

Telethon Speech & Hearing

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Linking parents & families to news at Telethon Speech & Hearing



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ISSUE 33 | TERM 2, 2019

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DATES FOR YOUR DIARY

5JUL Last Day Term 2

7-14 JUL NAIDOC Week

25 JUL Mix94.5FM Big Bus Breakfast

for TSH

5AUG Family Information Night

14 AUG Cyber Safety Presentation

22 JUL First Day Term 3

1SEP Father's Day

14 SEP Power of Speech

27 SEP Last Day Term 3

IMPROVING SAFETY AT TSH

TSH has updated its Code of Conduct and safety rules for students, staff and families at TSH.

Read pages 7-10 to view all updates.





As we near the school holidays it is a great time to reflect on what has been a positive first half of 2019.

At Telethon Speech & Hearing we are in a very privileged position to help support so many families throughout all of our services. In walking through the playground at Wembley or through talking with families it is clear to me how comfortable and safe our families are, along with how much progress the children have made in the first half of the year. The passion and commitment of our staff continues to be a shining beacon for many (including for me).

SAFETY AT SCHOOL

TSH's places the highest possible priority on the safety and wellbeing of students under our care. The trust families put in our staff every time their child is supported by our team is something we value and drives every action we take. To support this, TSH has developed a child safe framework that reflects the needs of the children and families we help. This edition of Parentlink summarises some of the initiatives we have put in place and we invite feedback or comment from all of our families on this important topic.

Supporting our approach, we will be examining cyber safety at a special session on August 14. See page 16 for more details. I look forward to our families joining us for this important discussion.



THANK YOU

Recently, as an independent school, TSH underwent our school registration review. It was a great exercise for us to go through to make sure we have everything in place to meet the standards required in our unique and special environments. Brilliantly led by our Principal, Mrs Janene Hall, the registration review

MESSAGE FROM THE CEO

MARK FITZPATRICK

highlighted the important role TSH plays for children with a hearing loss in a school environment through our Outpost program and for children with speech or language delay in our Talkabout 4 and 5 programs. Thank you to all of the students and families who were involved in the process, sharing time with the reviewers by reflecting on their experiences with us.



NEW INITIATIVES FOR TERMS 3 AND 4

For many of our families Terms 3 and 4 will be "business as usual". For our Chatterbox, Talkabout and Outpost programs this will largely be the case. For our Ear Health programs we are starting some new initiatives in Term 3 which will help students from other schools and children in other areas get the support they need with their ear health. We are excited to be able to use our strengths and the talents of our team to help more children, as we know that this important work will support their learning and development. I look forward to sharing some of the successes we achieve in these programs with you in future editions of Parentlink.

As the holidays are upon us, on behalf of all of the team at Telethon Speech & Hearing I hope you and your family have an enjoyable, safe and relaxing break. We look forward to seeing you in late July.

NEW SERVICES IN COCKBURN!

SEE US AT ANOTHER LOCATION SOUTH OF THE RIVER!

Telethon Speech & Hearing is now supporting children of all ages and families in the City of Cockburn! TSH has extended its support for the southern suburbs of Perth, with the launch of their audiology booth and speech pathology services at Cockburn Integrated Health.

To celebrate the occasion, an official launch was held on Thursday 20th June, where the City of Cockburn Mayor Logan Howlett helped with opening proceedings.

Previously, TSH only offered inhouse services including audiology and speech pathology from the northern suburb of Wembley.

With a new audiology booth installed in Cockburn, children of all ages can now benefit from TSH's range of audiology services, including hearing tests,

assessments for cochlear implants and ear health care. Adults can also see TSH for audiology support, bringing great benefit to the entire family.

During the official launch, TSH Chief Executive Officer Mark Fitzpatrick made note that the extension of TSH services was only possible with community grants from Aurizon, the City of Cockburn and support from Cockburn Integrated Health.

Mr Fitzpatrick also thanked partners from Connecting Community for Kids and Meerilinga who helped support a screening program for children aged 2-3 years within Cockburn, and provided factual confirmation that an audiology booth was needed in the area to support children under four.

