

Telethon Speech & Hearing



ANNUAL REPORT
2017

ABN 73 885 107 614

PURPOSE:

As experts in our field we excel in bringing together services to support children and families to speak, hear, connect and learn in ways that empower them to live fulfilling lives.

VALUES:

Our values reflect the ENTIRE focus of what guides our decisions:

Excellence

We are experts in our field using research, experience and knowledge to deliver the highest level of services and conduct in all we do.

Nurturing

We create a caring, supportive environment that fosters positive outcomes, bringing empathy and wisdom to our relationships.

Inclusivity

We work with people to ensure success. We embrace others in what we do using our expertise to help create success.

Trust

We engender trust by listening, connecting, and delivering on our promises.

Empowerment

We build people's capacity, knowledge and skills in an enriching and inclusive environment.



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ABOUT TSH

WHO WE ARE

Telethon Speech & Hearing (TSH) is a proud Western Australian success story. The only one of its kind in Australia, TSH brings together a range of interconnected supports for children with hearing loss and/or speech delays and disorders to support them and their families. Our models integrate service delivery unparalleled in the country to support children to hear, speak, learn and play.

Unique in our approach TSH provides a range of diagnostic, therapeutic and educational services for children with hearing, speech and language needs. We take a whole of life approach to supporting children and their families so they can have the most fulfilled lives possible.

We do this as a not-for-profit, charity, independent school and NDIS provider.

OUR BACKGROUND

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

OUR SERVICES

For Children in Perth

Delivered to meet the needs of every family that accesses our services, TSH offers a range of flexible, innovative services for children in the metropolitan area of Perth including:

- » An early intervention program that helps children aged 0-5 with a hearing loss learn how to speak using group and one-on-one therapy sessions
- » A school support program for students who are deaf or hard of hearing at a network of nine primary and secondary schools
- » A specifically designed speech and language program for children aged 2-7 who have speech and language delays or disorders
- » Paediatric audiology services
- » Speech pathology clinics
- » Psychology clinics
- » Occupational therapy clinics

For Children in Regional WA

Recognising that children in regional WA have difficulty accessing the services available to others in the metropolitan area TSH provides services to children through:

- » Our valued partnership with Chevron, our capacity-building Ear Health Program in the West Pilbara for children in various communities
- » The TSH Wheatbelt Clinics in a number of Wheatbelt towns
- » Teletherapy supports for children with a hearing loss anywhere across WA

For Families

Understanding that our skills can also support a broader family unit, TSH also supports families by providing:

- » Adult audiology services
- » Support services for adults who are deaf or hard of hearing
- » Psychology support
- » Information sessions on a range of topics from the TSH team and other industry leaders

For the Community

Wonderfully situated near Lake Monger, we also provide affordable Venue Hire services for a range of organisations and individuals to hold meetings, conferences and other events.

SERVICES KEY

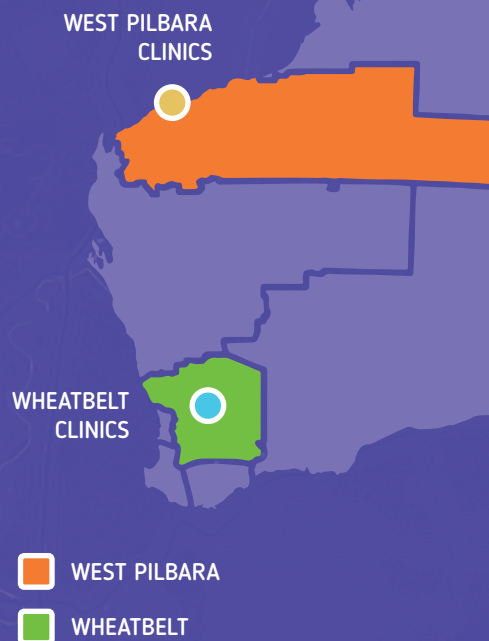
- **Wembley Head Office**
Speech & Language (Talkabout) Program,
Early Intervention Hearing Impaired Program,
Audiology and private clinics.
- **School Support (Outpost) Units**
- **Ear Health**
 - » **West Pilbara** - Pilbara Ear Health Program
 - » **Wheatbelt** - TSH Wheatbelt Clinics
- **Audiology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

