

Telethon Speech & Hearing



Developing lives
full of potential.

ABN 73 885 107 614

ANNUAL REPORT
2020

PURPOSE

As experts in our field we excel in bringing together services to support children and families to speak, hear, connect and learn in ways that empower them to live fulfilling lives.

VALUES

Our Values reflect the ENTIRE focus of what guides our decisions:



Excellence:

We are experts in our field using research, experience and knowledge to deliver the highest level of services and conduct in all we do.



Nurturing:

We create a caring, supportive environment that fosters positive outcomes, bringing empathy and wisdom to our relationships.



Trust:

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



Inclusivity:

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



Respect:

We recognise every person's unique abilities, operating in a spirit of cooperation and valuing dignity.



Empowerment:

We build people's capacity, knowledge and skills in an enriching and inclusive environment.

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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 fourteen partner mainstream schools.
- » A specially designed and intensive language program for children with speech or language difficulties aged 2–6 years.
- » Language 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:

- » 2020 saw TSH continue its long-standing partnership with Chevron to deliver an integrated speech, language and literacy program to the at-risk students at Onslow Primary School. 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 and/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 attending Clontarf Aboriginal College.
- » **Hear Now Program** – Provides ear checks for children in school and daycare settings.

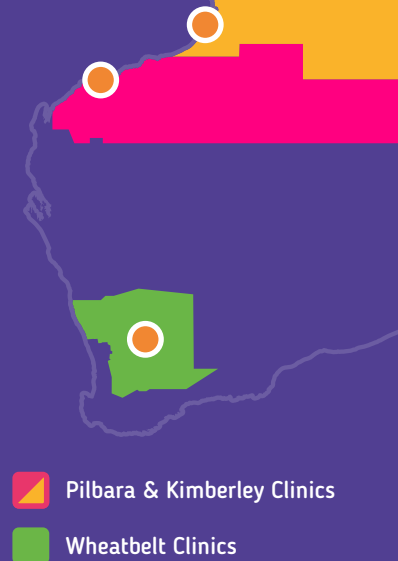
AUDIOLOGY CLINICS

- » **Wembley Head Office**
- » **Cockburn Clinic**

PERTH AREA SERVICES

Regional services

For detailed maps, see page 22



Pilbara & Kimberley Clinics

Wheatbelt Clinics

Northshore Christian Grammar School (from 2021)

St Stephen's School, Carramar

Joondalup

St Luke's Catholic Primary School

St Stephen's School, Duncraig

West Coast Steiner Primary School (from 2021)

Servite College

Midland

Newman College

TSH WEMBLEY HEAD OFFICE

PERTH

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

Hear Now Program

Cockburn Clinic

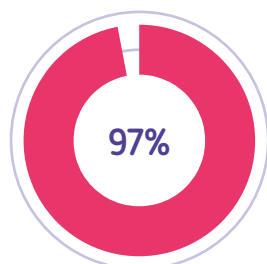
John Wollaston Anglican Community School

Armadale

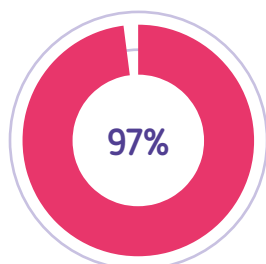
OUR PROGRAM OUTCOMES

A SNAPSHOT OF OUR PROGRAM OUTCOMES FOR 2020

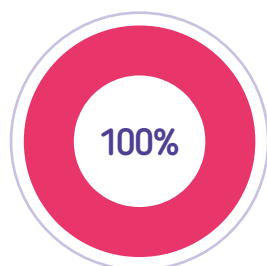
Chatterbox, Outpost & Talkabout programs



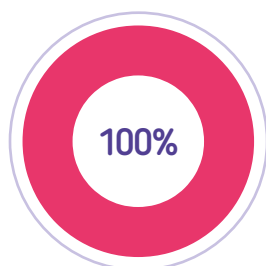
97% of families reported the programs were meeting their child's individual learning needs.



98% of families in the programs indicated their satisfaction with the progress their child was making.



100% of families expressed that the teaching staff in their programs were approachable and professional.



100% of families were supported by the program staff.

Talkabout program

PLAYGROUP CHILDREN:

On average, children increased the number of words in sentences from 2.3 to 4.3 words from the beginning of Term 1 to the end of the year.

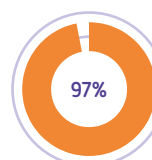
TERM 1

2.3
WORDS

TERM 4

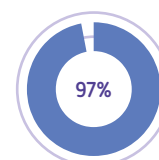
4.3
WORDS

KINDERGARTEN STUDENTS:



Kindergarten
Attendance:
97%

PRE-PRIMARY STUDENTS:



Pre-primary
attendance:
97%

TERM 1

16%

TERM 4

28%

Percentage of Kindy students who demonstrated within average range or above for grammatical structures in their spoken language from Term 1 compared to Term 4.

TERM 1

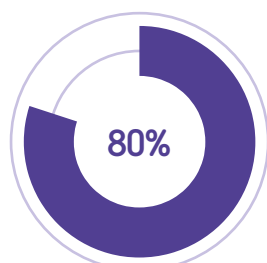
31%

TERM 4

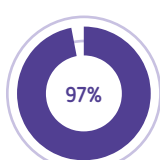
56%

Percentage of Pre-primary students who demonstrated within average range or above for grammatical structures in their spoken language from Term 1 compared to Term 4.

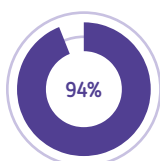
Outpost program



80% of the Individual Education Plan (IEP) goals set for the students were achieved.



97% of families were satisfied with their involvement in developing their child's Individual Educational Plan.



94% of families were satisfied with in-class support for their child.

STUDENT ATTENDANCE AT SCHOOL:

Students in the school support program are co-enrolled with 14 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.

Non attendance is managed in accordance with the TSH Student Attendance Policy.

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 for further information.

Post School Delegations

Seven students graduated from Year 12.

Three students from John Wollaston Anglican Community School are now undertaking Fashion Design at TAFE, a Chef Apprenticeship at TAFE and a

Cert. 1V in Integrated Technologies (Robotics Control Systems). One of these students was awarded a Year 12 VET Certificate of Excellence (Tourism).

One student from Servite College was accepted to UWA, where she will be undertaking a Bachelor of Arts Degree.

One student from St. Stephens Carramar is enrolled in a Vocational Education and Training qualification in Nursing.

One student from Mazenod College was accepted to Curtin University and is now undertaking a Bachelor of Computing.

One Student from Aquinas College was accepted to Murdoch University and is now undertaking a Bachelor of Creative Media in Screen Production.