"Thanks to many supporters, including those from Aurizon, the City of Cockburn and Cockburn Integrated Health, TSH can provide much needed relief for families in the local area," Mr Fitzpatrick said.

"We had been looking at ways to help more children in and around Cockburn so the extension of our audiology and speech pathology services into the southern suburbs of Perth is a very exciting development for us." Also joining our launch in June was local mother and influencer Breeahn Carter (@The_AussieMummy) has joined TSH as an ambassador for the clinic's launch.



"We live in such a growing area that's full of young families and it's so reassuring to know that we now have the services of TSH at our doorstep," Ms Carter said.

"We hear so many stories of hearing loss and speech and language delays in young children and often as mothers we don't know who to call or where to go."

"I feel comforted knowing that my child can be seen within two weeks by a paediatric audiologist."

Bookings to see a TSH audiologist or speech pathologist are now open. Call 9387 9888 or email speech@tsh.org.au.



HOW TO FIND US IN COCKBURN

TSH's new clinic is located inside the Cockburn Integrated Health building (about 2 minutes from the Cockburn Gateway shopping centre).

Services we provide at Cockburn:

- Audiology services for children (all ages!)
- · Audiology services for adults
- · Assessments for cochlear implants
- Speech pathology for children

Book online at tsh.org.au or call 9387 9888. Bookings and services provided at our Wembley centre will remain unaffected.



ANNUAL REPORT

READ OUR AMAZING OUTCOMES FOR 2018

TSH's 2018 Annual Report is now available online.

By many measures, 2018 was a busy and successful year for TSH. Our focus 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.

Some featured highlights include:

Partnering with Mazenod College and St Stephen's (Duncraig), enabling more children with hearing loss to access TSH's Outpost program in 2019



Developing lives full of potential

- \$293,423 raised through Venue Hire, funds that will go directly back into supporting our programs
- · Conducting over 1,212 ear health screenings in Karratha/Onslow
- Continued stories of success and feedback from our families.

Access our latest Annual Report from our website at:

www.tsh.org.au/about/publications

SECOND RUN SUCCESS

THANKS FOR ANOTHER **AMAZING HBF RUN!**

On a freezing Sunday morning in May, many Chatterbox families hit the pavement as part of the 2019 HBF Run for a Reason.

Families ran, walked, jogged and pushed prams through the 4kms and 12kms courses with the aim of raising money forTSH's Chatterbox program. All families did an incredible job raising nearly \$4000! Money raised will help provide

much needed therapy resources at TSH.

Thank you to all participating families for their fundraising efforts this year. You are superstars!

MORE PHOTOS

View more photos on TSH's social media pages! Find us on Facebook, Instagram, YouTube and LinkedIn: @telethonspeechhearing





TALKABOUT SUPPORT

PERTH AIRPORT SCHOLARSHIPS AVAILABLE FOR TALKABOUT 4

Do you know a child that could benefit with extra support in Talkabout?

With the generous support of Perth Airport, 10 scholarships* are available for children in the **City of Belmont, Canning, Kalamunda and Swan** to attend our T4 program in 2019.

Scholarships ensure finances are not a barrier for children to enter the program.

For more information on available scholarships, please contact TSH on

9387 9888 or email us at speech@tsh.org.au.

All information provided regarding child and family details will be kept confidential and in line with TSH's privacy policy. *Conditions apply.

Talkabout scholarships thanks to:



SHARING IDEAS FOR BETTER OUTCOMES

FIRST VOICE COLLOQUIUM IN QLD

During June, TSH Chatterbox program manager Felicity McNally travelled to Brisbane to participate in the First Voice Colloquium.

First Voice is an organisation that brings together members of similar organisations from all around Australia, New Zealand and the UK.

The aim of First Voice is to advocate for world class early intervention services for children with hearing loss. TSH has been a founding member of the group since its



beginnings in 2010.

The colloquium enables member centres located in Australia and internationally to connect with each other and discuss the latest research for working with children with hearing loss as well as sharing ideas on each centres clinical programs.

