

Telethon Speech & Hearing

# ANNUAL FAMILY & CLIENT SURVEY FINDINGS 2018

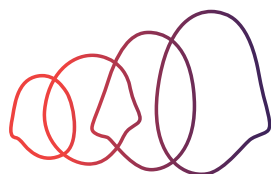


EARLY INTERVENTION • HEARING LOSS • SPEECH & LANGUAGE • SCHOOL SUPPORT •  
AUDIOLOGY • OCCUPATIONAL THERAPY • PSYCHOLOGY • REGISTERED NDIS PROVIDER

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





Telethon Speech & Hearing

## ANNUAL FAMILY & CLIENT SURVEY FINDINGS 2018

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## OVERVIEW

Telethon Speech & Hearing (TSH) is a not-for-profit, registered charity, independent school and NDIS provider in Western Australia. TSH offers a range of holistic services to support children with hearing, speech and language needs.

TSH conducts an annual family survey to ensure excellence in service delivery. It allows us to incorporate families' voices into future planning to meet their needs. This report provides a summary of the 2018 family survey findings regarding the following programs:

- **Chatterbox** – Early intervention program for children with a hearing loss aged 0-5 years (Individual therapy and Therapy playgroup programs)
- **Outpost** – School support program for primary and secondary school students with a hearing loss
- **Talkabout** – Specialised playgroups, kindergarten and pre-primary programs for children with speech and language delays or disorders
- **Talkabout Literacy** – a literacy support program for Year 1 and Year 2 students (being offered for Year 1 to Year 3 in 2019)

Families who were enrolled in these programs in September 2018 were invited to complete a questionnaire. Approximately half of TSH families (120 families) participated in the survey. Valuable feedback including many positive comments and constructive suggestions were provided. Each comment was examined to inform a quality improvement action plan. The survey results guide us in ensuring continuous improvement in all that we do.





## OUR 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.

## OUR VALUES

**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.

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





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

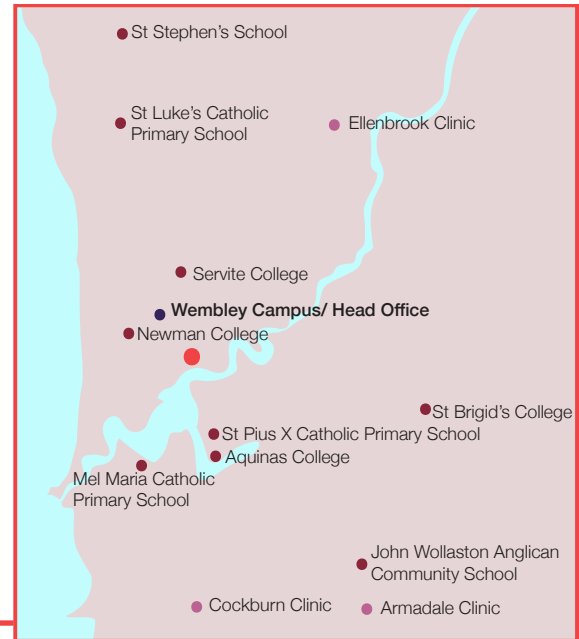
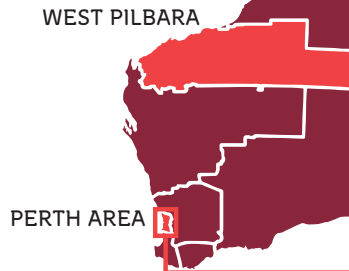
**RESPECT:** We recognise every person's unique abilities, operating in a spirit of cooperation and valuing dignity.

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

Our values reflect the **ENTIRE** focus of what guides our decisions. Learn more about Telethon Speech & Hearing at [www.tsh.org.au](http://www.tsh.org.au).