PERTH AREA SERVICES



REGIONAL SERVICES

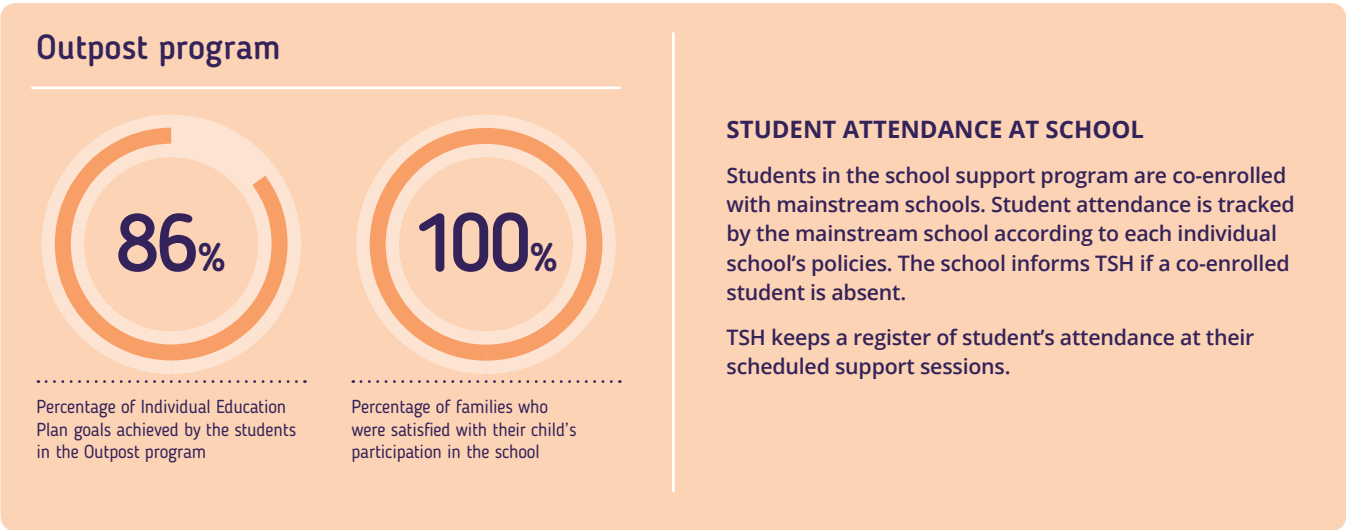
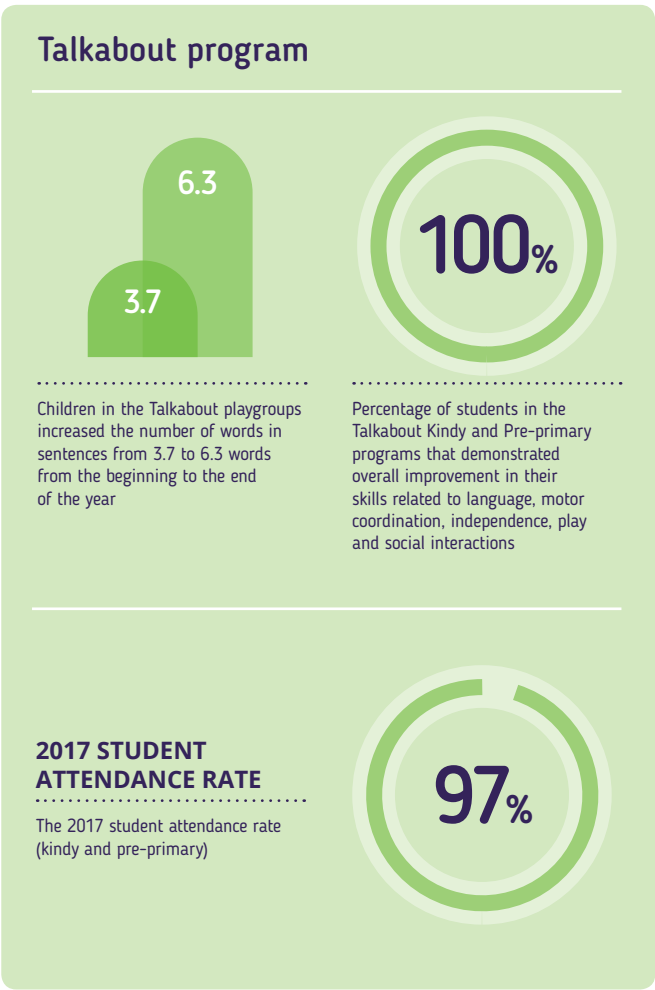
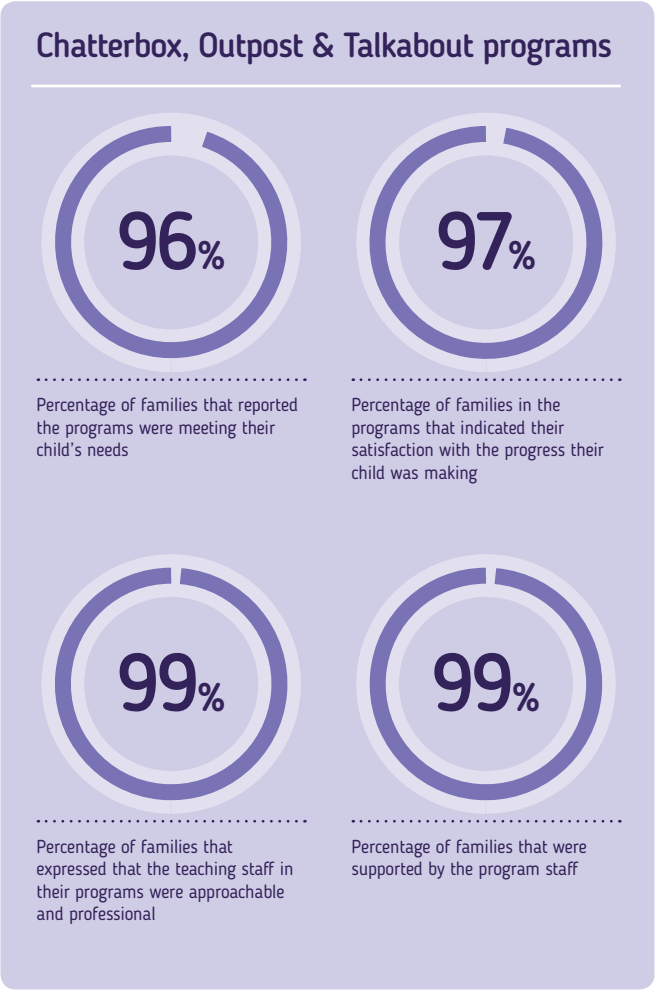
Details on p20



HIGHLIGHTS

2017

A SNAPSHOT OF PROGRAM OUTCOMES



SCHOOL OUTCOMES AND DATA

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 for further information.

Post School Destinations

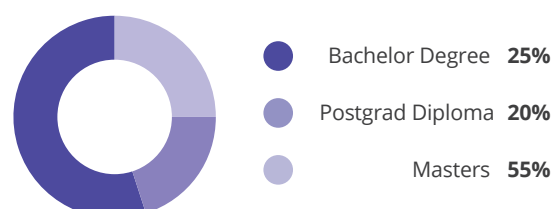
There was one Year 12 student enrolled in the School Support program in 2017. This student completed Year 12 and is taking a gap year before going to University in 2019.

Professional Engagement – School programs

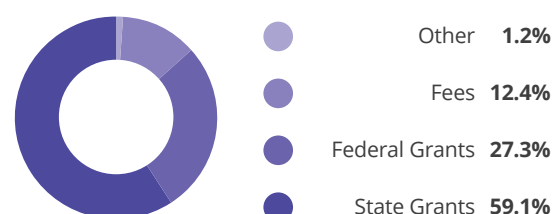
WORKFORCE COMPOSITION

Workforce Composition	Number of Staff	FTE
Principal	1	1
Deputy Principal / Teaching Role	2	1.6
Teachers / Teachers of the Deaf	17	8.85
Educational Assistants / Notetakers	27	17.75
Family Liaison Officer	1	0.8
Librarian	1	0.6
Speech Pathologists	6	2.4
Occupational Therapists	5	1.3
Psychologists	4	1.5
Aboriginal / Torres Strait Islanders	0	0

TEACHING STAFF QUALIFICATIONS



SCHOOL INCOME BROKEN DOWN BY FUNDING SOURCE



OUR PEOPLE



Our highly experienced specialist teams consist of:

- » Teachers of the Deaf
- » Teachers
- » Education Assistants & Note-takers
- » Auditory-Verbal Therapists
- » Speech pathologists
- » Occupational therapists
- » Psychologists
- » Audiologists
- » Nurse Practitioners
- » Ear Health Screeners

CHAIR REPORT

In 2017 we proudly celebrated 50 years of inspirational service to families with children who have hearing impairments or speech and language delay. The determination showed by our founding families, teachers, supporters and benefactors has shaped the work we do today. The ethos they created in Telethon Speech & Hearing's formative years is continued today by our team in helping the children, families and communities who access our services.



