

Telethon Speech & Hearing



Developing lives
full of
potential.

ANNUAL REPORT
2021

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:

- » 2021 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.
- » TSH also engaged an external consultant, to undertake a comprehensive stakeholder analysis with 41 key health and education focused organisations across the Wheatbelt.
- » 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:

- » 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 Chevron 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.

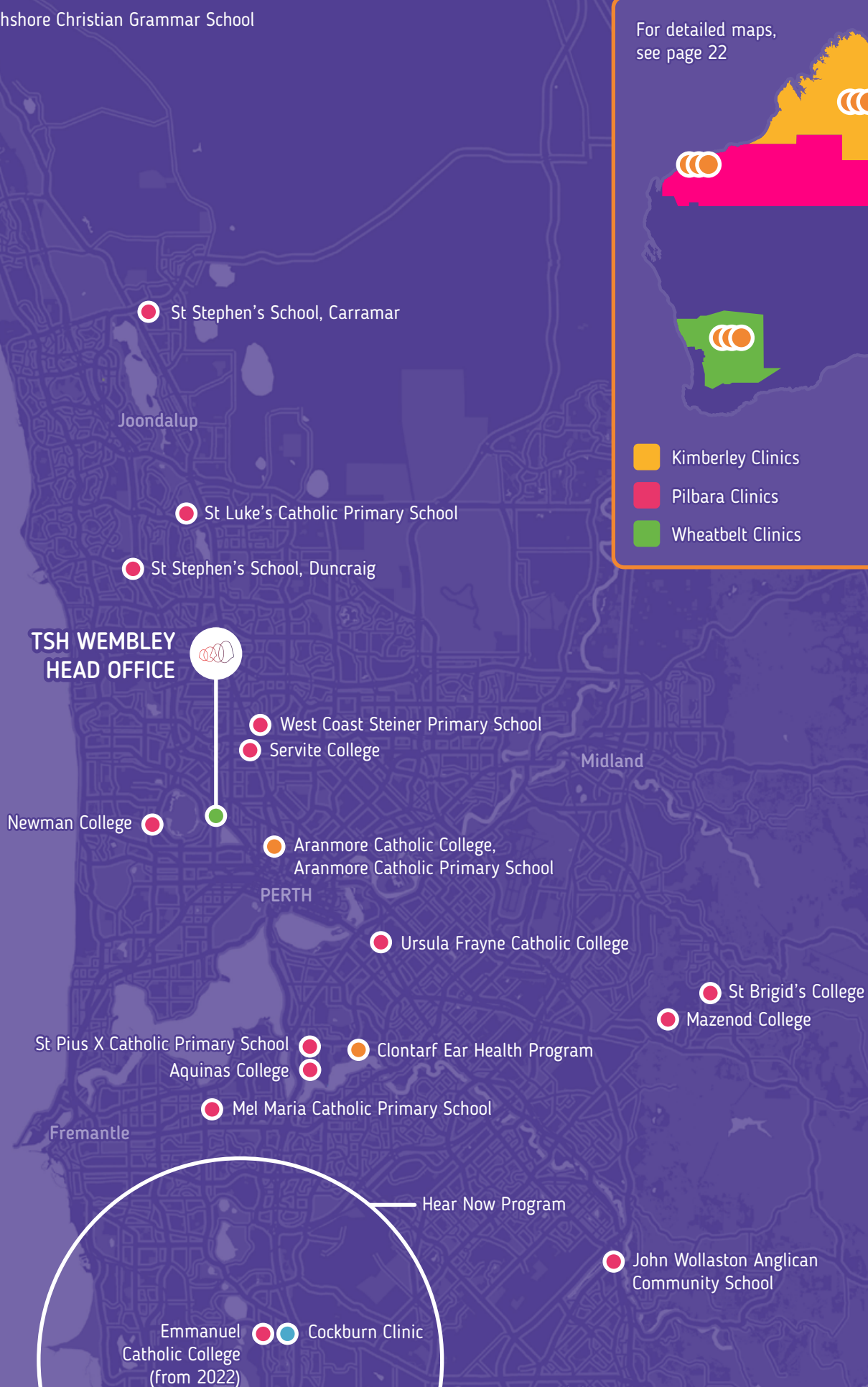
AUDIOLOGY CLINICS

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

PERTH AREA SERVICES

Outreach services

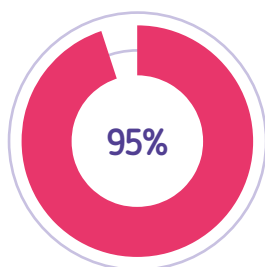
For detailed maps, see page 22



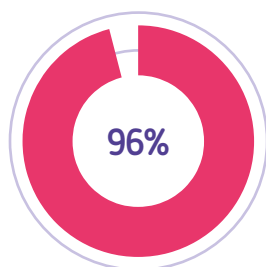
OUR PROGRAM OUTCOMES

A SNAPSHOT OF OUR PROGRAM OUTCOMES FOR 2021

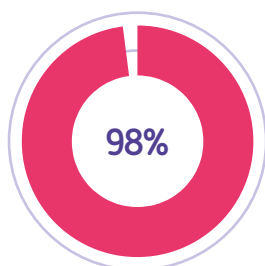
Chatterbox, Outpost & Talkabout programs



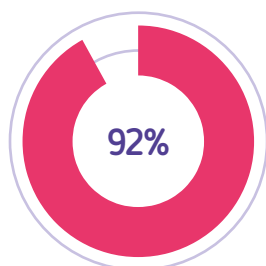
95% of families reported the programs were meeting their child's individual learning needs.



96% of families in the programs indicated their satisfaction with the progress their child was making.



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



92% of families were supported by the program staff.

Talkabout program

On average, children increased the number of words in sentences from 2.3 to 4.1 words from the beginning to the end of the year.

For children in T2, the number improved from 0.9 to 3.5.



The percentage of students demonstrating within average range or above in the following areas has increased, from Term 1 to Term 2:

GRAMMATICAL STRUCTURES IN THEIR SPOKEN LANGUAGE:

Kindy students



22% in Term 1, to 35% in Term 4.

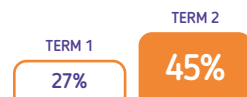
Pre-primary students



33% in Term 1, to 48% in Term 4.

INFORMATION GIVEN IN THEIR SPOKEN LANGUAGE:

Kindy students



27% in Term 1, to 45% in Term 4.

Pre-primary students



26% in Term 1, to 35% in Term 4.

Outpost program



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



100% of the families in the Outpost program were satisfied with their child's participation in the school.



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



100% of families perceived that their child's confidence had improved since they started attending TSH.

STUDENT ATTENDANCE AT SCHOOL:

Students in the school support program are co-enrolled with 15 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

Three students graduated from Year 12.

- » One student from Servite College is undertaking a Mechanics apprenticeship at Big Rock Toyota.
- » One student from Aquinas College was accepted to UWA, where he is studying a Bachelor of Philosophy, Politics and Economics. He has also been accepted into the Post Graduate Juris Doctor Degree.
- » One student from John Wollaston Anglican Community School is undertaking a Diploma in Early Childhood Education. She is also working in a childcare facility.

Professional Engagement – School programs

Workforce Composition	Number of Staff	FTE
Principal	1	1.0
Deputy Principal	2	1.9
Teachers & Teachers of the Deaf	24	15.75
Educational Assistants & Note-takers	46	30.6
Family Liaison Officer	1	0.9
Librarian	1	0.5
Speech Pathologists	12	6.0
Occupational Therapists	7	3.8
Psychologists	2	1.2
Aboriginal or Torres Strait Islander	0	-
TOTAL	96	56.3

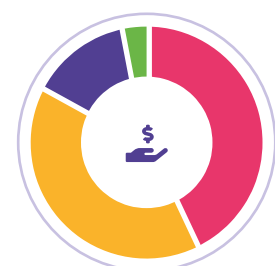
Staff across the school programs engaged in many varied professional learning opportunities throughout the year. These included Mandatory Reporting training for our entire staff. Many staff completed their mandatory training in First Aid, Asthma First Aid, Anaphylaxis, Cultural Awareness and Manual Handling.

