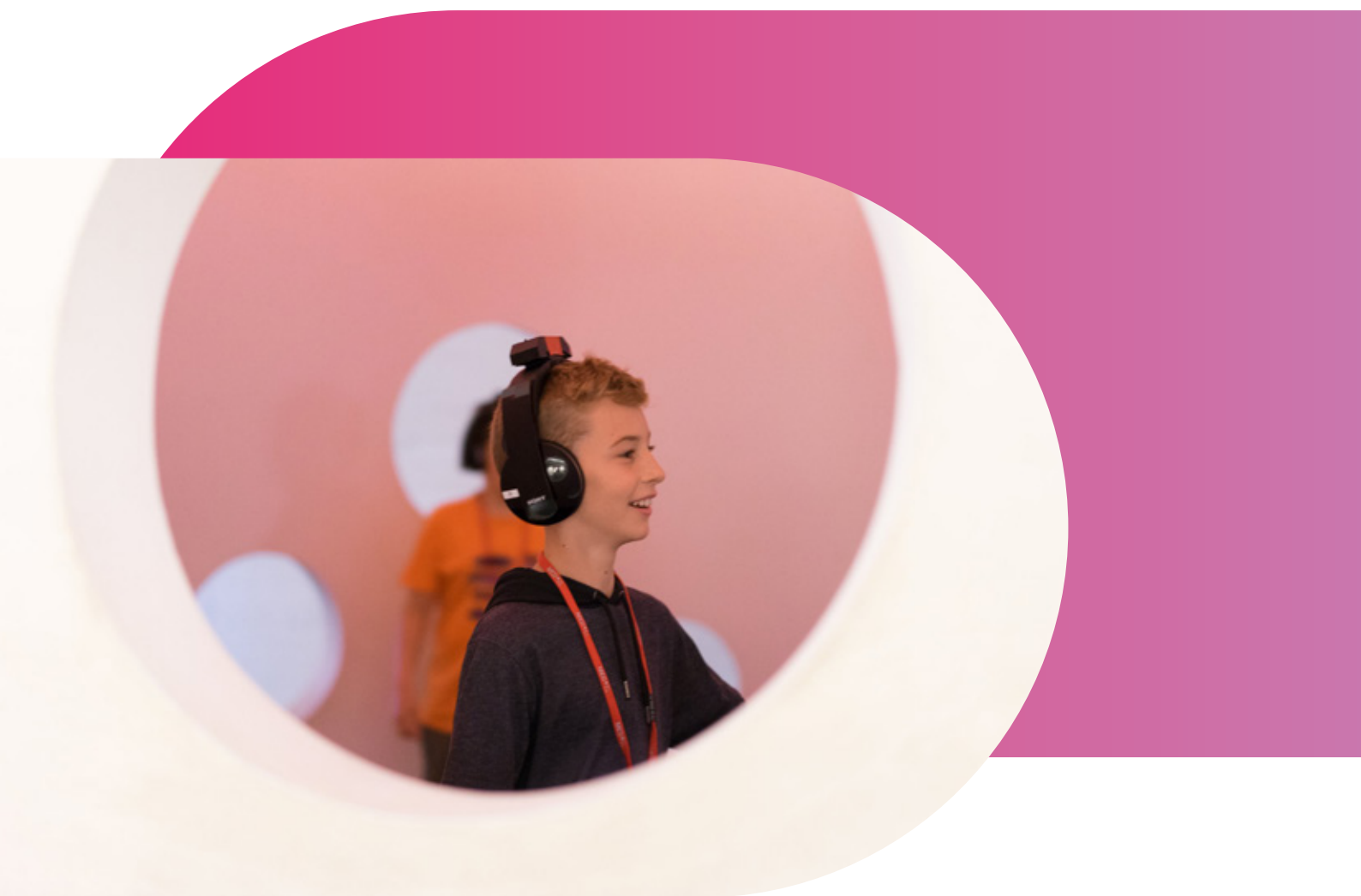


Telethon Speech & Hearing



Developing lives  
*full of* potential.

ABN 73 885 107 614

ANNUAL REPORT  
2019

## 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.

**FRONT COVER:** Leon Dean – TSH Outpost student and Australian winner of MED-EL's annual global invention contest *Ideas4ears* – makes discoveries at the Audioversum Science Center in Innsbruck, Austria. Photo by Ideas4ears.

**BACK COVER:** TSH Power of Speech 2019 Medals. Photo by Allmark.

*Find out  
more on page 24!*

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# ABOUT TELETHON SPEECH & HEARING

## WHO WE ARE

Telethon Speech & Hearing (TSH) is an iconic and trusted Western Australian organisation. We are a registered charity, not-for-profit organisation, independent school and NDIS provider. For over 50 years we have supported children and their families with hearing loss and/or speech and language difficulties.

Our unique, integrated model provides diagnostic, therapy and support services all in the one location. This whole of life approach ensures every child receives the highest level of care in helping them to hear, speak, learn and play.

TSH also offers essential early intervention and school support services. These programs assist children in realising their full potential.

## OUR BACKGROUND

TSH originated in 1967 with a group of tenacious parents of five profoundly deaf children.

These parents wanted the very best for their children at a time when deaf children were only taught to sign. With a desire to teach their children oral education, but little money or resources available, it was their foresight, motivation and dedication that provided the foundation for today's TSH.

This founding group's values and principles guided TSH to become a centre of excellence. TSH is the only place in Western Australia that provides education, speech and audiology services all in the one location. This ensures a holistic and family friendly approach across all programs.

## OUR SERVICES

### Children in Perth

TSH has two main sites at Wembley and Cockburn.

Our support services include:

- » An early intervention program for children with hearing loss aged 0–5 years. This program helps children to listen and speak using a combination of group and one on one sessions.
- » A school support program for students with hearing loss. This outpost program is delivered at twelve partner mainstream schools.
- » A specially designed and intensive language program for children with speech or language difficulties aged 2–6 years.
- » Literacy support for students in Years 1–3.
- » Paediatric Audiology services.
- » Paediatric Speech Pathology clinics.
- » Occupational Therapy clinics.

### Children in Regional WA

Recognising that children in regional areas have difficulty accessing services, TSH also offers outreach programs:

- » Families in the Pilbara are supported 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 are supported 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 are supported through our tele-support service.


## For Families


Providing support to the broader family unit is vitally important to us. We offer:


- » Adult audiology services.
- » Psychology support.
- » A supportive parent network, encouraging connections with other like-minded parents.
- » Information and education sessions from the TSH team and other industry leaders on a range of topics.

## 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**

 **Clontarf Ear Health Program** – Provides ear checks for children from Perth and across the state.

 **Hear Now Program** – Provides ear checks for children in school and daycare settings.

### AUDIOLOGY CLINICS

 **Wembley Head Office**

 **Cockburn Clinic**

# PERTH AREA SERVICES

St Stephen's School (Carramar)

Joondalup

St Luke's Catholic  
Primary School

St Stephen's School (Duncraig)

Servite College

Midland

Newman College

PERTH

 TSH WEMBLEY HEAD OFFICE

Ursula Frayne Catholic College

St Brigid's College

Mazenod College

St Pius X Catholic Primary School

Aquinas College

Clontarf Ear Health Program

Mel Maria Catholic  
Primary School

Fremantle

John Wollaston Anglican  
Community School

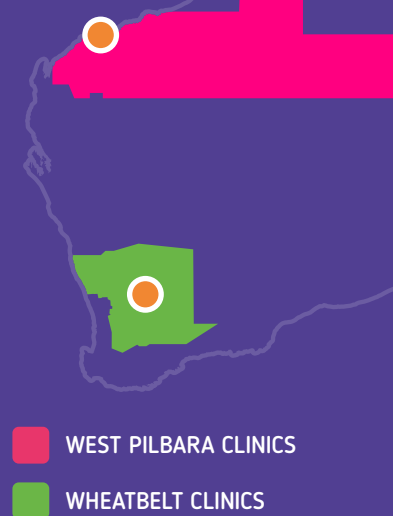
Cockburn Clinic

Hear Now Program

Armadale

## Regional services

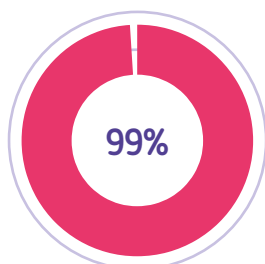
For detailed maps,  
see page 22



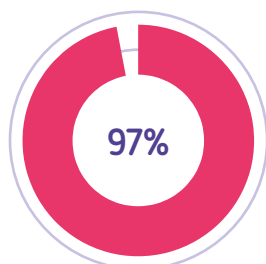
# OUR PROGRAM OUTCOMES

## A SNAPSHOT OF OUR PROGRAM OUTCOMES FOR 2019

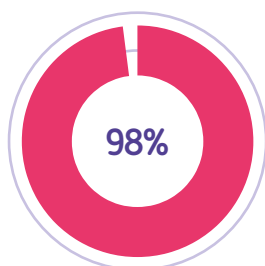
### Chatterbox, Outpost & Talkabout programs



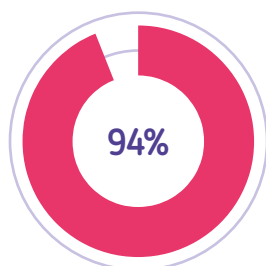
99% of families reported the programs were meeting their child's needs.