During this year's colloquium, participants were able to take a tour of the Cochlear manufacturing plant in Teneriffe, Brisbane.

TSH had a great time being involved with discussions around the latest research for working with children with hearing loss, taking home many ideas to use back home.

MORE FIRST VOICE

Learn more about our First Voice Alliance with hearing centres across the world through our website:

www.tsh.org.au/about/first-voice-alliance

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KEEPING SAFE AT TSH

FROM OUR PRINCIPAL, JANENE HALL

Here at Telethon Speech & Hearing. we have a Code of Conduct that we require all our staff and volunteers to abide by.

This code of conduct refers to our values and underpins the behaviours that we adopt every day:

- **Excellence:** We are experts in our field using research, experience and knowledge to deliver the highest level of services and conduct in all we
- **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 each 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.

The full version of our Code of Conduct is available online. If you would like to see our full TSH Code of Conduct please visit our website at www.tsh.org.au/code-ofconduct.

TSH has also developed a Student Code of Conduct to help promote and protect the safety, wellbeing and welfare of our children, clients and families.

School registration requires us to have a code of conduct for all school age children enrolled in our school programs. This code of conduct is written as a guide for our school staff and for our students and may be referred to by teachers when discussing conduct with students.

At TSH we have a commitment to the safety and wellbeing of all our children and have designed this procedure to continue to build on this.

School registration also requires us to have an avenue for students to make a complaint in a way that is child-friendly and designed to support them.

The following pages outlines our Student Code of Conduct and process for students who would like to make a complaint.

Providing the best learning environment that is safe, respectful and inclusive to our employees. volunteers, children and families is important to us.



If you ever have any concerns about a behaviour which is not permitted by our code (including child abuse or grooming behaviour) please contact myself, Janene Hall (Principal), our CEO Mark Fitzpatrick, or leave feedback to us anonymously through our website: www.tsh.org.au/about/contact-us/ compliments-complaints.

- Janene





View our updated safety committments on pages 8-10.



STUDENT CODE OF CONDUCT



At Telethon Speech & Hearing we celebrate each child as an individual who is on their own journey. We acknowledge that each child has their own individual strengths and challenges and endeavour to meet each child's needs and support them on their journey. Core to all our programs is to support and nurture each child so that they become confident in their abilities and in themselves.

As a centre that supports children who have hearing, speech and language challenges we take our responsibility to all our students, families, staff and volunteers to maintain a safe physical and emotional environment very seriously.

We require all our staff and volunteers to abide by our Code of Conduct and to use behaviours every day that demonstrate these 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 by sharing our expertise.

Respect: We recognise each 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.

How this is reflected in our Student Code of Conduct

As a student at Telethon Speech & Hearing, I will:

- Respect and value everyone equally
- Act honestly
- · Care for others
- Respect and protect property belonging to myself, to others and to the school
- Take care to ensure I am safe and help support the safety of others both physically and emotionally
- Talk to someone about things I am unsure of or unhappy about
- Do my best to achieve my personal best

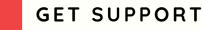


IT'S OKAY TO MAKE **A COMPLAINT**

at Telethon Speech & Hearing







Talk to a parent, carer, friend or someone you trust and ask them to help you. They can even be with you when you complain. You can also use an interpreter if you need to.





FIND OUT HOW

Sometimes it is tricky to know how to make a complaint. It is usually best to talk to any staff member.

- Talk to someone at TSH that you feel comfortable with or send an email to complaints@tsh.org.au.
- You can tell any TSH staff member about your complaint.
- · At TSH, you can make a complaint face-to-face, in writing or by email.
- If you are not safe or do not want to talk to someone at Telethon Speech & Hearing there are other agencies that can help you, including the Commissioner for Children and Young People WA, ccyp.wa.gov.au.



PLAN WHAT YOU WANT TO SAY

Write down what you are not happy about and how this has affected you. Also decide what you think should be done. You may like some help with this.

This will help you when you have to talk about it. You may need to tell a couple of people in the process, so it will also help you remember what you've said before.