While we celebrated a significant milestone, 2017 saw Telethon Speech & Hearing lay some important foundations for our future. Following commencement of our new CEO, Mark Fitzpatrick, in February we have worked hard to develop a clear and focused direction for the organisation. The development of a new Strategic Plan has been coupled with a renewed sense of optimism about how we can best help children we support hear, speak, learn and connect. We have refocused our Purpose and ensured our future activities build on our strengths.

We recognise that we are amid a period of adjustment with the introduction of the NDIS with concerns about how it will impact on families accessing our services and our organisation. But we are confident to address growing needs within our community. Our connections with organisations such as Telethon Trust, Chevron, The Perron Charitable Trust, AISWA, the Western Australian Country Health Service, Rural Health West and many more continue to grow and this will help us create better outcomes for families with children who have hearing impairments or speech and language delays and disorders in WA.

To support our development and growth, in 2017 saw three new Directors join the Board of Telethon Speech & Hearing. The addition of Daniel White, Tim Cooney and Jeremy Rigg to our already impressive team of directors will position us well to drive the strategic direction of the organisation and support the efforts of our Senior Leadership Team. I would like to express my sincere thanks to our Patron, Mr Nigel Satterley AM and all my fellow Directors for their service of the TSH community throughout the year. Their guidance, dedication energy, and expertise are acknowledged and greatly appreciated.

Finally, I would like to extend my thanks to Mark, his Senior Leadership Team and all of the staff and volunteers at Telethon Speech & Hearing. Their drive to create positive outcomes for the children we help inspires the Board to continue our role in empowering children and their families to live fulfilling lives.

Professor Gary Martin

Chair



Their drive to create positive outcomes for the children we help inspires the Board to continue our role in empowering children and their families to live fulfilling lives.

OVERALL PROGRAM FEEDBACK:



Percentage of families in the Chatterbox, Outpost and Talkabout programs that expressed that the teaching staff in their programs were approachable and professional

CEO REPORT

2017 was an extraordinary year to commence my role as Chief Executive Officer at Telethon Speech & Hearing. Celebrating our 50th anniversary, connecting with other organisations and learning about all of the wonderful services we provide have been highlights. But seeing the outcomes our teams help create is nothing short of inspirational and hearing the stories of many of our families has been extremely humbling.



Celebrating 50 Years

Celebrating our 50th anniversary injected a new level of energy into TSH, with a number of occasions for us to connect with key people who have shaped this impressive organisation. Being able to connect with some of our first families, our first teacher and first Principal, along with some of our early students made all of us realise how courageous they were and how important it is we keep their legacy going in the way they intended.

Recognition for a TSH Staff Member

Our school programs continue to remain shining lights in Western Australia, if not across the country, in the support of children with hearing impairments or speech and language delays or disorders. Our ethos sees us implement an integrated multidisciplinary team approach to supporting children, so it is not often that our team members accept nominations for awards. In 2017, one of our Talkabout 5 teachers, Luisa Mander, was nominated for a National Excellence in Teaching Awards and now has been shortlisted as a Finalist. We are extremely proud of Luisa's achievements and wish her all the best in the upcoming finals.

Part of the Pilbara

Often unheralded is the work we do in the Pilbara. I have been impressed by the outcomes we are getting through our partnership with Chevron with a reduction of middle ear health disease in some communities. For example, in Roebourne we have seen the prevalence of otitis media in children under seven years of age drop from 51.7% in 2011 to 33.3% in 2016. The role of connecting with community by our team based in Karratha, along with the support they receive from our wonderfully skilled audiologists, is making significant improvements in a number of remote communities.

Power of Speech – Advocacy in Canberra

First in March and then in August, Telethon Speech & Hearing travelled to Canberra to continue its advocacy for change in government policy, highlighting the work we do with children of all ages with hearing impairments. I was fortunate to be accompanied by three impressive young people and their families. Each spoke with such enthusiasm and commitment, all highlighting the outcomes we are able to get when we work with them and their families.

Our impact is magnified by the partnerships we have and the way we work with others to create better outcomes for the children and families we support.

Our future is full of promise but there are many challenges ahead. The implementation of the NDIS, tightening fiscal policies from government and a more competitive market for donor support all add to the challenges we face. But with those challenges there are also some wonderful opportunities. Our Board and Senior Leadership team have worked together to develop a new Strategic Plan that provides a road-map of how we will navigate those challenges and optimise those opportunities.

I would like to express my thanks to all of the many partners in the delivery of our services – our partner schools, government partners, the Telethon Trust, Chevron, and many more. Our impact is magnified by the partnerships we have and the way we work with others to create better outcomes for the children and families we support. My thanks also go to a very supportive Board of Directors for their advice and stewardship over the past year. Most importantly, the heroes of our organisation are our people. The passion and dedication of our wonderful staff inspires me every day - their commitment to the children and their families is unparalleled.

Mark Fitzpatrick

Chief Executive Officer

OUR GOVERNANCE

BOARD OF DIRECTORS



Professor Gary Martin
Chair



Peter Marcakis



Andrea Burns



Dianne Symons



Rae Wyatt



Richard Duldig



Oliver Marion
Deputy Chair



Anna Gelavis



Dr Tim Cooney
Perth Children's Hospital



Jeremy Rigg
Risk & Legal



Daniel White
Mills Oakley



Nigel Satterley AM
Patron

BOARD COMMITTEES

Supporting the work of the Board, during 2017 we had two committees of the Board each chaired by people with expertise in that discipline. These committees included:

- » Legal and Governance Committee
- » Audit Finance Facilities and Risk Management Committee

REGULATORY FRAMEWORK

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

TSH is also a charity registered with the Australian Charities and Not-for-Profits Commission (ACNC). At the State level we are registered under the Charities

Act 2013 and operate in accordance with the Charitable Collections Act and other legislation in Western Australia. TSH is a Public Benevolent Institution and is endorsed to access GST Concession.

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

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



OUR SERVICES & PROGRAMS

CHATTERBOX An early intervention program for children with a hearing loss

1 in 1000 children are born with a hearing impairment, doubling to 1 in 500 by the time they reach school age. If left undetected or untreated, it has a negative impact on the child’s speech, language, listening, motor skills, cogitation, attachment and social regulation.