We continued our strong commitment and focus on supporting professional learning that is aligned with our values and with best practice across our school programs. Many teachers, education assistants and speech pathologists completed training in DSF courses including the evidence based best practice programs, Sounds Write and Talk for Writing.

We held four in house professional learning days, when most of our staff came together and shared learnings across not only our school programs, but across our entire organisation. Topics included the prevention of sexual harassment, Code of Conduct training and Innovation at TSH.

Much of our learning shifted online throughout this year. While this took some adjustment on our part, it did mean that staff were able to access a higher number of learning opportunities as they could access them in their own time.

All staff completed at least one professional learning event throughout the year with the average being four to five.

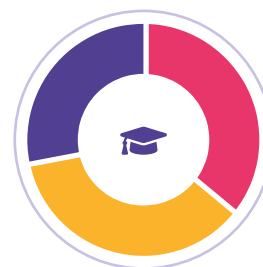


School Income broken down by funding source:

State Grants	43%	Fees	14%
Federal Grants	40%	Other	3%

Our People

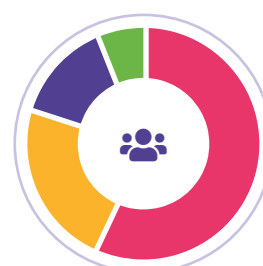
TEACHING STAFF QUALIFICATIONS:



Masters	36%
Postgrad Diploma	36%
Bachelor Degree	28%

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	57%
Therapy	23%
Non-clinical	14%
Audiological	6%

CHAIR REPORT

On behalf of the Telethon Speech & Hearing Board, I have great pleasure in presenting the 2021 Annual Report.



In my first full year as Chair of Telethon Speech & Hearing, I continue to see first-hand the impact the organisation makes – something in over 30 years of involvement in the education sector I did not fully appreciate.

The positive impact the organisation has in the community is astonishing and continues to grow with the strong foundations we have put in place now paying dividends, leading to growth in our services, number of partnerships, public awareness, *and most importantly: the number of families we help*

2021 was always going to be a year that would be tricky for organisations across Australia. Whilst WA was spared from some of the hardships seen in other parts of the country (and around the world), we were not unaffected. The uncertainty of lockdowns, potential spread of the virus, and impact on the psyche of our community – this all had an effect on us. For Telethon Speech & Hearing, our clarity of purpose and of our direction meant that we were able to deal with that uncertainty and thrive, producing one of our most impactful years yet.

The strong leadership from our team has resulted in Telethon Speech & Hearing achieving a great deal in this year of uncertainty. As illustrated in this Annual Report, the numbers in each of our programs went from strength to strength, while our outcomes remained at their usual very high levels. So much so, that 2021 saw Telethon Speech & Hearing provide services to more children and families than ever before, whilst parent satisfaction was over 90%, and outcomes for children were equal to or above the outcomes achieved in recent years. Our growth, coupled an unwavering focus on outcomes, was facilitated by a deliberate strategy to add people to our team who reflected our values and passion.

Our success in 2021 was not driven solely by our own team — the connections we have made across corporate, government, education, philanthropy, medical and other sectors help us address the needs of various communities across WA. However, connections will only take us so far. Last year I spoke of not being able to rely on government funding and grants, but rather the need to create a strong foundation to help weather financial challenges. The development of this foundation will be reliant on building upon our existing relationships, to support Telethon Speech & Hearing's growth and success, along with the achievement of our strategic goals. I am pleased to say that our relationship with the Hearing Research and Support Foundation provides the underpinning for this foundation. On behalf of the Telethon Speech & Hearing Board, I would like to thank the members of the Hearing Research and Support Foundation for their ongoing commitment to our organisation. Together, we can develop a strong philanthropic base that will see our impact grow across Western Australia.

Of course, the outcomes achieved by our organisation do not magically happen on their own. They're achieved by a strong collection of people with a similar ethos, working together as a team to help the lives of children and families. I am privileged to lead a talented, ethos-committed and passionate Board, who guide the decisions made by the organisation. They give so much of their time and talents to support our team.

Thank you also to the wonderful team of staff at TSH. Led by Mark Fitzpatrick, our CEO, and the Senior Leadership Team, they continue to put the families at the heart of every decision they make. Our staff continue to provide family-centred services, in ways that reflect their strong dedication and commitment. This focus provides the basis for achieving the wonderful outcomes they do for so many Western Australian families – they are the driving force of our success.

I believe an organisation's culture and 'feel' is essential to delivering success.

This 'feel' comes from the daily interactions our families and staff have, when interacting with our organisation. It is for this very reason it is essential to maintain in-person learning and on-site interaction wherever possible. During this challenging period in history, we must remember to look after our families we serve, and to ensure our staff are provided with an environment in which they can thrive and support each other.

As we look towards 2022, concerns linger around COVID-19. But I am optimistic and excited about what 2022 will bring, both the challenges and the success.

We have developed a strong platform from which to grow our impact, and that is exciting for everyone connected with us.

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

Dr Alec O'Connell
CHAIR

CEO REPORT

I am a firm believer that when we work as a team anything is possible.

At Telethon Speech & Hearing, our unique bringing together of a range of disciplines to support families and children is what sets us apart from all others - our teamwork is what drives our success in everything we do. And nothing more stood out than our teamwork in what was a difficult but fulfilling year in 2021. Our ability to grow our programs, while pivot at various times to respond to the challenges imposed on us, resulted in Telethon Speech & Hearing coming out of 2021 in a stronger position than we have ever been in before.

Punctured by COVID-19 lockdowns and restrictions early in the year, 2021 was a year that resulted in a record number of children in our Talkabout, Outpost, and Chatterbox programs. We also saw our highest number of schools partnering with us for our Outpost program - welcoming Westcoast Steiner and Northshore Christian Grammar - whilst we had more schools than ever partner with us for our ear health programs running in Perth, the Pilbara, and the Wheatbelt, whilst starting a new service in the Kimberly region.

PROGRAMS - PILBARA INTEGRATION

In 2021, Telethon Speech & Hearing became the first non-government organisation in WA to integrate a successful ear health program - our Pilbara Ear Health Program - with a speech and language program. With thanks to Chevron Australia, we commenced our speech and language program in partnership with Onslow School, supporting children in the early years with their speech and language development using a mixed mode of delivery - using face to face and teletherapy with the support of an Education Assistant from the school. By doing so, Telethon Speech & Hearing is able to be part of the solution that often arises from recurrent ear health issues, that being a delay in speech development and deliver supports to a community in which there is a dearth of services.

This model is paving the way for the work we will do in 2022 with Waroona District High School and Harmony Primary School. Undoubtedly, our approach will soon become the gold standard for service delivery in this area.

PATHWAYS - KWINANA & COCKBURN HUB

Providing services in Cockburn has highlighted the difficulties so many families in the region have in accessing the appropriate support, including the assessments required to access the NDIS. Recognising the long wait to have a hearing test - and the 2-3 years to wait for a paediatrician appointment in the public health system - Telethon Speech & Hearing partnered with Lotterywest and Wesfarmers to embark on a program that provided access to specialist services, enabling families to unlock the NDIS for their child. In a 12 month period, we were able to provide 54 children access to 27 specialist assessments, enabling them to use them for their application for the NDIS and/or to access ongoing supports to help their development.