97% of families in the programs indicated their satisfaction with the progress their child was making.



98% of families expressed that the teaching staff in their programs were approachable and professional.



94% of families were supported by the program staff.

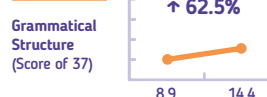
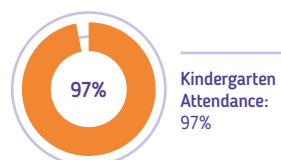
### Talkabout program

#### PLAYGROUP CHILDREN:

The percentage of children putting two words or more together increased from 52% in Term 1 to 80% in Term 4.

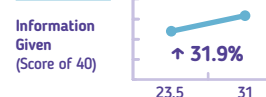
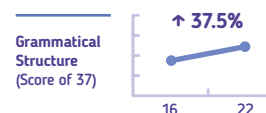
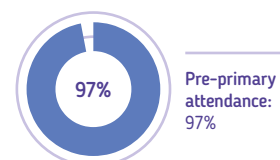


#### KINDERGARTEN STUDENTS:



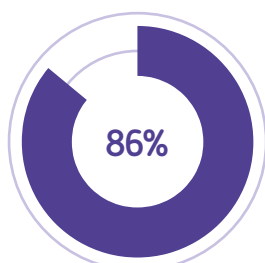
On average, Kindergarten students improved scores in their spoken language that indicated grammatical structures by 62.5%, and improved scores that indicated information given by 60.6%.

#### PRE-PRIMARY STUDENTS:



On average, Pre-primary students improved scores in their spoken language that indicated grammatical structures by 37.5%, and improved scores that indicated information given by 31.9%.

### Outpost program



86% of the Individual Education Plan goals set for the students in the Outpost program were achieved.



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 11 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 [myschool.edu.au](https://myschool.edu.au) for further information.

### Post School Delegations

After successfully completing Year 12 at Aquinas College a student was accepted in first round offers to Murdoch University where he is undertaking a Bachelor Degree in Cyber Forensics.

A student completed Year 12 in 2019. She is now studying Auslan full time at TAFE.

A student completed her year 12 ATAR in 2019. She is currently studying at WAAPA.

### Professional Engagement – School programs

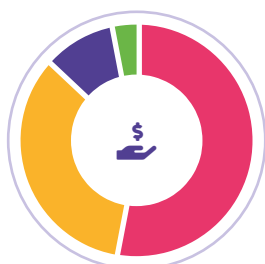
Workforce Composition	Number of Staff	FTE
Principal	1	1.0
Deputy Principal	2	1.6
Teachers & Teachers of the Deaf	20	12.06
Educational Assistants & Note-takers	30	19.61
Family Liaison Officer	1	0.58
Librarian	1	0.37
Speech Pathologists	9	3.12
Occupational Therapists	5	2.2
Psychologists	2	0.9
Aboriginal or Torres Strait Islanders	0	
<b>TOTAL</b>	<b>71</b>	<b>41.44</b>

Staff across the school programs engaged in many varied professional learning opportunities throughout the year. These included Mandatory Reporting and Grooming training for our entire staff. Many staff completed training in First Aid, Asthma First Aid and Anaphylaxis.

There was a real focus on professional development that supports children who have more complex needs. For example 17 staff across the programs took part in a highly specialised training called DIR Floor Time that supports children who have developmental challenges in the early years. This was a significant investment of time and money and one that is in line with our increasing level of demand in this area.

Other areas of professional development included evidence-based best practice literacy support programs such as Talk for Writing and Sounds Write.

All staff completed at least one Professional Learning event throughout the year with the average being three to four.

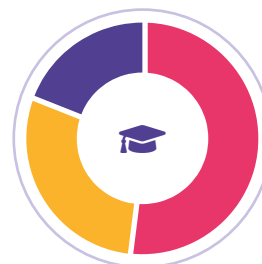


### School Income broken down by funding source:

State Grants	52.6%	Fees	10.4%
Federal Grants	33.7%	Other	3.4%

## Our People

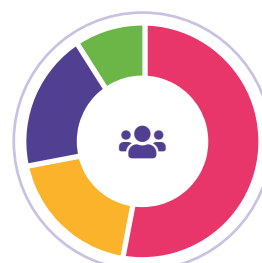
### TEACHING STAFF QUALIFICATIONS:



Masters	52%
Postgrad Diploma	29%
Bachelor Degree	19%

### OUR HIGHLY EXPERIENCED SPECIALIST TEAM CONSISTS OF:

- Teachers of the Deaf
- Occupational Therapists
- Teachers
- Psychologists
- Education Assistants & Note-takers
- Audiologists
- Auditory-Verbal Therapists
- Nurse Practitioners
- Speech Pathologists
- Ear Health Screeners



Educational	53%
Therapy	19%
Non-clinical	19%
Audiological	9%

# BOARD CHAIR & CEO REPORT



FROM LEFT: TSH Board Chair Professor Gary Martin, with our CEO Mark Fitzpatrick.

On behalf of the Board and the TSH team it is our great pleasure to present the Telethon Speech & Hearing 2019 Annual Report.

2019 was an exciting year for TSH, one that saw our impact grow in the Western Australian community. Underpinned by strong connections with our families, clients, communities, and partners we continue to help produce positive outcomes for children who are deaf or hard of hearing, have a speech or language delay or disorder, or who are fighting ear health conditions.

## OUR ACHIEVEMENTS

TSH is renowned for supporting children and families, delivering the highest level of outcomes. Our strategic decision to create an array of pathways for families has proven to be successful, with even more Western Australian families now having access to TSH's leading practice.

During 2019, TSH was able to connect with more people than in any previous year in our history through:

- » Providing 1,668 speech therapy clinic sessions;
- » Enrolling 156 children in our Talkabout speech and language program;
- » Having 61 students enrolled in our Outpost program for children with hearing loss;
- » Delivering a literacy program to 23 school-aged children;
- » Partnering with 37 schools and childcare centres to deliver effective ear health outcomes for school-aged children involved across WA;
- » Supporting 60 children in our early intervention program, Chatterbox;
- » Providing 1,303 paediatric audiological sessions; and
- » Providing 107 adult audiological sessions.

With such dynamic growth across TSH's programs, our wonderful team continued to produce outcomes that are the envy of other providers, including:

- » 85% of the children with hearing loss in the Chatterbox program have demonstrated age appropriate language skills or above, equivalent to the standard population;
- » 97% of students in our Pre-primary Talkabout program demonstrated phonological awareness skills that were within average range or above at the end of year;
- » On average, Kindy students increased scores that indicate grammatical structures in their spoken language by 62.5% by year's end;
- » 99% of families in our early intervention and school programs reported that those programs meet their child's needs; and
- » 98% of the families in the Chatterbox, Outpost and Talkabout programs expressed that the teaching staff in their programs were approachable and professional.



The outcomes we achieve have also been reflected in two recent accreditation processes. In 2019, TSH have been awarded the longest possible periods for both our school registration and Disability Services accreditations.

## OUR PARTNERSHIPS

Our partnerships with other organisations continue to be critical to the development and delivery of a range of programs. In addition to our wonderful benefactors, during 2019 we:

- » Established a new relationship with Wanslea that saw the delivery of ear health, speech and language education webinars to early years educators in regional areas of WA;
- » Partnered with Perpetual Ltd to deliver ear health and speech and language education in Rockingham, Mandurah and surrounding areas;
- » Commenced a new partnership with Clontarf College to deliver an integrated ear health program with thanks to the Hearing Research and Support Foundation and Catholic Education WA;
- » Embraced a new relationship with Woodside to support our early intervention programs through Telethon, while we continue to get wonderful support from Perth Airport, and the McCusker Charitable Foundation, who also support these programs;
- » Provided leading ear health services in the Pilbara due to the wonderful ongoing relationship we have with Chevron, WA Country Health Service, and Rural Health West in a range of communities around Western Australia;

- » Commenced our Hear Now program with 15 schools in the Cockburn and Kwinana region, supporting the ear health of children, with thanks to Telethon;
- » Commenced our relationship with Swim Thru Perth as the charity partner of the event.