Our Program

We help children with hearing loss learn to speak through using a listening and spoken language approach, providing them with the best possible chance to lead a fulfilled life in our community. We do so by supporting and empowering families (95% of whom have normal hearing) to create the best possible life for their child – all in one place.

Recognising that devices alone are not enough, our unique model is the only one in Western Australia where children aged 0-5 years can access support from a truly multidisciplinary team of experts (Auditory Verbal Therapists, Teachers, Audiologists, Speech Pathologists, Psychologists, Occupational Therapists, and Specialist Education Assistants) in the same place to improve their hearing, listening, communication, speech and educational outcomes.

DID YOU KNOW?

1 in 1000 children are born with a hearing impairment

CHATTERBOX PROVIDES:

- » Therapy playgroups
- » Individual therapy sessions
- » Parental support and networking
- » Formal and informal parent education workshops
- » Preparation for school

Family Feedback

BB

We love our therapist – she is the best thing that’s happened for my son!

I am so happy with our Individual Therapist. She is professional, easy to understand, knowledgeable and assisted my daughter to progress.

The Therapy Playgroup always feels like a supportive and safe environment to talk openly about our children and their developments.

I feel the program has helped me better understand my child’s diagnosis.

2017 Outcomes





Leo Ellis, 2 years old
Chatterbox Program

Meet Leo

Leo Ellis and his family joined Telethon Speech & Hearing in February 2017 following a late diagnosis of a hearing loss, assumed to be progressive in nature. Leo initially passed his Newborn Hearing Screening and suffered with ongoing middle ear pathology. Following grommet insertion, Leo was diagnosed with a sensori-neural hearing loss in February 2016 and fitted with hearing aids aged 2 years.

Leo began early intervention services as part of the Chatterbox program at Telethon Speech & Hearing in February 2017. Leo made little progress with his hearing aids, but his family persisted with therapy and started to see small gains in his attempts at communication. Further testing indicated that Leo had a severe-profound hearing loss in his left ear and in July 2017 he received a Cochlear Implant.

“It is a privilege to work with Leo and his family and support them in helping him to be the best that he can be

– CANDICE, LEO'S CASE MANAGER

Leo's progress with his cochlear implant was incredible. He took to his new device immediately and did not want to take it off. He began turning to sounds and voice straight away and by the second week of using his cochlear implant, Leo was attempting to imitate sounds that he had heard. Now 10 months later, Leo is using 2-3 word phrases when speaking such as “my turn”, “green car”, “mummy help me”. He continues to make incredible gains in his listening, speaking and communication.

Leo has received support from TSH Chatterbox transdisciplinary team. This involved individual and joint sessions with Speech Pathologists, Occupational Therapists, Audiologists and attendance at therapy groups run by Speech Pathologists, Occupational Therapists and Psychologists. His intervention occurs at home, grandparents' home, therapy group and therapy rooms at TSH.

Leo is now 3 years old and enjoying interacting with others. His progress and achievement can be accredited to the incredible effort put in by his parents Natalie and Ray, as well as lovely involvement from his grandparents. This family is to be commended for their ongoing commitment and dedication to the program and support they offer Leo in helping him to develop his spoken language and communication skills. “It is a privilege to work with Leo and his family and support them in helping him to be the best that he can be”, Leo's case manager, Candice, Speech Therapist & Auditory Verbal Therapist, says.

OUR SERVICES & PROGRAMS

OUTPOST A school based program helping children with a hearing loss to learn

Studying in schools for children with hearing loss is not always easy. Their continuing need to develop speech and language skills, coupled with the extraordinary focus required to hear and interpret teachers and classmates, students with hearing loss can quickly fall behind if they don't get the support they need. That is where TSH steps in, partnering with leading schools across Perth.

DID YOU KNOW?

Our multi-disciplinary team consist of leading teachers of the deaf, psychologists, speech pathologists, audiologists, occupational therapists, notetakers and educational assistants.

Our Program

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

Our multi-disciplinary team consist of leading teachers of the deaf, psychologists, speech pathologists, audiologists, occupational therapists, notetakers and educational assistants. 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.

Family Feedback



The Outpost program is an outstanding program. I feel relieved knowing when I send my child to school he has enthusiastic people looking out for him and guiding him through school life.

We couldn't be happier or feel any more supported. We are constantly kept involved in our child's development and the support he receives always blows us away. We feel genuinely lucky to have the support of TSH.

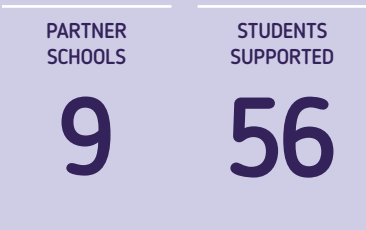
World class facilities, I couldn't imagine a better one for our child's needs.

It is a fantastic overall service that is multidisciplinary covering all areas that my son requires to achieve his goals at school.

2017 Outcomes



Percentage of families satisfied with their child's participation in the program



Percentage of families satisfied with the progress that their child is making



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



Percentage of Individual Education Plan goals that were achieved





Christopher Turner, 14 years old
Outpost Program (Aquinas College)



Fast forward to nowadays,
I'm playing soccer 5 times
a week and one of the
most talented players

Meet Christopher

My name is Christopher Turner, aged 14 and I attend year 9 at Aquinas College. I was Hearing impaired at birth and was equipped with hearing aids very early on, for both right and left ears. When I was 17 months I was fitted with my first hearing aids, which would be the beginning of a long chain of different models, different types, different colours of hearing aids. I vividly remember my first hearing aids being bright orange, looking back I often chuckle when I try to imagine myself wearing these bright orange. Over the course of many years my hearing aids have had numerous ups and downs, new models and versions being highlights of my listening journey while on the other hand I've experienced my puppy chewing my hearing aids on several occasions.

It was around 2014 when my doctors decided that my loss in my right ear had become so severe that I would be fitted with a cochlear implant, and I do have to admit I was reluctant at first but I eventually agreed with their terms. June 2014 would see me finally receiving the implant and processor, a monumental time in the history of my life so far.

