

Telethon Speech & Hearing



Developing lives  
*full of*  
potential.

ANNUAL REPORT  
2022

## 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 Perth 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 16 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:

- » 2022 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.
- » TSH also supports the ear health of children in the Pilbara, Wheatbelt and Kimberley regions with funding from Rural Health West and/or WA Country Health Service. Our focus continues to be supporting at-risk children by working with local communities.
- » TSH delivers mobile ear health clinics to at-risk children in the communities of Merredin, Northam, Narrogin and Moora.


## 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

Northshore Christian Grammar School

St Stephen's School, Carramar

Joondalup Clinic Joondalup

St Elizabeth's Catholic Primary School (2023 launch)

St Luke's Catholic Primary School

St Stephen's School, Duncraig

TSH WEMBLEY HEAD OFFICE

Swan Christian College (2023 launch)

West Coast Steiner Primary School

Servite College

Newman College

PERTH

Midland

Kalamunda Christian School

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

Emmanuel Catholic College  
Cockburn Clinic

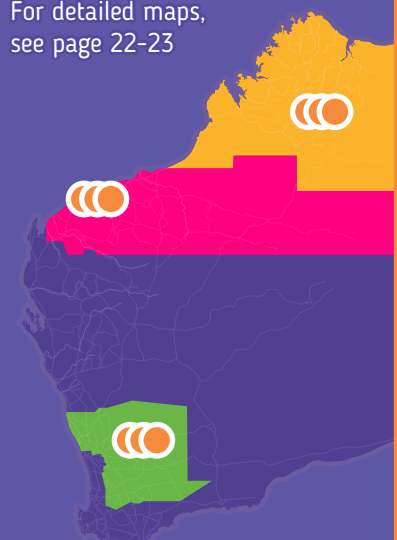
Harmony Primary School


John Wollaston Anglican Community School


Armadale


Outreach services


For detailed maps, see page 22-23





 Kimberley Clinics


 Pilbara Clinics

 Wheatbelt Clinics

