smith, Murdoch University	In progress
Maternal Capacity for Reflective Functioning and Developmental Correlates in Children aged 4 years	Dr Matt Ruggiero, Curtin University Jonathan Marginis, Curtin University Julie Savage, Curtin University	In progress
Implementation of Fear-less Triple P- Positive Parenting Program in parents of preschool aged children with anxiety disorders	Dr Trevor Mazzucchelli, Curtin University Phoebe Edgeworth, Curtin University	Completed
Impact of the National Disability Insurance Scheme (NDIS) on children with hearing impairment	Dr. Andrea Simpson, La Trobe University Lauryn Stewart, La Trobe University	In progress
Early speech and babble development of infants who have an older sibling with delayed speech	Dr Neville Hennessey, Curtin University Associate Professor Cori Williams, Curtin University Elizabeth Skinner, Curtin University	Completed
The Incidence of Middle Ear Disease and Hearing Loss in children in Aboriginal and Torres Strait Islander Communities in Western Australia: 2012-2015	Julie Nguyen, Curtin University Associate Professor Cori Williams, Curtin University Dr Yuriko Kishida, Curtin University	Completed
The Incidence of Middle Ear Disease and Hearing Loss in children in Aboriginal and Torres Strait Islander Communities in Western Australia: 2012-2015	Vivian Lee, Curtin University Associate Professor Cori Williams, Curtin University Dr Yuriko Kishida, Curtin University	Completed
Exploring the nurse practitioner role in Australia from the perspective of employers: a qualitative study	Stacy Leidel, Curtin University Dr Ruth McConigley Narelle Smith, Curtin University	In progress
There and Back Again, from research to practice in Early Childhood Intervention	Kate Moseley, University of Western Sydney Associate Professor Christine Johnston	In progress

# CORPORATE SERVICES

## SERVICE PROFILE

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

## STAFFING SUMMARY

For 2015 the Corporate Services team was headed up by the Head of Corporate Services and the following staff.

- 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 full-time manager and a 0.8FTE part-time ICT officer; and
- Various building and maintenance contractors.

## WHAT WAS NEW IN 2015

There were a number of projects and outcomes that were accomplished in 2015. These included the following:

- Introduction of Medicare and HICAPS claiming systems for clients.
- Completion and publication of a number of new and updated policies and procedures, particularly those that relate to internal controls and risk management.
- Commencement of the refurbishment of the playground.
- Review of external service contracts providing cost savings and improved service delivery.
- Feasibility studies for fee for service opportunities at TSH.

# FUNDRAISING AND EVENTS

*The Fundraising and Events team raised \$564,000 which ensured Telethon Speech & Hearing made the overall budget for 2015. In addition it assisted in building a Fundraising model to ensure regular donations contribute to Telethon Speech & Hearing. We were all a brand new team and we were delighted by the challenge of starting afresh.*

## FUNDRAISING AND EVENTS

### ARTITUDE

2015 marked the 16<sup>th</sup> Artitude event which was presented by Crown Perth. The event was an outstanding success and raised over \$169,000 from the sale of art, live and silent auction items and the Lucky Sip raffle.

David Forrest and Jánis Nedéla of Gallery East Art Services undertook the role of curating the collection of 178 pieces of collectible artworks, while Mark Gibson and Frank Torre generously donated their time to be the Master of Ceremonies and Auctioneer respectively. Denise Cheir spoke beautifully and opened the evening.

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

This year Frank Torre auctioned the Telethon Speech & Hearing playground renovation and we raised \$45,000 to improve the playground and surrounding outdoor area. Special thanks to Mr and Mrs Rocci and all the donors for donating to our school playground.

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

- Event supporters – Accent Gallery and Framing, Advans Exhibition Services, Staging Connections, The West Australian, World Wide Online Printing (West Perth), Nigel and Denise Satterley, Expo Power and Lighting, Ray Jordan, and Direct Commercial Maintenance, Gallery East, Grand Cru, and Matthew Landers, Uber;
- Charity Auction supporters – Crown Perth, Linneys, David Jones, Camilla, Backlot Studio's, Sculptures By The Sea, Janis Art, WCE Corporate Box;

- Donators to the Silent Auction – 85 items and services were donated, some highlights of which included Black Swan Tickets, an Andrea Burns Communication coaching voucher, Milk Fashion Voucher, Captain Cook Cruises and Domain Chandon experience.

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

### AMERICAN CHAMBERS OF COMMERCE, 4TH OF JULY BALL FOR AMERICAN INDEPENDENCE DAY

On the 4<sup>th</sup> of July Telethon Speech & Hearing were the charity of choice for the 20th American Independence Day Ball at Government House. The Honourable Kerry Sanderson AO Governor of Western Australia attended. Telethon Speech & Hearing shared the stage with Chevron for the evening to highlight the wonderful program and partnership we have in the Pilbara. There was a raffle and special thanks to those who donated the wonderful prizes. Wise Vineyard, Southwest Airport transfers and Luke Wylie collaborated to offer an amazing prize of return flights to Dunsborough with lunch at Wise Vineyard and all the transfers were donated. The other prize on the night was a South Sea cultured pearl generously donated by Willie Creek.

### LOUD SHIRT DAY

Loud Shirt Day is a national campaign and is well supported in every state of Australia. October the 16<sup>th</sup> was the National Loud Shirt Day. Western Australia had the support of 100 new corporate companies in 2015. Some of the companies included Decmil, Wesfarmers, Gadens and TFE hotels and they all donated and went Loud for Loud Shirt Day. Many schools joined in and children dressed up in Loud Shirts, hats and even coloured hair. Special thanks to our Outpost schools who raised significant funds for Telethon Speech & Hearing.

On the 14<sup>th</sup> October Curtin University had an all of Campus Loud Shirt Day. It was our first opportunity to work together and the collaboration was a huge success. Telethon Speech & Hearing managed to conduct more than 200 hearing screenings for the staff and students at Curtin University. The university raised \$14,000 for Telethon Speech and Hearing and most importantly it was a fun day for all who attended. There were street performers, a T-shirt making workshop, a Loud Shirt parade through the whole campus





and "George" the therapy dog also made a special appearance. Special thanks to all of our volunteers and to Curtin University senior faculty.