## SERVICE MAP

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



## OUR SERVICES

TSH provides a range of integrated and holistic services to support children with hearing, speech or language concerns to create lives full of promise. Involving families as part of our services at every stage, we deliver:

- Early Intervention (Chatterbox): a specialised program using one-on-one and group sessions for children with hearing loss aged 0-5 years
- Speech & Language (Talkabout): a specialised program for children who have speech and language delays or disorders
- School Support (Outpost): a program for students who are deaf or hard of hearing at a network of primary and secondary schools
- Literacy Support (Talkabout Literacy): a literacy support program for Year 1 & 2 students
- Paediatric and adult audiology
- Speech pathology clinics
- Psychology clinics
- Occupational therapy clinics
- Ear health clinics for remote and regional communities for children and adults

Importantly TSH also delivers a highly successful capacity-building - Ear Health Program in the Pilbara (developed in partnership with Chevron) for all children, with a primary focus on Aboriginal children in the West Pilbara Region.

In the past twelve months alone we conducted 2,152 screenings across 1,129 children.

## OUR PEOPLE

At TSH we have a unique blend of specialist staff along with our non-clinical staff and 47 volunteers across different disciplines working together to deliver life-changing outcomes for the children we support and their families.

In WA our highly experienced specialist teams consist of:

- Teachers of the Deaf
- Teachers
- Education Assistants/Note-takers
- Family Liaison Officer
- Librarian
- Auditory-Verbal Therapists
- Speech Pathologists
- Occupational Therapists
- Psychologists
- Audiologists
- Nurse Practitioners
- Ear Health Screeners

A specialist team consisting of Audiologists, Nurse Practitioners and Ear Nose and Throat specialists (ENT) support our Pilbara Ear Health Program, with the ENT specialist able to perform minor surgery at the local Karratha hospital – the only one to do so from this location.





## OVERALL FINDINGS

The data indicated that the vast majority of the families were either highly satisfied or satisfied with the programs, the progress their child was making and the quality of the staff members. All families strongly agreed or agreed that they felt supported by the staff. The majority of the families were also either satisfied or highly satisfied with the administrative services and the TSH facilities.

Key figures across programs include:



**99.3%**

of families reported that the programs were meeting their child's individual learning needs.



**97.4%**

of families indicated their satisfaction with the progress that their child was making.



**100%**

of families expressed that the teaching staff in their programs were approachable and professional.



**100%**

of families felt supported by the program staff.

The open-ended responses included various positive aspects identified by the families and clients. Many overwhelmingly positive comments were received. Some are quoted later in this report.

Valuable suggestions were also received. Each comment was carefully examined by the senior staff of TSH to inform a quality improvement action plan.

## PARTICIPANTS AND PROCEDURES

Previous questionnaires were reviewed and revised where necessary. The survey was distributed at the end of Term 3 in 2018 and kept open for 7 weeks. All families of children enrolled in TSH programs (236 families) at the time of distribution were invited to participate in the survey. A draw prize of a \$100 gift voucher was used as an incentive for participation.

An invitation was emailed to each family to complete the online survey. A paper copy was also made available on request. Staff members were asked to encourage families to complete the survey. The overall response rate was 50.8%, the response rate for each program varied from 41.9% to 59.6%.

Responses to the surveys were anonymous. The questionnaire consisted of items related to demographic information, the program and the services. The question types included multiple choice, rating scale and open-ended. For the rating scale items, respondents were given statements, and asked to select one of the following options (strongly disagree, disagree, agree or strongly agree. N/A for some items).

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

The data present the perceptions of families who returned the survey, not of all the families who were enrolled in the TSH programs. Further, the sample size was small. Although the response rates were acceptable (Mean = 50.8%, range = 41.9 - 59.6), the results should be interpreted prudently.





## FINDINGS & RESULTS

### CHATTERBOX - EARLY INTERVENTION FOR CHILDREN WITH A HEARING LOSS

A total of 18 families participated in the survey. The response rate was 47.4%. Two-thirds of the respondents have been in the program for more than a year. Two respondents had children with unilateral hearing loss while the rest of the respondents had children with bilateral hearing loss. All but one respondent were attending both therapy playgroup and individual therapy sessions. One respondent was attending the therapy playgroup only.

