Telethon Speech & Hearing

ANNUAL REPORT
2018

Developing lives full of potential
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.

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

**Inclusivity:**
We work with people to ensure success by sharing our expertise.

**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.
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WHO WE ARE

Telethon Speech & Hearing (TSH) is iconic in Western Australia. For over 50 years, TSH has supported parents and their children with a hearing loss and/or speech and language difficulties.

Our unique model brings together a range of specialists under the one roof to ensure our children receive the highest level of support to help them to hear, speak, learn and play. Providing diagnostic, therapeutic and educational services allows us to adopt a whole-of-life approach to ensure children and their families can live their life without additional stress.

We achieve this as a not-for-profit, an independent school and an NDIS provider.

OUR BACKGROUND

TSH started from humble beginnings in 1967.

It was founded by a group of parents who wanted more for their children. During a time where children with a hearing loss were taught to sign, the parents decided to pursue the very best oral education; ensuring their children were taught spoken language.

Over 50 years later, TSH has developed into a centre of excellence and is the only place in WA that provides education, speech and audiology services all in the one location.

OUR SERVICES

Children in Perth

TSH has two main sites at Wembley and Cockburn. Our holistic support services include:

» An early intervention program for children aged 0-5 who have a hearing loss – the program supports children to listen and speak using a combination of group and one-on-one sessions

» A school support program for students who have a hearing loss. TSH is partnered with 9 primary and high schools, with two more units opening in 2019

» A specially designed speech and language program for children aged 2-6 who have speech and language difficulties

» Literacy support for students in Year 1-3

» Paediatric Audiology services

» Paediatric Speech Pathology clinics

» Occupational Therapy clinics

Children in Regional WA

Recognising that children in regional WA have difficulty readily accessing services in the Perth metropolitan area, TSH offers outreach services too:

» Families in the Pilbara through our long standing partnership with Chevron – The capacity building Ear Health Program has supported Aboriginal families in West Pilbara communities since 2011

» Children in the Wheatbelt – Through our partnership with Rural Health West, TSH delivers mobile ear health clinics to at risk children in the communities of Merredin, Northam, Narrogin and Moora

» Children in other rural regions through our tele-support service

For Families

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

» Adult audiology services

» Psychology support

» A supportive parent network; connecting other like-minded parents

» Information sessions on a range of topics from the TSH team and other industry leaders

For the Community

Overlooking the picturesque Lake Monger, we offer an affordable multi-purpose space for both small and large events for a range of organisations and individuals.

Services Key

WEMBLEY HEAD OFFICE

Chatterbox – An early intervention program for children with a hearing loss.

Talkabout – A school program helping children with speech or language difficulties.

Private clinics – Providing services in Audiology, Speech Pathology and Occupational Therapy.

SCHOOL SUPPORT UNITS

Outpost – A school based program helping children with a hearing loss to learn.

STATE-WIDE EAR HEALTH

West Pilbara Ear Health Program

TSH Wheatbelt Clinics

AUDIOLOGY CLINICS

Wembley Head Office

Cockburn

Ellenbrook
## A Snapshot of Our Program Outcomes for 2018

### Chatterbox, Outpost & Talkabout Programs
- **99%** of families reported the programs were meeting their child’s needs.
- **97%** of families in the programs indicated their satisfaction with the progress their child was making.
- **100%** of families expressed that the teaching staff in their programs were approachable and professional.
- **100%** of families were supported by the program staff.

### Talkabout Program
- **3.7 Words** at start of year, **5.4 Words** by end of year.
- Children in the Talkabout playgroups increased the number of words in sentences from **1.4 to 3.7 words** from the beginning to the end of the year.
- On average, parents’ ratings in their familiarity with a range of language facilitation strategies increased from **5.4 to 8.2 out of 10** from the beginning to the end of the year.

### Student Attendance Rates
- **Kindergarten** attendance was 99%.
- **Pre-primary** attendance was 94%.

### Outpost Program
- **80%** of the Individual Education Plan goals were achieved by Outpost students.
- **100%** of families were satisfied with their involvement in developing their child’s Individual Educational Plan.

### Student Attendance at School
- Students in the school support program are co-enrolled with 9 mainstream schools. Student attendance is tracked by the mainstream school according to each individual school’s policies. The school informs TSH if a co-enrolled student is absent.
- TSH keeps a register of student’s attendance at their scheduled support sessions.
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 Delegations

There was one Year 12 student who had been travelling through Europe for 3 months. He is now working for the rest of the year and will be starting a University Preparation course in 2020.

Professional Engagement – School programs

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<tr>
<th>Workforce Composition</th>
<th>Number of Staff</th>
<th>FTE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Principal</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Deputy Principal / Teaching Role</td>
<td>2</td>
<td>1.6</td>
</tr>
<tr>
<td>Teachers / Teachers of the Deaf</td>
<td>15</td>
<td>9.6</td>
</tr>
<tr>
<td>Educational Assistants / Notetakers</td>
<td>25</td>
<td>16.3</td>
</tr>
<tr>
<td>Family Liaison Officer</td>
<td>1</td>
<td>0.8</td>
</tr>
<tr>
<td>Librarian</td>
<td>1</td>
<td>0.6</td>
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<tr>
<td>Speech Pathologists</td>
<td>2</td>
<td>2.0</td>
</tr>
<tr>
<td>Occupational Therapists</td>
<td>2</td>
<td>1.1</td>
</tr>
<tr>
<td>Psychologists</td>
<td>1</td>
<td>0.8</td>
</tr>
<tr>
<td>Aboriginal / Torres Strait Islanders</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>TOTAL</td>
<td>50</td>
<td>33.8</td>
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School Income broken down by funding source:

- State Grants 56%
- Federal Grants 31%
- Educational 57%
- Fees 11%
- Other 2%
- Therapy 19%
- Non-clinical 18%
- Audiological 6%
- Auditory-Verbal Therapists
- Auditors
- Nurse Practitioners
- Speech Pathologists
- Ear Health Screeners

Our People

TEACHING STAFF QUALIFICATIONS:

- Masters 47%
- Postgrad Diploma 32%
- Bachelor Degree 21%
- Occupational Therapists
- Psychologists
- Education Assistants & Note-takers
- Auditors
- Nurse Practitioners
- Speech Pathologists
- Ear Health Screeners
By many measures 2018 was a busy and successful year for Telethon Speech & Hearing (TSH).

In 2018 TSH continued to build our reputation as Western Australia’s premier organisation that supports families and children with hearing loss and/or speech and language delays. The work we did in reshaping our Purpose, our Values, and our strategic focus in 2017 started to gain momentum in 2018 with great strides made in building student numbers, our services and our partnerships – all of which were key focus areas for TSH throughout the year. Recognising our unique skills to support children in the Western Australian community, we are constantly striving to have a long-term positive impact for families and children who need our support.

A key issue that many parents face is the navigation of service delivery, given that the health system is often very disjointed. Parents often talk of the difficulty they face in understanding where to go, who can best help, and how to start that journey. The changing context that is the NDIS has added further uncertainty for families and will continue to do so until the system is better equipped to support people to accessing it. This is where TSH has come into its own. In 2018 TSH made a conscious decision to ensure we provide an integrated suite of group and individual educational, hearing, speech and occupational support services. This has meant that for many families they can access our services through a number of different ways, with our staff then providing the guidance they need, with a “no wrong door” approach to service delivery. We will continue this growth in our services and partnerships so we can increase the impact we have for Western Australian families.

We know that we cannot do this alone.

The support we have received in 2018 from organisations such as the Stan Perron Charitable Trust, Chevron, the Channel 7 Telethon Trust, the McCusker Charitable Foundation, Perth Airport, Rural Health West, WA Country Health Service, the Department of Health, AISWA, the Catholic Education Office, the Tomasi family, Rotary, Lotterywest, and many others has enabled us to support more families. TSH is very appreciative of all the support they provide, along with the support we get from our patron, Mr Nigel Satterley AM.

I would like to express my sincere thanks to my fellow TSH Directors, all of whom ably guide the organisation towards our goals. Their willingness to provide support not only to me but all of the TSH team continues to add to our success. It has been encouraging to have Dr Alec O’Connell recently join the Board in 2019 and I am looking forward to his contribution. I would like to express my thanks specifically to Andrea Burns who stepped off the TSH Board in December 2018 after six years of Board service. As a Director, Andrea has made a significant contribution to our organisation and the Board. Her commitment to supporting the organisation and our purpose is a beacon for all Board Directors to follow.

Thank you also to the wonderful team of staff at TSH. Led by Mark Fitzpatrick, our CEO, and the Senior Leadership Team, they continue to put the families at the heart of every decision they make. This focus provides the basis for them achieving the wonderful outcomes they do for so many Western Australian families.

I am excited about what 2019 will bring, both the challenges and the success. We have developed a strong platform from which to grow and that is exciting for everyone connected with us.

Professor Gary Martin
Chair
Telethon Speech & Hearing’s unique skills, professionalism and commitment puts us in a privileged position in supporting Western Australian families with hearing loss, speech and language delays or ear health concerns.

RESULTS OF OUR FAMILY-CENTRIC FOCUS:

99% of families reported that the Chatterbox, Outpost and Talkabout programs were meeting their child’s needs.

Our focus in 2018 to create greater awareness of services, improved points of access for families, and better partnerships have all led to wonderful outcomes for an increasing number of families.

CREATING AWARENESS

I believe that TSH has been one of Perth’s best kept secrets. The sad thing has been that there are so many Western Australian families who could benefit from our unique integrated, supportive and effective service delivery models. During 2018 the TSH team had worked hard to help families navigate the maze of services available. The engagement with the media in new ways was one way we did this. This awareness led to our Talkabout schools program being full, with an additional day for our Talkabout 2 program put in place to meet the demand and our speech and audiology clinics servicing more children than ever before.

Awareness for the public has been only one part of what TSH has focused on in 2018. The awareness of doctors (mainly GPs and ENTs) of our service has been important. During 2018 we received 244 referrals just for our paediatric audiology from doctors, with additional referrals for our early intervention program for children with hearing loss (Chatterbox) and for our speech and language program (Talkabout).

SERVICE INTEGRATION IS OUR FUTURE

At TSH we understand that parents do not want to have to go to a range of providers to support their child. Ideally, many want to be able to come to one supportive, nurturing place where services are integrated and pathways are open. At TSH we have focused on doing this for families. In 2018 we increased the provision of our speech clinics, which has created positive pathways into our Talkabout program, while our staff across all of our programs have worked together to integrate internal referral pathways to maximise outcomes for families, with internal referrals more than doubling throughout the year.