#### 2015 FRIDAY 13TH QUIZ NIGHT (FUNDS FOR LOUD SHIRT DAY)

Quiz Masters kindly donated their services for the whole evening. The teams dressed up in Friday the 13<sup>th</sup> theme and we raised \$6,800 for Loud Shirt Day. Special thanks to the board for making a table and joining us. The event was held at Telethon Speech & Hearing and staff and families enjoyed the night.

#### ELLE FASHION SHOW

TSH celebrated our 2<sup>nd</sup> Elle Fashion Show on the 9<sup>th</sup> of September 2015 which was hosted by our Patron, Nigel Satterley and his wife Denise, at The Royal Freshwater Bay Yacht club. The fashion show was by Elle Boutique in Nedlands with the theme 'Spring Racing Carnival'. The Emirates Melbourne Cup was a highlight of the evening and many people had the rare opportunity to have their picture taken holding the Emirates Melbourne Cup. Some of our amazing sponsors included; Grand Crux, Parker, Maurice Meade, Bentley, Emirates and The Melbourne Cup Tour 2015. Special thanks to Denise and Nigel and Satterley, along with Wendy Marshall and Natasha Marshall Donnelly, for such a wonderful evening which raised over \$50,000 for TSH. Our thanks also to Andrea Burns who donated her time to MC the event with real style.

### MARKETING AND COMMUNICATIONS

Several significant projects were undertaken throughout 2015 and included:

- Introducing a new Customer Relationship Management tool (CRM) for Telethon Speech & Hearing. The project is ongoing and now has more than 5,000 contacts and many different categories from Benefactor's to Stakeholders which will allow us to communicate effectively in the future.
- An effective donate button was added to the existing Telethon Speech & Hearing website, increasing the number of donations to TSH significantly. Work commenced on launching a new TSH website with the support of Linkletters. The new website has many new features, is easy to navigate and will be a fantastic education tool for the School with an array of features for existing and potential families.

- Supporting each department within TSH including assisting with the design and printing of Teacher Workshop documents, new Talkabout Transition packs, updated Parent Information booklets, School Reports and Family & Client Surveys. This included securing sponsored printing from Konica Minolta, greatly reducing our in-house printing costs.
- Launching a new-look Artitude. This included:
  - New invitation and ticketing design. By working collaboratively with Worldwide Printing in West Perth we were able to secure a higher quality invitation. We also secured support from donors for VIP invitations which went to prominent Perth politicians and philanthropists. Included was a packaged invitation and small easel print of Jánis Nedéla donated art piece for Artitude.
  - A new website which showcased all artworks and live auction items, as well as promoting our amazing sponsors and donors
  - A new 114 page event program which was generously printed by Worldwide Printing in West Perth.
- Supporting events with marketing collateral and advertising including the 4<sup>th</sup> of July Ball, Elle Fashion Show, Community Day events, collaborative conferences including Partnerships in Deaf Education, Power of Speech Awards and Loud Shirt Day.

#### OTHER NOTABLE MENTIONS

- The Benefactors program grew in 2015 thanks to some remarkable supporters. Thank you to Mr Stan Perron for launching the Benefactors program and for his continued support. Frank Tomassi, ToyBox International and Bob Benz have helped us fund high and medium needs children through our programs.
- The first year of a donate button has raised over \$100,000 and we are so grateful to every donor for their funds.
- This year our in kind support grew and we would like to acknowledge companies who offer their services to Telethon Speech & Hearing which make a significant contribution towards our bottom line. Special thanks to LDTotol for their upkeep of our gardens, Konica Minolta for supporting our printing needs and Stanton International with our audit.
- The Telethon weekend was a great occasion for Telethon Speech & Hearing to showcase our services and meet some amazing supporters of Telethon in Western Australia. We volunteered all weekend, met many people and were able to witness the fantastic event that Telethon is in Western Australia.



# VENUE HIRE

## SERVICE PROFILE

Telethon Speech & Hearing offers facility hire services at the Bendat Parent and Community Centre for corporate, community or social functions. This state of the art multi-purpose facility, situated on Dodd Street in Wembley, takes full advantage of its position directly across the road from the beautiful Lake Monger recreation park giving it a unique experience with ample street parking and disability access: -

- Auditorium (room area 280m<sup>2</sup>, 270 seated theatre style)
- Tomasi Room (room area 160m<sup>2</sup> + Breakout Area + Kitchenette Felicities, 70 seated seminar style)
- Lakeside Room (room area 137m<sup>2</sup>, 60 people)
- Breakout Room (room area 51m<sup>2</sup>, 30 people)
- Executive Boardroom (room area 59 m<sup>2</sup>, 30 people)

The rooms can be divided into large and small areas dependant on clients' needs. 500 functions were held in 2015. Net proceeds from Venue Hire go towards supporting the work of Telethon Speech & Hearing, supporting children and adults with hearing, speech and language impairments.

## STAFFING SUMMARY

The Venue Hire services were delivered by the Venue Hire Service Manager. Support from TSH Corporate Services - Building/ Facilities Maintenance was provided for setting up functions.

## WHAT WAS NEW IN 2015

There were a number of projects that were accomplished in 2015. These included the following:-

- Three Weddings were held.
- The number of clients exceeded 150.
- Advertisement was run in Scoop Magazine.
- The Client Survey was developed and delivered.
- Crockery items were donated from Crown

## FEEDBACK FROM CLIENTS

An online questionnaire was distributed for all clients who used the venue in 2015 who provided email addresses to the TSH Venue Hire.

Responses to the surveys were anonymous. The data was always kept confidential to protect privacy. If respondents had either a compliment or complaint that they wish to take further, they were given the option of further contact. The response rate was 34%.