Data showed that overall the families are highly satisfied with the program. The families indicated that individual and group sessions were meeting the families' needs. The families were generally satisfied with the specialist services that were provided as part of the programs. The families felt supported by the staff, and were satisfied with their child's progress. The families felt more confident in helping their child's development because of their learning through the program. The vast majority of the families were also satisfied with the facilities and the administrative services. Three quarters of the respondents were satisfied with access to parking.

#### RESPONSE HIGHLIGHTS:



**100%**

of respondents reported that they felt more confident in their knowledge of how to facilitate their child's development because of their learning through the program.



**100%**

of respondents reported that their individual therapist explained the development of language, speech and listening skills in ways they understood.



**100%**

of respondents felt like an equal and active participant in their child's sessions.

Families often reported the following as the greatest impact that the program has had for their children/ their family:

- improved confidence in their children
- social interactions with peers
- family support
- caring environment and staff quality

A small number of suggestions and issues were provided. These relate to:

- Access to some specialist services
- Difficulty finding parking on some occasions



## SURVEY RESULTS:

- 100% of respondents indicated that the individual sessions were meeting their child's needs. 76.5% of them strongly agreed with the statement.
- 94.4% of respondents indicated that the Therapy Playgroup was meeting their child's needs. 55.6% of them strongly agreed with the statement.
- 100% of respondents felt supported by the staff.
- 100% of respondents reported that they felt more confident in their knowledge of how to facilitate their child's development because of their learning through the program.
- 100% of respondents were satisfied with the progress their child is making through the program.
- 100% of respondents agreed that the staff were approachable and professional.
- 100% of respondents reported that their individual therapist explained the development of language, speech and listening skills in ways they understood.
- 100% of respondents felt like an equal and active participant in their child's sessions.
- 93.3% of respondents were satisfied with the physical condition of TSH's facilities.
- 92.9% of respondents were satisfied with the services at the reception.
- 100% of respondents were satisfied with the enrolment and accounts procedures.
- 73.3% of respondents were satisfied with access to parking.

## COMMENTS RECEIVED FROM CHATTERBOX FAMILIES:

"...simply put I would be lost without this program."

"Socialising with peers. Participating in group activities. Participating in mat session."

"Trying new things.  
Boosting confidence  
to try new things.  
Feeling safe with  
surroundings to enjoy  
herself."

"I can't imagine what this year would have been like without the Chatterbox team. Their coordinated approach has been utterly invaluable in every aspect of my child's needs. I feel so lucky that we connected with TSH and have been able to receive services. To the Chatterbox team it's a job, but for us, they've been a constant light in a very dark tunnel."

"Thank you Chatterbox for giving me the ability to embrace the journey with my child. I am proud to be a TSH family."

"It has given me the support to push through the tough times, the friendships and the support from other families. The OT and the Family Liaison Officer really have no words to describe how amazing it is to be part of the Chatterbox family."



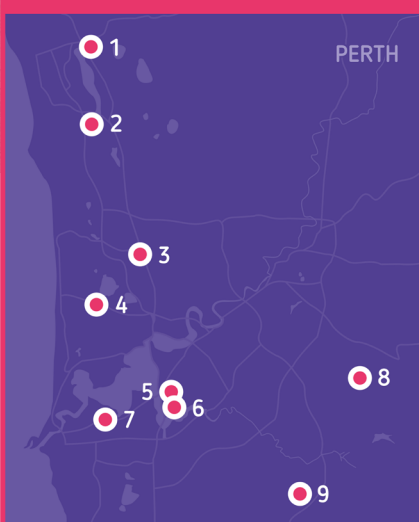
## OUTPOST - SCHOOL SUPPORT PROGRAM FOR STUDENTS WITH A HEARING LOSS

A total of 31 families participated in the survey. The response rate was 59.6% (65.6% for families of primary school students, 50% for families of high school students). The majority of the respondents (83.9%) had their child enrolled with the program for more than 2 years. 67.7% of the responses were from families of primary-age students.