Professional Engagement – School programs

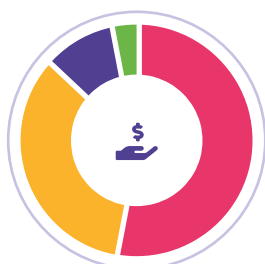
Workforce Composition	Number of Staff	FTE
Principal	1	1.0
Deputy Principal	2	1.70
Teachers & Teachers of the Deaf	20	13.3
Educational Assistants & Note-takers	31	20.7
Family Liaison Officer	1	0.9
Librarian	1	0.5
Speech Pathologists	9	4.2
Occupational Therapists	5	3.3
Psychologists	2	0.9
Aboriginal or Torres Strait Islanders	0	0
TOTAL	72	48.1

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, Anaphylaxis and Manual Handling.

There was a continuation of our focus on professional development. This included 35 staff from across all three programs participating in an online professional learning curriculum, titled Zones of Regulation. It is geared towards helping students gain skills in consciously regulating their actions – which in turn leads to increased control and problem solving abilities.

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.

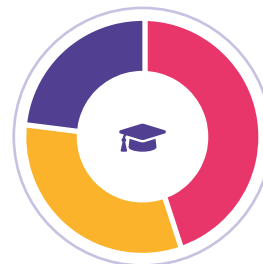


School Income broken down by funding source:

State Grants	53%	Fees	12%
Federal Grants	31%	Other	4%

Our People

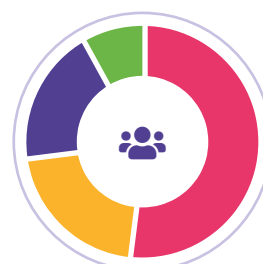
TEACHING STAFF QUALIFICATIONS:



Masters	45%
Postgrad Diploma	32%
Bachelor Degree	23%

OUR HIGHLY EXPERIENCED SPECIALIST TEAM CONSISTS OF:

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



Educational	52%
Therapy	21%
Non-clinical	19%
Audiological	8%

CHAIR REPORT

On behalf of the Telethon Speech & Hearing Board, I have great pleasure in presenting the 2020 Annual Report.

Having stepped into the role as Chair in July, I would like to acknowledge the leadership of my predecessor, Professor Gary Martin, who has helped guide this organisation into the strong position it stands in today. Under Gary's leadership, and the guidance of our senior leadership team, led by CEO Mark Fitzpatrick, Telethon Speech & Hearing has not only navigated the challenges of COVID-19 during 2020 – but thrived.

It would be remiss of me not to reflect on the year in which COVID-19 hit our community and the world. 2020 will always be associated with an unfathomable virus that immobilised entire populations and upturned the lives of so many people. Like many others, Telethon Speech & Hearing was not immune to these challenges, but our team's remarkable agility and combined response to the pandemic has encouragingly eventuated in an uptick in demand for many of our services. It is clear that the demand in Western Australia for expert hearing, speech, language and educational services was unabated during all of the turbulence, as an increasing number of families still seek to obtain the highest quality of services for their children from Telethon Speech & Hearing.

Such demand continues to be seen in our newly serviced Cockburn/Kwinana region. While successfully alleviating service gaps within the area, our work also illustrated the difficulties many families continue to have in accessing the National Disability Insurance Scheme and services that can be funded through it, proving further assistance and advocacy work is needed.

Our unrelenting focus on supporting families and children with hearing loss and/or speech and language delays and disorders, coupled with strong leadership throughout the whole organisation has meant that 2020 was an overall positive year for Telethon Speech & Hearing; one that has produced excellent financial results, wonderful outcomes for our team, greater demand for our services, and industry-leading outcomes for the children of Western Australia.

NEW STRATEGIC PLAN

During 2020, we finalised the vision of a new Strategic Plan for 2021–2025, adopting six strategic priorities. Our updated plan focuses on how Telethon Speech & Hearing will continue to use its strengths to support the Western Australian community. Five of our strategic priorities build on the preceding Strategic Plan and, importantly, we introduce a new focus on **Philanthropy** – one that will see us actively reconnect with the thousands of families that our organisation has supported since its humble beginnings in 1967.

As Chair, I am constantly surprised by the number of people I encounter who have been supported by our wonderful organisation. Our future success will be grounded in connecting with those from our past, ensuring we build on the rich history of the organisation and the ethos of those who have come before us. Organisations such as Telethon Speech & Hearing cannot solely rely on financial support and grants from government and institutions. We must build a strong foundation which is able to support us to carry out our core work through providing underlying financial support and protection during times of financial challenges or any unexpected decrease in current funding. Our future will be enhanced and secured through strong philanthropic support via individual benefactors and corporate partners.



As we build upon strong outcomes to drive the next chapter in our organisation's history, I would like to thank my fellow Directors in their efforts throughout an interrupted but successful year. I also thank Nigel Satterley AM, who has been our Patron for over a decade and has resigned from this role as of March 2021. I thank him for his generous commitment to our organisation and the children of Western Australia.

Finally, our organisation would not exist without a dedicated, passionate and professional team, ably lead by our CEO Mr Mark Fitzpatrick. They turn up each and every day and continue to produce amazing results and epitomise our organisation's core philosophy of dedication to families and children.

A handwritten signature in blue ink, appearing to read 'Alec O'Connell'.

Dr Alec O'Connell
CHAIR

CEO REPORT

There is no overstating how different the past year has been for Telethon Speech & Hearing.

On the back of concerted efforts of development in previous years, 2020 started very well for Telethon Speech & Hearing. Our student numbers were high on the back of the exceptional work of our team, the strong relationships we had formed, and the excellent pathways we had created for families to access our programs. What we did not account for was COVID-19, the unpredictably fortunate position our State would be in, and the resultingly positive impact that the pandemic would have on our organisation. By year end, we were left in a stronger operating position with demands for all our programs exceeding expectations.

MANAGING SERVICE DELIVERY IN COVID-19 TIMES

With the breadth of services offered by Telethon Speech & Hearing, managing service delivery in a COVID-19 environment was a challenge but our dynamic team rose to the occasion. After spending the earlier part of 2020 investing in upgrades to our technological systems, the pandemic became an unlikely catalyst in pushing our traditional face-to-face programs into the online realm. On-line service delivery, tele-practice and virtual collaboration rapidly rolled out throughout our organisation alongside the State Government's ever-changing emergency response timelines and standards. Our team responded with great professionalism and care, holding the needs and safety of our families with the highest priority. In doing so, this resulted in all but one family continuing with their services in our school or group-based programs.

DEMAND FOR TELETHON SPEECH & HEARING SERVICES

Coming out of the COVID-19 lockdown, Telethon Speech & Hearing saw strong growth in the demand for our speech and language services across groups, school-based and individual sessions. Concurrent with keeping our existing families engaged, the number of enquiries from families, schools and other community organisations grew significantly in 2020.

Our speech therapy clinic grew from four sessions a week in 2017 to over 2,000 in 2020, while the demand for our Talkabout program has meant we have had to add additional classes for 2021. Our Chatterbox program saw the number of children supported exceed 80, while we had two new schools added to Outpost School Support program for 2021. The number of schools engaged in our **Hear Now** program in the Kwinana/Cockburn region also continued to grow.