CONTINUED >>

IT'S OKAY TO MAKE A COMPLAINT





BE CALM AND ASK QUESTIONS

When you make your complaint, try to be calm and polite even if you feel upset. Staff at TSH will treat you with respect.

Ask as many questions as you like. You may want to know:



- How they will keep your complaint private?
- What will happen next?
- Who will get back to you and your support person?
- When will they get back to you?
- If you're not happy about the result of your complaint what is the next step who will review your complaint then?



KEEP NOTES

Write down who you speak or write to, the dates, anything they promise they will do and the date they say they will get back to you. This will help you keep track of things. You can also write down how you feel about the complaint process, this may be useful later. You may like to get help with writing notes.





KEEP AT IT

Don't be afraid to complain further if you are still not safe or feel the matter has not been resolved fairly.

Telethon Speech & Hearing (TSH) is committed to providing a child-safe environment which safe guards all students and is committed to promoting practices which provides for the safety, well-being and welfare of our children and young people. TSH expects all school community members including staff, volunteers, students, visitors and contractors to share this commitment.



Telethon Speech & Hearing tsh.org.au / 9387 9888

TRAVELLING WITH A COCHLEAR IMPLANT

TIPS FROM THE ROYAL INSTITUTE FOR DEAF AND BLIND CHILDREN (RIDBC)

We all know travel can be challenging at times. Travelling with a cochlear implant does require a few additional considerations, but with a little forward planning it doesn't have to add to the challenges.

Lyn Jardine and Sue Walters, Clinical Support Officers, from SCIC Cochlear Implant Program, an RIDBC service, share their top tips for travelling with an implant.

1. PATIENT IDENTIFICATION CARD

Your patient identification card is important because it contains the information airport security or, in the event that you require assistance, medical professionals need to know about your device. This card should have been issued when you had surgery and there may also one in the document pack in your kit. If you don't have one, contact your local SCIC program at least 10 days before you travel.

2. LOCATIONS OF CLINICS AT YOUR DESTINATION

Make sure you know where the nearest clinics at your destination are, in case you need emergency assistance. This information can be found on the Cochlear, Med-El and Advanced Bionics websites. Take a copy of your most recent MAP you can request this from your audiologist.

3. CHECK WHETHER YOUR BATTERIES CAN TRAVEL IN HAND LUGGAGE OR MUST BE STOWED

All airlines will allow you to carry your spare batteries, however, it can differ

•••••

from airline to airline as to whether these can travel in the cabin with you or must be checked in. Check with your airline before your departure date.

4. TRAVEL INSURANCE FOR YOUR PROCESSOR/S

Unexpected things can and do happen when we travel, so we recommend taking out travel insurance that covers theft, loss or damage to your processor. You will need to specify that you want this device covered when taking out insurance as not all policies cover specialty devices.

5. WATERPROOF YOUR PROCESSOR

If you are likely to swim or be around water on your trip there are a great range of waterproof options that allow you to swim in salt and freshwater or chlorinated pools while still using your processor. The Aqua+ is a silicon sleeve for Nucleus 5,6, 7 or Kanso processors as well as a special Aqua+ coil to use. The Aqua Accessory Reusable is a cost-effective option for Nucleus 5,6, 7 and Freedom processors, which provides a reusable pouch that seals in your device. If you're using a Rondo, Sonnet or Opus 2 processor, Waterwear offer a waterproof cover for your device.

6. PACK SPARES!

Make sure you take spare batteries, a coil, a cable, an international travel adapter to plug in your charger and a spare processor if you have one.



7. AIRPORT SECURITY

Your patient information card has information that can be useful to airport security so have it ready when you approach security. You can walk through the metal detectors with your processor on however it may make a buzzing sound due to the electromagnetic field. It can either be taken it off or ask security to use a hand-held device metal detector up to the shoulders only. Materials used in the cochlear implant may also activate the metal detector systems. Processors can go through the x-ray machine with no harm to them

8. IN FLIGHT

You don't need to turn off your processor off during take-off or landing, however the remote assistant does transmit high frequency radio waves so should be turned off. Instructions of the airline personnel must be followed at all times. Notify them of your hearing so they can provide individual instruction if required.



