

## 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:

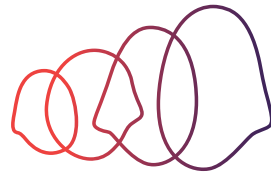
- “He’s talking!!!! He’s gone from saying single words, to two words together... now to 3 words together at once. He’s so chatty and LOVES being able to communicate with us. We love it, too!”
- “I feel the T3 program has really helped with my son’s kindy readiness. It has allowed him to gain confidence 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.”



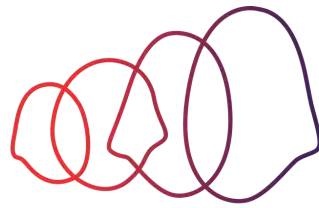
Telethon Speech & Hearing

## ANNUAL FAMILY & CLIENT SURVEY FINDINGS 2018

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