

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:

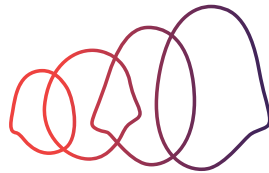
"I am so impressed that she can read so well and is now comprehending what she is reading too. She hasn't been left behind at school!"

"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."



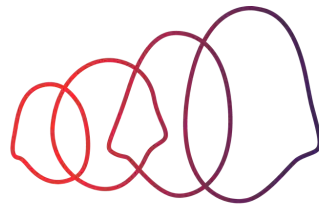
Telethon Speech & Hearing

ANNUAL FAMILY & CLIENT SURVEY FINDINGS 2018

CONTENTS

OVERVIEW	3
Our Purpose and Values	4
Our Services and People	5
Overall Findings	6
Participants and Procedures	7
FINDINGS & RESULTS	
Chatterbox - Early Intervention for Children with a Hearing Loss	8
Outpost - School Support Program for Students with a Hearing Loss	10
Talkabout - Speech and Language Program	14
Talkabout Literacy Group	18





Telethon **Speech & Hearing**

For alternative formats of this publication, please contact us.
Email speech@tsh.org.au or phone (08) 9387 9888.

Connect with us on social media:

    @telethonspeechhearing

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

36 DODD STREET, WEMBLEY WA 6014
T: (08) 9387 9888 • F: (08) 9387 9889 • SPEECH@TSH.ORG.AU
ABN 73 885 107 614 • ACN 607 129 180 • REGISTERED CHARITY NO. 17993