A CONTINUED FOCUS ON OUTCOMES

Despite the disruption caused by COVID-19, I am most proud of our team and their unwavering focus to achieve positive outcomes for children and families. Parental satisfaction across all Telethon Speech & Hearing programs remained extremely high in 2020, with:

- » **100% of families** feeling supported by the program staff.
- » **99% of families** expressing that the teaching staff in their programs were approachable and professional.
- » **98% of families** indicating their satisfaction with the progress that their child was making.
- » **97% of families** reporting that the programs were meeting their child's individual learning needs.

The outcomes of our Chatterbox, Talkabout and Outpost programs are broad in their collection, and can be summarised as:

- » **90% of children** aged four in the Chatterbox program have demonstrated age-appropriate language skills or above.
- » **79% of students** in our Talkabout Pre-primary program demonstrated phonological awareness skills that were within or above the average range after one year.
- » **80% of the Individual Education Plan (IEP) goals** that were set for the students in the Outpost program were achieved.

NEW PROGRAMS IN THE MAKING

Responding to demand in the community, Telethon Speech & Hearing will enter 2021 commencing a new speech and



language program in Onslow, adding to the existing success of our regional ear health program wonderfully supported by Chevron. This program will pave the way for integrated ear health, speech and language program development in Western Australia – a model that we will also be replicating in the Kwinana/Cockburn region under our **Hear Now** program.

We will also be extending our Outpost School Support program into Northshore Christian Grammar School and Westcoast Steiner School and continuing to build the supports available in the south corridor of Perth through the engagement of a Community Liaison Officer, who will assist families to identify and access services they need for their children.

A UNITED SUCCESS

Telethon Speech & Hearing's continued success reflects the incredible work our dedicated and passionate team of staff do every day around our state; they work tirelessly, always putting the needs of families first. The achievements summarised in this Annual Report is a small reflection of the work they do.

Our accomplishments are also made possible with the support and guidance of the Telethon Speech & Hearing Board, our very generous supporters and program partners in the Channel 7 Telethon Trust, Chevron, Rural Health West, WA Country Health Service, Perth Airport, the Tomasi family, Tony Fini Foundation and, the McCusker family, amongst many more.

Thank you for your ongoing commitment to bettering the lives of children in Western Australia and to our organisation.

Mark Fitzpatrick
CHIEF EXECUTIVE OFFICER

OUR GOVERNANCE

BOARD OF DIRECTORS



Professor Gary Martin
Chair
(Resigned July 2020)



Dr Alec O'Connell
Chair
(Appointed July 2020)



Peter Marcakis
Company Secretary



Oliver Marion
Treasurer



Dianne Symons



Richard Duldig



Rae Wyatt



Anna Gelavis



Dr Tim Cooney



Jeremy Rigg



Daniel White

BOARD COMMITTEES

Supporting the work of the Board during 2020 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 the 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

Belinda Leksas: Head of Marketing & External Relations

Philippa Hatch: Head of Hearing Services

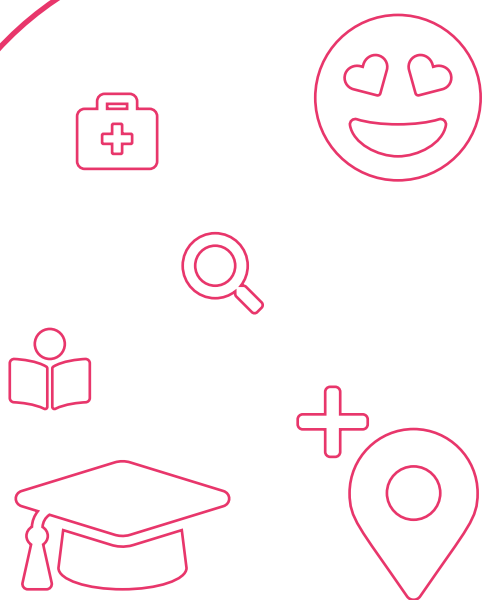
Felicity McNally: Head of Clinical Services



Telethon Giving Ceremony. All photos by Viva Photography.

OUR STRATEGIC HIGHLIGHTS

LOOKING BACK AT OUR ACHIEVEMENTS FOR 2020



Supporting children in our community

- ✓ Screened 472 at-risk students from 14 schools in the Cockburn catchment, with 110 requiring further audiology assessments and 28 requiring ENT intervention.
- ✓ Conducted 82 audiology assessments at Clontarf Aboriginal College, in addition to 18 GP referrals and 12 ENT referrals.
- ✓ Expanded to 8 Talkabout playgroup classes, 7 Language Support groups and introduced a new Playtime group for 3 year olds who are working on their early communications skills.
- ✓ Provided over 60 scholarships for families experiencing financial hardships to attend our early intervention speech and language delay program.
- ✓ 2,248 children were supported by TSH's Paediatric Audiology team across our private clinics and outreach programs.
- ✓ 256 children from across our early intervention and Outpost programs were supported by our team.
- ✓ 1,034 new Paediatric Audiology assessments were conducted in 2020.
- ✓ 621 children were screened across Karratha, Onslow and Roebourne as part of our Chevron Ear Health Program.
- ✓ 156 audiology assessments were conducted as part of our inaugural Kimberley ear health clinics.



Developing meaningful partnerships

- ✓ Commenced the Aquinas Ear Health Program, screening 27 at-risk Aboriginal boarding students.
- ✓ Partnered with Huawei to deliver the Creating Access for all Children program to key stakeholders in the South West communities of Bunbury and Busselton, building the knowledge base of early years educators, teachers, speech pathologists, audiologists, GPs and Paediatricians through the dissemination of capacity building resources focused on identifying the onset of hearing, speech and language issues.
- ✓ Secured scholarship support from key partners including the Stan Perron Charitable Trust, Perth Airport, Tony Fini Foundation, the Tomasi Foundation, Westfield Local Community Fund, and the Rotary Club of Northbridge, ensuring finances are not a barrier for children to enter our early intervention programs.
- ✓ Was the recipient of the Building Stronger Communities grant, enabling us to fit out our classrooms with the necessary IT resources to undertake teletherapy supports during the COVID-19 period.
- ✓ Partnered with Chevron to implement the first of its kind integrated speech, language and hearing program to at-risk children from Onslow PS while continuing to support the wider West Pilbara community through the Chevron Ear Health Program.
- ✓ Commenced providing audiological clinics and supports to at-risk Aboriginal children and adults in Broome in collaboration with Rural Health West.
- ✓ Partnered with Northshore and West Coast Steiner School to establish additional Outpost units, increasing our number of school support units to 14 in 2020.
- ✓ Continued our impactful work with Wanslea to help families navigate through the NDIS landscape.
- ✓ Through the Channel 7 Telethon Trust's generous donation, children with a hearing loss and speech/language delays attending our early intervention program were supported.