Data indicated that the families were very highly satisfied with the program. All respondents either strongly agreed or agreed that the program was meeting their child's individual learning needs.

The majority of the families were either satisfied or very satisfied with the specialist services that were provided as part of the programs. The vast majority of the families were also satisfied with the facilities and the administrative services.

### OUR LOCATIONS



### OUTPOST LOCATIONS

1. St Stephen's School
2. St Luke's Catholic Primary School
3. Servite College
4. Newman College
5. St Pius X Catholic Primary School
6. Aquinas College
7. Mel Maria Catholic Primary School
8. St Brigids College
9. John Wollaston Anglican Community School



## RESPONSE HIGHLIGHTS:

**96.8%**

of respondents were satisfied with their child's participation in the mainstream school.

**100%**

of respondents were satisfied with in-class support for their child (e.g., note-taker, education assistant).

**100%**

of respondents were satisfied with their involvement in developing their child's individual education plan.

Families often reported the following as the greatest impact that the program has had for their children/their family:

- Successful mainstream schooling
- Support resulted in wellbeing of families and children
- Coordinated, holistic support across multiple disciplines
- Sense of belonging

A small number of issues and suggestions were raised. These relate to:

- Access to some specialist services
- More Outpost schools needed, especially high schools

## SURVEY RESULTS:

- 100% of respondents indicated that the program was meeting their child's needs. 83.9% of them strongly agreed with the statement.
- 100% of respondents reported that the service provided by the TSH audiologists was meeting their child's needs.
- 96.8% of respondents were satisfied with their child's participation in the mainstream school.
- 100% of respondents were satisfied with in-class support for their child (e.g., note-taker, education assistant).
- 96.6% of respondents were satisfied with the progress their child is making through the program.
- The vast majority of respondents reported that the teaching staff and the specialists in the program were approachable and professional (93.3-100%).
- 100% of respondents reported that they were kept up to date about their child's progress.
- 100% of respondents were satisfied with their involvement in developing their child's individual education plan.
- 100% of respondents were satisfied with the format of written reports from the program.
- 100% of respondents were satisfied with the physical condition of TSH's facilities.
- 96% of respondents were satisfied with the services at the reception.
- 100% of respondents were satisfied with the enrolment procedures.
- 100% of respondents were satisfied with access to parking.



## COMMENTS FROM FAMILIES OF PRIMARY SCHOOL STUDENTS INCLUDE:

- "My child seems very happy thanks to the help of the staff of the outpost Program. I'm sure without their help my daughter would be struggling."
- "The support that we have received is immeasurable. We are certain that without this amazing service, we would have been alone and struggled. We cannot thank them enough!!"
- "The greatest impact has been the improvement on my child's outlook on having hearing loss. Due to the support/information/resources, he has been able to take everything in his stride. He has shown a steady increase in all subjects and we are very proud of this improvement. His Outpost teachers have all been very warm, caring and supportive at all times ... We really enjoy being part of the TSH community."
- "Outpost program has helped my children in all areas. The greatest impact is language development and communication. This program is a great relief and big support to kids who have hearing loss. The help and support given by them is amazing."
- "[The Outpost program] provided much needed support from teacher of the deaf, teacher assistant, OT, audiology all available at the school. This saves time from having to take my child out of school and drive to appointments if these services weren't provided at school."