PARTNERSHIPS ARE KEY

During the past year, we have looked to create a range of partnerships that not only lead to better referral pathways for families, but also promote an early support approach for families or extend service delivery to more families. During 2018 I am very proud to say that TSH has worked with Access Plus and the WA Foundation for Deaf Children to obtain funds that will enable the development of an online tool to help families with children with hearing loss to choose the service that meets their goals and aspirations. We also had Access Plus co-locate with us at Dodd Street (with thanks to support from Lotterywest), which is the first time a listening and spoken language based organisation and a sign-language based organisation have co-located in such a way in Australia. We also had our friends at Therapy Focus join us at Dodd Street, enabling them to create a hub for their northern suburb activities.

Importantly, our work in the Pilbara will continue with the great support of Chevron, who has agreed to support the Chevron Pilbara Ear Health Program for another three years. Chevron was joined by Rural Health West who will also continue to support TSH in our ear health programs in the Pilbara and Wheatbelt. During 2018 we also worked with Connecting Community for Kids (with thanks to Aurizon) to complete ear health screening for children in childcare in the Kwinana Cockburn area. The outcome was a massive 59% of children needing further support and this has led to TSH receiving funding from the Channel 7 Telethon Trust for an integrated program in that area to commence in 2019.

As we move into 2019 our focus on delivering excellent services in the nurturing environment will continue to be our primary objective. We are pleased to start 2019 with St Stephens Duncraig and Mazenod College joining us in hosting our Outpost units that support children with hearing loss and are excited to what possibilities those partnerships will bring.

We are now able to avail our wonderful services to more families with the help of all of our scholarship supporters (the Stan Perron Charitable Trust, the Tomasi family, the McCusker Charitable Foundation, Perth Airport and more), along with Woodside, Chevron, and other corporate partners, and our partnering schools and our referring agencies. For this, we are very thankful.

All of the great work the team does could not be done without the wonderful efforts of a very committed, passionate and skilful team.

Their family-centric focus shines through in everything they do and is what led to 99% of families reported that the programs were meeting their child’s individual learning needs in 2018.

I would also like to express my thanks to the dedicated Board we have, who continue to provide such great advice and support to me and our organisation.

Mark Fitzpatrick
Chief Executive Officer

ANNUAL REPORT 2018
Supporting the work of the Board, during 2018 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

TSH is an independent organisation that is established as a company limited by guarantee incorporated under the Corporations Act 2001 and regulated by the Australian Securities and Investments Commission (ASIC). TSH is also a charity registered with 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 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 the Association of Independent Schools of Western Australia (AISWA), as a National Disability Insurance Scheme (NDIS) provider and as a disability provider with the Western Australian Disability Service Commission (DSC).
OUR PATRON:

Nigel Satterley AM

Nigel and Denise Satterley are well-known philanthropists within Western Australia and support a number of charities including medical research, women’s refuge, churches, schools and sport.

In 2006, Mr Satterley received membership of the Order of Australia for his contribution to land development, urban renewal programs and to charity, medical research and sport. Mr Satterley has been the Patron of Telethon Speech & Hearing since 2008.

Nigel Satterley established the Satterley Property Group over 30 years ago and has become Australia’s biggest private developer. Since its inception, Satterley Property Group has been awarded more than 70 prestigious awards and Mr Satterley’s achievement in residential development, real estate and environmental and urban renewal have won recognition, respect and admiration from his peers and the public alike.
OUR STRATEGIC HIGHLIGHTS

LOOKING BACK AT OUR ACHIEVEMENTS FOR 2018

Supporting children in our community:

✅ Increased the number of GP, Paediatrician and ENT referrers from 14 to 189 during 2018.

✅ 588 new children were seen for Paediatric Audiology assessments in 2018.

✅ 24% increase in the number of children accessing the Talkabout program.

✅ Increased the number of children with a hearing loss accessing TSH’s Outpost school support program from 53 in 2017 to 61 in 2018.

✅ Collaborated with Connecting Community for Kids and Meerilinga to screen 75 children attending childcare centres in the City of Cockburn.

Raising our profile

✅ Partnered with Seven West Media and Marketforce to implement a video campaign targeted at educating parents on key hearing, speech and language milestones.

✅ Partnered with Seven West media to design and implement a “sponsored” TV advertising campaign which ran in April and October.

✅ Delivered three major events, Attitude Amplified, Elle Fashion Show and Cryptocurrency, to raise TSH’s awareness in the corporate community.

✅ Delivered educational workshops at various community fairs and libraries in the councils of Nedlands, Claremont, Cambridge, Vincent, Cockburn, Melville and Joondalup.

✅ Shared educational resources and presented at Early Years Educator groups from the communities of High Wycombe, Beechboro, Cockburn, Canning, Belmont, Mirrabooka and Subiaco.

Developing meaningful partnerships

✅ Extended our partnership with Chevron for a further 3 years, allowing us to continue to support Aboriginal families in Pilbara communities through our mobile ear health program.

✅ Through Telethon Trust’s generous donation, children with a hearing loss and speech/language delays attending our early intervention programs were supported.

✅ Scholarships were implemented and supported by Stan Perron Charitable Trust, Perth Airport, McCusker Foundation, Tomasi Family, Tony Fini, Knights of the Southern Cross, and the Rotary Clubs of Northbridge and Applecross to ensure finances were not a barrier for children to enter our early intervention programs.