PEOPLE - ORGANISATIONAL HEALTH

Our growth has necessitated the expansion of the Telethon Speech & Hearing team. Meeting that growth can be a challenge, despite how careful we are about the skills and culture we seek in new staff. Most pleasing has been that our growth has not impacted on our outcomes, and our organisational culture remains strong. Our involvement in the McKinsey Organisational Health benchmarking process showed this. Telethon Speech & Hearing rated in the top 10% of all companies / organisations around the world in our staff satisfaction rating. Indeed, we rated in the top 10% or top 25% for every dimension in the survey.

PARTNERSHIPS - GROWING A LONG-STANDING RELATIONSHIP

One of Australia's key success stories in ear health is Telethon Speech & Hearing's relationship with Chevron Australia. Ear health issues across Australia are more pronounced in our regional and remote areas, and even more so for Aboriginal and Torres Strait Islander children. The work that Telethon Speech & Hearing does in our community has made such a difference to countless lives and families in the Pilbara over the past decade. With thanks to the partnership we have with Chevron Australia, Telethon Speech & Hearing has been able to develop a community-embedded ear health model, the envy of many around the country.



Our partnership with Chevron Australia has enabled us to be present in the Pilbara and grow our relationships within regional communities. Our relationships with schools, childcare centres, communities, the Aboriginal Medical Service, WA Country Health Service, Rural Health West, and more have eventuated because of the strong partnership we have with Chevron. To have Chevron commit to another three years of funding makes us very proud. It is now, as a result of our Chevron partnership, that our relationship with Onslow School has grown to not only provide ear health support but also address childhood delays in speech and language development, and soon we will be adding occupational therapy supports.

AS A TEAM WE THRIVE

Telethon Speech & Hearing's continued success reflects the commitment and dedicated of our passionate team of staff; 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, and our very generous supporters and program partners in the Channel 7 Telethon Trust, Chevron Australia, Wesfarmers, Lotterywest, Rural Health West, WA Country Health Service, Perth Airport, the Tomasi family, Stan Perron Charitable Foundation, 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



Dr Alec O'Connell
Chair



Peter Marcakis
Company Secretary



Oliver Marion
Treasurer



Dianne Symons



Rae Wyatt
(Resigned April 2021)



Anna Gelavis



Dr Tim Cooney



Jeremy Rigg



Daniel White

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
(Resigned October)

Azadeh Ebrahimi Madiseh:
Head of Outreach Services
(Appointed November 2021)

Felicity McNally:
Head of Clinical Services

Daniel Lombardo:
Head of Growth and Projects

BOARD COMMITTEES

Supporting the work of the Board during 2021 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).

BEING DEAF IS AWESOME!

A persuasive writing piece by Year 3 Outpost student, Kyden Robertson.



Name

Kyden

Date 18/3/21

Being deaf is awesome! Wait you dont beleve me? Well when i finsh tthis im ^{sure} sure you will believe me AND go asking your mum "can i be deaf*?"

Firstly on a stormy night when theres thunder and storm someone ~~son~~ who is deaf ~~can~~ ^{can} just take they cochlears off and cant hear the storm.

Secondly at a assembly at school when its noisy * he/she can just take they cochlears off and wont ~~hear~~ ^{hear} a single thing!

Thirdly when somebodys annoying you he/she can just take they cochlears off!

Therefore being deaf is ~~amw~~ ^{amw} awesome when theres a storm, when theres to much noise and when you feelled annoyed.

OUR STRATEGIC HIGHLIGHTS

LOOKING BACK AT OUR ACHIEVEMENTS FOR 2021



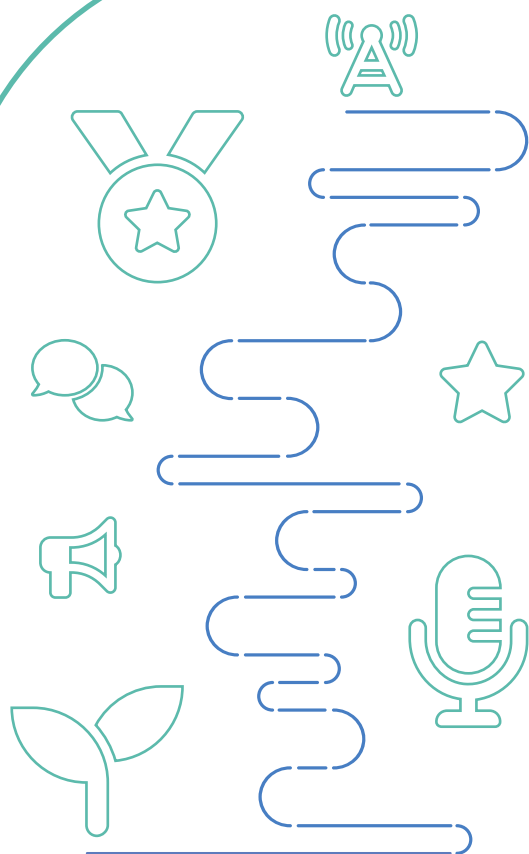
Supporting children in our community

- ✓ Screened 293 children from 13 schools in the Cockburn catchment, with 81 requiring further audiology assessments and 30 requiring ENT intervention.
- ✓ Screened 116 children from Clontarf Aboriginal College, with a further 45 audiology assessments. 10 GP referrals and 27 ENT consults undertaken.
- ✓ Provided 62 scholarships for families experiencing financial hardships to attend our early intervention programs for children with a hearing loss and speech and/or language difficulties.
- ✓ Provided 91 early diagnostic audiology and speech pathology assessments to at-risk children in the Cockburn catchment.
- ✓ 12 at-risk children received a speech screen at Harmony Primary School.
- ✓ Conducted 15 speech screens for kindy, pre-primary, and year 1 students at Onslow Primary school, along with 7 students who participated in group therapy.
- ✓ 45 children were supported through the Lotterywest Scholarship Program at our Cockburn Clinic. On average they required an audiology assessment, speech assessment and 5 speech therapy sessions.
- ✓ Supported enrolled students through purpose built interactive classrooms during COVID-19 lockdown.
- ✓ Commenced an Occupational Therapy Clinic, on discovering a number of children in the Talkabout program required OT services, but couldn't access them.



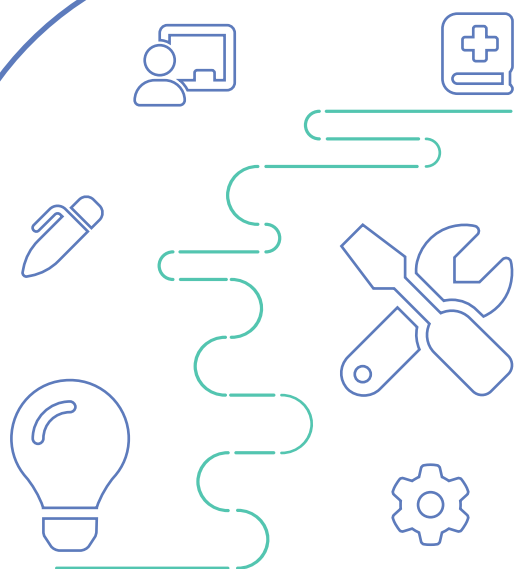
Developing meaningful partnerships

- ✓ Partnered with Aranmore Primary School and Aranmore Catholic College, to screen 64 Aboriginal boarding students.
- ✓ Partnered with Emmanuel College and Helena College to establish an Outpost unit, increasing our number of school support units to 16.
- ✓ Maintained scholarship support from our generous donors and corporate supporters
- ✓ Strengthen our partnership with Seven West Media, to support advertising and fundraising campaigns.
- ✓ Undertaken an extensive stakeholder engagement process with 41 allied health, education and peak body members from Merredin, Moora, Northam and Narrogin to determine gaps in the early years, health and education sectors across the Wheatbelt.
- ✓ New Outpost host schools at Northshore Christian Grammar and West Coast Steiner School.
- ✓ Continued to work closely with the Cockburn Integrated Health team and Telethon Kids Institute, by supporting their monthly ENT clinics.
- ✓ In 2021 we had our first NDIS Commission audit completed. TSH was audited against the NDIS practice standards. Based on the audit results TSH was re-registered with the NDIS commission for another three years.