Having a hearing impairment is obviously going to be a bit tougher on me than others, everyday it's almost like I'm handicapped in all aspects of life. But with effort and focus I can learn to overcome these boundaries, a fine example being sport. Ever since I was young I've been an avid soccer enthusiast, of course it was challenging at first particularly because I was a weak link in my teams line of communication. But I learnt at a young age that I have to apply myself and learn how to utilise my hearing aid and cochlear alike to realise my full potential on the football pitch. Fast forward to nowadays, I'm playing soccer 5 times a week and one of the most talented players at both school and in my club.

Another struggle that I face on a near daily basis is school. A learning environment that is always hustling and bustling filled with noise everywhere was a big step up for, certainly moving into high school. I felt so intimidated by everyone and my fear of being put down and letting others down because of my hearing loss was prevalent. As the days, weeks and months progressed I settled down and learnt that if I was to fit in I would just need to be myself, and the reality was that I was a hearing impaired person. Many thanks to my hearing teachers, namely Mrs Marshall and Mrs Scott, and peers helping me out in these times. I found quickly after that people would accept me and life at school wasn't that hard, and although I do face many challenges in day to day life at school it doesn't make me any different. Because life isn't about what we are, it's about who we are and how we react to the ongoing difficulties we face.



BB

TSH has given my child the skills required to communicate effectively, interact with others, confidence, positive self-esteem and positive social behaviours. TSH has provided my child a platform of foundation communication skills in a warm and loving environment.

We couldn't be happier or feel any more supported. We are constantly kept involved in our child's development and the support he receives always blows us away. We feel genuinely lucky to have the support of TSH.

It is a fantastic overall service that is multidisciplinary covering all areas that my son requires to achieve his goals at school.



FAMILY FEEDBACK ON OUR PROGRAMS

World class facilities,
I couldn't imagine
a better one for our
child's needs.



OUR SERVICES & PROGRAMS

TALKABOUT A school program helping children with speech or language delays and disorders

Research suggests that speech and language delays affect up to 25% of children. But the system available to parents is disjointed, not well defined, difficult to navigate and can be costly.

Too many children with speech and language delays are falling through the cracks, missing out on essential supports or delaying access to them. A lack of access results in life-long impacts on a child's ability to engage in education, communicate, socialise, gain employment and contribute to society.

Our Program

TSH's Talkabout program is where children with speech and language delays and their families get the support they need in one location. It is the only place in Australia where children from 2-5 years can access support from a truly integrated team of experts (Teachers, Audiologists, Speech Pathologists, Psychologists, Occupational Therapists and Specialist Education Assistants) to improve their speech, listening, communication and educational outcomes in a play-based classroom setting.

Our leadership in this field sees us delivering:

- » Age appropriate language playgroups for children under 3 years old
- » A multifaceted kindergarten program focused on language development
- » A pre-primary program that shares the child with their mainstream school
- » Literacy classes for children in Years 1 and 2
- » Teacher education programs
- » Materials for families to understand what the age appropriate norms for speech and language development

2017 saw the introduction of our first Literacy Tutoring program for 6 and 7 year olds. Focusing on the development of their language skills, the program provided a synthetic phonics approach to support reading and spelling development for 14 students.

Family Feedback

BB

Thank you! Thank you for making a difference in our lives and the future of my child.
- Literacy Group

This program from Talkabout 3 (Playgroup) to now Year 1 Literacy is the best thing I've ever spent on my child with speech apraxia. There is nothing like it. - Literacy Group

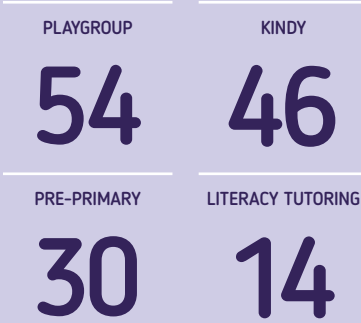
It's a supportive environment for both my child and I. Honestly I feel I get as much from it as her. I arrive in the morning often feel overwhelmed and discouraged by child's developmental issues and all the support staff always offer brilliant professional advice and support. Thank you. - Playgroup

Attending the Talkabout program for the last couple of years has changed our lives. The support the program is amazing and we have watched our son blossom. He still has issues, and we struggle with support at his mainstream school - but his teachers here at TSH provide us with all the support they can to help with this. - Kindy

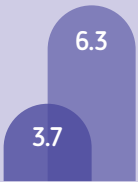
Excellent teaching staff - provide very supportive learning environment + focused on individual needs. - Pre-primary

2017 Outcomes

TALKABOUT STUDENT NUMBERS:



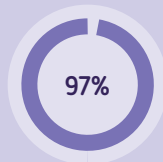
On average children attending a playgroup increased the number of words in sentences from 3.7 to 6.3 words from the beginning to the end of the year



STUDENTS THAT DEMONSTRATED OVERALL IMPROVEMENT



Percentage of students in the kindy and pre-primary programs that demonstrated overall improvement in their skills related to language, motor coordination, independence, play and social interactions



Percentage of the families reported that the program was meeting their child's needs



Percentage of families were satisfied with the progress that their child was making in the program

Meet Kiki

When she was a toddler, Kiki's parents, Rebecca and Sheldon began to notice that she was tripping over a lot of things. A specialist at Kiki's daycare also observed similar difficulties with her motor planning and recommended a Paediatric assessment. At two and a half years old, Kiki was diagnosed with Motor Planning Dyspraxia and developmental delays in both her motor and language skills.

Reflecting on that time of early diagnosis, Rebecca said, "I didn't know what this meant for my child, I was afraid for her and there was a real period of adjustment, but I knew it was important not to stop. I took a day or two then thought – right, what can I do to help, how can I ensure she doesn't get left behind and continues to progress?" Rebecca began to read and research everything she needed to know, and identified the importance of early intervention. It was at this time, she also found the Talkabout Program, at Telethon Speech & Hearing.

...she is now a happy, active girl who enjoys weekly gymnastics classes, basketball, and running around with her family and friends

A week after Rebecca's initial phone call inquiring about the program, Kiki began in Talkabout 4, "Michelle [the Family Liaison Officer] said, can you start next week? And I said, done!" From the moment Kiki joined the Talkabout program, Rebecca and Sheldon felt that they were no longer alone. Rebecca described the support at TSH as a 'fabric that was woven together' to support families - from the team of professionals who work alongside parents as advocates for their children to the community of other families in the program who are sharing a similar journey and experience.

Following Talkabout 4, Kiki continued to Talkabout 5 and is now currently enrolled in the Talkabout Literacy program for Year 2 students. Rebecca and Sheldon are so proud of the gains Kiki has made, "We have seen Kiki go from strength to strength!" They attribute a lot of her success to the Talkabout Program - the individualised support the teachers and specialists provided Kiki, the psychology support Kiki and her family were able to access, the parent resources Rebecca loaned from TSH's library, the parent information nights and sessions, and the community Kiki and her family connected with.