✅ Established key partnerships with Access Plus and Therapy Focus to ensure both providers are collocated at TSH’s Wembley campus.

✅ Partnered with Mazenod College and St. Stephen’s School (Duncraig) to establish additional Outpost units, increasing our number of school support units to 11 in 2019.

✅ Formed partnerships with other not-for-profit service providers such as Wanslea, Connecting Community for Kids, KEYS, Communicare and Playgroup WA.
OUR SERVICES & PROGRAMS

CHATTERBOX: An early intervention program for children with a hearing loss.

GREATEST IMPACTS OF THE CHATTERBOX PROGRAM REPORTED BY FAMILIES:

- Improved confidence in their children
- Social interactions with peers
- Family support
- Caring environment and staff quality

Hearing loss is the second most common health issue experienced by Australians; it is more common than asthma, heart disease and diabetes.

1–2 in 1000 Australian children are born with a hearing loss. This increases to 1 in 500 by school age. If children do not receive the support they need it can have a serious impact on their speech and language development, cognitive skills, education and communication.

Our Program

We work with children aged 0-5 with a permanent hearing loss learn to listen, speak, communicate and interact. We provide a mix of therapy playgroups, parent support groups and individual sessions. Our approach guides and coaches families to assist their children to develop speech and language skills. With appropriate amplification children who have hearing loss can learn spoken language. Using the listening and spoken language developmental approach, we work with children to reach milestones that are comparable for their age.

We believe in using the latest research in best practice in early intervention for children with hearing loss. The program is delivered by a multidisciplinary team of experts (auditory verbal therapists, audiologists, speech pathologists, occupational therapists, psychologists, specialist teachers, education assistants and Family Liaison Officer).

CHATTERBOX PROVIDES:

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

NATIONAL DISABILITY INSURANCE SCHEME:

TSH is a registered NDIS provider and offers individual sessions and playgroup sessions for children with a hearing loss.

2018 Impact

100% of families in the program reported that they felt more confident in their knowledge of how to facilitate their child’s development because of their learning through the program.

Family Feedback

“Thank you Chatterbox for giving me the ability to embrace the journey with my child. I am so proud to be a part of the TSH family.”

SUPPORTERS OF THE PROGRAM:

Through the generous contribution from the Non-Government Centre Support (NGCS) grant, TSH was able to fit our early intervention hearing loss therapy rooms with Phonak Sound-Field systems, helping to improve our children’s hearing and attention in class.

NATIONAL DISABILITY INSURANCE SCHEME: 100% of families were satisfied with the progress their child is making through the program.

CHILDREN IN THE PROGRAM DEMONSTRATING AGE APPROPRIATE LANGUAGE SKILLS:

- 90% of children from English speaking backgrounds, with no other disabilities or difficulties
- 83% of children, including those using a language other than English at home

2018 Impact

- 100% of families in the program reported that they felt more confident in their knowledge of how to facilitate their child’s development because of their learning through the program.

Family Feedback

“Thank you Chatterbox for giving me the ability to embrace the journey with my child. I am so proud to be a part of the TSH family.”

SUPPORTERS OF THE PROGRAM:

Through the generous contribution from the Non-Government Centre Support (NGCS) grant, TSH was able to fit our early intervention hearing loss therapy rooms with Phonak Sound-Field systems, helping to improve our children’s hearing and attention in class.
Ellie joined the Chatterbox Program in October 2017 when she was four months old.

Ellie was diagnosed with hearing loss earlier that year and was subsequently fitted with hearing aids. The severity of her hearing loss meant that even with hearing aids, her family saw little progress in her listening and spoken language. The wait before Cochlear Implantation can be a daunting one, but was made easier by the support of the Telethon Speech & Hearing (TSH) staff and the connection with other families in the TSH therapy playgroups.

“TSH Staff have been our light in a dark space and I really cannot thank them enough. There is always someone there with a friendly smile or a shoulder to cry on when you need it. Ellie just lights up when she is at TSH it’s like her home away from home.” Ellie’s mother, Sharina says. In January 2018 the wait for Ellie was over and she was fitted with Cochlear Implants. The hard work of Ellie’s family shone through and within a few weeks Ellie was turning to environmental sounds and voice. Ellie’s support system has always been evident as grandparents, family friends and even her older brother and sister have attended sessions. They were all keen to learn about how to better support her language and listening development.

In May 2018, Sharina helped coordinate a huge fundraising effort with other families from the Program. These families participated in the HBF Run for a Reason raising an incredible $13,000, and in doing so became the 4th highest fundraising team in the state.

“I truly don’t think we would be where we are today if it was not for the constant support and encouragement from TSH.”

- SHARINA, ELLIE’S MOTHER

Fast forward to now and Ellie is still growing and progressing well. This can certainly be attributed to the continual hard work, perseverance and courage of her family and support system. A now one-and-a-half-year-old, Ellie has begun using 2 and 3 words together, such as ‘where’s baby?’ and “help please mum”. “I truly don’t think we would be where we are today if it was not for the constant support and encouragement from TSH. Bethany has been an absolute saint always listening to our concerns, never judging and always helping to find solutions she has been the perfect fit to our little team.” Sharina says.

She isn’t just a toddler that can talk and respond equivalent to her hearing peers, but she does it with confidence and spunk. “The honour has been all mine as I’ve got to watch Ellie go from a child with no access to sound, to a talking walking dynamo”, Ellie’s Speech Pathologist, Bethany says.