Raising our profile

- ✓ Continued our partnership with Seven West Media to produce digital content through TVC campaigns, print and social media.
- ✓ CEO Mark Fitzpatrick won the Impact 25 Award, in recognition for his work within the not-for-profit sector. He was the only winner from Western Australia in 2021.
- ✓ Celebrated a decade of partnership with Chevron Australia – to deliver best practice ear health care in the Pilbara, preventing middle ear disease and improving child health outcomes.
- ✓ Held the 32nd Power of Speech Awards, celebrating the wonderful outcomes of children with hearing loss.
- ✓ Former TSH Chair and Board member, Emeritus Professor Gary Martin was awarded an Honorary Life Membership.
- ✓ Participation in key sector initiatives such as Hearing Health Sector Alliance, MBS Review Committee membership, AATD, First Voice, Ear Health forums, and many more.



Professional engagement

- ✓ Working with Curtin University, our Speech Pathology team provided resources for a learning unit in their Speech Pathology course.

Education and capacity building

- ✓ Held a Professional Development Evening, with presentations from Curtin University lecturers Dr. Mary Claessen and Dr. Chantelle Highman, and TSH psychologist Marie Limb. This event was attended by over 250 speech pathologists, teachers and other allied health professionals.
- ✓ Two Talkabout teachers attended a Maths Conference at the Australian Independent Schools of WA. They learnt new and interesting ways to make Maths exciting and fun.
- ✓ Speech Pathology team participated in a training course with Roz Ward, on motor speech hierarchy probe words.







The training positively impacted the speech pathologists' knowledge and skills, which in turn improved their ability to identify speech characteristics that were considered outside the normal range.

Feedback from the team has been very positive, reporting improvements in their skills as speech-language pathologists, increased confidence when working with children with motor speech difficulties, and improved understanding of normal speech sound development in younger children.

OUR SERVICES & PROGRAMS

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

GREATEST IMPACTS OF THE CHATTERBOX PROGRAM REPORTED BY FAMILIES:

-  Development, engagement
-  Interactions with peers
-  Improved confidence
-  Networking with other parents
-  Parents' improved abilities to support their child
-  Parent's increased confidence in advocating and supporting their child

Chatterbox is a multi-disciplinary team, which aims to ensure we are providing support to all areas of the child's development.

We offer joint sessions with a Speech Pathologist and Occupational Therapist, or individual sessions with an Occupational Therapist. Our Baby group and 1–2 year-old (Toddler) groups are led by a therapy team of Speech Pathologists and Occupational Therapists, with significant input from our Psychologists.

Within the groups, various learning experiences are set up – during mat sessions and throughout the classroom – to support development of various skills. We aim to ensure all of the child's needs are met, and their global development is supported. Parents are coached by our interventionists in strategies to support their child's engagement in the learning experiences, and their development across speech, language, hearing, sensory, fine and gross motor skills.

How TSH is helping families through the NDIS

Our TSH NDIS team provides support to families across our Chatterbox, Talkabout, and Outpost programs, as well as our Speech Pathology, Occupational Therapy, and Audiology clinics.

We have two dedicated NDIS consultants, supporting over 200 families on their NDIS journey.

This support includes:

- » Helping families prepare for their planning meetings,
- » Attending planning meetings as support,
- » Assisting families to understand how to use their funding, and
- » Assisting with the NDIS billing.

NDIS is constantly changing, and we aim to keep up to date to ensure our families are aware of how best to utilise their NDIS funding.

In 2021 we noticed a significant increase in the number of families across all programs being eligible for NDIS funding. This led to our team expanding and adding another NDIS consultant, to ensure we continue to provide the best support to our TSH families.

2021 Family Satisfaction

85

85 families enrolled in Chatterbox.

100%

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

89%

89% of respondents perceived that their child's confidence has improved since attending TSH.

92%

92% of respondents indicated their satisfaction with the progress their child was making.

89%

85% of respondents believe that playgroup meets their needs.

92%

93% of respondents felt supported by the program staff.

SUPPORTERS OF THE PROGRAM:



Department of Education



Government of Western Australia
Department of Communities
Disability Services



HEARING RESEARCH & SUPPORT FOUNDATION





Meet Harry (aged 2) & Baby Emmi (5 mths)

Let's go to the library and get Maisy books!

– HARRY

When Harry was born with a hearing loss we were in shock, as it didn't even cross our minds that he may fail the newborn screen.

After getting over the initial devastation, we went into research mode to ensure we started the crucial early intervention so our son, Harry could have the best opportunity to be part of the hearing world.

As an Audiologist working with adults, I knew TSH was an option, yet, didn't know much about the available pathways for children. At our first meeting with TSH, we felt supported, and it felt easy. I loved that we could come and have all our therapies in the one place, as the number of initial appointments were quite overwhelming.

We have built a close-knit community within the Chatterbox Program and have made lifelong friends. This made it somewhat easier when our second child, Emmi was also diagnosed with a similar hearing loss. Again, we were in shock as we were unaware and didn't believe Harry's hearing loss was genetic. However, as we had already made a huge support system around us at TSH, it didn't seem so daunting this time around.

We enjoy our days when we come to TSH as it's a social event for our whole family. It doesn't feel as though we are attending therapy, just catching up with friends. **Harry refers to our Speech Pathologist, Megan and the lovely ladies in the Chatterbox Program as his Aunties**, which highlights how comfortable and supported we feel at TSH.

Harry is doing amazing, and his speech and listening skills have contributed a great deal to his cheeky and outgoing personality. Much of this would not have been possible without the early intervention and subsequent support we have received from the TSH team and our wider support network. We have no doubt that our kids are destined for great things!

Shannon & Ryan
Harry & Emmi's parents

Notes from our Speech Pathologist

At approximately 2 weeks of age, Harrison was diagnosed with a permanent bilateral moderate sensorineural hearing loss.

Harrison was fitted with his first set of hearing aids at 6 weeks of age and this was when his journey at Telethon Speech and Hearing started.

At 6 weeks of age Harrison and his parents, Shannon and Ryan, started attending weekly individual therapy sessions with a speech pathologist and weekly playgroup program run by the Chatterbox therapy team, (speech pathologist, specialist early intervention teacher and occupational therapist). Harrison and his family love attending playgroup as it provides Harrison with many opportunities to practice his listening and language skills with his peers and allows Shannon and Ryan to meet other families facing a similar journey.

Supporting a child with a permanent hearing loss is definitely a team effort involving Shannon and Ryan and the specialist staff at TSH. The therapist's role is to provide Shannon and Ryan with

information, strategies and support so that they develop the skills to become the primary facilitator of Harrison's ongoing speech and language development. In addition to this, Harrison's hearing and motor skill development have also been closely monitored by the audiologists and occupational therapists in the Chatterbox team.

Harrison now wears his hearing aids, affectionately known as his "lillies", all day every day and Shannon and Ryan provide continual language learning opportunities through everyday routines, shared activities and conversation. Harrison has developed strong listening skills and now talks in sentences saying things like "let's go to the library and get Maisy books!". Regular assessments have repeatedly confirmed that Harrison's language skills are consistently within the average range when compared to his same age listening peers.

In November 2021, Harrison's sister, lovingly known as "Baby Emmi" was born. Like Harrison, Emmi received "refer" results on her newborn hearing screening and was subsequently diagnosed with a permanent bilateral moderate sensorineural

hearing loss. Within a matter of weeks, Emmi was the proud owner of a lovely pair of "pink lillies" and was also enrolled in the Chatterbox Program.