The data indicated that the clients were highly satisfied with the experience about TSH Venue Hire. The clients generally indicated that they were highly satisfied with various aspects of the venue including parking, cleanliness of the venue, general maintenance of the building, toilets, equipment and customer service. The vast majority of the clients indicated that they were highly likely to recommend TSH Venue Hire to others, and they would hire the venue again.

Comments include:

- "Very happy with the venue and would definitely use the Rooms again".
- "I thought that the Venue Hire Manager was amazing, she was professional, but friendly, extremely obliging and sorted out a few issues tirelessly!"
- "From booking to the actual function we had very professional service. The men and women who assisted us on the day could not have been more helpful. Thank you".



# PARTNERSHIPS AND ALLIANCES

Telethon Speech & Hearing (TSH) work in partnerships with many other agencies to provide best services for people with speech, language and hearing needs.

## SCHOOL OF SPECIAL EDUCATIONAL NEEDS-SENSORY

The School of Special Educational Needs – Sensory (SSENS) is the WA Department of Education school for children who are deaf or hard of hearing. TSH and SSENS, as the two registered schools for children who are deaf or hard of hearing, meet each term and work together on various projects to improve the outcomes for these children. The first Partnerships in Deafness Education was held in the first part of the year. Opened by the Minister for Education and showcasing the wonderful work of both organisations over many years (see story p.55). The intake coordinators for both organisations met regularly with the staff at Australian Hearing and a referral follow up system and protocol was completed. A joint flyer explaining both services, for families, was developed and distributed to relevant organisations. Attendance at the SSENS graduation ceremony by our CEO was a wonderful treat. SSENS should be proud of the students' accomplishments during their school years which have prepared them for their journeys into their post secondary life.

## WA DEAF SOCIETY

Regular meetings were held throughout 2015 to ensure TSH adult support services were complimentary to those provided by the WA Deaf Society. Use of the Societies interpreters for persons using signing was ongoing during the year, to ensure signing participants at TSH individual appointments, training and other events had good communication access. It was a pleasure to welcome Mark Gummer to the role of the Societies' CEO.

## DEAFNESS COUNCIL

Deafness Council, under the chairmanship of Barry McKinnon, plays a vital role in bringing together all organisations working in the deafness sector. Deafness Council holds a strong strategic position to be able to lobby and influence government and other stakeholders and has achieved significant outcomes, including captioning in movie theatres, hospitals and on television. TSH worked closely with Deafness Council throughout the year attending monthly meetings and participating as a member of the Council. TSH also supported and took part in the 2015 Hearing Awareness Week. This was a wonderful celebration of everything to do with hearing and deafness. The week was launched at SSENS in Padbury and ended with the TSH Power of Speech Awards.

## WA FOUNDATION FOR DEAF CHILDREN

The WA Foundation for Deaf Children (WAFDC) started the first school for children who are deaf or hard of hearing almost 120 years ago. The current SSENS grew from that private beginning of the WAFDC in the 1800's. The WAFDC plays a vital role in being the voice for parents of deaf children. They also provide parent support and information and work hard to develop the resilience and other life skills in children who are deaf or hard of hearing. During 2015 WAFDC continued their work on developing a working together plan for all stakeholders who provide services for children who are deaf or hard of hearing. TSH continued to participate in these workshops and congratulates the WAFDC for this work. TSH also participated in the WAFDC '2015 Deaf Express' which provided information about all services available, but also gave a voice to parents and children to share their deafness journey.

## PARTNERSHIPS IN DEAF EDUCATION

TSH, in conjunction with the West Australian Foundation for Deaf Children and the School of Special Educational Needs Sensory (SSEN-S) hosted the Partnerships in Deaf Education Conference on the 30th June 2015. The conference provided a look back at the history of Deaf Education in WA as well as a showcase of current practice and future trends. Children who are deaf or hard of hearing (DHH) require specialist education services as well as the support of a multi-disciplinary team to achieve their full potential. In Western Australia we have a long history of many organisations and families working together to achieve the best possible outcomes for children.

The Honourable Peter Collier, Minister for Education, opened the conference and topics such as "Working Together - Why It Is Important" and "The Importance of Classroom Supports" were presented. Parents and students also presented and spoke about their personal journeys through deaf education. The day closed with a speech from Peta Monley, TSH CEO, on the Future of Deafness Education in WA and the impact of technology and the National Disability Standards.

The conference was a huge success and the feedback received from both professional attendees and families was wonderful. The vast majority of attendees rated the quality of the conference excellent, and valued the importance of different organisations collaborating and working towards partnerships in deaf education. Attendees also valued the personal stories and better understood the available services from different organisations.

## PILBARA HEARING INTERAGENCY GROUP (PHIG)

TSH partnered with Chevron Australia in 2011 to deliver ear health programs in West Pilbara to Aboriginal school aged children. This partnership was expanded, following extensive community and stakeholder engagement to include all people in West Pilbara with a focus on children under 4 years of age and Aboriginal people. The focus of the program also shifted from a medical model to one of prevention and delivering services in partnership with local providers and building and strengthening local provider capacity.

With Chevron's support and a partnership with WA Country Health Services, Telethon Speech & Hearing hosted the first Pilbara Ear Health Model of Care interagency meeting in Karratha in December 2013. The purpose of this meeting was to collectively develop the Pilbara Ear Health Model of Care which reflected the needs of people in the Pilbara and would be delivered with the support of all agencies.

## PILBARA EAR HEALTH MODEL OF CARE

TSH took the lead to publish the Pilbara Ear Health Model of Care, including the Pilbara Ear Health & Hearing Best Practice Workforce Guidelines (PEHMC). This comprehensive model includes the agreed best practice principals across multiple disciplines and agencies, workforce guidelines for different professionals, and the referral pathways for better outcomes.

CEO Peta Monley and Head of Hearing Services Jay Krishnaswamy played a role as an editor of this nearly 200 page document. A significant amount of time was spent on the editorial process, and the coordination among the interagency group in 2015, to have be ready to launch the Pilbara Ear Health Model of Care in 2016.

The interagency group developed into the Pilbara Hearing Interagency Group (PHIG) to implement the Pilbara Ear Health Model of Care, work plan, and be the advisory body to the Pilbara Aboriginal Health Planning Forum.