“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 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”.

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... I really have no words to describe how amazing it is to be part of the chatterbox program.

“The wonderful caring attitude of the staff and the exciting program they offer.”

“Trying new things. Boosting confidence to try new things. Feeling safe enough with her surroundings to enjoy herself.”

“Simply put, I would be lost without this program.”
Speech and language difficulties are prevalent in many children in their formative years (2-6 years of age).

In fact, 1 in every 5 children are documented as not reaching age appropriate speech and language milestones. Gross and fine motor skills also play an important role in language development in a child's early years.

Our Program

TSH's Talkabout program is a proven speech and language early intervention program for children aged 2-6 years old. It is the only place in Australia to provided holistic early intervention therapy, our team of educational and clinical staff, including Teachers and Educational Assistants, Speech Pathologists, Occupational Therapists, Psychologists, Family Liaison Officer and Librarian work with each individual family. More than just a specialised program, Talkabout offers an all-inclusive support network for parents to share their stories and offer support to those going through a similar journey.

OUR LEADERSHIP IN THIS FIELD SEES US DELIVERING:

» Age appropriate language playgroups for children aged 2 and 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, 2 and 3
» Teacher education programs
» Materials for families to understand what the age appropriate norms for speech and language development

LITERACY TUTORING

Talkabout Literacy is a literacy support group for years 1, 2 and 3 students who are experiencing difficulty learning to read and spell.

Each Talkabout Literacy group includes six students who work with a specialist teacher and an education assistant, this ratio ensures intensive and explicit instruction with children working in small groups of 2-3 hours each week. Our team includes Teachers, education assistants, speech pathologists, librarian and Family Liaison Officer.
My husband and I are full of gratitude and praise for being able to see and hear our little Jedidiah blossom.

Momma, I want a red dog with blue eyes.

This came out of this little 5 ½ year-old's mouth this morning. This is the fourth unprompted statement and one of the longest sentences he has ever spoken.

Through generous donations Jed has been able to participate in TSH's Talkabout program. I am teary as I write this... as I am finding it hard to express the amazingly positive impact this program and the staff at Telethon Speech & Hearing have had on us as a family. We feel supported and empowered to give that next level of encouragement to Jed.

Jed was born with two rare chromosomal syndromes. He seems to be the only one in the world with both which makes our boy UNIQUE. Many specialists told us to grieve as he would not thrive, not have any intellectual or physical capabilities. And certainly never be able to speak! Love, sacrifice and a lot of hard work have helped Jed exceed those expectations. He has overcome many challenges. Realistically speaking, we know he has many more to face. Our aim is to equip him with the best possible chance for a fulfilling life and to be a contributing member of society.

Thank you Telethon Speech & Hearing for opening your doors to Jed and our family.

Warm Regards,

Julie Taylor
Jed’s Mother

“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!”

“She has become confident and extremely happy and the meltdowns have nearly all stopped.

I didn’t realise how frustrated she must have been at mainstream schooling, where everything was too fast paced – until she started at Telethon Speech & Hearing.

She has thrived and the transformation has truly been amazing in such a short period of time. All staff really do an amazing job and she loves attending.”

“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 years so far.”

“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’s made leaps and bounds with reading and spelling. He’s becoming a confident student who started with child 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.”

ANNUAL REPORT 2018
We are committed to developing oral language as we view this as the primary form of communication for most people.

We view hearing as the most effective way to access oral language. To achieve this we maximise the use of residual hearing and utilise the best assistive hearing equipment.

**Our Program**

The Outpost program is the most intensive program for children with hearing loss in WA. It allows hearing impaired students to take a full and active part in mainstream school life. Students attended mainstream classes in one of our nine Outpost schools in 2018, whilst receiving support and individual assistance at the same time to ensure they do not fall behind. Students are fully integrated into mainstream classes and receive the full curriculum from their schools.

Students received individual support from our highly skilled team of professionals including Teachers of the Deaf, education assistants, notetakers, speech pathologists, occupational therapists, psychologist, audiologists, and Family Liaison Officer. Teachers, education assistants and notetakers are based in each host school.

**Family Feedback**

“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.”

“Without it she would not have survived mainstream schooling - educationally or socially!”

**2018 Outcomes**

100% of respondents reported that the service provided by TSH audiologists was meeting their child’s needs

100% of respondents reported that they were kept up to date about their child’s progress

97% of respondents were satisfied with the progress their child is making in the Outpost program

100% of respondents were satisfied with in-class support for their child

**Supporters of the Program:**

Catholic Education Western Australia

Association of Independent Schools of Western Australia

Knights of the Southern Cross (WA) Incorporated
My name is Jade Johannes. I am 17 years old. I am nearly 18. How did that happen!

I am a twin. My twin sister is called Ashleigh. I am in year 12 at St. Stephen’s school at the Carramar campus where I have attended since year 7. Prior to this I was enrolled in the Telethon Speech & Hearing (TSH) Outpost program at St. Luke’s Catholic Primary School. It has been great that I have received support from the TSH program throughout both my primary school and high school years.

I have a unilateral mild conductive hearing loss on my right side and used lots of different types of equipment over the years. I currently wear an Explorer 500m hearing aid and use a Roger Touchscreen transmitter system. This Roger has been very helpful to me. It really helps me hear in a noisy classroom environment. It also helps me hear when the teacher moves away from me around the classroom. I am pleased to say that I have always used my hearing aid and Roger system well in school and this has been very important to support my access to the curriculum and learning.