Kiki Augustus, 7 years old
Talkabout Program

Five years on from her diagnosis, Kiki's Motor Planning Dyspraxia has resolved – she is now a happy, active girl who enjoys weekly gymnastics classes, basketball, and running around with her family and friends at the playground. Rebecca attributes the development of Kiki's motor planning skills to early intervention and, in addition to one on one therapy, the OT component of the Talkabout program – which Kiki loved.

Rebecca believes the groundwork laid in Talkabout 4 and 5, and now in the Talkabout Literacy program have provided Kiki with a strong foundation for learning. Targeted goals and celebration of her successes now means Kiki is a confident learner. Rebecca and Sheldon are so proud of their daughter, who now loves to read and write. She is "persistent in her learning and a confident kid who takes pride in everything she does."

OUR SERVICES & PROGRAMS

AUDIOLOGY Providing hearing support services for all

Hearing loss is the third most common physical condition facing all Australians, 1 in 6 Australians will experience hearing impairment during their life. The impact of communication, socialisation and employment can be devastating, not only for people who experience hearing loss but also their families and loved ones are significantly impacted.

At TSH our model of support recognises the impact hearing loss can have on the family. Our services are designed not only to provide excellent diagnostic and audiological services but also to provide the support and care to the whole family as they work through the impact of hearing loss.

DID YOU KNOW?

1 in 6 Australians will experience hearing impairment during their life



Audiology for Children

TSH Audiology offers a range of services for children of all ages, from infant diagnostic testing, to hearing screening and hearing tests to Cochlear mapping and support.

In 2017 TSH focused on connecting our strengths in our Audiology services to provide access to hearing services in schools as part of our bus service, and have planned to support innovative programs with other community service organisations. TSH was proud to receive a grant from Aurizon to conduct screening and testing for children from low socioeconomic backgrounds to limit the need for them to be added to the long waitlists for public services.

Audiology for Families

Recognising the need to have hearing supports for families can often extend beyond children, TSH provides services for the whole family. We provide 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 Wembley Clinic, Cockburn Clinic and Ellenbrook Clinic.

In 2017 TSH also facilitated lip reading classes and provided 12 talks to raise awareness of hearing related issues in the community.

TSH Audiologists are WorkCover WA accredited.



Our Major Supporter



2017 Outcomes

115 553

New adult audiology clients

Private paediatric audiology clients



133

Cochlear implant consultations

222 508

Sessions provided for children enrolled in the TSH programs for children with hearing loss

Tympanometry provided for children enrolled in the TSH speech and language program

CLIENTS HIGHLY LIKELY TO RECOMMEND TSH ADULT AUDIOLOGY



Percentage of the clients that indicated they would be extremely or very likely to recommend TSH Adult Audiology to their friends and families



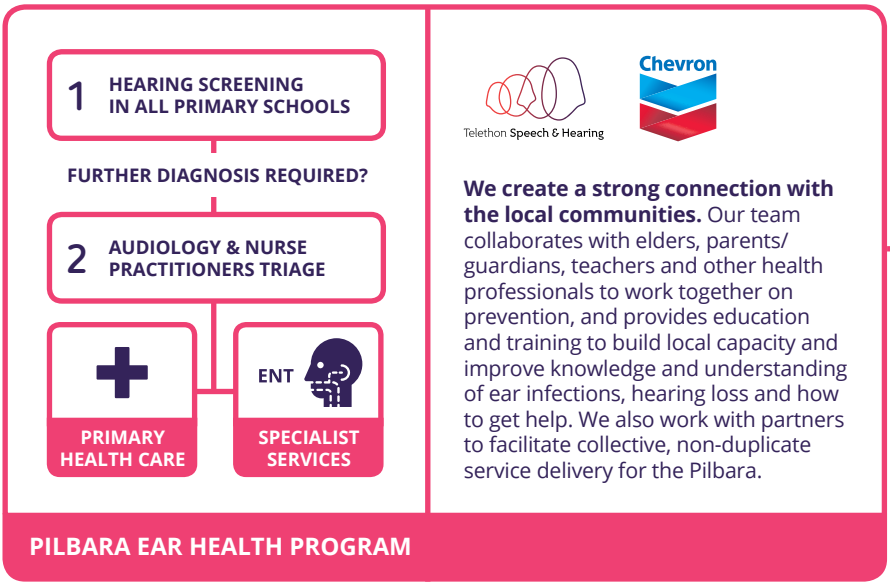
OUR SERVICES & PROGRAMS

OUR IMPACT IN REGIONAL WA Addressing Otitis Media

Aboriginal children have ten times the prevalence of otitis media than non-Aboriginal children.

If left unchecked, this often leads to hearing loss and a delay in speech development which can affect a child’s performance in class. Long term, this can lead to unemployment, social exclusion and incarceration, as exemplified by a study conducted in the Northern Territory which illustrates that 93% of Aboriginal prisoners have a hearing loss.

Telethon Speech & Hearing runs two programs to help address otitis media in regional WA:

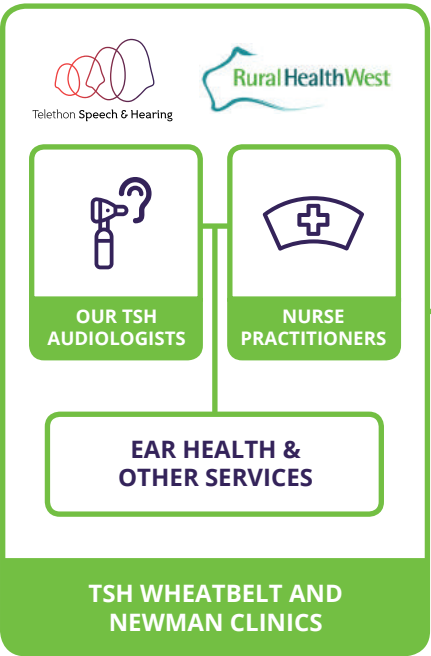


Pilbara Ear Health Program

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

TSH Wheatbelt and Newman Clinics

With thanks to Rural Health West, TSH provides a model that connects our Audiologists and Nurse Practitioners to provide important ear health and other services that are severely lacking in areas of Western Australia’s Wheatbelt region.