Emmi now attends regular individual therapy sessions and playgroup. Like Harrison, Emmi is already making great progress with her listening and is becoming increasingly "chatty" throughout sessions. Harrison also appears to be enjoying his new role as Emmi's big brother and helping her learn how to listen and talk!

Shannon and Ryan continue to be the greatest facilitators of both Harrison and Emmi's listening, speech and language development. Their dedication and energy is inspiring to those around them and they are also amazing advocates for their children. Harrison and Emmi's ongoing success is testament to the effort put in by Shannon and Ryan on a daily basis.

Watching their children continue to thrive and keep up with their peers is also the ultimate reward!

Auntie Megan
Harry & Emmi's Speech Pathologist

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
-  Improved language, motor, social and emotional skills
-  Access to safe, welcoming place for children to learn
-  Ability to read, write and understand
-  Able to attend mainstream school with confidence

Our Program

TSH's Talkabout program supports children aged 2-6 with speech and language delays through a multi-disciplinary approach.

Talkabout enables 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.

LANGUAGE SUPPORT PROGRAM:







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.

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.

TALKABOUT PLAYGROUPS:

GREATEST IMPACTS OF THE TALKABOUT PLAYGROUPS REPORTED BY FAMILIES:

-  Interactions with other parents
-  Increased capacity in parents to support their children
-  Child's interaction with peers, social skills
-  Improved language, and other areas of development in children
-  Increased confidence in children
-  Able to participate in structured routines

2021 Family Satisfaction

TALKABOUT STUDENT NUMBERS:

86

Playgroup

60

Kindy

51

Pre-primary

33

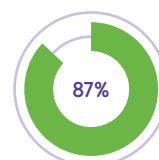
Language Support



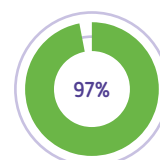
100% of respondents indicated that the program was meeting their child's needs.



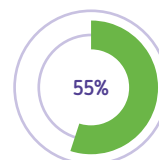
100% of respondents were satisfied with the progress their child was making.



87% of families found the support from interaction with other parents beneficial.



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



55% of students in Pre-primary demonstrated phonological awareness skills that were within average range or above at the end of the year.

SUPPORTERS OF THE PROGRAM:



Department of
Education



McCusker
Charitable
Foundation



STAN PERRON
CHARITABLE
FOUNDATION

THE TOMASI FAMILY





Meet Owen, aged 5

I feel that it's not just Owen who has benefited, but my whole family.

He was becoming a very frustrated little boy. Individual private speech sessions reinforced what we had done in the parent course, but relied on a toddler being in the mood to cooperate for a set 30 minutes.

I saw an advertisement for Telethon Speech & Hearing, and was delighted to see I could apply with no referral needed. Owen was able to join Talkabout 2 class opening in Term 2.

The setup of the program was brilliant, with so many carefully structured, but highly engaging tasks. Owen could participate in a fun playgroup setting which meant the Speech Therapist could work with us when he was at his most receptive. He has also benefited greatly from the support of the Occupational Therapists, which is not a field that I would have sought support from had I not been part of this program.

The staff have always been exceptional, both in the way that the programs have been delivered and how they support the children and parents - even offering additional programs for parents out of hours. No-one becomes a parent expecting to walk a path that isn't straight, but if you're on that path, this is the team you want showing you the way. I feel that it's not just Owen who has benefited, but my whole family.

Owen continued through T3 and T4 and is now in T5 - and he loves it. He's now an extremely talkative child who has a great imagination and loves to make friends. The small classes and integrated therapies really work well for Owen, his mainstream teacher commented on how beneficial the program had been for helping him in Kindergarten.

I'm so grateful I saw that advertisement for Talkabout, because I believe that his ongoing participation in the program has given him the best chance to thrive in these vital early years.

Owen's parents

Feedback from Families

Honestly T3 has been a game changer for both my son's progress and my parenting. Thank you the resources and support has been amazing.

My son is talking!! His play and social skills have improved dramatically, he is happy confident little boy now and we love he is so supported her to reach his full potential.

I feel incredibly blessed that my child was given a place in Talkabout, and that we've been able to come to TSH. Everyone we have met or encountered has been incredibly helpful and kind. TSH and Talkabout provide the most nurturing and supportive environment to not only the child but also the parent. TSH and Talkabout have enriched our lives and helped us along this challenging journey.

Giving her the freedom to learn at her own pace without any pressure has helped improve her confidence.

Her self-confidence, social skills, motor development and language development have improved greatly since commencing the Talkabout program.






The support within the classroom that my child receives is so beneficial and has helped him immensely. If only there were full time options, our child would definitely be enrolled!

TSH has been a huge support to us for many years - we will always be incredibly grateful. The staff are wonderful and a huge asses to your organization.

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:

-  Improved confidence
-  Improved skills, performance of children
-  Participation and enjoyment at school
-  Having the team's support at school
-  Helping mainstream teachers to understand their students

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 to 15 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.

2021 Outcomes

15

Partner Schools

75

Students supported



100% of respondents strongly agreed, or agreed that the program is **meeting** their needs.



100% of respondents indicated their **satisfaction** with the progress that their child was making.



100% of respondents indicated they were **kept up to date** with their child's progress.



100% of respondents perceived that their child's **confidence** had improved since started attending TSH.



100% of respondents indicated they were **satisfied** with their involvement in IEP process.

Feedback from Families

"My child is happy, confident little boy and he has learnt to be a great advocate for himself."

"Without Outpost EA in particular, but the whole team, my child would not have been able to even participate in school this year. Thank you so much, we are blown away by the things she has achieved this year."

SUPPORTERS OF THE PROGRAM:



HEARING RESEARCH & SUPPORT FOUNDATION



Meet Chris, aged 17

...it was so much more than just how to get the best marks I could at school. In my many meetings we would often just talk, and in this safe space I brainstormed ideas and received a lot of valuable advice about life after leaving school.

When I was a toddler I was diagnosed with a moderate to severe loss in my left ear and profound in my right ear, and as a result my life has been marked by numerous challenges.

The consequences have been as broad as difficulty in hearing in noisy backgrounds, and as niche as a lack of directional hearing on a soccer pitch. However, I have been constantly surrounded by the support of my parents, and – since the age of 7 – by the TSH program when my family moved to Perth from Canberra. So much of who am I now, and the direction in which I'm heading in life boils down to this one decision of joining TSH.

Before I started at TSH in Year 2, my experiences were far from ideal. I saw a teacher of the deaf for one hour a week and there was no in-class support. The support that I did get came down to my parents. Moving into Year 2 coincided with my arrival in Perth, and subsequent introduction to the TSH program. My primary school, Mel Maria, had a large outpost with several deaf students, and 2 teachers of the deaf (TOD), was well entrenched with hearing support. I would have daily contact with the TOD and weekly lessons with a TOD, I would have cooperative teachers that fully engaged with my special needs. They were well versed in using the FM and understanding of seating arrangements that would allow me to hear optimally, and much more. Much of this understanding is down to the continuous communication between TSH and my school.

Just as important as their constant effort to ensure that I got the most out of the classroom, was their help outside of the classroom. Due to the nature of my hearing loss, I struggled with speech, and I would spend hours with the TOD as they helped me develop my speech and pronunciation. Alongside this was their active role in encouraging one of the most significant decisions of my life, the choice to get a cochlear implant in my right ear in Year 5. This change meant that I could effectively hear in my right ear. To say this change was easy would be far from true, rather I struggled a lot and to an extent I still do. From hearing nothing to hearing everything is overwhelming, and the fantastic TSH audiologists helped me through this transition every step of the way. They were remarkably understanding and patient with me as I struggled to use the implant consistently.