Raising our profile

- ✓ Continued our partnership with Seven West Media to produce regular digital and TV advertising campaigns throughout the year.
- ✓ Stayed connected with our families and the wider community by leveraging our presence on social media and expanding our service offerings to include teletherapy supports during the COVID-19 pandemic.
- ✓ Consolidated Fundraising and Community Awareness raising initiatives into four key campaigns and events, including: Make a Difference Lottery, Lucky Sip, QV1 Descent and Swim Thru Perth.
- ✓ Over 44 corporates engaged in TSH's Loud Shirt Day.
- ✓ Delivered over 60 presentations and meetings to GP and Paediatric clinics.
- ✓ Revitalised our venue hire rooms and reception to highlight the diversity of families that we support.
- ✓ Partnered with universities, with four research projects commenced by TSH including assessing the impact of delayed language in children and its comorbidity with delayed motor skills.
- ✓ Provided training on child engagement to Bachelor and Master's of Education students.
- ✓ Our Research Coordinator published two peer reviewed articles in collaboration with our partner universities.
- ✓ Supported Eamon Doak through his journey as a Little Telethon Star.

Professional engagement

- ✓ Continued undertaking of professional development courses and learning opportunities from staff across all of our programs.
- ✓ Provided more intensive parent-based mentoring services via teletherapy during the COVID-19 pandemic.
- ✓ Teachers and allied health team trained in the implementation and facilitation of Circle of Security, Zones of Regulation and First Aid for Epilepsy.
- ✓ All staff completed at least one professional learning event throughout the year, with the average being three to four events.




Education and capacity building

- ✓ Increased stakeholder engagement, hosting staff from Moorditj Koort, Telethon Kids Institute, Hearing Australia, AHCWA, Wanslea and Ngala.
- ✓ Continued to share capacity building resources with a variety of stakeholders across WA including early years educators, teachers, GPs, paediatricians, ENTs, NGOs and most importantly, families.
- ✓ Ensured constant communication with our families during the COVID-19 pandemic, providing work packs for each child to complete at home.
- ✓ Partnered with AIM WA to undertake the Emerging Leaders Program for 17 TSH staff, covering topics such as: transitioning into a leadership role, bringing our values to life, emotional intelligence, continuous improvement and change management.
- ✓ Supervised four Honours students from Curtin University, supporting them with their course curriculum.

OUR SERVICES & PROGRAMS

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

GREATEST IMPACTS OF THE CHATTERBOX PROGRAM REPORTED BY FAMILIES:

-  Connection with other families and professionals
-  Improvement in each child's confidence
-  Feeling understood and supported

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

2020 saw TSH's NDIS Consultant help more than 40 families to navigate the ever-changing NDIS landscape, and to provide support in the areas outlined below.

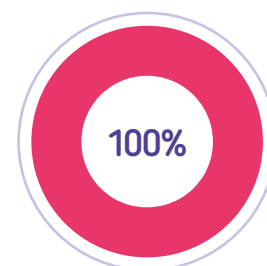
Our impact to families under NDIS:

- » 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.

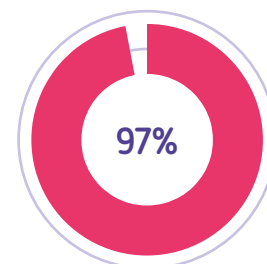
For advice and support once they have an NDIS plan:

- » 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.

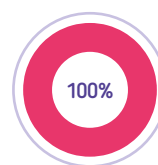
2020 Family Satisfaction



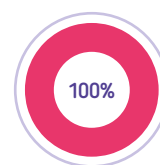
100% of respondents indicated that the individual sessions were meeting their child's needs.



97% 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 believed that their child's confidence had improved since attending TSH.



100% of respondents felt like an equal and active participant in their child's sessions.

SUPPORTERS OF THE PROGRAM:



Department of Education



Government of Western Australia
Department of Communities
Disability Services



HEARING RESEARCH & SUPPORT FOUNDATION

CELIA HAMMOND MP



Meet Olive: aged 4

Olive is an energetic lively, chatty 4-year-old who loves being part of the Kindy program at Newman College.

Olive's hearing was screened at birth through the newborn hearing screening program. She was diagnosed at Princess Margaret Hospital with a mild to moderate sensorineural hearing loss and received her hearing aids at 5 months of age. Olive bonded well with her hearing aids and wore them consistently during her waking hours.

Olive and her mother, Alison enrolled in the Chatterbox program and attended weekly Auditory -Verbal Therapy sessions at TSH shortly after receiving her hearing aids. The family also attended the Chatterbox weekly playgroup sessions, run by an Early Intervention Teacher, Speech Pathologist and Occupational Therapist.

Olive's hearing was closely monitored by her family, AV therapist and audiologist. In 2018, it was noted that Olive was not responding with her hearing aids reliably to speech and environmental sounds. Olive's hearing levels were dropping. At the end of 2018 she became a candidate for cochlear implants when it was confirmed that her hearing levels were in the severe to profound range. Olive received bilateral cochlear implants in December 2018, aged 2 years. When partnering with parents, we can work together to be vigilant about their child's progress. Timing is essential and in Olive's case, giving her appropriate access to sound early when she needed it, opened up her world.

When partnering with parents, we can work together to be vigilant about their child's progress. Timing is essential and in Olive's case, giving her appropriate access to sound early when she needed it, opened up her world.

With the dedicated support of Alison and the family, Olive made excellent progress learning to listen and develop spoken language with her cochlear implants. The weekly AV Therapy sessions enabled Olive's family to learn strategies to support and develop Olive's listening, language, speech articulation and communication skills. According to a recent assessment, Olive's expressive spoken language skills are now above the average range.

Alison and the family are instrumental in extending Olive's language potential through daily conversations and fostering Olive's love of books and stories.

Olive's family expose her to many opportunities to expand on her life experiences e.g. attending Surf Babies, Kindy Dance, art and social events.

After 3 years in the TSH Early Intervention Chatterbox program, Olive is fully integrated into the Kindy program at Newman College where she is supported by the TSH School Support Outpost program. The Outpost program continues to work together with the family to advocate for Olive at school.

Zita Ferreira
Olive's Auditory-Verbal Therapist
& Teacher of the Deaf

Feedback from Olive's family

"When Olive was a baby the diagnosis of hearing loss came as a big surprise, especially considering there was no history of hearing loss in the family. It felt like devastating news at the time but as soon as we started at TSH it was a relief to be in such a supportive environment. We started the Chatterbox Early Intervention program with a community of therapists and attended the group sessions with other families who were on a similar hearing loss journey.

From ages 5 months to 4 years we attended the weekly Chatterbox playgroup where Olive was immersed with language, social experiences and book reading. We worked closely with our individual therapist Zita, who was supportive and provided us with the tools we needed to develop Olive's speech and language.

Olive started Kindy at Newman College in the TSH School Support Outpost program this year and I can truly say how grateful we are to have had such strong foundations at TSH before Olive started. TSH has helped Olive achieve her goals and with the support of Speech Therapy, Audiology and Occupational Therapy Olive is exceeding expectations. The intensive early intervention provided by the professional and friendly staff at TSH has been invaluable and life changing. We look forward to working with the TSH Outpost team as Olive continues to grow and learn at Newman College."

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 participation
-  Improved speech and language development

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.