## COMMENTS FROM FAMILIES OF HIGH SCHOOL STUDENTS INCLUDE:

- "It is wonderful to know that there is always someone there that understands my teenager's disability and that if there are any problems or they just want to touch base they are there, approachable and will help out to the best of their ability. They are a great team who we appreciate immensely for their time and effort into our child's schooling and helping them reach their goals. TSH you are brilliant."
- "Outpost program is so important for our family. The incredible support from outpost team gives wellness to our family. Just knowing they are there for our child is priceless. Thank you from the bottom of our hearts for this program and the people in it."
- "Assistance in class has been extremely important and successful for my child to develop and meet learning outcomes."
- "It gives support if necessary and keeps us in the loop of new technology and advances that may apply to my child as they get older."
- "Without it she would not have survived mainstream schooling - educationally or socially!"



## TALKABOUT - SPEECH AND LANGUAGE PROGRAM

A total of 62 families participated in the survey. The response rate was 51%. Just over three-quarters of the respondents had their child enrolled with the Talkabout program for more than 6 months. 40.3% of the respondents' children were attending the Talkabout Playgroup, 29% were attending the kindergarten program, and 30.7% were attending the pre-primary program.

Data demonstrated that the program and the services are meeting the families' needs. The vast majority of the families strongly agreed or agreed that they felt supported by the staff, and were either highly satisfied or satisfied with their child's progress. The vast majority of the families found the program staff approachable and professional. The vast majority of the families were either highly satisfied or satisfied with the facilities and the administrative services.

### RESPONSE HIGHLIGHTS:



**96.7%**

of respondents were satisfied with the progress that their child was making through the program.



**100%**

of respondents felt supported by the staff.



**100%**

of respondents agreed that the teaching staff were approachable and professional.

Families reported the following as the greatest impact that the program has had for their children/their families:

- Improved confidence, less anxious
- Developed social/communication skills
- More peer interactions
- Participation in mainstream school
- Improved speech, language and/or motor skills
- School readiness

Some issues and suggestions were raised. These related to:

- More frequent brief reporting
- More access to some specialist services
- Sharing parents' contact details for those who have provided permission
- Waiting time for phone to be answered
- Difficulty finding parking on some occasions
- Maintenance of some facilities



## SURVEY RESULTS:

- 100% of respondents indicated that the program was meeting their child's needs.
- 96.7% of respondents were satisfied with the progress that their child is making through the program.
- 100% of respondents felt supported by the staff.
- 93.4% of respondents reported that they were kept up to date about their child's progress.
- The vast majority of respondents agreed that the staff were approachable and professional (100% for the teaching staff, 97.1-100% for other specialist staff).
- 100% of the kindergarten program respondents and 86.4% of the pre-primary program respondents were satisfied with their child's reports (the portfolio for T4/5) that they received from TSH.
- 97.9% of respondents were satisfied with the services at the reception.
- 98.3% of respondents were satisfied with the physical condition of TSH's facilities.
- 100% of respondents were satisfied with the enrolment procedures.
- 94.5% of respondents were satisfied with the accounts procedures.
- 91.7% of respondents were satisfied with access to parking.









## COMMENTS FROM FAMILIES IN THE PLAYGROUP PROGRAM:

- "He's talking!!!! He's gone from saying single words, to two words together... now to 3 words together at once. He's so chatty and LOVES being able to communicate with us. We love it, too!"
- "I feel the T3 program has really helped with my son's kindy readiness. It has allowed him to gain confidence with his speech in a small, supported school-like environment prior to starting kindy next year ... The teacher and therapists have been so skilled in encouraging language in a non-pressured manner which has really helped my son to begin to communicate and use his language outside of our home."
- "Telethon has been the best thing ever for my son:) I'm so so happy that I researched for options and found you. I originally thought from driving by...that Telethon was mainly for children who were deaf ... It's absolutely fantastic here, I just wish I knew about it for my older 2 children...they would have benefited from the program greatly. Thanks Telethon."
- "My son LOVES Talkabout. The multidisciplinary approach is of great benefit to him and our family."