The development of the model is an example of collective partnerships among many agencies, and provided valuable learnings.

## FIRST VOICE

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 is the regional voice for member and affiliated organisations that provide listening and spoken language early intervention services for children who are deaf or hearing-impaired. Our member and affiliated organisations include some of the largest, oldest and most respected centres providing services for childhood hearing loss in Australia and New Zealand. These include:

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

First Voice plays a leadership role within the early childhood hearing loss sector, advocating for world-class early intervention services for children who are deaf or hearing-impaired by:

- Working with government and other organisations to influence public policy and clinical practice related to services for children who are deaf and hearing-impaired.
- Maintaining an active research agenda and working with leading research institutions to facilitate research relevant to people with hearing loss.
- Providing evidence-based research to inform and influence public health policy in our region.

Early intervention and other services First Voice members provide early childhood intervention services to more than 1,000 children living with deafness or hearing loss in Australia and New Zealand. This is one of the largest cohorts of children receiving early intervention services for hearing loss in the world. Some of our members also provide hearing screening and adult related services.

## REFERENCE

1. Monley P, Krishnaswamy J, editors. Pilbara Ear Health Model of Care including Pilbara Ear Health and Hearing Best Practice Workforce Guidelines. Perth, Western Australia: Telethon Speech & Hearing; 2015.

# WE THANK OUR PARTNERS AND SUPPORTERS

Telethon Speech & Hearing would like to thank the following individuals and companies for their support and amazing enthusiasm during 2015. TSH could not maintain its support and service for children and adults with hearing or speech and language concerns without their generously provided funds and support.

**A** Australian Institute of Management (AIM)  
Ae'lkemi  
AV Partners  
Advans  
AMP Capital  
Andrea Burns  
Aurizon

**B** Backlot Perth  
Bakers Delight  
Benz Industries  
Bridgetown Winery  
Bush Fire prone Planning - *We thank Bush Fire prone for donating their services to ensure our school follows the very best practice of safety for our children and staff working at TSH.*

**C** Channel 7  
Channel 7 Telethon Trust  
Camilla  
Chevron  
Child and Adolescent Health Services  
Curtin University  
Corsaire Aviation  
Crown Perth  
Crown Melbourne  
Chellingworth  
David Jones  
David Tomasi - *Special thanks to Frank, David and Atilia who are a phone call away with support and always attend our events with enthusiasm and passion.*  
David and Naoli Rocci  
Deafness Foundation  
Department of Social Services  
Direct Commercial Maintainance  
Di Bauwens  
Dimension Data  
Disability Service Commissions  
Dunsborough Taxi Services

**E** Elle Boutique Nedlands  
Estee Lauder  
Expo Power and Lighting

**F** Frank and Atilia Tomasi  
Frank Torre  
Fremantle Football Club  
First Answer Quiz  
Function Concepts

**G** Gallery East Art Services (David Forrest and Jánis Nedéla)  
Gibbs Corp  
Grand Cru  
Gadens

**I** Ida Einhardt

**K** Kate Namestnik Photography  
Kerryn Doyle  
Kirsten Mardardy  
Konica Minolta  
Krissy Anjo Photography  
Karrinyup Shopping Centre  
Knee Deep Wines

**L** LD Total - *We thank LD Total for visiting Telethon Speech and Hearing every fortnight and maintaining our gardens and replanting new natives. The significant in kind support from LD Total ensures monetary donations go towards children.*  
Linneys

**M** Mark Gibson  
Minderoo Foundation  
M & R Maxwell  
Matthew Landers Florist  
Megan Maxwell  
Michael Litis  
Myer Foundation

**N** Non-Government Centre Support

**O** Ocean Estate

**P** Perron Group  
Perth Party Hire

**R** Ray Jordan  
Ralph and Patricia Sarich  
Rhonda Wyllie Foundation  
Royal Perth Golf Club  
Royal Freshwater Bay Yacht Club  
Rural Health West

**S** Satterley Property Group - *Nigel Satterley is Telethon Speech & Hearing's Patron. Elle is a Satterley event that raised \$50,000 this year for TSH. The amazing team at Satterley raised money for Loud Shirt Day and are always a proud supporter of Telethon Speech & Hearing.*  
Scanmedics  
Signature Custom Homes  
Sculptures By The Sea  
Saracen Estate  
Stanton International

**T** The West Australian  
Tour de Force Travel  
Toybox International/Box Magazine

**U** Uber

**V** Vasse Felix Wines

**W** West Australian Cricket Association  
Wembley Police  
Wembley Supa IGA  
Wayne Stubbs Florist  
West Coast Eagles  
Westfield Innaloo  
Wise Winery  
Willie Creek Pearls  
Worldwide Online Printing



# WE NEED YOUR SUPPORT

## **SUCCESS IS FINDING SATISFACTION IN GIVING A LITTLE MORE THAN YOU TAKE.**

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

Please help Telethon Speech & Hearing to enable children and adults with hearing and speech & language impairments to communicate throughout their lives. Here are some valuable ways to contribute.

- Please make a donation on our website. Your funds will directly support the children of Telethon Speech & Hearing.
- Please become a Telethon Benefactor and fund a child through their program at Telethon Speech and Hearing.
- Remember Telethon Speech & Hearing in your Will. Support through bequests and legacies which provide vital assistance for our work.
- Please join us and become A Friend of Telethon Speech & Hearing for \$50.00 a year and be invited to our events and keep up to date with our news.
- Provide pro-bono support for professional services for a range of projects and events.
- Who do you know? Please help us build corporate partnerships. Telethon Speech & Hearing understands the importance of shared value and welcomes the support received from the corporate sector in Western Australia.
- Participate in Workplace Giving, an accredited Australian Tax Office program that allows employees to make a donation from their pay and receive an immediate tax deduction.
- Nominate Telethon Speech & Hearing as a beneficiary of a corporate charity day.