SUPPORTERS OF THE PROGRAM:



Department of
Education



McCusker
Charitable
Foundation



PERRON GROUP

TONY FINI FOUNDATION

THE TOMASI FAMILY





Canon

OUR LEADERSHIP IN THIS FIELD SEES US DELIVERING:

- » Evidence based programs with a multi-disciplinary team approach.
- » A multifaceted child lead and play based Kindergarten program focused on language development.
- » Age-appropriate language playgroups for children aged 2 and 3 years old.
- » Language Support Groups for children in Years 1, 2 and 3.
- » A structured language Pre-primary program that shares the child with their mainstream school and follows the WA Curriculum.
- » Teacher education workshops.

LANGUAGE SUPPORT PROGRAM:

GREATEST IMPACTS OF LANGUAGE SUPPORT REPORTED BY FAMILIES:

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

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.

LANGUAGE SUPPORT DEVELOPS:

- » Phonological and phonemic awareness skills
- » Explicit teaching of the alphabetic code
- » Spelling at word and text level
- » Written language development
- » Oral language development
- » Skills in reading and spelling longer (polysyllabic) words

2020 Family Satisfaction

TALKABOUT STUDENT NUMBERS:

82

Playgroup

59

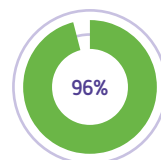
Kindy

39

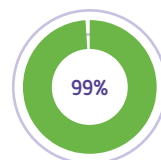
Pre-primary

36

Language Support



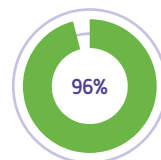
96% of respondents indicated that the program was meeting their child's needs.



99% were satisfied with the progress that their child is making through the program.



100% of respondents indicated they felt supported by the staff.



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

LANGUAGE SUPPORT PROGRAM:



All respondents believed their child was making progress towards achieving their goals in the Language Support Group.

Seven of the eight respondents believed that their child's confidence had improved since they started attending TSH.





Meet Aiden: aged 6

BB Aiden has had a life-changing experience in Talkabout.

to private speech therapy, where we saw better results however still not as consistent as we would have hoped.

A close friend told us about Telethon Speech & Hearing as her daughter had a friend in school that was attending the Talkabout program.

Aiden was accepted into the Talkabout T5 program for Pre-primary in 2020.

We found the whole picture approach with the Talkabout program really suited Aiden's needs and we started to see great progress. Working on Speech, OT and Literacy meant there was a well-rounded approach. The groups were small and run with highly qualified staff with great knowledge of the difficulties faced for children with Speech & Language difficulties.

The program had an extremely high level of communication and we were kept updated of Aiden's progress every step of the way. Speech & OT assessments were provided, and clear goals were identified and progress tracked.

Aiden has had a life-changing experience in Talkabout, he has progressed wonderfully with his literacy skills and requires no support in mainstream school as a result and above average grades.

We have seen first-hand the difference in growth over a year in the program. We continue to attend private Speech therapy at Telethon Speech & Hearing to further develop his skills.

We have recommended this program to so many people. At Telethon Speech & Hearing you get a full picture in one place.

Telethon Speech & Hearing is wonderfully supportive for the whole family.

Aiden's Mum

From birth Aiden has suffered with recurring ear infections, glue ear and tonsillitis. As he reached two years old and began to talk, we noticed he could not hear all the sounds in words which were affecting his speech development.

Aiden first had surgery at 2 years old to have his tonsils out and grommets put in.

We commenced both public speech therapy at 3 years of age however found the appointments were not regular and weren't really focused on the objective of increasing Aiden's speech skills. After a year of going down this avenue we switched

BB Feedback from Families

"We have seen my child flourish in this program. I think that the Talkabout program has such a positive and supportive approach. Definitely, confidence has been built and a beautiful speech and language foundation. Even though my child has had huge challenges, that "give it a go" attitude has been thoughtfully demonstrated and encouraged by all staff. I feel that the staff are genuinely vested in the 'best' for each child".

"Thank you for the life changing impact you have had on our child's life, she loved attending each week and grew exponentially with all the positive teaching methods she was engaged in at TSH T4."




"It gave me many ideas for continuing to support my child at home with the speech, language and motor skill development. Not only did he benefit greatly from the sessions, but he benefited at home, too because I was 'upskilled' through the parent education aspect. This will also benefit any children I might have in the future."

"The program has enabled my son to read. It's given him the confidence and strategies he needs to have a go. It has provided him with spelling techniques so he's able to spell words or at least get the correct sounds in the words".

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:

-  Increased confidence & self-esteem
-  Learning outcomes, speech & language development
-  Availability of ongoing support

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 14 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:

- » Enabling 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.

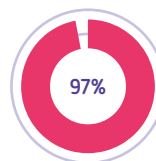
2020 Outcomes

14

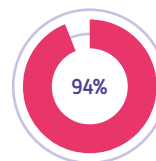
Partner Schools

65

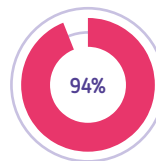
Students supported



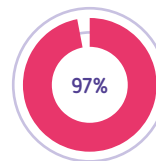
97% of respondents indicated that the program was meeting their child's needs.



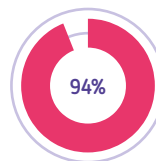
94% of respondents were satisfied with their child's participation in the mainstream school.



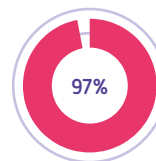
94% of respondents reported that they were kept up to date about their child's progress.



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



94% of respondents were satisfied with in-class support for their child.



97% of respondents were satisfied with the format of written reports provided by the program.

Feedback from Families

"The program is awesome, my child loves attending, and he is a happy confident boy."

"The Outpost team have done a fantastic job under difficult circumstances this year - through teletherapy, online catch-ups and take-home packs during COVID-19 to preparing the students for Power of Speech. The Teachers for the Deaf we work with are dedicated, passionate and very in tune with the student's needs".


SUPPORTERS OF THE PROGRAM:



HEARING RESEARCH & SUPPORT FOUNDATION



Meet Zac: aged 17

 If I wasn't able to get support from TSH in my last years of High School, I may not have been able to get into where I am today, which is Curtin University.

My journey at Telethon Speech & Hearing began when I was diagnosed with hearing loss while in Pre-primary school.

I did not have a hearing loss at birth, the cause was a dilated vestibular aqueduct which made me predisposed to having a hearing loss.

I was due to get a hearing aid during Year 1 however I suddenly was affected by Encephalitis which is the inflammation of the brain. Being both rare and potentially life-threatening, I was left hospitalised for a few weeks as a result. Luckily I was able to pull through it and return to school with my brand-new hearing aid. It was also discovered afterwards through a neurological check-up that I was on the Autism spectrum as well.

I was lucky that my primary school had a Telethon Speech & Hearing Outpost school support unit and that I could be included in their program. With the assistance of my hearing aid and a FM device the issue posed by my hearing loss impacting my learning through an inability to hear certain parts of lessons was resolved. TSH helped me widely through social situations with my emotions and other's emotions. I participated in the Power of Speech which improved my public speaking skills. In addition to this there was also a Teacher's assistant to help me and the others that were hearing impaired at my school.