## 30 YEARS OF POWER OF SPEECH

In 1989 TSH started the Clear Speech Awards. Now called the Power of Speech, TSH's concept of having children with a hearing loss speak to an audience celebrated its 30th year in 2019. So successful in highlighting how effective our programs are, this initiative is now adopted nationally and internationally.

## OUR PEOPLE

The excellent outcomes we achieve are only possible because of the team we have. Our highly skilled, passionate and dedicated staff drive our outcomes, while our professional and compassionate Board guide our direction.

It is difficult to highlight one specific achievement over all others our staff contribute to, but it is important to recognise Mr Geoff Reader, TSH Deputy Principal, who received the esteemed Harry Blackmore Award in 2019 for his contribution to the deaf and hard of hearing community in Western Australia.

We thank our staff and our Directors, along with our Patron, Nigel Satterley, for all of their support and efforts throughout 2019. During the year we were fortunate to have Dr Alec O'Connell join our Board, bringing his wealth of educational expertise to our organisation. Alec joins a skilful Board and a passionate, professional and dedicated team of staff who are an amazing source of inspiration for many people in our community.

## LOOKING FORWARD

As we publish this annual report, our operations have been impacted by the COVID-19 virus, as has the community. It is pleasing to note that TSH is well-positioned to maintain much of our services through innovations in teletherapy and on-line educational delivery to complement our face-to-face delivery mode.

Our connection with the families we support was part of our genesis and continues to be at the core of our work today. The value our team adds to countless families across Western Australia will see us continue to be successful in 2020 and beyond.



**Professor Gary Martin**

Chair



**Mark Fitzpatrick**

Chief Executive Officer



# OUR GOVERNANCE

## BOARD OF DIRECTORS



Professor Gary Martin  
Chair



Peter Marcakis  
Company Secretary



Oliver Marion  
Treasurer



Dianne Symons



Richard Duldig



Rae Wyatt



Anna Gelavis



Dr Tim Cooney



Jeremy Rigg



Daniel White



Dr Alec O'Connell

## BOARD COMMITTEES

Supporting the work of the Board, during 2019 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

## REGULATORY FRAMEWORK

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.

## SENIOR LEADERSHIP TEAM

Mark Fitzpatrick: Chief Executive Officer

Janene Hall: Principal Schools Program

Nicole Sangrigoli: Head of Corporate Services

Belinda Leksas: Head of Marketing & External Relations

Philippa Hatch: Head of Hearing Services





# OUR STRATEGIC HIGHLIGHTS

## LOOKING BACK AT OUR ACHIEVEMENTS FOR 2019



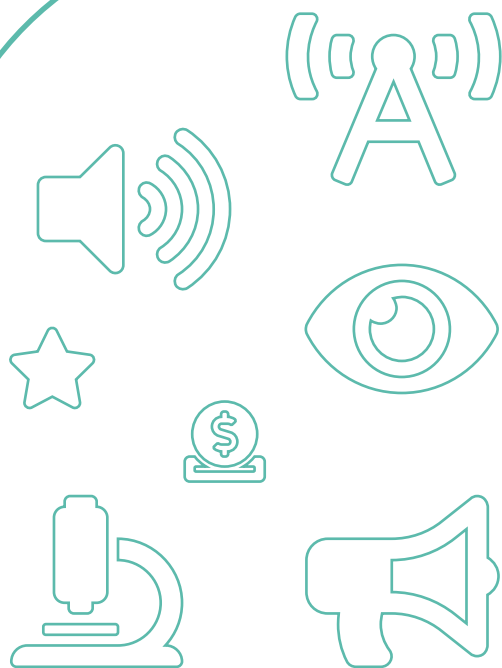
### Supporting children in our community

- ✓ Increased the number of GP, Paediatrician and ENT referrers from 189 in 2018, to 294 during 2019.
- ✓ 776 new children were seen for Paediatric Audiology assessment in 2019, compared to 588 children in 2018.
- ✓ 227 new children were seen for Speech therapy in 2019, compared to 130 children in 2018.
- ✓ 545 Occupational Therapy appointments in 2019.
- ✓ 558 children from 13 schools in the Cockburn and Kwinana catchment were screened as part of the Hear Now Program, with 166 children referred for further audiological assessments.
- ✓ Celebrated 30 years of the Power of Speech.
- ✓ Partnered with the City of Cockburn and the Cockburn Integrated Health Centre, to deliver the council's first audiological booth that can see children of all ages.
- ✓ Over 150 children were screened through the Clontarf Aboriginal Ear Health Program, with 52 children requiring follow up audiological appointments, and 18 requiring referral to an ENT.
- ✓ In collaboration with Wanslea, over 50 early years educators from across the Goldfields, Wheatbelt and Great Southern regions completed the Louder and Clearer educational program, with a 15% increase in teacher knowledge in the domains of hearing, speech and language development.
- ✓ Provided 38 ear health clinics across rural and remote WA, to ensure children and adults had timely and cost-effective access to Ear Health assessment and treatment.
- ✓ Built on the adult hearing services in the Pilbara that commenced in late 2018, with our adult clients receiving hearing-restorative ENT surgery for the first time in Karratha.



### Developing meaningful partnerships

- ✓ Built on our partnership with Chevron, allowing us to continue to support Aboriginal families in Pilbara communities through our mobile ear health program.
- ✓ Through the Channel 7 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 Charitable Foundation, the Tomasi Family, Tony Fini Foundation and the Rotary Clubs of Northbridge, Applecross, Scarborough and Hillarys to ensure finances were not a barrier for children to enter our early intervention programs.
- ✓ Established key partnership with Wanslea to develop and disseminate capacity building educational resources to rural communities in the Goldfields, Wheatbelt and Great Southern regions.
- ✓ Established a partnership with Clontarf Aboriginal College to deliver an Ear Health Program for over 150 Aboriginal students.
- ✓ Partnered with Ursula Frayne College to establish additional Outpost units, increasing our number of school support units to 12 in 2019.
- ✓ Increased our advocacy role as we chaired, hosted or joined six national and state-wide ear health strategy groups including: The Metropolitan Ear Health Forum, The Cooperation, The Coordination and Partnerships WA Ear Health Strategy Working Group, The WA Paediatric Audiology Interest Group, The Hearing Health Industry Alliance, The WA Paediatric Case Management Forum, and Childhood Australia's Children Collective Ear Health Working Group.



## Raising our profile

- ✓ Partnered with Seven West Media to produce regular digital and TV advertising campaigns throughout the year.
- ✓ Delivered three major events – QV1 Descent, Property Seminar and Cyber Bullying Seminar – to raise TSH's awareness in the corporate community.
- ✓ Over 72 organisations engaged in TSH's Loud Shirt Day.
- ✓ Establishing two new fundraising initiatives including the Make a Difference Lottery and Shake a Tin Day.
- ✓ Delivered 33 presentations to GP and Paediatric clinics.
- ✓ Attended a range of community fairs including the World's Biggest Playgroup, Cockburn Community Health and Wellness Fair, Chevron Wellness Fair and the DSF Language, Literacy and Learning Conference.
- ✓ Collaborated with Mix 94.5 to advertise our Hearing Screening Clinics in Cockburn.
- ✓ Shared educational resources and presented to Early Years Educators from across the Goldfields, Wheatbelt, Great Southern and Perth metro regions.
- ✓ Partnered with universities, with three research projects initiated by TSH being commenced.



## Professional Engagement

- ✓ Staff across the school programs engaged in many varied professional learning opportunities.
- ✓ Focused on professional development that supports children who have more complex needs.
- ✓ 17 staff across the programs participated in highly specialised training called DIR Floor Time that supports children who have developmental challenges in the early years.
- ✓ Professional development included evidence-based practice literacy support programs such as Talk for Writing and Sounds Write.
- ✓ All staff completed at least one Professional Learning event throughout the year, with the average being three to four.




## Education and capacity building

- ✓ Worked with early learning centre partners, including Wanslea, to deliver early educator programs which saw a 15% increase in teacher knowledge in the domains of hearing, speech and language development. Attendees reported feeling more confident in identifying children at risk of hearing and language problems. They also reported feeling much more confident in raising their concerns with parents.
- ✓ Increased our stakeholder engagement, hosting staff from Moorditj Koort, Telethon Kids Institute and ACHWA to showcase our programs.
- ✓ Raised our profile with events for HAW and NAIDOC week.

# OUR SERVICES & PROGRAMS

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

## GREATEST IMPACTS OF THE CHATTERBOX PROGRAM REPORTED BY FAMILIES:

-  Feeling supported and safe at school
-  Achievement and learning at school
-  Sense of belonging

Hearing loss is prevalent in today's society, with 1 in every 1,000 Australian children born with a permanent hearing loss, increasing to 1 in every 500 children by school age.