- Gifts with A Difference—make a donation in lieu of a gift for birthdays and important milestones.
- Volunteer your time and skills to support Telethon Speech & Hearing.
- We always welcome all new ideas, so please contact us with any other ways in which you can assist Telethon Speech & Hearing.

**CONTACT TSH FUNDRAISING AND EVENTS TEAM ON  
08 9387 9888 OR VISIT [WWW.TSH.ORG.AU](http://WWW.TSH.ORG.AU) TO FIND OUT MORE.**

# TELETHON SPEECH & HEARING LTD

## ANNUAL REPORT - 31 DECEMBER 2015

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This financial report is the financial report of Telethon Speech & Hearing Ltd as an individual entity. The financial report is presented in Australian currency.

**Telethon Speech & Hearing Ltd is a company limited by guarantee, incorporated and domiciled in Australia. Its registered office and principal place of business is:**

Telethon Speech & Hearing Ltd  
36 Dodd Street  
WEMBLEY WA 6014

The financial report was authorised for issue by the directors on 26 April 2016. The directors have the power to amend and reissue the financial report.

# STATEMENT OF PROFIT OR LOSS & OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 DECEMBER 2015

	Notes	31 December 2015 \$	31 December 2014 \$
Operating income	2	8,533,295	8,898,441
Grants - acquitted prior years		105,004	-
Employee benefits expense		(6,781,574)	(6,923,923)
Property costs		(396,958)	(341,333)
Resources and consumables		(352,342)	(348,854)
Repairs and maintenance		(351,199)	(253,456)
Other expenses		(308,268)	(471,636)
Cost of fundraising events		(161,718)	(134,133)
Communications		(115,756)	(87,787)
Insurances		(87,403)	(256,387)
Audit fees		(30,636)	(24,445)
Finance costs		(11,538)	(35,264)
<b>Net operating (deficit)/surplus for the year</b>		<b>40,907</b>	<b>21,223</b>
<b>Non-operating income/(expenses)</b>			
Other income	3	96,626	62,233
Impairment of leasehold buildings and improvements	6	(121,316)	-
Depreciation and amortisation expense	6	(815,190)	(821,391)
Funds expended on non-operating activities		(153)	(16,399)
Net non-operating expenses for the year		(840,033)	(775,557)
Income tax expense		-	-
<b>Total comprehensive loss attributable to members of Telethon Speech &amp; Hearing Ltd</b>		<b>(799,126)</b>	<b>(754,334)</b>

# STATEMENT OF FINANCIAL POSITION

## AS AT 31 DECEMBER 2015

	Notes	31 December 2015 \$	31 December 2014 \$
<b>Assets</b>			
<b>Current assets</b>			
Cash and cash equivalents	4	2,052,111	1,970,765
Trade and other receivables	5	1,156,328	1,311,910
<b>Total current assets</b>		<b>3,208,439</b>	<b>3,282,675</b>
<b>Non-current assets</b>			
Property, plant and equipment	6	10,198,714	11,048,533
<b>Total non-current assets</b>		<b>10,198,714</b>	<b>11,048,533</b>
<b>Total assets</b>		<b>13,407,153</b>	<b>14,331,208</b>
<b>Liabilities</b>			
<b>Current liabilities</b>			
Trade and other payables	7	618,180	1,126,686
Conditional grants received in advance	10	628,060	224,011
Borrowings	8	97,400	97,400
Provisions	9	697,996	685,842
<b>Total current liabilities</b>		<b>2,041,636</b>	<b>2,133,939</b>
<b>Non-current liabilities</b>			
Borrowings	8	389,600	389,600
Provisions	9	23,912	56,538
<b>Total non-current liabilities</b>		<b>413,512</b>	<b>446,138</b>
<b>Total liabilities</b>		<b>2,455,148</b>	<b>2,580,077</b>
<b>Net assets</b>		<b>10,952,005</b>	<b>11,751,131</b>
<b>Equity</b>			
Retained surplus		10,952,005	11,751,131
<b>Total equity</b>		<b>10,952,005</b>	<b>11,751,131</b>

# STATEMENT OF CHANGES IN EQUITY FOR THE YEAR ENDED 31 DECEMBER 2015

	Retained surplus \$	Total \$
<b>Balance at 1 January 2014</b>	<b>12,505,465</b>	<b>12,505,465</b>
Loss for the year	(754,334)	(754,334)
<b>Balance at 31 December 2014</b>	<b>11,751,131</b>	<b>11,751,131</b>
<b>Balance at 1 January 2015</b>	<b>11,751,131</b>	<b>11,751,131</b>
Loss for the year	(799,126)	(799,126)
<b>Balance at 31 December 2015</b>	<b>10,952,005</b>	<b>10,952,005</b>

# STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 DECEMBER 2015

	Notes	31 December 2015 \$	31 December 2014 \$
<b>Cash flows from operating activities</b>			
Cash receipts from operations		8,688,880	8,116,468
Conditional grants for the Building Appeal Fund		-	25,000
Conditional grants for non-operating activity		96,626	37,223
		8,785,506	8,178,691
Transfer to Better Hearing Australia (WA) Inc.		-	(16,399)
Cash payments to suppliers, consultants and employees		(8,617,473)	(8,747,204)
<b>Net cash inflow (outflow) from operating activities</b>	14	<b>168,033</b>	<b>(584,912)</b>
<b>Cash flows from investing activities</b>			
Additions to existing buildings		-	(140,251)
Acquisition of plant and equipment	6	(86,687)	(442,970)
<b>Net cash (outflow) from investing activities</b>		<b>(86,687)</b>	<b>(583,221)</b>
<b>Net cash inflow (outflow) from financing activities</b>		<b>-</b>	<b>-</b>
<b>Net increase (decrease) in cash and cash equivalents</b>		<b>81,346</b>	<b>(1,168,133)</b>
Cash and cash equivalents at the beginning of the financial year		1,970,765	3,138,898
Cash and cash equivalents at end of year	4	2,052,111	1,970,765



# NOTES TO THE FINANCIAL STATEMENTS

## 31 DECEMBER 2015

### 1 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

This note provides a list of all significant accounting policies adopted in the preparation of this financial report. These policies have been consistently applied to all the years presented, unless otherwise stated. The financial report is for the Telethon Speech & Hearing Ltd.