We had been told many times that Year 11 was a huge leap and I felt I was prepared for that leap. The problem was that it turned out to be an even bigger leap than what I had expected. This caused me to struggle with my studies during that year. However, in year 12 I was able to access support from Telethon Speech & Hearing yet again, which

allowed me access to many services such as a notetaker who helped immensely with my English work. Which was my main struggle for me.

If I wasn't able to get support from Telethon Speech & Hearing in my last years of high school, I may not have been able to get into where I am today, which is Curtin University – in a Bachelor of Computing, majoring in Software Engineering. My first week has been an interesting experience where the routines are familiar but different, while the act of taking classes and giving my FM device to the lecturer hasn't changed, the scheduling and freedom given is vastly different but thanks to their help I'm prepared for University.

Saying that Telethon Speech & Hearing is a major reason I was able to get to where I am today isn't an understatement. Without their help I may have failed English and therefore failed my English competency, which is

needed to go to University. Because of their help at the end of my schooling journey as well as their immense help in my earlier years I am thankful towards Telethon Speech & Hearing for helping me throughout my journey.

I have worked through a lot in my journey through the schooling system. Throughout my journey Telethon Speech & Hearing had an immense impact on my success to achieve my desired ATAR allowing me to get into Curtin University.

Zac

Studying B.Comp. (Software Engineering) at Curtin University

Feedback from Families

"My child is doing well due to the support. Picks up any issues quickly in the school environment and relays on to parents. Solves any issues before it becomes a problem."

"My [children] are doing incredibly well in the Outpost program. Their confidence is amazing and what they are achieving is beyond what we imagined for them."

OUR SERVICES & PROGRAMS

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



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. 2020 has seen us strengthen existing relationships with Chevron, Rural Health West and WACHS to deliver rural and remote audiology programs. We consolidated two existing 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

2020 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.

COVID-19 saw a significant demand for hearing assessments upon the resumption of face to face services. The team relied on new prioritisation framework to allow for clarity and transparency in order to alleviate the lengthy wait-list. The addition of casual staff for our rural trips and metropolitan clinics allowed for flexible and responsive staffing. Accounting for our closure period we were still able to see over 56 new families per month.

Our audiologists are WorkCover WA accredited.



2020 Outcomes

1,034

1,034 new paediatric audiology assessments were conducted.

256

256 children were supported through our early intervention and Outpost programs.

2,248

2,248 children were supported by our Paediatric Audiology team, across private clinics and outreach programs.

OUR CLONTARF ABORIGINAL COLLEGE EAR HEALTH PROGRAM SAW:

82

82 assessment events held.

66

66 students screened.

18

18 GP referrals required.

12

12 students requiring ENT intervention.

SUPPORTERS OF THE PROGRAM:





Meet Max: aged 4

“When we moved back to Australia we had a huge challenge ahead with Max, and with no support network at the time we felt very much alone in this journey with him. That was until we walked into Telethon Speech & Hearing.”

Max was subsequently diagnosed with Global Development Delay, resulting from the hearing loss. We had no idea that hearing (or lack of) could impact so many aspects of early childhood development.

In October 2019, Max's third birthday was approaching, and because he didn't understand the concept of birthdays and gifts, we looked for a local organisation for party guests to donate to in lieu of gifts – we found Telethon Speech & Hearing.

At that time we realised that Max might benefit from their services, so we met with the Principal Janene, to find out more. Max has been attending Telethon Speech & Hearing for audiology, private speech therapy, Talkabout 3, and this year Talkabout 4.

When we moved back to Australia we had a huge challenge ahead with Max, and with no support network at the time we felt very much alone in this journey with him. That was until we walked into Telethon Speech & Hearing.

In an instant we were in another world where everyone understood our fears for our little boy's future, and our hopes for him to reach his full potential. In 18 months Max has gone from babbling to speaking in clear sentences. He's well understood by most people, and is full of confidence and joy.

We are so grateful to be able to share his journey with the wonderful people of Telethon Speech & Hearing, including all the lovely staff, therapists, teachers and of course the other families who are on a similar path, and benefiting greatly from this service.

Max's parents

Whilst living overseas in 2019 we wondered why Max was still babbling incoherently at age two. Our older daughter was fluent in two languages by age three, so a speech & language delay was something new to us as parents.

Max was quickly diagnosed with hearing loss due to severe glue ear, for which he's had two sets of grommets during 2019. We then moved to Australia and began the journey of understanding how severely Max's development had been impacted by all this.

Philippa Hatch, Head of Hearing Services:

“Ear infections can be one of those difficult conditions that go unnoticed but with significant impacts.”

“Enrolling in Talkabout meant that Max's ears could be monitored by our audiologists a few times each term, ensuring optimal listening. When we first tested Max in March 2020, he was too young to tolerate headphones and although we confirmed that one ear was hearing well, we couldn't rule out a hearing loss in the other ear.

Max is now a superstar in the hearing booth and we can test his hearing in both ears under headphones. The good news is that both ears are now healthy and hearing well.”

OUR SERVICES & PROGRAMS

OUTREACH SERVICES: 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.

2020 Wheatbelt Outcomes



TSH Wheatbelt and Newman Clinics

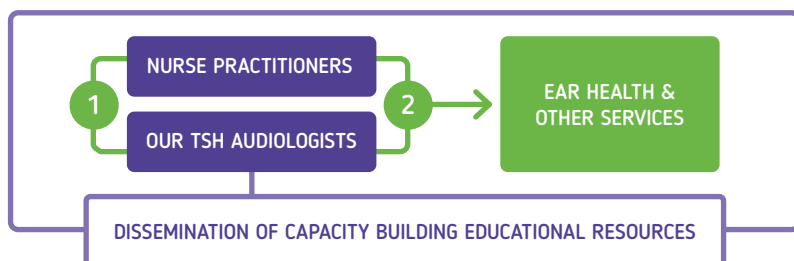
ENT infections are the third overall leading cause of potentially preventable hospitalisations, with four Wheatbelt towns among WA's top ten ENT hospitalisation hotspots. Aboriginal children experience an average of 32 weeks of their life with middle ear infections, compared to just two weeks for non-Aboriginal 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 commenced expansion of its teletherapy services for families in the greater South West catchment, offering capacity building workshops and resources to Hearing Australia and other key stakeholders in the region.

WHEATBELT CLINIC REFERRAL PATHWAY:



RECOGNISING THE SUPPORT OF THE FOLLOWING ORGANISATIONS:



Department of Communities
Department of Primary Industries
and Regional Development





Wendy Warrie, with Dr Aanand Acharya.

We first met Wendy back at the start of the Chevron Program in 2011.

In 2014 Wendy asked us if we could “fix her ears”. Her grandchildren were fitted with bone conduction hearing aids so they could hear their teachers and friends at school. She could also see the significant difference in behaviours and school attendance for other children who were receiving ongoing treatment and monitoring through our school screening program and ENT clinics. This related to her own personal experience with seeking employment and going about her everyday life.

