

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."

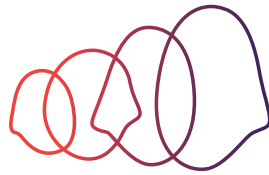
"Socialising with peers. Participating in group activities. Participating in mat session."

"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."



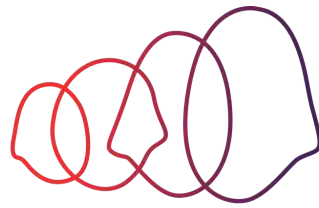
Telethon Speech & Hearing

ANNUAL FAMILY & CLIENT SURVEY FINDINGS 2018

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