I have had to work very hard through school. I have often found writing challenging and have been very grateful for the support I have received from TSH along the way. Maths and numbers have always come a little easier to me. That said, you should see some of the stuff I am supposed to understand in year 12 Maths!

I am very proud that I am currently on an ATAR pathway at school. My journey through school has often been challenging but in the end a successful and productive one. I am happy to say that I am conscientious and have worked hard. This journey has been really supported by many staff from TSH at both my schools along the way. As I approach my 18th birthday, I look forward with excitement to life after school and seeing what comes next.

I am very interested in the Arts. I am told I am a talented artist but don’t want to boast. I enjoy drawing and find it very therapeutic. I was worried at one stage about studying ATAR Art. I was not sure that turning my hobby into a ‘job’ was a good idea. However I am happy to report that so far, it has turned out well. I am also very interested in the performing arts and have acted in productions throughout school. I have often thought that I would like to study and work in this area after school. We will see! It’s kind of a plan.

I am allocated study sessions in the TSH unit at St. Stephen’s. There is someone there to help me should I need support. Sometimes we go through some of the vocabulary that I need to understand better.

Then there are the notes. I have a note taker at TSH. They attend most of my Maths, English, Human Biology and Art lessons and take a full set of notes for me. I take notes to but am comforted to know that I can focus on my learning and have someone there for me ensuring that I get all the subject content. Accessing all the curriculum can be challenging for me. My hearing impairment means it can take me time to process information and my note taker helps me to ensure that I don’t miss anything. I also find assessments very stressful and challenging. Over the years, I have been able to sit many of my assessments in the TSH unit. Also, I have received a lot of help when tests or school work have made me feel stressed or anxious.

Meeting Jade, aged 17

Family Feedback

“The support 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 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.”
Hearing loss is the second most common health issue experienced by Australians: it is more common than asthma, heart disease and diabetes. 1 in every 1000 children are born with a hearing loss, with this number increasing to 1 in every 500 by school age.

The impact of undiagnosed hearing loss during early childhood can result in delayed speech and language and if acquired later in life during school age, could have a negative effect on educational outcomes and eventually employment prospects in adults.

Audiology with a team approach
TSH focuses on taking a team approach to audiology care. We have strong relationships with a range of service providers, clinicians, specialists and agencies. This includes specialists from Cochlear and Medel. Through the generous donations of paediatric rehabilitation tools from Medel, and a suite of wireless programming equipment from Cochlear, we now have one of the few centres in Australia to wirelessly map our students' cochlear implants.

2018 saw us strengthen our relationships with organisations that share our vision, goals and clients. This included onsite visits, clinical appointments, professional development for staff and information for parents by Australian Hearing.

Specialist training and support was provided by Dr Roberta Marino from Fiona Stanley Hospital. Staff were trained in new test procedures, including cortical auditory evoked potential testing.

Our internal vision of considering the whole child is evident in our outcomes. Therapists and audiologists work in hearing test sessions together and in other areas of the child's health for optimum outcomes.

Audiology with a community approach
TSH's approach to service delivery extends beyond children by providing supports in areas of need, empowering clients and their families and educating them on the importance of hearing and intervention.

Our audiologists are WorkCover WA accredited.
No child should have a preventable condition that impacts their development.

Otitis media is the most common cause of hearing loss among Indigenous Australians. High rates of ear disease have been reported in many Indigenous Australian communities, particularly in remote areas and among children.

TSH believes that all children and communities should have equal access to medical and allied health services. We work closely with Rural Health West, WA Country Health Service and our corporate partner Chevron to maintain a variety of hearing health services across the state.

Pilbara Ear Health Program

TSH has proudly partnered with Chevron Australia since 2011 providing hearing screenings in all primary schools in the West Pilbara and clinical pathways to triage children who require further medical intervention.

TSH Wheatbelt and Newman Clinics

ENT infections are the third overall leading cause of potentially preventable hospitalisations, with four Wheatbelt towns among WA’s top ten ENT hospitalisation hotspots. Aboriginal children experience an average of 32 weeks of their life with middle ear infections, compared to just two weeks for non-Aboriginal children.

In partnership with Rural Health West, TSH continued to provide ear health clinics in Northam, Moora, Narrogin and Merredin. This service has provided Aboriginal children with access to hearing tests in the region by partnering with eight schools and various health providers.
Latoya was once a very shy girl who did not speak much and was in constant pain due to middle ear infections.

Latoya's grandma contacted the Chevron Ear Health team for advice as they have been working with her family since 2014. She spoke with Tracey and told her that Latoya had very painful ears and while she was cleaning them with a cotton tip it had become lodged in her ear canal.

The Chevron team made a visit to Latoya’s school and after checking her ears, they realised she needed medical attention and treatment. With the use of a video otoscopy, pictures were taken of Latoya’s ear canal and sent to our Perth based ENT, Dr Aanand Archyra. He diagnosed problems in not just one but both ears and booked Latoya in for surgery on his next clinic visit in Karratha.

Since treatment she has been much happier, pain free and clear active ear infections. Latoya continues to be monitored and will receive further surgery soon. She is looking forward to having her hearing returned to normal like her big sister.