Some three and half years later Wendy's life changed when she was fitted with a bone conduction hearing aid which was fitted inside a baseball cap.

Meet Wendy: Elder, artist

Wendy's life changing success soon started a chain reaction among the adults in the Roebourne community with several requests for TSH staff to fix their ears. The news spread and “magical hats” had become HOT property!

Community demand was strong and as a result TSH took up the mantle to obtain funding for indigenous adults in the Pilbara who had little or no access to ENT or hearing services.

In 2020 Wendy underwent extensive Myringoplasty surgery to repair her left eardrum.

As a result of surgery, hearing in her left ear has significantly improved. Wendy will remain under Dr Ananand Acharya's care until she is ready to have surgery on the right ear. Without this innovative program generously funded by RHW, and because of the program for children in the Pilbara, funded by Chevron, this life changing surgery would not have been possible.

2020 Pilbara Outcomes

Pilbara Ear Health Program Clinics

1. Onslow / Bindi Bindi Community
2. Karratha
3. Roebourne
4. Broome



THROUGH THE CHEVRON MOBILE EAR HEALTH CLINIC:



621

621 screenings were conducted across the Pilbara in 2020.

273

273 children required further support from our visiting Nurse Practitioner and ENT.



147

147 children required further audiology assessments.



156

156 audiology assessments conducted as part of our inaugural Kimberley Ear Health clinics.

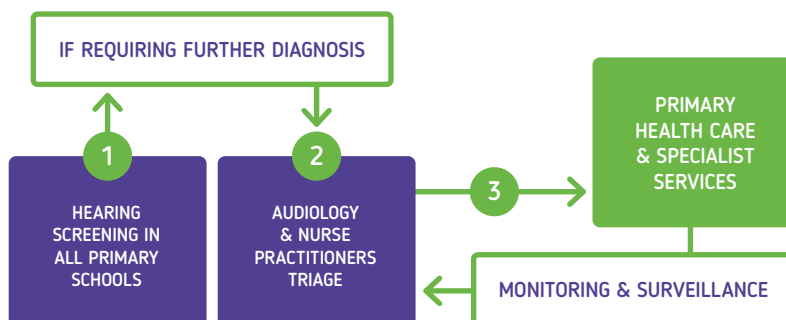


Chevron Ear Health Program

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



2020 SNAPSHOT



"I loved meeting my partner in crime Nora (what a little firecracker), and now a friend forever. Nora was so funny, she made me laugh and we got on so well."



"Meeting Mark McGowan was incredible, he is very kind and fun and makes funny jokes."



"Fat Cat you are everything I could have imagined, I wish I could keep you."

Photos by Viva Photography.

To Be the Little Telethon Star Child for 2020

Wow what an incredible adventure and honour to have been chosen as the 2020 Telethon star.

I just want to say a huge thank you to everyone for being part of this journey with me and my family and to the whole of Perth for their love, generosity, and support. I was honoured to represent all the babies, children, teens and adults who suffer from a hearing loss, disease, disability and genetic syndromes such as mine (Usher Syndrome) and creating awareness for research and cures.

The best part of this journey was EVERYTHING.

To me it felt like the best ride at an adventure park and wishing it will never end. I loved meeting my partner in crime Nora (what a little firecracker), and now a friend forever. Nora was so funny, she made me laugh and we got on so well. Fat Cat you are everything I could have imagined, I wish I could keep you. But I know you are needed by many kids out there, I love you Fat Cat. I loved being

surprised at my school by Channel 7 and Fat Cat and to be told in front of all my friends that I was going to be a 2020 Little Telethon Star (I felt very important). Right from doing the Pharmacy777 ad, to the confetti being dropped on our heads during the ending ceremony at Crown, it was AWESOME.

I was so lucky to have been given so many experiences.

The photoshoot was fun with Nora and Fat Cat – I loved doing all those silly poses. Meeting Nat Fyfe was amazing – I am not really sporty, so it was good to know that we both like flying, and he has a helicopter. Staying at Crown was like staying in a palace – we have never stayed in anything so fancy! Meeting Premier Mark McGowan was incredible – he is very kind, and fun, and makes funny jokes. I want to thank him for keeping WA safe, and when I see him on TV I shout to mum: "Look Mum, Mark's on again telling us about COVID-19, and we need to be safe."

The year 2020 was not the best year for most, considering COVID-19, but for me it will be one I will never forget. I had a lot of fun, and such amazing memories and experiences. I learnt a lot this past year, met new people and made friends for life – so 2020 has been, for me, a good year.

Channel 7 and Telethon – you are part of my TRIBE and always will be. Thank you for teaching me to be courageous, understanding of other people's situations, and giving me the platform to tell people about my condition. I am not scared of what lies ahead as I know I have love and the support of an incredible State.

My dream is to fly and believe me I will.

I am going to be the very best ambassador for my condition, Usher Syndrome, which causes deafness and visual impairment. I won't stop fighting until we find a cure – and all this is possible, because you are all in my corner.

Thank you to all the generous people out there that donated so much money. I asked my mum how much and she said: "More than you could ever imagine" – so I take it that means a lot.

Thank you!!!!

TELETHON YOU ROCK

Eamon Doak



OUR THOUGHT LEADERSHIP & RESEARCH

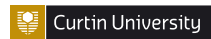
As a centre of excellence, research forms a crucial part of our ability to provide evidence-informed practice.

Telethon Speech & Hearing (TSH) is committed to linking research and practice – to create new knowledge and apply that knowledge to our practice. We partner with a range of organisations to conduct research.

Our Research:

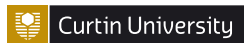
TSH supports research that will benefit people with speech, language and hearing needs.

TSH conducted and participated in the following research projects in 2020:



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.

PUBLICATIONS:

Cheng, S. L. E., Raj, J. J., Gui, C. K. J., & Thio, J. W. L. (2020). *Exploring the motor skills in children attending a specialised language early intervention programme: Application of the knowledge-to-action framework*. (Honours). Curtin University, Perth.

Kishida, Y., Carter, M., & Kemp, C. (2020). Data practices in Australian early childhood programs for children with additional needs. *Australasian Journal of Special and Inclusive Education*, 1-15. doi:10.1017/jsi.2020.16

Kishida, Y., & Kemp, C. (2020). Improving parents' interactions with children with hearing loss using data-based feedback. *International journal of disability, development, and education*, 1-19. doi:10.1080/1034912X.2020.1767761



MACQUARIE
University
SYDNEY · AUSTRALIA

Edith Cowan University & Macquarie University

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



MACQUARIE
University
SYDNEY · AUSTRALIA



Macquarie University & NextSense (formerly RIDBC)

- Q Profiling the auditory-vocal progress of infants (<12 months of age) who are developmentally at risk for speech.