Going into high school at Aquinas College marked a new chapter in my life, and whilst so many things changed such as my friends, my subjects and my school one thing remained: the TSH program. They eased me into my high school experience by promoting the needs of hearing-impaired students at the school and went to extensive lengths to ensure that we were on equal footing with all the other students in the classroom. In all honesty I felt that with them I was in a better position than my peers, as the TOD came into designated lessons to assist my notetaking. While in Year 9, with TSH support, I had the opportunity to speak on behalf of Western Australian hearing impaired kids at Parliament House in Canberra. It made me appreciate how special the TSH programme was compared to schemes in other states. To say I was spoilt by TSH would be an understatement.

I spent a year with my family in London in 2019–2020, where I completed Year 11 at St Dunstan's College, and this experience overseas showed me just how good TSH really was. In my entire time in England, I had no audiologist appointments, and at school I had virtually no help, instead the only assistance came in the form of

a single checkup with the school's special needs counsellor at the beginning of the school year. This comparison is by no means to demote my schooling experience in England, but rather a testament to just how fortunate I am to have the level of support that TSH provides here in Perth.

I came back in late 2020, and shortly after commenced my final year of both high school and TSH. I had to make important decisions that would dictate my foreseeable future. So, whilst I was taking advantage of TOD meetings during school for academic help such as homework assistance or exam preparations, it was so much more than just how to get the best marks I could at school. In my many meetings we would often just talk, and in this safe space I brainstormed ideas and received a lot of valuable advice about life after leaving school. With Mrs Scott's (TOD) help, I contacted several universities for details of hearing support and scholarships, and she assisted me with applications. This constant dialogue between us helped me realise what I wanted to do when I'm older and helped me to visualise it and make it a reality. It is thanks to the wonderful people at TSH that I achieved an extremely high ATAR score and I'm currently studying at the University of Western Australia, undertaking a Bachelor of Philosophy, Politics and Economics, and have been accepted into the postgraduate Juris Doctor degree.

Although I don't have the direct support of TSH anymore, I feel confident moving forward because of the educational foundation that TSH helped me to build.

After 10 years with the program, I can say I've enjoyed it every step of the way, and with utmost sincerity I'd like to thank everyone at TSH who's made this journey possible.

Chris

Studying B. Philosophy, Politics & Economics at UWA, postgraduate Juris Doctor degree

OUR SERVICES & PROGRAMS

 **CLINICS:** Providing hearing, speech and OT support services to all.

Speech Pathology

2021 saw a significant increase in the number of children needing speech services. To cater for the increase in the demand, our Speech Pathologist team grew from 10 to 14 in one year.

Clinic runs from our Wembley and Cockburn locations to provide speech pathology services to children from 0–8 years of age who have speech, language, and literacy difficulties. Specialist staff are trained in a variety of different therapy approaches including PROMPT, Sounds Write and Hanen.

We provide a family-centred approach and parent coaching, teaching families strategies and techniques to support their child's acquisition of speech and language.

Speech Pathology Provides Play-based therapy for children and their families in the following areas:

- » **Receptive and expressive language:** supporting children with their comprehension and use of language to communicate their needs and wants.
- » **Literacy:** supporting children to develop their reading and writing skills.
- » **Articulation and phonology:** supporting children with the motor patterns required to produce speech sounds and connect them to create words and sentences.
- » **Stuttering:** supporting children with dysfluency that interrupts the flow of their spoken language.

Occupational Therapy

Occupational Therapists (OTs) are part of the multi-disciplinary team working together across all programs to provide the best care for families to help children develop age-appropriate skills to enable them to function within their day-to-day lives.

We design engaging play-based activities, to assess and help children achieve their goals across these areas:

- » **Sensory integration:** Helping children to process, understand and organize the information coming into your brain from their senses including auditory, visual, smell, tactile, taste, vestibular, proprioception and interoception.
- » **Motor skills:** Helping children develop their gross motor skills, enabling them to crawl, walk, run, jump, hop and skip. Working on fine motor skills developing handwriting, hand strength and the ability to manipulate objects in their hands.
- » **Cognition:** Helping children and their executive functioning, arousal levels, attention, imitation and planning skills.
- » **Play and Social skills:** Help children to develop their play skills and learn to play with other children.

Our OT clinic aims to facilitate children's development in their occupations, their independence and enhance the skills to allow children to be able to participate to their fullest in day to day activities.

We support children's development in:

- » Play skills,
- » Precursor learning skills such as attention, turn taking, imitating,
- » Fine and gross motor skills,
- » Sensory and emotional regulation,
- » Visual motor integration and visual perception.

Audiology

TSH Paediatric Audiologists are specialised in the diagnosis and management of hearing loss. Working exclusively with children including babies, toddlers and children up to the age of 18 years, they have extensive experience working with children who have hearing loss, speech and other developmental difficulties.

Diagnostic hearing assessments are used to identify temporary or permanent hearing loss and screening for middle ear conditions such as "glue ear" or ear infections.

Audiologists use a number of tests based on each child's specific needs including a combination of:

- » **Otoscopy:** Ear light to examine the external ear including the ear canal and ear drum to detect wax build up, signs of infection and to monitor grommets
- » **Tympanometry:** Specialised device to assess the movement of the middle ear and screen for common conditions such as glue ear and Eustachian tube dysfunction.
- » **Otoacoustic Emissions Testing:** An objective test of outer hair cell function in the cochlea, the hearing organ.
- » **Behavioural Observation Audiometry:** A form of behavioural testing used with babies under the age of 6 months.
- » **Visual Reinforcement Orientation Audiometry (VROA):** A behavioural test used with children up to 3 years of age and in older children who do not tolerate wearing headphones or have developmental difficulties. VROA tests a child's hearing levels relative to speech spectrum and provides information regarding access to speech and language.
- » **Play Audiometry:** For children aged 2.5 years and older. Using games which rely on the child performing an action in response to a sound.
- » **Speech Audiometry:** Various tests are used according to the child's age and individual skills.

SUPPORTERS OF OUR CLINICS:



OUR SERVICES & PROGRAMS

 **OUTREACH SERVICES:** Servicing the hearing needs of WA.



We believe that every child has the right to live a happy and healthy life.

Through our outreach services we envision equitable and sustainable models of care to provide hearing and speech services to all children regardless of where they live.

Hear Now

Mobile Ear Health for Schools, proudly supported by Channel 7 Telethon Trust since 2019.

We work in partnership with schools across Cockburn, Kwinana, Rockingham, Mandurah and an Aboriginal Medical Service to identify students at risk of ear health and hearing concerns.

- » 293 children were screened with 81 requiring a full audiology assessment
- » 30 Children triaged to an ENT specialist
- » Supported 12 primary schools

Foundations were established for the first integrated speech and hearing outreach service delivery model, partnering with Harmony Primary School in 2022 to deliver audiology screens and speech therapy sessions to developmentally vulnerable children in Cockburn.

IN PARTNERSHIP WITH LOTTERYWEST AND WESFARMERS:

- » 91 early diagnostic audiology and speech pathology assessments
- » 4 scholarships allowed children to visit a locally based Paediatrician, circumventing the traditional wait period of over 12 months.

CONTINUING OUR PARTNERSHIP WITH CLONTARF ABORIGINAL COLLEGE:

- » 116 children screened at Clontarf Aboriginal College
- » 45 full audiological assessments
- » 10 GP referrals
- » 27 ENT consultations

NEW PARTNERSHIP WITH ARRANMORE CATHOLIC COLLEGE & ARRANMORE PRIMARY SCHOOL:

- » 64 Aboriginal boarders and primary schools students hearing screened



RECOGNISING THE SUPPORT OF THE FOLLOWING ORGANISATIONS:



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

Capacity Building

Our unique partnership with Chevron, and collaboration with the Federal, State and local medical and education communities in the Pilbara, Kimberley and Wheatbelt regions has enabled us to face the challenges of COVID-19 with resilience and adaptability.

Servicing Western Australians living in rural and remote areas

TSH WHEATBELT & NEWMAN CLINICS

9-in-10 Aboriginal and Torres Strait Islander children in our remote areas have otitis media – a serious and preventable middle-ear infection. This is one of the highest infection rates in the world.