It is essential that upon initial diagnosis of a hearing loss that children receive support tailored to their individualised needs, so as to aid in their speech and language development, cognitive skills, processing and communication.

## Our Program

Our Chatterbox program supports children aged 0–5 years old with a permanent hearing loss. We help them achieve their age-appropriate developmental milestones, through a combination of one-on-one and play-based therapy. Our philosophy is centred on parents being the primary educator for their child. With this in mind, the Chatterbox program is inclusive, allowing parents to access a number of support groups, and attend networking events to meet other like-minded parents. This helps them learn techniques they can implement at home in order to improve their child's listening, speech and language skills.

The program is delivered by a multi-disciplinary team of experts – auditory-verbal therapists, audiologists, speech pathologists, occupational therapists, psychologists, specialist teachers and education assistants. Families have access to a Family Liaison Officer to guide them on their TSH journey, as well as an NDIS Consultant to advocate for their individualised needs.

## CHATTERBOX PROVIDES:

- » Therapy playgroups
- » Individual therapy sessions
- » Parent support and networking as coordinated by our Family Liaison Officer
- » Transparent and Unbiased advice to guide families through the NDIS
- » Formal and informal parent education workshops
- » Preparation for school

## How TSH is helping families through the NDIS

### Understanding the Parent Journey

2019 saw the creation of an NDIS Consultant role, to help our families navigate the ever-changing NDIS landscape, and to provide support in the areas outlined below.

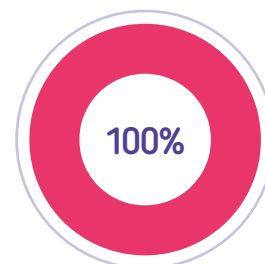
### Our impact to families under NDIS:

- » We educate families about how NDIS can be beneficial for them, providing unbiased and transparent advice.
- » We offer families guidance in applying for NDIS funding, and their final decision-making.
- » We aid in preparation for their first NDIS planning meeting, with advice on what to expect, and useful terminology.
- » We offer support from our TSH therapy team.

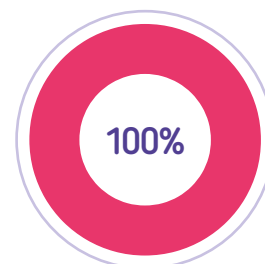
### For advice and support once they have an NDIS plan:

- » We assist families in understanding their plan and facilitate in its implementation.
- » We help ensure each family's funding will last, and offer advice in setting budgets, as well as guidance for families who self-manage.
- » We provide advice and support for families during the yearly NDIS plan review process.

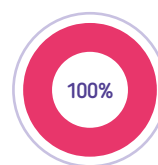
## 2019 Family Satisfaction



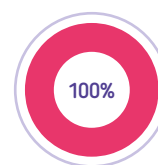
100% of respondents indicated that the individual sessions were meeting their child's needs.



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



100% of respondents were satisfied with the progress their child is making through the program.



100% of respondents agreed that the staff were approachable and professional.

## SUPPORTERS OF THE PROGRAM:



Department of  
Education



Government of Western Australia  
Department of Communities  
Disability Services







## Meet Harrison, aged 14 months

It is because of their dedication to learning, and then practicing what they have learnt, that Harrison is thriving.

Harrison is an energetic, busy and engaging 14 month-old.

He enjoys spending his time with his big extended family, and playing with and alongside his friends. Harrison is Eisha and Chris' second child, he has an older sister Charlie who is 3 years old, who he loves with all his heart.

Harrison's hearing loss was identified by the newborn hearing screening, and he was later diagnosed with a bilateral sensorineural hearing loss, the left ear with a mild to severe loss, and right ear with a moderate loss.

He was fitted with hearing aids at around 2 months after he was diagnosed which allowed him to hear at a normal level. Harrison has been wearing his aids every day since being fitted, it has meant that he can appreciate listening to his favourite songs and the voices of the people he holds dear. Harrison enrolled into the Chatterbox program not long after he was fitted with his aids, at around 5 months old.

He now attends the Grow and Connect therapy group which is run by a Speech Pathologist and Occupational Therapist. Harrison attended and continues to attend weekly speech pathology sessions where his listening, language and speech development is closely monitored. These sessions have also been a great opportunity for Harrison's parents to learn strategies that will support Harrison to listen to, learn and use language.

Harrison has now graduated to the Toddler Time therapy group, which is run by an early childhood teacher, and supported by a Speech Pathologist and Occupational Therapist. The playgroup allows Harrison to explore and learn alongside his peers, it also allows Harrison's caregivers to socialise with other families who are going through a similar journey to them.

Harrison has made excellent progress in therapy so far, he is demonstrating age-appropriate listening, language and fine and gross motor skills. He is a confident walker and likes to move when he hears his favourite music playing.

He can attach meaning to several words through listening alone, and he is starting to use some words to communicate things he is interested in.

Harrison's parents Eisha and Chris have also grown a great deal since commencing in the program, they have learnt a number of strategies and have found ways to adapt them to their everyday routine. It is because of their dedication to learning, and then practicing what they have learnt, that Harrison is thriving.

*Alana Portacio*  
Harrison's Speech Pathologist

## Feedback from Harrison's family

"I have found TSH extremely helpful in relation to our family's hearing loss journey. For someone who had never been exposed to hearing loss, I was extremely overwhelmed and lost as to what services/therapies/help I needed to find to give my son the best possible support necessary to grow and learn.

**TSH and the Chatterbox program provided everything we needed in one place** – Speech Therapy, Audiology and Occupational Therapy and above everything **it was a place that exposed me to a whole community of families with hard of hearing kids**. The staff at TSH were easy to talk to and managed to break down every aspect of Harrison's hearing loss and what therapies and services we required and **also gave me huge peace of mind about his future**. They provided ample support and advice towards planning our NDIS funding, which was hugely successful in gaining the necessary allocation for our coming goals.




**TSH has been, and continues to be, the best decision our family has made for our son and we are so grateful for their program and continuous support.**

**Being a part of the TSH family and meeting other parents and children with hearing loss has allowed me to enjoy and embrace Harrison and know he has a whole community ready and willing to support him."**

# OUR SERVICES & PROGRAMS

 **TALKABOUT:** A school program helping children with speech or language difficulties.

## GREATEST IMPACTS OF THE TALKABOUT PROGRAM REPORTED BY FAMILIES:

-  Improved confidence
-  Enhanced peer interactions and social skills
-  Improved speech, language and/or motor skills

Recent research states that up to 1 in 5 children will have a speech or language delay or disorder by the time they reach school, with a 2 to 1 male to female ratio. Speech and language difficulties are common with children between the ages of 2-6, with 20% of all children not reaching their age appropriate milestones during their formative years.

## Our Program



TSH's Talkabout program supports children aged 2-6 with speech and language delays through a multi-disciplinary approach. Talkabout enables our children and their families to access a team of educational and clinical professionals including teachers, educational assistants, audiologists, speech pathologists, occupational therapists and psychologists, all under the one roof. Classes are small, to aid in individualised support to meet each child's developmental needs. Families are also encouraged to attend regular networking and educational sessions so as to support them on their child's early years 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
- » Language Support Groups 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
- » Family focused networking events coordinated by our Family Liaison Officer
- » Advice on how to navigate the NDIS landscape with our NDIS Consultant

## LANGUAGE DEVELOPMENT GROUPS:

### GREATEST IMPACTS OF LITERACY TUTORING REPORTED BY FAMILIES:

-  Enhanced confidence in general and in reading
-  Improved literacy skills

**Delivered through a synthetic phonics program, we help year 1, 2 and 3 students to improve their reading and spelling development.**

Using an evidence-based approach to supporting the development of a child's language and literacy, our children continue to receive on-going support after they have transitioned from the Talkabout program. Each Language Support Group has a maximum of six students, who work with a specialist teacher and an education assistant to ensure an intensive and explicit learning environment. Children work in small groups for 2 hours per week.

## 2019 Family Satisfaction

### TALKABOUT STUDENT NUMBERS:

84

Playgroup

48

Kindy

38

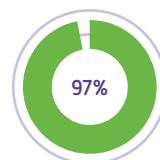
Pre-primary

23

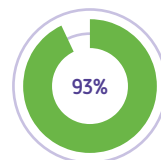
Literacy Tutoring



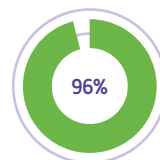
100% of respondents indicated that the program was meeting their child's needs.



97% were satisfied with the progress that their child is making through the program.

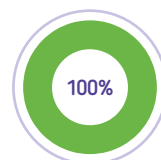


93% of respondents indicated they felt supported by the staff.