VENUE HIRE

EXCEPTIONAL FACILITIES TO SUIT ALL YOUR BUSINESS NEEDS



Net proceeds supporting the work of Telethon Speech & Hearing

Take advantage of our unique views at Telethon Speech & Hearing, located opposite Lake Monger.

Our multi-purpose venues can be divided into large and small rooms dependent on your requirements. Audio-Visual and Video conferencing facilities are available for hire.

Make a difference and hire our venues to support and provide vital diagnostic, education and therapy support for children and families faced with hearing, speech and language challenges.



Take a Virtual tour of our venue facilities online:



1. Open the camera app
2. Focus the camera on the QR code by gently tapping the code
3. Follow the instructions on the screen to complete the action

2020 Outcomes

\$202,192

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

764 **35**

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



Feedback from event-holders

“Love the virtual tour of your facilities – very innovative.”

“Staff have been exceptionally helpful with the set up and always available to assist us.”

“Your venue is amazing with absolutely nothing to fault.”

OUR MAJOR PARTNERS & SUPPORTERS

We would like to acknowledge and thank all individuals and organisations for their generosity and support in 2020, including those that prefer anonymity.



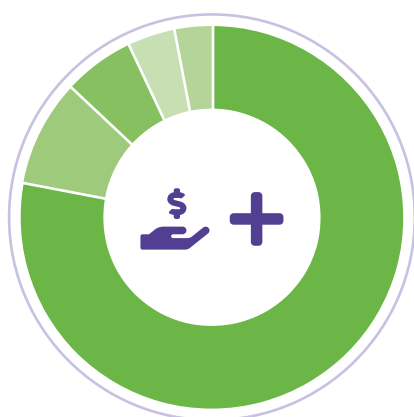
Telethon Giving Ceremony. Photo by Viva Photography.

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

A	Adventure World Allmark & Associates Pty Ltd Association of Independent Schools of WA Australian Institute of Management (AIM) Australia Post Autosweep WA	K	Kart World Belmont Kingston Sedgefield (AU) Charitable Trust Knight Piésold Consulting
B	Bankwest	L	LD Total Lotterywest
C	Canon 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	M	Kirsten Madardy Marketforce McCusker Charitable Foundation MED-EL Mel Maria Catholic Primary School
D	The Deafness Foundation Dept. of Education Dept. of Primary Industries & Regional Development Dept. of Social Services Direct Commercial Maintenance Disability Services Commission	N	Non Government Centre Support (NGCS) grant
E	Echo Beach Resort Event Cinemas	O	Officeworks Osborne Park
F	Floreat Forum Function Concepts	P	Perth Airport Pharmacy 777, Glendalough Pilbara Ports Authority
G	Gateway Printing Grange Insurance Solutions	R	RAC Regional Community Development Childcare Fund Rotary Club of Applecross Rotary Club of Hillarys Rotary Club of Northbridge Rotary Club of Scarborough Royal Perth Golf Club Men's Committee Rural Health West
H	Celia Hammond MP Hearing Research & Support Foundation Inc Horizon Power Huawei	S	R.T. and P.M. Sarich Nigel Satterley AM Seashells Property Seven West Media Shelford Quality Homes SKYN Stan Perron Charitable Trust State Government of Western Australia Swim Thru Perth
I	Impact 25 International Day of People with a Disability	T	The Tomasi Family Tony Fini Foundation
J	Ray Jordan	W	WA Country Health Service WA Local Government Association (WALGA) Wanslea The West Australian Westfield Local Hero's Community Fund Woodside

FINANCIAL REPORT

2020 OPERATING INCOME

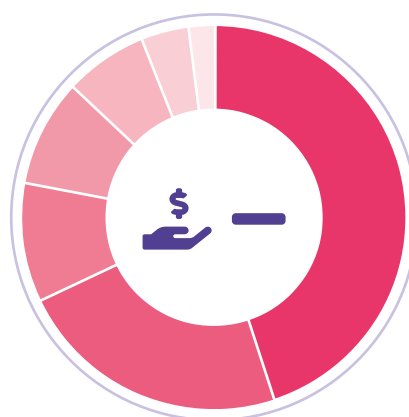


Grants	78%
Fees*	9%
Venue Hire and Rental Income	6%
Medical Income	4%
Fundraising events and donations	3%
Other	0.1%
Interest	0.1%

OPERATING INCOME	2019	2020
Fees*	\$ 606,553	\$ 1,071,567
Grants	\$ 6,390,678	\$ 9,028,813
Medical Income	\$ 344,522	\$ 473,549
Fundraising Events and Donations	\$ 486,259	\$ 391,653
Interest	\$ 17,762	\$ 7,796
Venue Hire and Rental Income	\$ 764,421	\$ 666,354
Other	\$ 25,878	\$ 12,480
TOTAL	\$ 8,636,073	\$ 11,652,212

* Inclusive of NDIS income for our fee based programs

2020 OPERATING EXPENSES



Schools	45%
Administration	23%
Ear Health and Audiology	10%
Early Interventions	9%
Marketing	7%
Private Clinics	4%
Property Costs and Venue Hire	2%

OPERATING EXPENSES	2019	2020
Schools	\$ 3,718,146	\$ 4,036,743
Early Interventions	\$ 724,628	\$ 842,149
Ear Health and Audiology	\$ 832,702	\$ 862,280
Private Clinics	\$ 201,625	\$ 313,499
Marketing	\$ 568,394	\$ 591,019
Administration	\$ 2,045,261	\$ 2,062,588
Property Costs and Venue Hire	\$ 113,293	\$ 173,513
TOTAL	\$ 8,204,049	\$ 8,881,791

- » 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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INDEPENDENT AUDITOR'S REPORT

To the members of Telethon Speech & Hearing Ltd

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Telethon Speech & Hearing Ltd (the Company), which comprises the statement of financial position as at 31 December 2020, 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 Ltd, 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 2020 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 (including Independence Standards)* (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 - Basis of accounting

We draw attention to Note 1(a) to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the directors' financial reporting responsibilities under the *Corporations Act 2001*. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Other information

The directors are responsible for the other information. The other information comprises the information in the Directors' report for the year ended 31 December 2020, but does not include the financial report and the auditor's report thereon.

BDO Audit (WA) Pty Ltd ABN 79 112 284 787 is a member of a national association of independent entities which are all members of BDO Australia Ltd ABN 77 050 110 275, an Australian company limited by guarantee. BDO Audit (WA) Pty Ltd and BDO Australia Ltd are members of BDO International Ltd, a UK company limited by guarantee, and form part of the international BDO network of independent member firms. Liability limited by a scheme approved under Professional Standards Legislation.



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 at:

http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf

This description forms part of our auditor's report.

BDO Audit (WA) Pty Ltd

A handwritten signature in dark ink, appearing to read 'J Prue', is written over a faint, light blue BDO logo watermark.

Jarrad Prue

Director

Perth, 19 April 2021

Thank you
for your support!

You can
donate online *at*
🖱️ tsh.org.au/support-us

Or call
📞 (08) 9387 9888



Telethon Speech & Hearing

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Deductible Gift Recipient

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