REGIONAL LOCATIONS

● Pilbara Ear Health Program Clinics

- » Onslow
- » Pannawonica
- » Dampier
- » Karratha
- » Wickham
- » Roebourne

● TSH Wheatbelt and Newman Clinics

- » Merredin
- » Collie
- » Northam
- » Moora
- » Narrogin
- » Newman

Meet Libron, 3 years old



Libron went to the Hedland Health Campus for his operation and got to meet the Starlight team and play his favourite activity – bubbles. He went in for the surgery and by the time his foster dad got to see him in recovery, he was sitting up in bed and had nearly finished his ice-cream and was about to start his jelly.

“...the change in his speaking and behaviours has been incredible in a positive way.”

–KYLIE, LIBRON'S FOSTER MUM

Libron is an extremely active three year old with a smile that melts your heart. In his short life, he has had to attend so many different medical appointments; we cannot remember when Libron was first referred to Chevron Ear Health.

What was memorable though was the consistent professionalism and engagement of Amelia in the Karratha branch and the Ear Health team. After being made aware that Libron had mild hearing loss due to the fluid behind his ear drums, Libron was recommended to get grommets in both ears to release the fluid.

It has only been a month since Libron got the grommets, but the change in his speaking and behaviours has been incredible in a positive way. He is becoming more confident to explore other activities, away from the security of adults. He is also coming up with new words and sounds every day, and his sentences are getting bigger and bigger, which means he is getting more cheeky.

Our Major Supporters



Government of Western Australia
WA Country Health Service



2017 Outcomes



1,287

Total screenings were conducted in the Pilbara

321

Children attended ENT or audiology and Nurse Practitioner Clinics offered in the Pilbara

158

Children attended TSH Audiology and Nurse Practitioner Clinics in the Wheatbelt area

CLINIC ATTENDANCE



FOLLOW UP SUCCESS



OTITIS MEDIA IN ROEBOURNE CHILDREN UNDER 7 YEARS OLD

2011:

51%

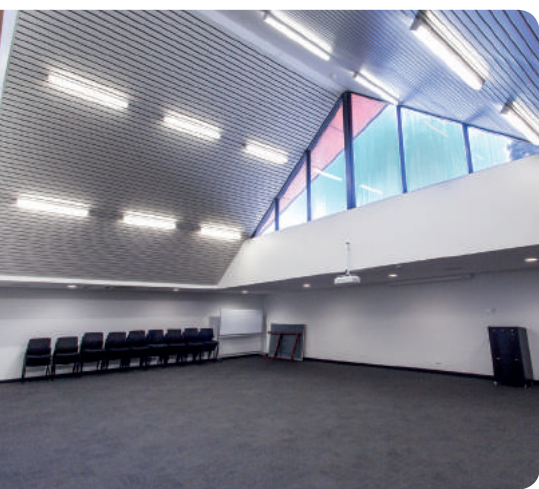
2016:

33%

A reduction in otitis media from 51% in 2011 to 33% in 2016 for children under 7 years old in Roebourne

OUR SERVICES & PROGRAMS

VENUE HIRE Adding Even More Value to the Community



Located at the northern end of the picturesque Lake Monger, TSH provides a unique venue hire service to the community.

With five rooms catering from 30 to 270 people TSH's venue hire provides the community access to modern facilities with free parking all within 10 minutes from the centre of the CBD. Most importantly, all of the organisations who access the venue hire do so knowing that all net proceeds go to supporting children with hearing loss or speech and language delays learn how to speak, hear, learn and play.



Customer feedback



The staff are fabulous and always helpful. We love the venue.

Love the venue! Great support and service from Venue Hire Manager. The venue is an ideal price, set up excellent for adult learning, presentations and meetings. Kitchen facilities great and free parking an amazing bonus for participants! Thank you team!

Fantastic service from the Venue Hire Manager and Maintenance staff.

I continue to be very satisfied with the venue, service & overall experience at Telethon Speech & Hearing, and have recommended this venue to many colleagues.

2017 Outcomes



990

Events held

480 103

Organisations access
our venue hire service

NEW organisations use
our venue hire service

\$247,082

Contributed to support families who access
our services

OUR THOUGHT LEADERSHIP & RESEARCH

At TSH we seek to create excellence in everything we do. Part of doing so is creating better programs, research and information for the whole community. In partnership with other organisations TSH is using research and advocacy to create better services and systems for the people we serve.

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

Curtin University

- » The impact of the ear health workshops on participants' knowledge of and approaches to promoting children's ear health

Telethon Kids Institute

- » Mental health and wellbeing of students with hearing loss

The University of Western Australia

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

Princess Margaret Hospital

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

OUR RESEARCH

At TSH we will always be leading improvements in the supports for children needing support with hearing, speech or language. One of the ways we continue to not only improve our own practice, but add to best practice is through our research.

The research projects that TSH conducted or participated in 2017 involved partnerships with:

Griffith University

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

Murdoch University

- » The history of deaf education in Western Australia

The University of Queensland, the HEARing Cooperative Research Centre

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

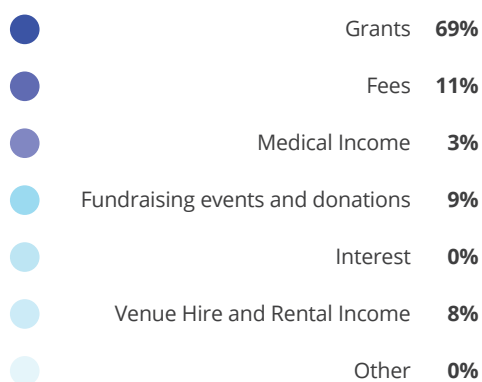
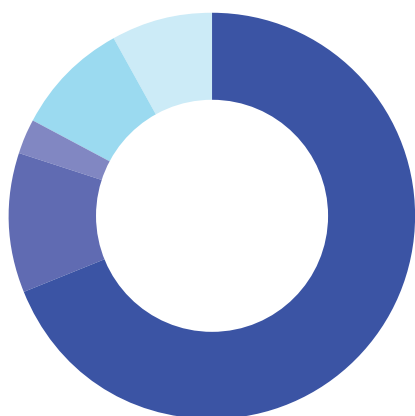
OUR MAJOR PARTNERS & SUPPORTERS

We would like to thank the following individuals and organisations for their generous support during 2017:

A	Advans Exhibition Services Alder & Partners Allure South Sea Pearls Aurizon Australian Institute of Management (AIM) AV Partners	K	Kirsten Madardy
B	Barbagallo Bellcourt Property Group Bitcoin Advisors - Ben Ritchie Bush Fire Prone Planning	L	LD Total Lei Travers Longview Vineyard
C	CAPI Channel 7 Channel 7 Telethon Trust Chevron Child and Adolescent Health Service City of Karratha Corsaire Aviation Crown Perth Curtin University	M	Maggie Dent Marketforce Mondo Nougat
D	Department of Education Department of Social Services Direct Commercial Maintenance Disability Services Commission Drew Straker	N	NAB Natural Art by Rebecca Grace
E	Elle Boutique Nedlands Elba Cottesloe Entertainment Book 2017 Ernst & Young Euroz Expo Power and Lighting	P	Paragon Consultants Perron Group Perrott Painting Perth Glory Paul White
F	Fremantle Dockers Function Concepts	O	Old Young's Distillery – James Young
G	Gallery East Art Services Gateway Printing Givergy Grand Cru Grange Insurance Gov Van Ek Gullotti Galleries	R	Ray Jordan Rhonda Wyllie Foundation Rocci – David and Naoli Royal Perth Golf Club Rural Health West
H	Harvey Norman Heyder and Shears Hire Society	S	Sarich Family – Ralph & Patricia Satterley Property Group Shelford Quality Homes Skyn Nedlands Stanton International Steinepreis Paganin Stellios Jewellers
I	Ian Love IGA Wembley Incub8	T	Target Telethon The Brand Agency The Como Treasury The West Australian Tomas Family – Frank, Atilia & David Tom Esze Auctions Tony Fini Foundation
J	Jack Quigley John Little	V	Vasse Felix
		W	Warburton Investment Management WALGA Wembley Supa IGA Worldwide Online Printing
		Z	Zenith Insurance Services

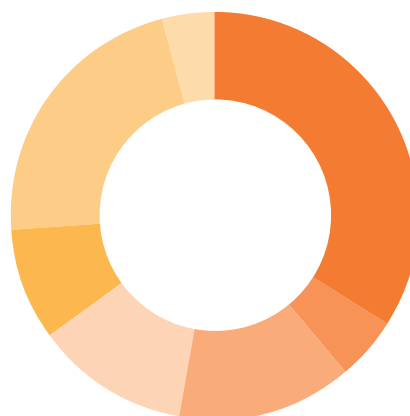
FINANCIAL REPORT

2017 OPERATING INCOME



Operating Income	2016	2017
Grants	\$ 885,713	\$ 762,716
Fees	\$ 5,718,444	\$ 4,900,381
Medical Income	\$ 281,820	\$ 199,680
Fundraising events and donations	\$ 508,101	\$ 624,347
Interest	\$ 36,003	\$ 33,618
Venue Hire and Rental Income	\$ 482,959	\$ 573,192
Other	\$ 12,998	\$ 5,795
Total	\$ 7,926,038	\$ 7,100,179

2017 OPERATING EXPENSES



Operating Expenses	2016	2017
Schools	\$ 3,329,088	\$ 2,471,164
Early Intervention	\$ 730,274	\$ 379,607
Ear Health/Audiology	\$ 1,287,173	\$ 996,281
Program Support	\$ 508,080	\$ 896,512
Marketing	\$ 471,541	\$ 660,735
Administration	\$ 1,440,018	\$ 1,571,059
Property Costs and Venue Hire	\$ 503,493	\$ 326,110
Total	\$ 8,269,667	\$ 7,301,468
Depreciation	\$ 808,115	\$ 661,196

AUDIT REPORT



Tel: +61 8 6382 4600
Fax: +61 8 6382 4601
www.bdo.com.au

38 Station Street
Subiaco, WA 6008
PO Box 700 West Perth WA 6872
Australia

INDEPENDENT AUDITOR'S REPORT

To the members of Telethon Speech & Hearing Limited

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Telethon Speech & Hearing Limited (the Company), which comprises the statement of financial position as at 31 December 2017, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial report, including a summary of significant accounting policies, and the directors' declaration.

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

- (i) Giving a true and fair view of the Company's financial position as at 31 December 2017 and of its financial performance for the year ended on that date; and
- (ii) Complying with Australian Accounting Standards to the extent described in Note 1(a), and the *Corporations Regulations 2001*.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the Financial Report* section of our report. We are independent of the Company in accordance with the auditor independence requirements of the *Corporations Act 2001* and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We confirm that the independence declaration required by the *Corporations Act 2001*, which has been given to the directors of the Company, would be in the same terms if given to the directors as at the time of this auditor's report.

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

Emphasis of matter - Basis of accounting

We draw attention to Note 1(a) 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. Our opinion is not modified in respect of this matter.

Other information

The directors are responsible for the other information. The other information comprises the information in the Directors' report for the year ended 31 December 2017, but does not include the financial report and the auditor's report thereon.

BDO Audit (WA) Pty Ltd ABN 79 112 284 787 is a member of a national association of independent entities which are all members of BDO Australia Ltd ABN 77 050 110 275, an Australian company limited by guarantee. BDO Audit (WA) Pty Ltd and BDO Australia Ltd are members of BDO International Ltd, a UK company limited by guarantee, and form part of the international BDO network of independent member firms. Liability limited by a scheme approved under Professional Standards Legislation other than for the acts or omissions of financial services licensees



Our opinion on the financial report does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the directors 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(a) 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 a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at:

http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf

This description forms part of our auditor's report.

BDO Audit (WA) Pty Ltd

A handwritten signature in blue ink, appearing to read 'M Cutt', with the 'BDO' logo written above it.

Matthew Cutt

Director

Perth, 16 April 2018



HOW YOU CAN HELP

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

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

We have opportunities for sponsorship, corporate volunteering and work cover hearing tests.

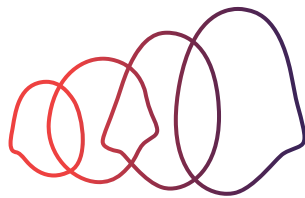
**TSH is an endorsed tax deductible gift recipient.
All donations over \$2.00 are tax deductible.**



You can make a
donation online at
tsh.org.au/support-us

Or call
(08) 9387 9888

THANK YOU
FOR YOUR
SUPPORT!



Telethon **Speech & Hearing**

ABN 73 885 107 614

Registered Charity No: 17993

Deductible Gift Recipient

36 Dodd St, Wembley WA 6014

PO Box 186, Wembley WA 6913

T: +61 8 9387 9888

F: +61 8 9387 9889

E: speech@tsh.org.au

www.tsh.org.au