#### (A) BASIS OF PREPARATION

The Company converted from an incorporated association to a company limited by guarantee with effect from 20 July 2015. All assets, liabilities, contracts, agreements, licences and business operations were transitioned to the new entity as of 20 July 2015. This financial report is therefore prepared on the basis of there effectively being a single economic entity in operation throughout the entire reporting period.

#### (i) Special purpose financial report

In the directors' opinion, the Company is not a reporting entity because there are no users dependent on general purpose financial reports. This is a special purpose financial report that has been prepared for the sole purpose of complying with the Corporations Act 2001 requirements to prepare and distribute a financial report to the members and must not be used for any other purpose.

The financial report has been prepared in accordance with the recognition and measurement principles of Australian Accounting Standards and other mandatory professional requirements in Australia. It contains only those disclosures considered necessary by the directors to meet the needs of the members. Telethon Speech & Hearing Ltd is a not-for-profit entity for the purpose of preparing the financial report.

#### (ii) Historical cost convention

This financial report have been prepared under the historical cost basis and except where stated do not take into account the changing money value or fair value of non-current assets.

#### (iii) New and amended standards adopted by the group

In the current year, the Company 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 Company's accounting policies.

#### (B) CONTRIBUTIONS

Contributions towards operating expenditure are recognised in the statement of profit or loss & other comprehensive income as operating income in the year in which they are received.

Other conditional contributions are recognised in the statement of profit or loss & other comprehensive income as other 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. Conditional contributions are recognised as income and removed from liabilities in the year in which the conditions are acquitted. Non-monetary grants of plant and equipment are recognised at estimated fair value in the year in which the items are received.

Donations and bequests are recognised as revenue when received.

#### (C) INCOME TAX

The Company is an income tax exempt body.

#### (D) GOODS AND SERVICES TAX (GST)

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the taxation authority is included with other receivables or payables in the statement of financial position.

#### (E) CASH AND CASH EQUIVALENTS

Cash on hand includes cash on hand, deposits held at call with financial institutions, other short-term, highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities in the statement of financial position.

#### (F) TRADE RECEIVABLES

Trade receivables and other debtors include amounts due from donors and any outstanding grant receipts. Receivables expected

to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

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

### (G) PROPERTY, PLANT AND EQUIPMENT

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.

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 Company. 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:

- Buildings 33.3 years
- Plant and equipment 5 - 10 years
- Intangibles (software) 4 years

Depreciation is not charged on buildings under construction.

### (H) LEASED ASSETS

Leases under which the Company 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 Company 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.

### (I) IMPAIRMENT OF ASSETS

At the end of each reporting period, the Company reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs of disposal and value in use, is compared to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised immediately in the statement of profit or loss & other comprehensive income.

Where the future economic benefits of the asset are not primarily dependent upon the asset's ability to generate net cash inflows

and when the Company would, if deprived of the asset, replace its remaining future economic benefits, value in use is determined as the depreciated replacement cost of an asset.

Where it is not possible to estimate the recoverable amount of a class of asset, the Company estimates the recoverable amount of the cash-generating unit to which the asset belongs. Where an impairment loss on a revalued asset is identified, this is debited against the revaluation surplus in respect of the same class of asset to the extent that the impairment loss does not exceed the amount in the revaluation surplus for that same class of asset.

### (J) TRADE AND OTHER PAYABLES

These amounts represent liabilities for goods and services provided to the Company prior to the end of 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.

### (K) PROVISIONS

Provisions are recognised when the Company has a present legal or constructive obligation, as a result of past events, for which it is probable that an outflow of resources will result and that outflow can be reliably estimated. Provisions recognised represent the best estimate of the amounts required to settle the obligation at the end of the reporting period.

Where there are a number of similar obligations, the likelihood that an outflow will be required in settlement is determined by considering the class of obligations as a whole. A provision is recognised even if the likelihood of an outflow with respect to any one item included in the same class of obligations may be small.

Provisions are measured at the present value of management's best estimate of the expenditure required to settle the present obligation at the end of the reporting period. The discount rate used to determine the present value is a pre-tax rate that reflects current market assessments of the time value of money and the risks specific to the liability. The increase in the provision due to the passage of time is recognised as interest expense.

### (L) EMPLOYEE BENEFITS

Provision is made for the Company'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.

#### (M) CRITICAL ESTIMATES AND JUDGEMENTS

The directors evaluate estimates and judgements incorporated into the financial report based on historical knowledge and best available current information. Estimates assume a reasonable expectation of future events and are based on current trends and economic data, obtained both externally and within the company.

#### (N) NEW ACCOUNTING STANDARDS AND INTERPRETATIONS

Certain new accounting standards and interpretations have been published that are not mandatory for 31 December 2015 reporting periods and have not yet been applied in the financial statements. The Company's assessment of the impact of these new standards and interpretations is set out below.

##### (i) AASB9 Financial Instruments

AASB 9 *Financial Instruments* addresses the classification, measurement and derecognition of financial assets and financial liabilities. The standard is not applicable until 1 January 2018 but is available for early adoption.

There will be no impact on the Company's accounting for financial liabilities, as the new requirements only affect the accounting for financial liabilities that are designated at fair value through profit or loss and the group does not have any such liabilities. The derecognition rules have been transferred from AASB 139 *Financial Instruments: Recognition and Measurement* and have not been changed. The Company has not yet decided when to adopt AASB 9.

#### (N) NEW ACCOUNTING STANDARDS AND INTERPRETATIONS (CONTINUED)

##### (ii) AASB15 Revenue from contracts with customers

The AASB has issued a new standard for the recognition of revenue. This will replace AASB 118 which covers contracts for goods and services and AASB 111 which covers construction contracts. The new standard is based on the principle that revenue is recognised when control of a good or service transfers to a customer - so the notion of control replaces the existing notion of risks and rewards. This standard is mandatory for financials years commencing on or after 1 January 2018. Management is currently assessing the impact of the new rules and at this stage; the Company is not able to estimate the impact of the new rules on the Company's financial statements.