MORE ABOUT RIDBC

Republished with permission from the Royal Institute for Deaf and Blind Children (RIDBC)

www.ridbc.org.au @ridbc (Facebook)

LOUD SHIRT DAY AMBASSADORS

ARE YOU A PARENT/GUARDIAN INTERESTED IN GETTING MORE **INVOLVED WITH TELETHON?**

The official date for this year's Loud Shirt Day is October 18 and TSH is looking for interested parents, grandparents or guardians to help be our Loud Shirt Day champions!

Please reach out if you are interested in becoming an ambassador for our national campaign!

Simply send an email to fundraise@tsh.org.au or call 9387 9888.







WHAT'S INVOLVED WITH BEING AN **AMBASSADOR?**

- Sharing your story with the wider community.
- Photos in the local paper and on social media.
- Being the voice and advocate for TSH in your local community, encouraing schools and/or workplaces to get involved.

This could be YOU! CUPCAKES GALORE: Emma McDonald (seated left) with the many supporters who turned out for her Loud Shirt Day cupcake morning tea t

ney for Hear and Say. Her son Clancy, who inspired the event, is being held by Emma's cousin Georgia McDo

MAKE A DIFFERENCE LOTTERY



Tickets are just \$20 each with only 1,500 available!

1ST PRIZE: LUXURY BALI GETAWAY

Enjoy seven nights for up to six people in a beautiful Bali villa, with flights included! Experience total luxury in the exquisite three-bedroom Double V Villa, located near Seminyak. Staff and airport transfers included. Airfares up to \$3,000 in value from Total Travel included.

Total prize value: \$10,000



2ND PRIZE: STELIOS JEWELLERY VOUCHER

Prize value: \$3.000



3RD PRIZE: GOURMET CATERING PACKAGE

Prize value: \$1,500



4TH PRIZE: COMO THE TREASURY PACKAGE

Prize value: \$1,085



5TH PRIZE: SKYN BEAUTY VOUCHER

Prize value: \$500



ENTER NOW TO WIN!

BUY TICKETS FROM MAIN RECEPTION



ONLINE TSH.ORG.AU

Thanks to our amazing sponsors, all proceeds from the 'Make A Difference' Lottery will directly support children at Telethon Speech & Hearing.















Ticket sales close 15.09.2019 or until sold out. Lottery winners will be drawn Monday 16th September 2019. Full T&Cs at tsh.org.au

LOOKING AHEAD

WHAT'S COMING UP AT TSH THIS YEAR

Hear Now with Telethon

Thanks to funding from **Telethon**, a new program called *Hear Now* will begin providing ear checks to children at risk of hearing loss in school and daycare settings. Led by TSH's hearing services team, children at risk of hearing issues around the suburbs of Kwinana and

Cockburn will be targeted first. Ear health and hearing screenings can include otoscopy, tympanometry, OAE and audiometry testing.

Contact TSH for more information about the *Hear Now* program for your school - **speech@tsh.org.au** / **9387 9888.**







New Talkabout classes!

Talkabout is continually growing and we have a number of children on our waitlist eagerly awaiting a spot in our program.

We're excited to announce the opening of new classes for:

- Talkabout 2 on Wednesday (10:00am-12:00pm), and
- Talkabout 3 on Friday (9:30am-11:30am).

Both of these new classes will begin in Term 3, 2019. For questions or more information please contact **speech@tsh.org.au**.

Power of Speech 30th Anniversary

On Saturday, 14th September, Power of Speech returns to TSH's main auditorium. This annual event showcases the language and presentation skills of our wonderful primary-school aged Outpost students. Students will once again deliver a range of wildly entertaining and interesting speeches, engaging the audience with their impressive public speaking abilities.