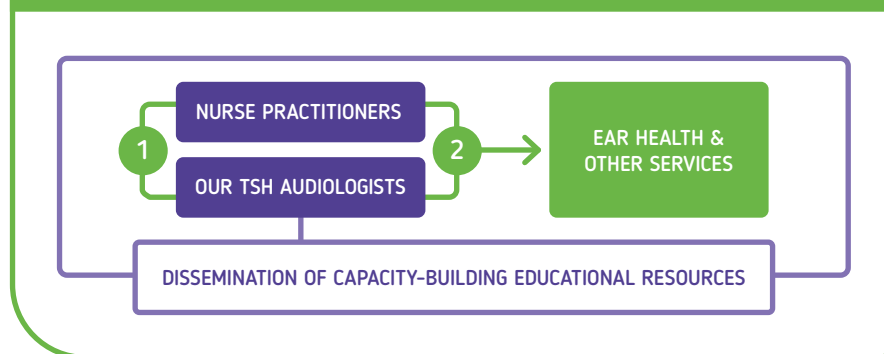
Telethon Speech & Hearing has been providing services to rural and remote areas of Western Australia since 2011, one of the longest standing and most successful programs in WA.

With a focus on partnership, nurturing relationships with local professionals, and community engagement – we are focusing on prevention and early intervention moving forward.

2021 Wheatbelt Outcomes



Wheatbelt clinic referral pathway:



“Living through the experience of COVID-19 has taught us to be agile and leverage on resources to provide the best outcome.

Effective use of **digital health** combined with **task shifting** and **role expansion** for the local workforce, provides opportunities for **innovative service delivery models** in rural and remote communities.”

– Azadeh Ebrahimi Madiseh, Head of Outreach

RECOGNISING THE SUPPORT OF THE FOLLOWING ORGANISATIONS:



Department of **Communities**
Department of **Primary Industries and Regional Development**



Government of **Western Australia**
WA Country Health Service





🚚 Meet Sophie, 5 years (Onslow)

TSH were able to assess and identify which sounds she needed to work on, created and delivered intervention on a weekly basis and provided additional resources for use at home.

Sophie always looks forward to her sessions with Megan and has made great progress. As Sophie's pronunciation improved, so has her confidence. Family that haven't seen her for a while always notice the marked improvement in her speech. We are very grateful to TSH, and the partnership they have with Onslow Primary School for making this happen.

Amanda
Sophie's mum

Sophie is five years old and loves to talk!

However, her peers and adults had difficulty understanding what she was saying due to her mispronunciation of a large number of sounds. Living in a remote town, there were limited resources available to assist with this. Thankfully, Sophie was lucky enough to be part of the TSH program at Onslow Primary School.

2021 Pilbara Outcomes

📍 Chevron Mobile Ear Health Clinics

1. Bindi Bindi Community, & Onslow Primary School
2. Karratha
3. Roebourne



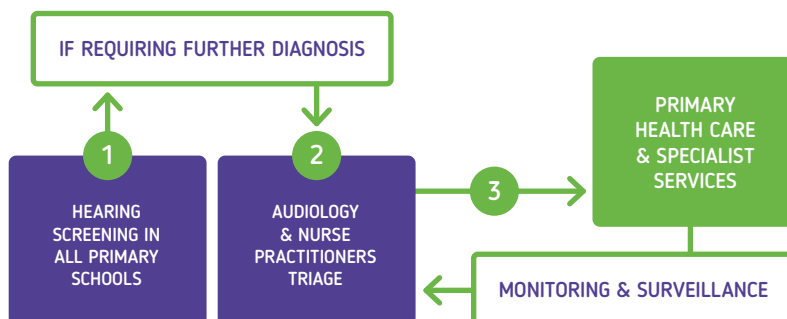
🔍 790 children were screened across the Pilbara

👂 448 Audiology assessments were undertaken

👤 221 ENT consults conducted

🤝 Partnered with 12 schools

Pilbara & Kimberley Ear Health referral pathway



Strong Partnerships

CHEVRON MOBILE EAR HEALTH PROGRAM

TSH has proudly partnered with Chevron Australia to serve the Pilbara community since 2011.

Commencing with ear health screenings, we've expanded our program to facilitating the establishment of local services that provide a holistic model of care – across audiology, speech and language development, and occupational therapy.

This is a distinctive model of care to address hearing, speech, language and development problems in children and supporting families through the journey.

WACHS KIMBERLEY CLINICS

Our outreach team successfully continued with the ear health service provision, collaborating with WACHS Population Health in the Kimberley, conducting the WACHS clinic in March from Telethon Speech and Hearing amidst COVID-19 break out.

📍 WACHS Kimberley Clinics

1. Broome
2. Fitzroy Crossing
3. Halls Creek
4. Kununurra
5. Kalumburu



As part of WACHS Kimberly's team of Ear Health specialists, we conducted **4 trips and 20 days of professional audiological services**, serving some of the most remote communities in WA.

2021 SNAPSHOT



Vale Marie Kormendy AM

In loving memory, we remember our first teacher and founding Principal, Marie Kormendy AM.

In January, we bid farewell to a very special individual of our organisation.

Marie was a pioneer of deaf education in Western Australia. She made a tremendous contribution to the betterment of children with additional needs both in Australia and abroad, including helping to set up our centre (then known as the Speech and Hearing Centre) together with her former husband, Vince McCudden, and a small group of courageous parents in 1967.

The Centre's work was revolutionary at the time, introducing early education in language and speech for profoundly deaf children. While Principal, Marie was not only in charge of our education program, but was also parent Counsellor, General Manager, Fundraising Coordinator and Public Relations Officer. In those early years, she also went without a salary for several years so that others could be paid. In addition to her official duties, Marie opened her own home to several country deaf children who travelled all the way to Perth for their education.

Beyond Telethon Speech & Hearing (TSH), Marie's selfless contribution towards creating better outcomes for children included collaborating with her former husband to establish the first teacher-of-the-deaf course in WA at Edith Cowan University; working with Rotary and Hearing Aid East Java to develop an ongoing humanitarian project for audiology, speech, and hearing services; and extending her support towards children with vision impairments through WA's School of Special Education Needs – Sensory (SSENS).

For her unrelenting humanitarian work, Marie was honoured as a Member of the Order of Australia in 2020. TSH is deeply honoured to share a personal association to Marie and her lifelong work with children impacted by hearing loss. Her tenacious spirit and virtuous principles paved the way for everything our organisation stands for and continues to practise to this day, as we help provide

positive outcomes for families impacted by hearing, speech, and language challenges across WA. In Marie's own words, "It was satisfying to be able to help youngsters during this transition so they could achieve their goals as they moved onto adulthood and post-school education."

From all staff at TSH, we send our heartfelt thoughts to Marie's family and friends. The lives of thousands of children have been changed because of Marie's work, and TSH is incredibly proud to carry on the innovative change in early education that she helped to create, in her honour.





Loud Shirt Day 2021 ambassador and Year 2 Outpost student, Emily Siew, visiting Parliament House with family and TSH staff to present her speech, and have morning tea.



TSH being presented with a generous donation from Shelford Homes during Telethon Weekend, for Loud Shirt Day 2021.



Former TSH Chair and Board member, Emeritus Professor Gary Martin was awarded an Honorary Life Membership.



Kevin Brown, Perth Airport CEO and Power of Speech 2021 guest judge, readies for take-off with TSH students.



TSH staff limbered-up and ready in their LOUDEST workout gear for BB Aerobics by Night, fundraising for Loud Shirt Day 2021.



Loud Shirt Day 2021 ambassador DJ F.A.D.J. (AKA Claire O'Shea) visits TSH, sharing her passion for music.



In 2021 TSH partnered with Pharmacy777 Glendalough, and they welcomed us to their Community Spirit Program.