There are no other standards that are not yet effective and that are

expected to have a material impact on the entity in the current or future reporting periods and on foreseeable future transactions.

#### (O) ECONOMIC DEPENDENCE

Telethon Speech & Hearing Ltd is dependent on the Federal Government Department of Education and Training and State Government Department of Education, Department of Health, Disability Services Commission, Chevron Australia Pty Ltd and The Trustee For Channel 7 Telethon Trust for the majority of its revenue used to operate the business. At the date of this report the Board of Directors has no reason to believe these funding bodies will not continue to support Telethon Speech & Hearing Ltd.

#### (P) COMPARATIVE FIGURES

When required by Accounting Standards or where necessary, comparatives have been adjusted to conform to changes in presentation for the current financial year.

## 2 REVENUE

	31 December 2015 \$	31 December 2014 \$
<b>Operating revenue</b>		
Grants received for operating activities	5,545,885	5,544,934
Fees collected	770,112	747,409
Medical services income	946,798	1,192,035
	<b>7,262,795</b>	<b>7,484,378</b>
<b>Other revenue</b>		
Rental income	448,824	341,703
Interest income	54,314	62,234
Fundraising events and donations	712,939	977,705
Other	54,423	32,421
	<b>1,270,500</b>	<b>1,414,063</b>
<b>Total revenue from operating activities</b>	<b>8,533,295</b>	<b>8,898,441</b>

During the year, the Company fully implemented its accounting policy for conditional contributions. This resulted in the revenue received for fundraising events and donations being understated in the current year when compared to the basis adopted in prior years. The prior year comparative has not been adjusted for this change.

### 3 OTHER INCOME

	31 December 2015 \$	31 December 2014 \$
Grant - capital	96,626	-
Building appeal fund	-	25,000
Grants received for non-operating activities	-	37,233
	<b>96,626</b>	<b>62,233</b>

### 4 CASH AND CASH EQUIVALENTS

	31 December 2015 \$	31 December 2014 \$
<b>Current assets</b>		
Operational cash at bank and in hand	1,969,160	1,830,828
Non-operational cash at bank	82,951	139,937
	<b>2,052,111</b>	<b>1,970,765</b>

All funds are held in accounts at Bankwest and Westpac.

### 5 CURRENT ASSETS - TRADE AND OTHER RECEIVABLES

	31 December 2015 \$	31 December 2014 \$
Trade receivables	55,339	73,347
Provision for impairment of receivables	(15,627)	(27,456)
	<b>39,712</b>	<b>45,891</b>
Other receivables	1,034,421	1,185,744
Deposits paid	7,167	11,667
Prepayments	75,028	68,608
	<b>1,156,328</b>	<b>1,311,910</b>

Receivables at 31 December 2015 includes contractual amounts for health and hearing screening services and a grant for an early prevention project. All these funds were received subsequent to the year end.

## 6 PROPERTY, PLANT AND EQUIPMENT

	Leasehold buildings and improvements \$	Plant and equipment \$	Capital work in progress \$	Total \$
<b>At 1 January 2014</b>				
Cost	11,170,746	2,122,048	219,553	13,512,347
Accumulated depreciation	(1,127,150)	(1,098,765)	-	(2,225,915)
<b>Net book amount</b>	<b>10,043,596</b>	<b>1,023,283</b>	<b>219,553</b>	<b>11,286,432</b>
<b>Year ended 31 December 2014</b>				
Opening net book amount	10,043,596	1,023,284	219,553	11,286,433
Additions	-	93,284	490,207	583,491
Transfer on completion	196,367	488,660	(685,027)	-
Depreciation charge	(402,672)	(418,719)	-	(821,391)
<b>Closing net book amount</b>	<b>9,837,291</b>	<b>1,186,509</b>	<b>24,733</b>	<b>11,048,533</b>
<b>At 31 December 2014</b>				
Cost	11,361,062	2,703,992	24,733	14,089,787
Accumulated depreciation	(1,523,771)	(1,517,483)	-	(3,041,254)
<b>Net book amount</b>	<b>9,837,291</b>	<b>1,186,509</b>	<b>24,733</b>	<b>11,048,533</b>
	Leasehold buildings and improvements \$	Plant and equipment \$	Capital work in progress \$	Total \$
<b>Year ended 31 December 2015</b>				
Opening net book amount	9,837,291	1,186,509	24,733	11,048,533
Additions	63,626	23,061	-	86,687
Transfer on completion	-	24,733	(24,733)	-
Depreciation charge	(450,034)	(365,156)	-	(815,190)
Impairment loss	(121,316)	-	-	(121,316)
<b>Closing net book amount</b>	<b>9,329,567</b>	<b>869,147</b>	<b>-</b>	<b>10,198,714</b>
<b>At 31 December 2015</b>				
Cost	11,274,688	2,751,786	-	14,026,474
Accumulated depreciation	(1,945,121)	(1,882,639)	-	(3,827,760)
<b>Net book amount</b>	<b>9,329,567</b>	<b>869,147</b>	<b>-</b>	<b>10,198,714</b>

The impairment loss relates to air-conditioning equipment. These are being replaced.

## 7 TRADE AND OTHER PAYABLES

	31 December 2015 \$	31 December 2014 \$
Trade payables	98,062	150,663
Superannuation	62,534	69,464
Revenue received in advance	40,686	40,686
Taxation collected on behalf of the Federal Australian Government	399,161	678,674
Other payables	17,737	187,199
	618,180	1,126,686

## 8 BORROWINGS

	31 December 2015			31 December 2014		
	Current \$	Non-current \$	Total \$	Current \$	Non-current \$	Total \$
Non interest bearing loan Hearing Research & Support Foundation (Inc)	97,400	389,600	487,000	97,400	389,600	487,000

In June 2014, the Company entered into a Loan Agreement with the Hearing Research & Support Foundation (Inc) ("Foundation") to record the funds that were advanced between 2000 and 2003. The loan was unsecured, interest free and repayable in five conditional instalments of \$97,400. The first instalment was due within four months of the 31 December 2014. An instalment is not due unless the operating surplus (as defined) exceeds the instalment amount of \$97,400. Any instalment not paid in the four month period, after the year end, will be deferred until the next

year and the due dates for the balance of instalments outstanding but not payable will be extended for a further year. As the operating surplus (as defined) did not exceed \$97,400 at 31 December 2014 and 2015, no instalment was paid. Accordingly, the due dates for the loans outstanding has been shifted out for a further two years. In addition, for any instalment that is to be paid during the year, a rebate equal to the cash amount paid during the year will be granted by the Foundation.