This year's event is extra special as it will be the 30th anniversary of the Power of Speech. Beginning as the brainchild of TSH Deputy Principal, Geoff Reader and then School Principal, Karen Venard, Power of Speech has allowed hundreds of children with hearing loss to be seen and heard over the years. In fact, it is now a national

and international event as a Power of Speech takes place every year at Parliament House in Canberra, and in the United Kingdom thanks to Auditory Verbal UK. Power of Speech allows children with hearing loss to deliver speeches that matter, often raising awareness of the challenges and issues facing young people with hearing loss, to a range of dignitaries and MPs including the Prime Minister of Australia - all from humble beginnings at Telethon Speech & Hearing 30 years ago!

More details about our 30th Power of Speech will be released during Term 3. We encourage everyone to attend and see the amazing skills and confidence, in what is a daunting and challenging endeavour, of our Outpost students. We are always amazed at the courage and poise with which our students deliver their speeches to their loved ones and wider audience.



SAVE THE DATE!

TSH Power of Speech 30th Anniversary Saturday, 14th September 2019

QV1 URBAN DESCENT

TSH IS 2ND HIGHEST FUNDRAISER!

Last term some incredible individuals took the plunge and faced their fears for TSH in the QV1 Urban Descent.

Over \$120,900 was raised across the entire event, with numerous charities across WA benefitting as a result.

TSH was the second highest fundraising charity, with seven individuals raising an incredible \$15,935 for our centre. The top fundraising charity was Lifeline WA with close to \$48,000 raised.

TSH would like to thank

Crommelins Machinery and

First Focus for their outstanding donations during the event.

We would also like to thank individuals from Perth Airport, Jani-King WA and Carbon Group for taking this once in a lifetime abseil for TSH.

All participants had a fantastic time abseiling down WA's highest single-pitch building. Most importantly some much needed funds were raised to help allow more children access to our services.

GREATIDEA!

Know another community fundraiser or event that may suit TSH?

Make a suggestion for TSH to get involved by sending an email to fundraise@tsh.org.au or call 9387 9888.



JULIE'S BOOK CORNER

REMINDERS FROM OUR LIBRARIAN, JULIE COX

Recycling batteries

A reminder that TSH is a drop off place for batteries to be recycled! We have two battery bins - one at main reception and another one in the library. TSH is pleased to help support this program so we can all help look after the environment.

New books available!

Thanks to a generous donation from a former Talkabout student, our onsite library was able to purchase new books and resources for families to enjoy! Come have a chat with me if you are interested in borrowing some of our newer titles.



The Highly Sensitive Child: Helping our children thrive when the world overwhelms them By Elaine N. Aron, PhD



Picken! Mix and match the farm animals! By Mary Murphy



The Artist Who Painted a Blue Horse By Eric Carle



CYBER SAFETY

DOES YOUR CHILD PLAY FORTNITE AND OTHER ONLINE GAMES?

ARE YOU AWARE OF INCIDENTS OF CYBER BULLYING IN YOUR SCHOOL?

DO YOU KNOW WHAT IS A HEALTHY AMOUNT OF SCREEN TIME?

THIS IS THE TALK THAT YOU CANNOT AFFORD TO MISS.

The online landscape is a minefield for both parents and teachers and it is important to be educated in what the current issues and threats are facing our children, and how to best protect them.



MELANIE EPSTEIN

Program Manager at Telethon Kids Institute



JORDAN FOSTER

Managing Director of YSafe and Clinical Psychologist



PAUL LITHERLAND

Former police officer & Founder of Surf Online Safe (SOS)

We will also hear from young Sian Williams, bullying survivor and Founder of Kidzucate

EARLY BIRD SPECIAL!
\$30 PP
ONLY UNTIL JULY 7.

EVENT DETAILS

COST: \$35 per person (all proceeds supporting TSH)

Date: Wed 14th August, 2019 Time: 6.30pm – 8.30pm

Location: Main auditorium, Telethon Speech & Hearing, 36 Dodd St, Wembley



TALK DETAILS AND TICKETS AVAILABLE AT WWW.TSH.ORG.AU OR PH: 9387 9888

CAPACITY IS STRICTLY LIMITED.
BOOK EARLY TO AVOID DISAPPOINTMENT.