96% believed their child's confidence had improved since attending TSH.

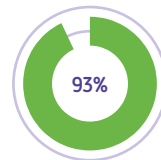
### IN LANGUAGE DEVELOPMENT GROUPS:



100% of respondents indicated that the program was meeting their child's needs.



100% of respondents agreed that the staff were approachable and professional.



93% were satisfied with the progress that their child is making through the program.

## SUPPORTERS OF THE PROGRAM:



Department of  
Education



McCusker  
Charitable  
Foundation



PERRON GROUP

TONY FINI FOUNDATION

THE TOMASI FAMILY





## Meet Oliver, aged 3

Oliver has just turned 3 years old and is the second-born child from three siblings.

Oliver was always a very quiet baby and not very chatty at all in comparison to his older brother. He was always very quiet and would only let out a few different sounds every so often. Between the age of 12 – 18 months I did start to become a bit more aware of the minimal sounds Oliver was using and as the months went on he wasn't progressing or gaining any additional sounds or words. Oliver's behaviour also began to escalate due to his frustration towards being unable to communicate his wants, needs and feelings. It was when Oliver turned two and only had a small vocabulary of words did I reach out to a local Speech Pathologist for advice. From that advice I took Ollie to get a hearing test, which was concluded to be all ok and no signs of concerns.

“I have loved being with him for the two hour weekly sessions, to spend dedicated time with him, with no ‘life’ distractions.”

My husband and I then assessed where we stood financially to get Oliver the help that he needed. We were seeking advice about HBF and Medicare rebates and spoke to our local GP about getting a Chronic Disease Plan to gain some additional financial support for Oliver's speech sessions. During this time, I had been in contact with the local health Nurse, Sara, in High Wycombe who had mentioned a scholarship being funded by The Perth Airport and was available to children within a close proximity to the Perth Airport. I made the appropriate phone calls to all involved and then was offered a position at the Telethon Speech and Hearing Centre for the Talkabout Program.

Accepting the Perth Airport scholarship for Oliver has been such an amazing opportunity for him to gain access to a specialised program to help his speech development. The scholarship has relieved the financial burden from us as a family, and relieved the guilt we felt by not being able to provide him with regular speech intervention, which is what he clearly has needed.

The Talkabout program has already provided Oliver with some great learning experiences, which have helped to further his speech development in such a positive way. I know how important early intervention is for all children who need that little extra support, and I have loved being with him for the two hour weekly sessions to spend dedicated time with him, with no ‘life’ distractions. The program has also provided us with specific goals and strategies we can continue to work on at home during the week. With Oliver's speech development improving daily, his behaviour has also improved immensely, as he can now communicate with us much more effectively, which makes him and the whole family much happier!

Overall, we are so grateful to have been given the opportunity to receive this scholarship for Oliver, and to see his weekly growth and development through the Talkabout program is so rewarding, for both us as his parents and for Oliver.

*Andrea & John*  
Oliver's parents

## Feedback from Families

“Seeing the improvement in my child's confidence. My child started out life as being friendly and smiley until he realised the increased language expectations. **Seeing him come back out of his shell from attending the program,** and consequently the confidence to talk and interact with others again has **made the greatest impact.**”

“**The multidisciplinary team ensures nothing is missed** which is a comfort. My children have developed language and social skills and prepped them for next year - wherever they go.”

“**A wonderful service** - it's been an amazing support during a challenging journey.”

“**My son is more confident;** the language improved a lot; reading and understanding improved; motors skills are much better.”

“It has been an amazing year and my child has progressed so very far. **We love you so so much TSH!!** Thank you for absolutely everything that you have done for my child and our family. **We are so blessed to have come across you guys when we did.** You did everything you could for us and to make us feel welcome. Thank you so so much!!!”

# OUR SERVICES & PROGRAMS

 **OUTPOST:** A school based program helping children with a hearing loss to learn.

## GREATEST IMPACTS OF THE OUTPOST PROGRAM REPORTED BY FAMILIES:

- ♥ Feeling supported and safe at school
- ✓ Achievement and learning at school
- 😊 Sense of belonging

We are committed to helping students develop their oral language, through a multi-disciplinary approach. We view this as a vital form of communication for many people.

## Our Program

TSH's School Support Program provides specialised deaf-support services across 12 schools in the Perth metro area, for students from pre-Kindy through Year 12. In collaboration with our partner schools, the program supports children with a permanent hearing loss.

## OUTPOST PROVIDES:

- » Individual classroom assistance with a Teacher of the Deaf;
- » An Educational Assistant;
- » Visiting therapy sessions with our team of Speech Pathologists, Audiologists, Occupational Therapists and Psychologists.

The ongoing success of the program can be attributed to the holistic, tailored supports provided to each student, allowing them to receive the full curriculum at their schools, while supporting their individual learning needs.

## WHY OUR MODEL WORKS:

- » Allow hearing impaired students to take a full and active part in mainstream school life, and receive the full curriculum from their schools.
- » We provide tailored one-on-one support throughout their primary and high school journey.
- » Specific goals for each child.

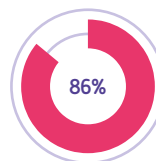
## 2019 Outcomes

12

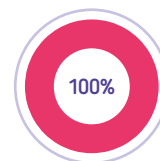
Partner Schools

61

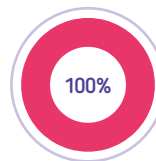
Students supported



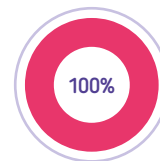
86% of the Individual Education Plan goals that were set for the students in the Outpost program were achieved.



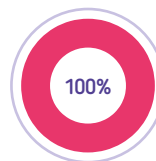
100% of families were satisfied with their involvement in developing their child's Individual Education Plan.



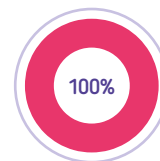
100% of respondents reported that they were kept up to date about their child's progress.



100% of respondents were satisfied with the progress their child is making through the program.



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



100% of respondents indicated that the program was meeting their child's needs.

## Feedback from Families

"It's hard to pinpoint one but when you see your child go from nothing and hating school to moving here and loving school it's the best gift a parent could ask for.

The constant support our child has been given is fantastic and has helped her so much in her language and understanding and pronunciation. I could go on and on but I think the work everyone of them do is just wonderful.

We are ever so grateful for all the help we have received. It has transformed many things in our lives."

## SUPPORTERS OF THE PROGRAM:







## Meet Alistair, aged 18

### This enabled me to begin studying a Bachelor of Science in Cyber Security and Forensics.

As I enter the lecture theatre at Murdoch University for the first time, I glance around the room, looking for the Telethon Speech & Hearing note taker.

Then I realise that there isn't one. That I was an adult and that I had the experience and skills to manage University by myself. However I needed a lot of support to get there. Fortunately I had that support.

My hearing loss was a little bit different from most peoples, that I was not born with a hearing impairment and that my hearing loss developed over time. The type of hearing loss that I have is a mild-cookie bite hearing loss. I mitigate this hearing loss by wearing hearing aids with a Roger receiver attached to it. My teacher uses a Roger touch-screen transmitter, which connects to the Roger receiver. Her voice is transmitted directly to my Roger receiver without the entire noise of the classroom (and is useful in other situations where the teacher has her back turned to the class to write on the board, and during sport when we have to run around).

It was during Pre-primary school at St Pius X primary that my hearing loss was first picked up. A huge benefit for me was the presence of an outpost program at St Pius X, which provided me with the support I needed on-site. I could go to them whenever I had a problem with my hearing aids, or the Roger.

I had numerous one on one sessions with Outpost staff to work with me on my language skills and interacting in social environments. I found it difficult

to hear what my friends were saying. If you think a classroom is a noisy place, imagine a primary school playground. There was always games to be played, but unfortunately I couldn't always hear the rules properly. Outpost also provided note-takers in my later years of primary school, to write down any information that the teacher said (in case that I missed it) but of course, only when I was paying attention.

I went to Aquinas College for high school, which was right next door to St Pius X primary school. For my first year at Aquinas, they had not set up a Telethon Speech & Hearing Outpost. You do not miss what you have until it is not there anymore.

Luckily, in Year 8, Telethon Speech & Hearing came to my rescue when they set up an outpost. This was a huge relief as I could continue receiving support through my high school journey. The support I received was a key factor, which helped me to complete my coursework. The Outpost teachers were always available to review any topics, which I had difficulty with. Somedays I needed more than one person to assist me.

Having a note-taker helped me with my notes for all my core subjects, which alleviated the pressure of my hearing loss. I could have missed information from the teacher with this: "You don't know what you don't hear, because you don't hear it."