## 9 PROVISIONS

	31 December 2015			31 December 2014		
	Current \$	Non-current \$	Total \$	Current \$	Non-current \$	Total \$
Annual leave	383,604	-	383,604	428,686	-	428,686
Long service leave	314,392	23,912	338,304	257,156	56,538	313,694
	697,996	23,912	721,908	685,842	56,538	742,380



## 10 CONDITIONAL GRANTS RECEIVED IN ADVANCE

	31 December 2015 \$	31 December 2014 \$
Conditional grants received in advance	628,060	224,011

During the year, the Company fully implemented its accounting policy for conditional contributions. This resulted in the revenue received in advance being overstated in the current year when compared to the basis adopted in prior years. The prior year comparative has not been adjusted for this change.

## 11 CONTINGENT LIABILITIES

The Company does not have any contingent liabilities at 31 December 2015 and none have arisen from 31 December 2015 to the date of signing the Directors' Declaration.

## 12 COMMITMENTS

The Company does not have any material commitments at 31 December 2015 and none have arisen from 31 December 2015 to the date of signing the Directors' Declaration.

## 13 EVENTS OCCURRING AFTER THE REPORTING PERIOD

No matters or circumstances have occurred subsequent to year end that has significantly affected, or may significantly affect, the operations of the Company, the results of those operations or the state of affairs of the Company or economic entity in subsequent financial years.

## 14 CASH FLOW INFORMATION

### RECONCILIATION OF TOTAL COMPREHENSIVE LOSS TO NET CASH INFLOW FROM OPERATING ACTIVITIES

	31 December 2015 \$	31 December 2014 \$
Total comprehensive loss for the year	(799,126)	(754,334)
Depreciation and amortisation	815,190	821,391
Impairment of assets	121,316	-
<b>Change in operating assets and liabilities:</b>		
Decrease (increase) in trade debtors	155,578	(782,244)
(Decrease) increase in trade creditors	(504,502)	27,779
(Decrease) increase in other provisions	(20,472)	26,622
Increase (decrease) in conditional grants	404,050	(57,254)
(Decrease) increase in GST payable	(4,001)	133,128
Net cash inflow (outflow) from operating activities	168,033	(584,912)

## 15 MEMBERS' GUARANTEE

The Company is incorporated under the Corporations Act 2001 and is a company limited by guarantee. If the Company is wound up, the constitution states that each member is required to contribute a maximum of \$0.01 towards meeting any outstanding obligations of the entity. At 31 December 2015, the number of members was 56.

# DIRECTORS' DECLARATION

## 31 DECEMBER 2015

As stated in note 1(a) to the financial statements, in the directors' opinion, the company is not a reporting entity because there are no users dependent on general purpose financial reports. This is a special purpose financial report that has been prepared to meet *Corporations Act 2001* requirements.

The financial report has been prepared in accordance with Accounting Standards and mandatory professional reporting requirements to the extent described in note 1.

In the directors' opinion:

**(a) the financial report and notes set out on pages 60 to 69 are in accordance with the Corporations Act 2001, including:**

- (i) complying with Accounting Standards, the *Corporations Regulations 2001* and other mandatory professional reporting requirements, and
- (ii) giving a true and fair view of the entity's financial position as at 31 December 2015 and of its performance for the year ended on that date, and

**(b) there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.**

This declaration is made in accordance with a resolution of directors.

**John A Baillie**  
Chairman of Directors

**Olivier G Marion**  
Director

Perth  
26 April 2016

# INDEPENDENT AUDIT REPORT

Stantons International Audit and Consulting Pty Ltd  
trading as

**Stantons International**

Chartered Accountants and Consultants

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## INDEPENDENT AUDIT REPORT TO THE MEMBERS OF THE TELETHON SPEECH AND HEARING LIMITED

We have audited the attached financial report, being a special purpose financial report, of the Telethon Speech and Hearing Limited (the "Company") comprising of the Statement of Financial Position as at 31 December 2015 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 2015.

### *Directors Responsibility for the Financial Report*

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

### *Auditor's responsibility*

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

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

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

Liability limited by a scheme approved  
under Professional Standards Legislation

Member of Russell Bedford International



# INDEPENDENT AUDIT REPORT

## Stantons International

### *Independence*

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

### *Opinion*

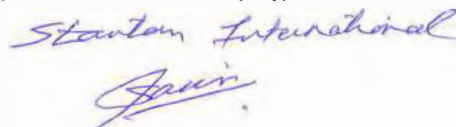
In our opinion, the financial report of Telethon Speech and Hearing Limited is in accordance with the Corporations Act 2001, including:

- (i) giving a true and fair view of the entity's financial position as at 31 December 2015 and of its performance for the year ended on that date in accordance with the accounting policies described in Note 1; and
- (ii) complying with Australian Accounting Standards to the extent described in Note 1 and the *Corporations Regulations 2001*.

### *Basis of Accounting*

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

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

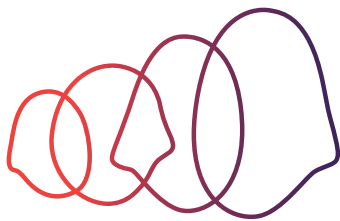


**Samir Tirodkar**  
Director

West Perth, Western Australia  
26 April 2016







## Telethon **Speech & Hearing**

Telethon Speech & Hearing Ltd

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Registered Charity No:17993  
Deductible Gift Recipient

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