Latoya’s family are thankful to the Chevron Ear Health Team who has been looking after their four children over the last five years.

Wheatbelt clinic referral pathway

RECOGNISING THE SUPPORT OF THE FOLLOWING ORGANISATIONS:

Government of Western Australia
WA Country Health Service
Chevron
FRRR
Sidney Myer Fund
Rural Health West

2018 Wheatbelt outcomes

1. Northam
2. Merredin
3. Moora
4. Narrogin

Children aged between 0 and 16 years seen by TSH from 2015-2018

OF THE 1,012 CHILDREN SEEN BY TSH:

- 87% were Aboriginal
- 48% required a follow up audiological assessment
- 25% were referred for ENT specialist consultation

BETWEEN 2015 AND 2018:

- 51%
- 26% +25%

During the three year program, TSH saw the number of children presenting with otitis media drop by 25%
The Bendat Centre is located in Wembley, overlooking the picturesque Lake Monger.

Only 7 minutes for the Perth CBD and ample free parking we provide exceptional facilities and professionalism to ensure the success of each event. Our multi-purpose venue space is suited for both small and large events.

Organisations hiring the venue do so knowing that all net proceeds go back to supporting the work of Telethon Speech & Hearing, impacting the lives of children and their families to speak, hear, connect and learn.

2018 Outcomes

$293,423
Net proceeds raised from venue hire that contributed to supporting children and families

941
131
Events held at our venue
New organisations using our venue

Customer Feedback

“Great spot, well located and extremely friendly staff!”

“A great venue and service that we enjoy presenting at. We have full faith that when we arrive for our presentations that the room will be ready and of the highest standard ready for our attendees.”

“Staff are friendly and reliable. We will continue to book our presentations with TSH. Thank you.”

“Every interaction with TSH Venue Hire has been exceptionally good.”

TYPES OF EVENTS HELD:

- Corporate events and meetings
- Annual General Meetings
- Training events
- Seminars
- Birthday parties
- Religious events
As a centre of excellence, research forms a crucial part of our ability to continue to create better programs and share valuable information with the families we support.

To create better services and systems for the people we serve through various research projects, Telethon Speech & Hearing (TSH) has partnered with a range of organisations, including the First Voice Alliance.

Comprised of six centres across Australia and New Zealand, members of the First Voice alliance are committed to evidence-based research measuring children’s outcomes while advocating for world-class early intervention supports for children with a hearing loss.

Our Research:
At TSH, we understand the importance of research in order to better our current practices and to provide our children with the gold standard support that they deserve.

Through the support of our Research Officer, TSH conducted and participated in the following research projects in 2018:

- **Telethon Kids Institute**
  - Mental health and wellbeing of students with hearing loss

- **Perth Children’s Hospital & Curtin University**
  - The impact of motor speech intervention on young infants with a motor speech disorder

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

- **The University of Queensland & the HEARing Cooperative Research Centre**
  - eHealth for family-centred early intervention for children with hearing loss and their families

- **University of Newcastle**
  - An investigation of services for Australian children with a hearing loss and the National Disability Insurance Scheme
We would like to acknowledge and thank all individuals and organisations for their generosity and support in 2018, including those that prefer anonymity.

Although there are too many supporters to name individually, all contributions are valued and appreciated.

A  Advans Exhibition Services  
Alder & Partners  
Allmark & Associates Pty Ltd  
Allure South Sea Pearls  
Australian Institute of Management (AIM)  
AV Partners

B  Bunnings Inaloo

C  Carbon Group  
Channel 7 Telethon Trust  
Chevron Australia  
Child and Adolescent Health Service  
Cochlear  
Cockburn Ice Arena  
Catherine Christie  
Crown Resorts  
Curtin University

D  Department of Education  
Department of Social Services  
Direct Commercial Maintenance  
Disability Services Commission

E  Elle Boutique Nedlands

F  Freeze Frame Opera  
Foundation for Rural & Regional Renewal (FRRR) grant  
Function Concepts

G  Gallery East Art Services  
Gateway Printing  
Grand Cru Wine Shop & Cellar  
Grange Insurance Solutions  
Gullotti Galleries

H  Hire Society

J  Ray Jordan

K  Knights of the Southern Cross WA

L  Poppy Lissiman  
LD Total

M  Kirsten Madardy  
Marketforce  
McCusker Charitable Foundation  
Meyer Shircore Architects  
Jonté Morgan

N  Non Government Centre Support (NGCS) grant

O  Officeworks Osborne Park  
Old Young’s Distillery

P  Perrott Painting  
Perth Airport  
Michelle Pike  
April Pine  
Pure Leasing Central

R  David and Naoli Rocc  
Rotary Club of Northbridge  
Rotary Club of Applecross  
Rural Health West

S  R.T. and P.M. Sarich  
Nigel Satterley AM  
Sealanes  
Seven West Media  
Shelford Quality Homes  
Sidney Myer Fund  
Skyn Nedlands  
Stan Perron Charitable Trust  
Stelios Jewellers

T  The Tomasi Family  
Tony Fini Foundation  
Total Travel WA

W  WA Country Health Service  
Western Australian Local Government Association (WALGA)  
The West Australian