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.

PUBLICATIONS:

Caguete, A. (2021). *The prevalence and factors associated with fine motor issues amongst school-aged children with hearing loss* [Maser's thesis, The University of Western Australia]. Perth, Western Australia.

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Kishida, Y., Main, S., Carter, M., Kemp, C., & Campbell, A. (2021). *Preservice teachers' accuracy in measuring engagement using the Digital Individual Child Engagement Record-Revised (ICER-RD)*. Manuscript submitted for publication.

Kishida, Y., Brennan-Jones, C. G., Runions, K., Vithiatharan, R., Hancock, K., Brown, M., Eikelboom, R. H., Coffin, J., Kickett-Tucker, C., Li, I. W., Epstein, M., Falconer, S. E., & Cross, D. (2021). *Supporting the social-emotional wellbeing of elementary school students who are Deaf or Hard-of-Hearing: A pilot trial*. Manuscript submitted for publication.

Our Research:

TSH supports research that will benefit people with speech, language and hearing needs. We conducted and participated in the following research projects in 2021:

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.

- Q Young Children's Speech Development.

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 & NextSense (formerly RIDBC)

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

University of Newcastle

- Q Social capital and adolescents who are deaf or hard of hearing.

University of Melbourne

- Q Complex language development in children who are deaf or hard of hearing.

The University of Western Australia

- Q Motor skills in children with hearing loss.

OUR RESEARCH PARTNERS:



VENUE HIRE

NET PROCEEDS SUPPORT THE WORK OF TSH



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

Our state-of-the-art multi-purpose facility is situated across the road from Lake Monger's beautiful view, giving your event a unique experience.

Our multi-purposes rooms equipped with Advanced Audio-Visual and Video conferencing facilities are available for hire. Venue includes disabled access, complimentary Wi-Fi and free parking.

Your booking will make a difference to the lives of children with hearing loss, speech, and language challenges.

2021 Outcomes

\$237,122

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

961 66

Events held at our venue.

New organisations using our venue.

TYPES OF EVENTS HELD:

Corporate events and meetings

Workshops

Annual General Meetings

Training events

Seminars

Religious and Community groups

Feedback from event-holders:

"...a great choice that genuinely contributed to the event's success."

"[The CCWA Annual Conference] was host to over 180 delegates - many of whom provided overwhelmingly positive feedback."

"I would use the Bendat Centre for future events without hesitation and would recommend it to others looking for an exceptional venue."

- Conservation Council of WA

"We were very happy with the facilities at Telethon Speech & Hearing, and thank you for the setup which worked really well."

- The Order of Australia Association

"[Hiring TSH venues] ...means that we are supporting the work of a not for profit organisation, with net proceeds from this service supporting local families in our community. Shout out to Diane, she's always welcoming, friendly and professional." - Diabetes Research WA

OUR MAJOR PARTNERS & SUPPORTERS

We would like to acknowledge and thank all individuals and organisations for their generosity and support in 2021, including those that prefer anonymity.

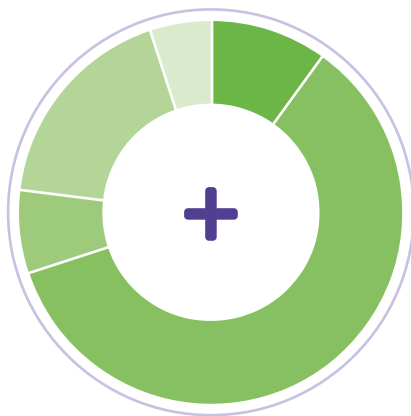


Although there are too many supporters to name individually, all contributions are valued and appreciated.

A	Allmark & Associates Pty Ltd Association of Independent Schools of WA Australian Institute of Management (AIM) Australia Post	K	Kart World Belmont Kingston Sedgefield (AU) Charitable Trust Knight Piölsold Consulting
B	Bankwest Bike Bar Claremont	L	LD Total Lotterywest
C	Catholic Education WA Channel 7 Telethon Trust Chevron Australia Child and Adolescent Health Service Clontarf Aboriginal College Cochlear COMO the Treasury City of Cockburn Cockburn Integrated Health Curtin University	M	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 Disability Services Commission	N	Non Government Centre Support (NGCS) grant
F	Function Concepts	O	Officeworks Osborne Park
G	Gateway Printing Gene Warriors Grange Insurance Solutions	P	Perth Airport Pharmacy 777, Glendalough Pilbara Ports Authority
H	Celia Hammond MP Hearing Research & Support Foundation Inc	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 Royal Perth Pharmacy Rural Health West
I	In fact 25 International Day of People with a Disability	S	R.T. and P.M. Sarich Nigel Satterley AM Seashells Property Seven West Media Shelford Quality Homes SKYN Stan Perron Charitable Foundation State Government of Western Australia
J	Ray Jordan	T	The Tomasi family
		W	WA Country Health Service WA Local Government Association (WALGA) Wanslea The West Australian Westfield Local Hero's Community Fund Woodside Energy

FINANCIAL REPORT

2021 OPERATING INCOME

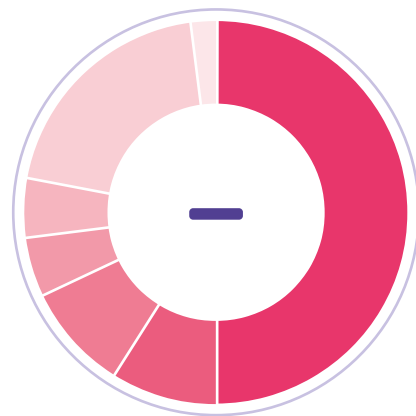


Fees*	10%
Grants	60%
Medical Income	7%
Fundraising events & donations	18%
Interest	0%
Venue Hire and Rental Income	5%
Other	0.8%

OPERATING INCOME	2020	2021
Fees*	\$ 1,071,567	\$ 1,326,645
Grants	\$ 9,028,813	\$ 7,798,443
Medical Income	\$ 473,549	\$ 855,919
Fundraising events & donations	\$ 391,653	\$ 2,378,111
Interest	\$ 7,796	\$ 5,566
Venue Hire and Rental Income	\$ 666,354	\$ 678,648
Other	\$ 12,480	\$ 12,123
TOTAL	\$ 11,652,212	\$ 13,055,455

* Inclusive of NDIS income for our fee-based programs.

2021 OPERATING EXPENSES



Schools	50%
Early Intervention	9%
Ear Health & Audiology	9%
Private Clinics	5%
Marketing	5%
Administration	20%
Property Costs & Venue Hire	2%

OPERATING EXPENSES	2020	2021
Schools	\$ 4,036,743	\$ 5,098,930
Early Interventions	\$ 842,149	\$ 867,863
Ear Health & Audiology	\$ 862,280	\$ 935,609
Private Clinics	\$ 313,499	\$ 532,274
Marketing	\$ 591,019	\$ 559,789
Administration	\$ 2,062,588	\$ 2,085,392
Property Costs & Venue Hire	\$ 173,513	\$ 169,936
TOTAL	\$ 8,881,791	\$ 10,249,793

- » 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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Level 9, Mia Yellagonga Tower 2
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Australia

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 2021, 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 2021 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 2021, 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

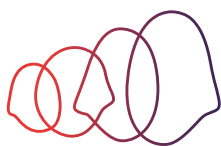
A handwritten signature in black ink, appearing to read 'J Prue', is written over a faint, larger 'BDO' logo.

Jarrad Prue
Director

Perth, 11 April 2022

Donate online at
🖱️ tsh.org.au/support-us

Or call
☎️ (08) 9387 9888



Telethon **Speech & Hearing**

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Registered Charity No: 17993
Deductible Gift Recipient

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PO Box 186, Wembley WA 6913

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www.tsh.org.au

Thank you
for your
support!