Outpost teachers were present at all my school-based examinations. They helped the school to set up conditions that accounted for my hearing loss, such as ensuring that I got to sit at the front of the examination hall, close to the exam instructor (who was also given a Roger transmitter so I could directly hear all the instructions).

At the end of my time at Aquinas College, I had fully completed a Certificate IV in Business in addition to some ATAR units, this provided me with a 70 ATAR and practical skills which can be used in a business environment. This enabled me to begin studying a Bachelor of Science in Cyber Security and Forensics. At Murdoch University I continue to have the lecturers and tutorial teachers wear the Roger, in order to assist me with my learning.

I am so thankful for the support that Telethon Speech & Hearing provides to me and my younger brother, who has the exact same hearing loss that I have.

*Alistair*  
Aquinas College Graduate

### Feedback from Families

"My boys are so confident and have benefited from the support they receive. They are doing so well and socially they have adapted. So happy with Outpost schools. I only wish the rest of Australia could benefit from this program."

"Knowing someone is always there to help, provides her with the confidence and comfortable environment to do her studies at school."

# OUR SERVICES & PROGRAMS

 **AUDIOLOGY:** Providing hearing support services to all.



Breeahn Carter (The Aussie Mummy) and her daughter Matilda, testing the facilities with TSH staff, at the launch of the new Cockburn clinic.

Hearing loss is prevalent in Australia, with 1 in every 100 children being born with a hearing loss. This number increases to 1 in every 500 by school age.

It is critical that hearing loss is diagnosed during the child's formative years. If left undiagnosed, it can result in short term impacts such as speech and language delays, and more longer, systemic impacts such as social exclusion, unemployment and incarceration.

## A Team Focus

Leveraging our existing knowledge and relationships, the TSH Audiology team works with a wide range of service providers, clinicians, specialists, allied health workers, early years professionals and agencies to support the many needs of our children. 2019 has seen us strengthen existing relationships with Chevron, Rural Health West and WACHS to deliver rural and remote audiology programs. We introduced two new programs; Hear Now and the Clontarf Aboriginal Ear Health Program, along with continuing to offer clinical appointments, professional development to early years educators, TSH staff, parents and the broader community. The team have also continued their collaboration with Cochlear and MED-EL to support those children in our hearing loss early intervention and Outpost programs.

## A Community Focus

2019 saw TSH expand its audiological support services, to empower families and clients in the broader community. Educational resources, videos and workshops formed part of our Ear Health programs, ensuring our families and the broader community were upskilled on ear health hygiene, and hearing loss developmental milestones.

This same year we commenced a special needs audiology clinic for children. Traditionally, children with special needs were referred to Perth for further testing, due to their age or complex medical history. With a focus on longer appointments and specialised testing environments, the clinic successfully got audiological results for every child seen. Startlingly, all of these children presented with a hearing impairment, including an infant with profound hearing loss. All have now gone on to receive medical and surgical treatment, as well as a range of early intervention services. Word has spread and we are now seeing a great increase in requests from paediatricians and the wider health sector for this outstanding clinic.

**Our audiologists are WorkCover WA accredited.**



## 2019 Outcomes

**766**

New Paediatric audiology assessments.

**55**

Cochlear Implant consultations.



100% of parents agreed that the support provided by the Audiology team was meeting their child's needs.

**SUPPORTING CHILDREN ACROSS THE SOUTH METRO REGION, THE HEAR NOW PROGRAM SAW:**

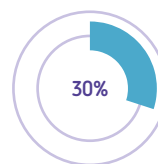


**558**

558 at-risk children screened from 14 schools.

**64**

64 GP referrals.



30% of the 558 children reviewed needed follow-up screenings in 2020.

## SUPPORTERS OF THE PROGRAM:







## 🎓 Meet Orlando, aged 8

### 🎉 Well that was a magical moment!

- ORLANDO, AFTER ACHIEVING A HEARING TEST

Orlando started in our program as a shy boy, who wasn't using any verbal language.

Regular hearing tests were important to monitor his hearing and ensure his hearing aids were working well, but Orlando hated the audiology booth and hearing testing was really distressing for him.

Over time, Orlando and his family worked really hard to get used to the testing process. His audiologist, Trude, managed

to get hold of some old equipment and Orlando was able to take this home to play with and practice. Not only can Orlando now happily enter the booth, but his progress in speech has been outstanding.

There wasn't a dry eye in the house when he spoke at the Clear Speech awards, the entire auditorium bearing witness to his courage and tenacity.

*Nora*  
Orlando's mum

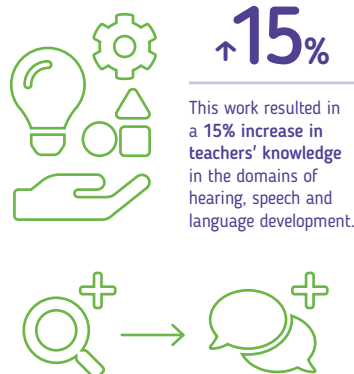
#### EAR HEALTH HIGHLIGHTS:

- 📍 Provided 38 ear health clinics across rural and remote WA, to ensure children and adults had timely and cost-effective access to Ear Health assessment and treatment.
- 🔍 Worked with 14 new schools in the South Metropolitan area, to provide access to Ear Health surveillance for children at risk, under the Hear Now initiative.
- 🎓 Partnered with Clontarf Aboriginal College in Manning, to educate teaching and health staff on ear health, as well as provide hearing screenings to over 150 Metropolitan and Boarding students.
- 📣 Increased our advocacy role as we chaired, hosted or joined six national and state-wide Ear Health strategy groups, including:
  - The Metropolitan Ear Health Forum,
  - The Cooperation, Coordination and Partnerships WA Ear Health Strategy Working Group,
  - The WA Paediatric Audiology Interest Group,
  - The Hearing Health Industry Alliance,
  - The WA Paediatric Case Management Forum, and
  - Childhood Australia's Children Collective Ear Health Working Group.

#### EDUCATION AND CAPACITY BUILDING:

- ♥ Continued to work with our community partners, including Moorditj Koort, Telethon Kids Institute and ACHWA.
- ➕ Worked with our early learning centre partners, including Wanslea, to deliver hearing loss, speech and language delay educational resources to over 45 early years educators from across the Goldfields, Wheatbelt and Great Southern regions.

#### CAPACITY BUILDING OUTCOMES:



Attendees reported feeling **much more confident** in identifying children at risk of hearing and language problems, and **much more confidence** in raising their concerns with parents.

#### METRO CLINIC HIGHLIGHTS:






- 👂 Opened our brand new paediatric booth in Cockburn thanks to funding from City of Cockburn and Cockburn Integrated Health.
- 😊 Increased the total number of new children seen for a hearing test by 32%, from 588 children in 2018, to 776 children in 2019.
- 🚗 Began a monthly ENT clinic, allowing parents to access ENT at our Wembley office, and strengthened referrals pathways to key paediatric ENT services in Perth.



# OUR SERVICES & PROGRAMS

## OUR IMPACT ACROSS THE STATE: Servicing the hearing needs of WA.

### Community Health & Education +

-  Gap Screening +
-  Connect with Aboriginal Elders +
-  Audiology Clinics +
-  Nurse Practitioner Clinics +
-  ENT Clinics =

### THE TSH REGIONAL EAR HEALTH MODEL

Every child should have an opportunity to grow, learn and develop.

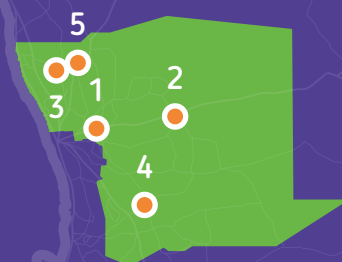
Unfortunately for many Indigenous Australians this is not the case, due to persistent, chronic otitis media. High rates of ear disease have been reported in many Indigenous Australian communities, particularly in remote Pilbara communities.

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.

### 2019 Wheatbelt Outcomes

#### TSH Wheatbelt Clinics

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



## 1,193

Children aged between 0 and 16 years seen by TSH from 2015-2019

#### OF THE 1,193 CHILDREN SEEN BY TSH:

81%

971 were Aboriginal

50%

599 required a follow up audiological assessment

23%

273 were referred for ENT specialist consultation

#### BETWEEN 2015 AND 2019:

2015/16: 51%

2018/19: 18%

↓33%

During the last four years, TSH saw the number of children presenting with otitis media drop by 33%

### TSH Wheatbelt and Newman Clinics

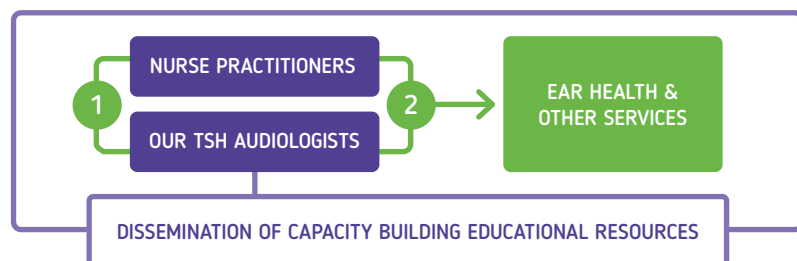
ENT infections are the third overall leading cause of potentially preventable hospitalisations, with four Wheatbelt towns among WA's top ten ENT hospitalisation hotspots. Aboriginal children experience an average of 32 weeks of their life with middle ear infections, compared to just two weeks for non-Aboriginal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

#### EXPANDING OUR REACH:

TSH also collaborated with Wanslea, to deliver capacity building hearing loss, speech and language delay educational resources to early years educators in the Goldfields, Wheatbelt and Great Southern regions.