Remembering...  
Stan Perron (AC)  
1922 - 2018
## 2018 OPERATING INCOME

<table>
<thead>
<tr>
<th>Source</th>
<th>2017</th>
<th>2018</th>
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<tbody>
<tr>
<td>Grants</td>
<td>$4,900,831</td>
<td>$5,439,784</td>
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<tr>
<td>Fees</td>
<td>$762,716</td>
<td>$594,394</td>
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<tr>
<td>Medical Income</td>
<td>$199,680</td>
<td>$261,222</td>
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<tr>
<td>Fundraising events &amp; donations</td>
<td>$624,347</td>
<td>$737,565</td>
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<tr>
<td>Interest</td>
<td>$33,618</td>
<td>$24,561</td>
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<tr>
<td>Venue Hire and Rental Income</td>
<td>$573,192</td>
<td>$675,712</td>
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<tr>
<td>Other</td>
<td>$5,795</td>
<td>$50,134</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td>$7,100,179</td>
<td>$7,783,372</td>
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## 2018 OPERATING EXPENSES

<table>
<thead>
<tr>
<th>Category</th>
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</thead>
<tbody>
<tr>
<td>Schools</td>
<td>$2,471,164</td>
<td>$3,208,731</td>
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<tr>
<td>Administration</td>
<td>$379,607</td>
<td>$665,213</td>
</tr>
<tr>
<td>Ear Health and Audiology</td>
<td>$996,281</td>
<td>$951,200</td>
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<tr>
<td>Marketing</td>
<td>$896,512</td>
<td>$173,519</td>
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<tr>
<td>Early Interventions</td>
<td>$660,735</td>
<td>$781,813</td>
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<tr>
<td>Property Costs and Venue Hire</td>
<td>$1,571,059</td>
<td>$1,670,592</td>
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<tr>
<td>Program Support</td>
<td>$326,110</td>
<td>$192,027</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td>$7,301,468</td>
<td>$7,643,095</td>
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</tbody>
</table>

1. Administration expenses include the costs and overheads to support each program.
2. Program Support includes Private Clinics for speech, psychology and occupational therapy.

Full audited financial report can be accessed from our website.
INDEPENDENT AUDITOR’S REPORT

To the members of Telethon Speech & Hearing Limited


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 2018, 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 2018 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 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 2018, but does not include the financial report and the auditor’s report thereon.
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 (http://www.auasb.gov.au/Home.aspx) at:


This description forms part of our auditor’s report.

BDO Audit (WA) Pty Ltd

Jarrad Prue
Director

Perth, 28 March 2019
During in late 2017 and 2018 TSH unfortunately lost two people who have been key to our existence as an organisation – Terry Crommelin OAM and his daughter, Jenny who was one of TSH’s very first students.

Terry’s passion, equalled by his late wife, Audrey, helped see the development of what is now Telethon Speech & Hearing all because of their desire to create a better outcome for their daughter Jenny and other children with a hearing loss.

Vale Terry Crommelin OAM

In November 2017, we lost one of the driving forces behind the establishment of this organisation – Terry Crommelin.

Terry was one of the pioneers for the establishment of Telethon Speech & Hearing (TSH). Terry's journey, and that of his family as they learnt of their daughter Jenny's hearing loss, is one that sets the scene for our centre’s purpose to empower all children to live rich and fulfilling lives.

The care and importance of family is something that was evident in every interaction with the whole Crommelin family – a trait that is very much part of TSH's DNA today.

TSH had the good fortune of hearing from Terry at our 50th anniversary breakfast. He shared the story of when his family discovered that Jenny had a hearing loss and how that sparked a fierce passion inside him to find out what could be done.

“I said ‘Hi’ to Jenny and she didn’t respond,” Terry relayed. The father of three proceeded to bang pots and pans together before turning to his wife and saying "Jenny is deaf".

"When we did find out she was deaf it had an enormous impact back in those days" Terry added. He and Audrey then united with other families and started the first school with five deaf children, who learnt how to lip read. This started the journey that has led to TSH becoming one of Australia's success stories in helping children learn how to hear, speak and play.

"Every family needs a Jenny" is a statement that Terry Crommelin made commenting on how Jenny shaped his entire family.

A life so full of joy is probably the most apt way to describe Jenny Crommelin. As one of a handful of children who provided the impetus for the creation of the Speech and Hearing Centre (now Telethon Speech & Hearing), Jenny was so much more.

As well as her hearing loss Jenny was diagnosed with rheumatoid arthritis at a young age, but that did not stop her communicating and connecting with people. She learnt cued speech (lip reading), relying on it to communicate with family and friends.

She said “I have a cochlear in my left ear, which was put in about 11 years ago, which helps me a lot”. Despite the obstacles Jenny faced, she was an inspiration to those around her and has a "wicked" sense of humour.

"I love my family; my family help me all the time and I think it is lovely to help people," Jenny once said. "I saw Jenny a few times in the last couple of years" Geoff added. "Her interest in people was still as strong as ever. She still had her raucous laugh and she still asked many questions. She was a remarkable person who really connected with people. Her spirit and determination were infectious. She was a truly inspirational person."

The love of family shone through in every interaction the Crommelin family has had with TSH and is something that grounds the work of all TSH staff.

It is the basis from which our parent centred practice was formed and is something we will hold as part of our identity and our approach.

A Love —
that helped build — a Legacy
TSH would not have come into existence without the families such as the Crommelins. Their legacy has created one of Western Australia’s most impactful organisations – something all Western Australians should be very proud of.
You can make a donation online at tsh.org.au/support-us

Or call (08) 9387 9888

Thank you for your support!