## COMMENTS FROM FAMILIES IN THE KINDERGARTEN PROGRAM:

- "The Talkabout program has given my child more confidence in communicating with others not just of his age but with others in our family and community. His speech has continued to improve as well as his ability to write and draw. He has greatly benefited from the program and we have had numerous people comment on his development over the year so far."
- "Family Liaison Officer has been invaluable re communication and information for us ... My child has developed strong relationships with staff and peers and this has largely impacted on his language development"
- "My child has made huge progress in speech and his anxiety has calmed down a lot."
- "Clear speech, improving sentence structure and learning new vocabulary."

## COMMENTS FROM FAMILIES IN THE PRE-PRIMARY PROGRAM:

- "He has dramatically improved with his speech, he is able to have a conversation with others without a parent or sibling interpreting for him."
- "Social confidence. My child has formed great friendships which has allowed him to gain confidence in his mainstream school."
- "Family Liaison Officer has been so supportive over the years, always happy smiling and to help with whatever I have needed. I have cried in her office many times but always feeling much better. She gets it."
- "Excellent teaching staff - provide very supportive learning environment + focused on individual needs."

## TALKABOUT LITERACY

A total of 9 families participated in the survey. The response rate was 56.3%. All families had their children enrolled with the Talkabout Playgroup and/or Talkabout 4/5 program prior to the Literacy Group.

Data indicated that the families were highly satisfied with the program. All respondents strongly agreed that the program was meeting their child's needs and were highly satisfied with their child's progress and the staff.

### RESPONSE HIGHLIGHTS:



**100%**

of respondents indicated that the program was meeting their child's needs.



**100%**

of respondents were satisfied with the progress their child was making through the program.



**100%**

of respondents reported that they were kept up to date about their child's progress.

Families reported the following as the greatest impact that the program has had for their children/their families:

- Improved literacy skills
- Enhanced confidence
- Elevated performance at school

One parent suggested more feedback. No other suggestions or issues were provided.

### SURVEY RESULTS:

- 100% of respondents indicated that the program was meeting their child's needs.
- 100% of respondents felt supported by the staff.
- 100% of respondents reported that the staff in the program were approachable and professional.
- 100% of respondents were satisfied with the progress their child is making through the program.
- 100% of respondents reported that they were kept up to date about their child's progress.
- 100% of respondents were satisfied with the way their child's progress has been communicated.
- 100% of respondents were satisfied with the physical condition of TSH's facilities.
- 100% of respondents were satisfied with the services at the reception.
- 100% of respondents were satisfied with the enrolment and accounts procedures.
- 100% of respondents were satisfied with access to parking.





## COMMENTS FROM FAMILIES:

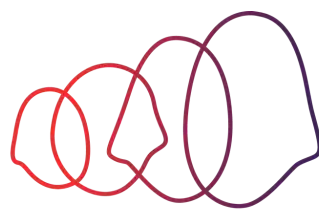
"I am so impressed that she can read so well and is now comprehending what she is reading too. She hasn't been left behind at school!"

"The consistent approach to the program over the last 2 years with the Literacy group has meant that our boys have had exposure to literacy (instructions) that they wouldn't have received in their regular school. The focus on sounds and the "rules" have given them a strong basis to take back to their class. [...] Having the consistent approach over Literacy group and regular school has been excellent and this could not be done without the strong communication links between both."

"I rave about TSH! It has made a significant difference in our lives! Thank you for making this program available to those who need it."

"I have been coming to TSH for 5 years. The programs are the best I've come across and the rewards of having a child understand literature is the best gift I could give him... and all the teachers are very approachable and helpful and always have the individual child at *[sic]* best interest well done!!"

"My child has done Literacy Year 1 and all Year 2. It is the most valuable program he has done and is continuing to do. He has made leaps and bounds with reading and spelling and is becoming a confident student who started with child[hood] Apraxia and now a normal little boy integrating into his year level with no setbacks. ... I would highly recommend this to any parent who has a child struggling with reading/spelling."



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