#### WHEATBELT CLINIC REFERRAL PATHWAY:



### RECOGNISING THE SUPPORT OF THE FOLLOWING ORGANISATIONS:



Department of Communities  
Department of Primary Industries  
and Regional Development





## Meet Amber, aged 17

Amber has been seen by the TSH team in the Pilbara since the program first started in 2011.

During that time she suffered from a number of ear infections. In high school her ear drum eventually burst, did not heal and could not be repaired without surgery.

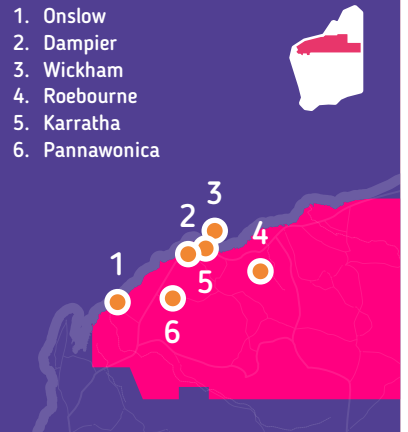
After overcoming persistent ear infections due to the damage, Amber finally received her surgery. She no longer suffers from the pain and discomfort of constant ear discharge, is infection free and hearing better than ever. Amber is now working in Roebourne at the Art Gallery a few days a week, and she is so pleased that she can now hear everything around her.

**Amber can feel confident knowing that TSH can support her as an adult with Audiology and ENT services.**

## 2019 Pilbara Outcomes

### Pilbara Ear Health Program Clinics

1. Onslow
2. Dampier
3. Wickham
4. Roebourne
5. Karratha
6. Pannawonica

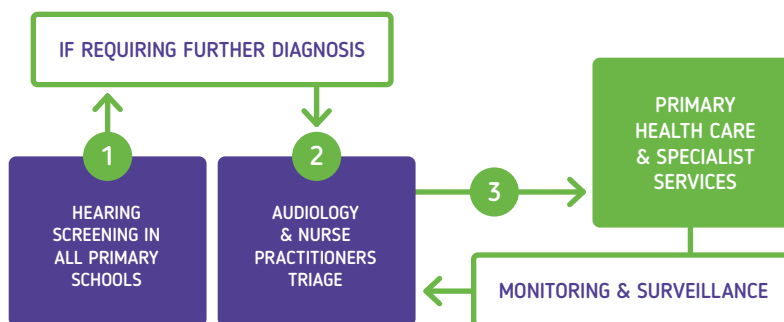


## Chevron Ear Health Program

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.

Building on the adult hearing services in the Pilbara that commenced in late 2018, our adult clients are now receiving hearing-restorative ENT surgery for the first time in Karratha.

### PILBARA EAR HEALTH REFERRAL PATHWAY



THROUGH THE CHEVRON MOBILE EAR HEALTH CLINIC, SINCE 2011:



# 11,408

11,408 screenings have been conducted.

# 123

123 children were seen by an ENT Specialist in Karratha.

# 219

219 children were referred for medical intervention in Karratha and Onslow.



Over 20 nurses and Aboriginal Health workers were trained in the Pilbara, Wheatbelt and Metro areas, to enable them to test for and manage middle ear disease.

Provided over 120 dry ears packs to at-risk children in the Pilbara, to ensure positive post-surgical outcomes through the Clear Ears grant.



## RECOGNISING THE SUPPORT OF THE FOLLOWING ORGANISATIONS:



Government of Western Australia  
WA Country Health Service





# KEY HIGHLIGHTS



TSH with Mix 94.5 at Cockburn Gateway.



## A reflection of our outcomes:

In 2019, TSH was awarded the longest possible periods for both our school registration and Disability Services accreditations.



Hon. Mark McGowan MLA, celebrating Loud Shirt Day with TSH Cockburn.

## TSH Deputy Principal Wins Prestigious Hearing Award

On 26 February 2019 Telethon Speech & Hearing's Deputy Principal, Geoff Reader, was awarded the prestigious Dr Harry Blackmore award for his exemplary service and contribution to supporting the deaf and hard of hearing community.

Mr Reece Whitby MLA presented Mr Reader with the award at Deafness Council WA's Hearing Awareness Week launch earlier this week. Named after Dr Harry Blackmore OAM, the Award recognises the contribution made by an individual or organisation, that has enhanced the quality of life of people who are deaf or hearing impaired, or who have raised the level of awareness in the broader community of issues that affect deaf and hearing impaired people.

Working as a tutor, note-taker, teacher of the deaf, and now deputy principal, Mr Reader has had an astonishing 35-year work history, dedicated to ensuring every child affected by hearing loss is given the best education and learning foundation for later success in life.



Geoff Reader accepting his award from Reece Whitby MLA.

"I started in the early '80s with some volunteer work," said Mr Reader. "It's been a real honour for me to work at the centre for so many years. I've worked with amazing people – it's all about people," he added. "We have done remarkable work for a long time and the programs that we've developed have been fantastic."

Such work includes being a central figure in TSH's school support program (known as Outpost) for primary and secondary school-aged children with hearing loss. Mr Reader has provided significant contributions to teaching, innovation and research over the years, helping many professionals across the sector improve

services for deaf and hard of hearing children, and their families. He also champions TSH's Power of Speech events, which began in 1989. It is now a national event for deaf or hard of hearing students, to speak on policy issues concerning their future, at Parliament House in Canberra.

"One of my first experiences at the centre was to represent us on the Deafness Council and I had the pleasure of working alongside Dr Harry Blackmore," said Mr Reader. "He was an awesome leader and advocate for the deaf community and did remarkable work, so this is indeed a fantastic honour."



Leon meeting Geoffrey Ball Head, Ideas4ears Judge and inventor of the Vibrant Soundbridge Middle Ear Implant.



Leon having fun with fellow international winners in Innsbruck, Austria.



Leon meeting his cochlear implant makers and MED-EL Founder Dr. Ingeborg Hochmair.



MED-EL Managing Director Robyn Shakes flew in from Sydney to join TSH staff and family in congratulating Leon on his win.

## TSH Outpost Student Wins Global Invention Contest

Nine-year-old TSH Outpost student, Leon Dean, has been named as the first and only Australian child to win MED-EL's annual global invention competition Ideas4ears.



Leon with his winning Ideas4ears invention entry.

Leon is a bilateral recipient of MED-EL Synchrony EAS Hearing Implant System and a student of Telethon Speech & Hearing's school support program (Outpost) in Wembley.

Leon's winning entry was a video and drawing of a Bluetooth watch that was able to communicate with hearing implants, and change them to various custom settings, such as reducing wind noise when outdoors.

Of its many well thought out features was a 'Device Locator' app to help find lost processors easily, and a 'Wakey Wakey' function which is a "vibrating, flashing alarm to wake you up, but also has a setting that turns your cochlear volume up slowly over 5 minutes," so that users don't experience sound shock.

"I came up with the idea from looking at Bluetooth watches and computer apps," Leon said.

"I thought I could invent a watch that connects to hearing aids or cochlear implants. It would display apps that could be customised to each individual's needs.

"This would make every day easier for people with hearing loss."

As his prize, Leon flew off to MED-EL's Headquarters in Austria, along with eight other international winners, later in the year. He got to meet the engineers and scientists behind the life-changing technology that helps him hear, including the original inventors and pioneers of MED-EL cochlear implants, Ingeborg and Erwin Hochmair.

On Thursday March 7, a celebration was held for Leon at Telethon Speech & Hearing where family, teaching staff, ENT surgeons and clinicians involved in supporting Leon's hearing journey all attended.

MED-EL Managing Director Robyn Shakes also flew in from Sydney to formally congratulate Leon.

On hearing the good news, Leon was at first a little speechless but later said, "I am very happy about winning the contest. I was so shocked that my idea won."

He was very excited about going on a trip to the other side of the world, and meeting the people that designed and made his implants.

"It is really amazing that one day my idea might be able to help people with hearing loss like me."



# OUR THOUGHT LEADERSHIP & RESEARCH

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 seven centres across Australia, New Zealand and UK, 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.

## CONFERENCE PRESENTATION:

Kishida, Y., & Kemp, C. (June, 2019). *Impact of graphical feedback on verbal interactions between caregivers and children with hearing loss: Implications for research to practice.* Paper presented at the International Society on Early Intervention - Research to Practice in Early Intervention: An International perspective. Held in conjunction with Early Childhood Intervention Australia, Sydney.

## PUBLICATION:

Furness, E., Li, I. W., Patterson, L., Brennan-Jones, C. G., Eikelboom, R. H., Cross, D., & Fisher, C. (2019). A qualitative exploration of the role and needs of classroom teachers in supporting the mental health and well-being of deaf and hard-of-hearing children. *Language, Speech, and Hearing Services in Schools*, 50, 399-415. doi:10.1044/2019\_LSHSS-18-0085

## Our Research:

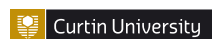
At TSH, we understand the importance of the link between practice and research, in order to maximise outcomes of children and their families.

TSH conducted and participated in the following research projects in 2019:



### Telethon Kids Institute

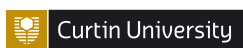
- Q Mental health and wellbeing of students with hearing loss.



### Perth Children's Hospital & Curtin University



- Q The impact of motor speech intervention on young infants with a motor speech disorder.



### Curtin University

- Q The co-morbidity of motor impairment in children with identified language impairment.



### The University of Western Australia

- Q Balance and Motor Skills in Children with Hearing Loss.



### Edith Cowan University & Macquarie University



- Q Measuring the engagement and interaction of children in an early childhood setting using a tablet: A pilot study.



# VENUE HIRE

EXCEPTIONAL FACILITIES TO SUIT ALL YOUR BUSINESS NEEDS



## Net proceeds supporting the work of Telethon Speech & Hearing

Only 7 minutes from the Perth CBD with 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.

## Feedback from event-holders

"We have found the staff very helpful with booking the venues we use for our seminars."

"A wonderful easy accessible venue with delightful staff and various venue hire options."

"Every interaction with TSH Venue Hire has been exceptionally good."

"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."

## 2019 Outcomes

# \$332,000

Income from venue hire that contributed to supporting children and families.

# 992 141

Events held at our venue.

New organisations using our venue.

### TYPES OF EVENTS HELD:

Corporate events and meetings

Annual General Meetings

Training events

Seminars

Birthday parties

Religious events

# OUR MAJOR PARTNERS & SUPPORTERS

We would like to acknowledge and thank all individuals and organisations for their generosity and support in 2019, including those that prefer anonymity.



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

<b>A</b>	Adventure World Allmark & Associates Pty Ltd Allure South Sea Pearls Association of Independent Schools of WA Australian Institute of Management (AIM) Australia Post		Meyer Shircore Architects
<b>C</b>	Carbon Group Catholic Education WA Channel 7 Telethon Trust Chevron Australia Child and Adolescent Health Service Clontarf Aboriginal College Cochlear Cockburn Ice Arena COMO the Treasury City of Cockburn Cockburn Integrated Health Curtin University Custom Icing Images	<b>N</b>	Non Government Centre Support (NGCS) grant
<b>D</b>	The Deafness Foundation Dept of Education Dept of Primary Industries & Regional Development Dept of Social Services Direct Commercial Maintenance Disability Services Commission	<b>O</b>	Officeworks Osborne Park
<b>F</b>	Floreat Forum Function Concepts	<b>P</b>	Perrott Painting Perpetual Ltd Perth Airport Perth Symphony Orchestra Pilbara Ports Authority Pure Leasing Central
<b>G</b>	Gateway Printing Grange Insurance Solutions	<b>R</b>	RAC Regional Community Development Childcare Fund David and Naoli Rocci Rotary Club of Applecross Rotary Club of Hillarys Rotary Club of Northbridge Rotary Club of Scarborough Rural Health West
<b>H</b>	Hearing Research & Support Foundation Inc	<b>S</b>	R.T. and P.M. Sarich Nigel Satterley AM Sealanes Seven West Media Shelford Quality Homes Shell Australia SKYN Nedlands Stan Perron Charitable Trust Stelios Jewellers Swim Thru Perth
<b>J</b>	Ray Jordan	<b>T</b>	The Tomasi Family Tony Fini Foundation Total Travel WA
<b>K</b>	Kart World Belmont Kingston Sedgefield (AU) Charitable Trust	<b>W</b>	WA Country Health Service WA Local Government Association (WALGA) Wanslea The West Australian Woodside
<b>L</b>	LD Total		
<b>M</b>	Kirsten Madardy Marketforce McCusker Charitable Foundation MED-EL Mel Maria Catholic Primary School		

# FINANCIAL REPORT

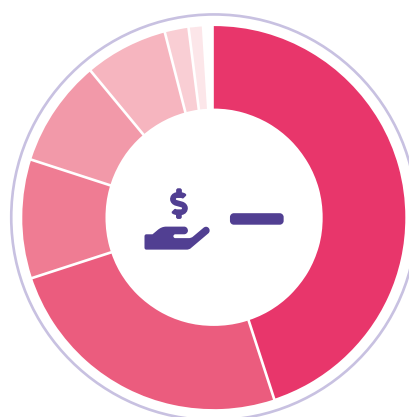
## 2019 OPERATING INCOME



Grants	74%
Venue Hire and Rental Income	9%
Fees	7%
Fundraising events and donations	6%
Medical Income	4%
Other	0.3%
Interest	0.2%

OPERATING INCOME	2018	2019
Fees	\$ 594,394	\$ 606,553
Grants	\$ 5,439,784	\$ 6,390,678
Medical Income	\$ 261,222	\$ 344,522
Fundraising events and donations	\$ 737,565	\$ 486,259
Interest	\$ 24,561	\$ 17,762
Venue Hire and Rental Income	\$ 675,712	\$ 764,421
Other	\$ 50,134	\$ 25,878
<b>TOTAL</b>	<b>\$ 7,783,372</b>	<b>\$ 8,636,073</b>

## 2019 OPERATING EXPENSES



Schools	45%
Administration	25%
Ear Health and Audiology	10%
Early Interventions	9%
Marketing	7%
Private Clinics	2%
Property Costs and Venue Hire	1%

OPERATING EXPENSES	2018	2019
Schools	\$ 3,208,731	\$ 3,718,146
Early Interventions	\$ 665,213	\$ 724,628
Ear Health and Audiology	\$ 951,200	\$ 832,702
Private Clinics	\$ 173,519	\$ 201,625
Marketing	\$ 781,813	\$ 568,394
Administration	\$ 1,670,592	\$ 2,045,261
Property Costs and Venue Hire	\$ 192,027	\$ 113,293
<b>TOTAL</b>	<b>\$ 7,643,095</b>	<b>\$ 8,204,049</b>

- » Administration expenses include the costs and overheads to support each program.
- » Program Support includes Private Clinics for speech, psychology and occupational therapy.
- » Full audited financial report can be accessed from our website.

# AUDITOR'S REPORT



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PO Box 700 West Perth WA 6872  
Australia

## INDEPENDENT AUDITOR'S REPORT

To the members of Telethon Speech & Hearing Limited

### Report on the Audit of the Financial Report

#### 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 2019, 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 2019 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 confirm that the independence declaration required by the *Corporations Act 2001*, which has been given to the directors of the Company, would be in the same terms if given to the directors as at the time of this auditor's report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### Emphasis of matter -Subsequent event

We draw attention to Note 17 of the financial report, which describes the non-adjusting subsequent event on the impact of the COVID-19 outbreak on the entity. Our opinion is not modified with respect to this matter.

#### 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.

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The other information comprises the information in the Directors' report for the year ended 31 December 2019, 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: [http://www.auasb.gov.au/auditors\\_responsibilities/ar4.pdf](http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf)

This description forms part of our auditor's report.

**BDO Audit (WA) Pty Ltd**

BDO  
A handwritten signature in dark ink, appearing to read 'J Prue', is written over the BDO logo.

**Jarrad Prue**

**Director**

Perth, 6 April 2020

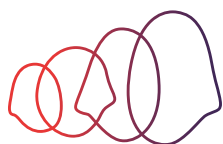


You can make a  
donation online at  
🖱️ [tsh.org.au/support-us](https://tsh.org.au/support-us)

Or call  
📞 (08) 9387 9888



Thank you  
*for your* support!



Telethon Speech & Hearing

**ABN** 73 885 107 614  
**Registered Charity No:** 17993  
**Deductible Gift Recipient**

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