 Outpost Units

 Satellite Hubs

 Audiology Outreach Clinics

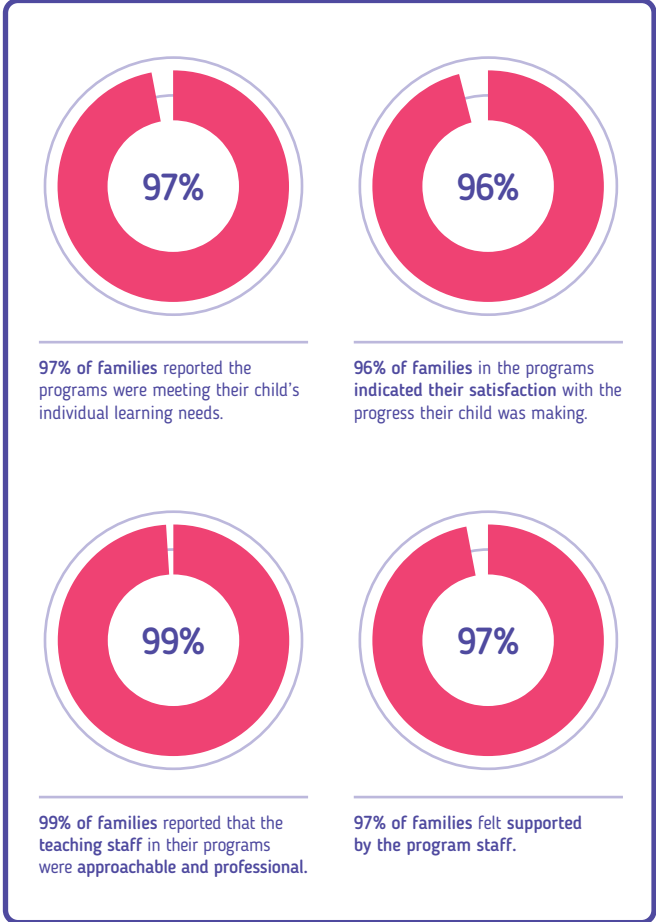
 Integrated Services Delivery Programs



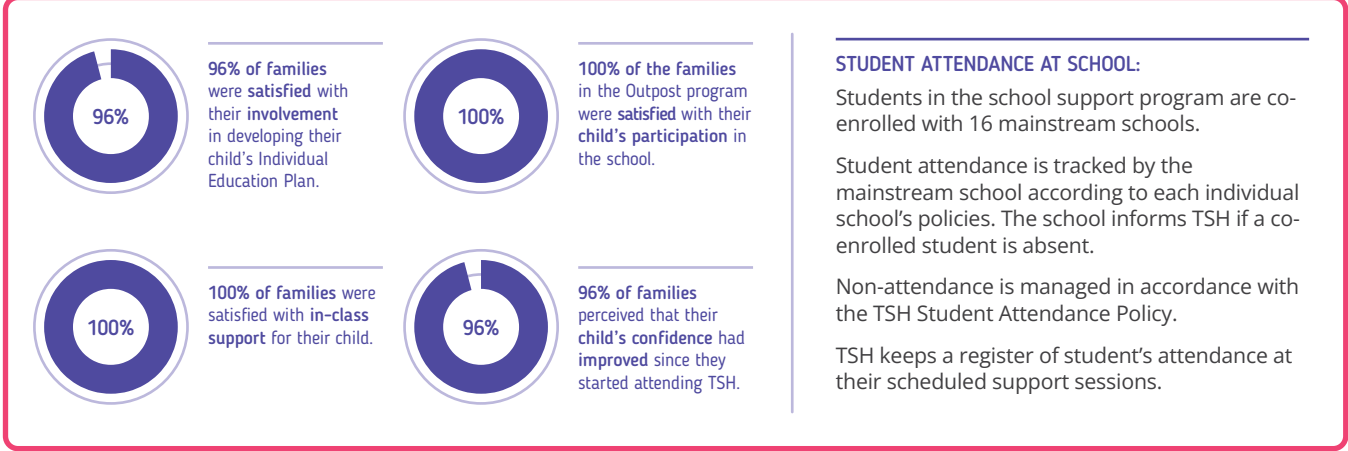
# OUR PROGRAM OUTCOMES

## A SNAPSHOT OF OUR PROGRAM OUTCOMES FOR 2022

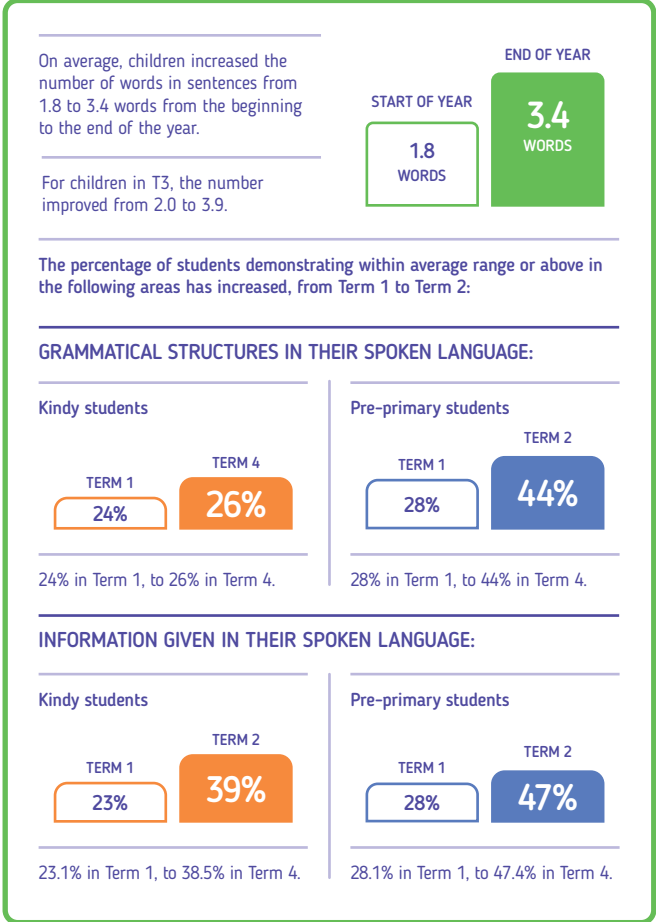
### Chatterbox, Outpost & Talkabout programs



### Outpost program



### Talkabout programs



## SCHOOL OUTCOMES AND DATA

### National Assessment Program Annual Assessment

TSH is exempt from reporting for the Australian Curriculum, Assessment and Reporting Authority (ACARA) as it does not meet the reporting threshold due to the number of students.

Please see the ACARA website at [myschool.edu.au](https://myschool.edu.au) for further information.

### Post School Delegations

Four students graduated from Year 12.

- » One student from Aquinas is doing an Electrical Apprenticeship with Newmont Mining.
- » One student from St Stephens, Carramar is starting an electrical apprenticeship.
- » One student from Emmanuel is at TAFE, completing a 12-month lab technician course and works at a lab in Canning Vale.
- » One student from Servite is currently working at KFC but is hoping to pursue a career in childcare.

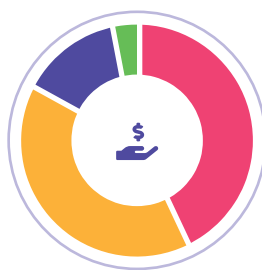
### Professional Engagement – School programs

Workforce Composition	Number of Staff	FTE
Principal	1	1
Deputy Principal	4	2.8
Teachers & Teachers of the Deaf	24	16.9
Educational Assistants & Note-takers	44	27.8
Family Liaison Officer	2	1.1
Librarian	1	0.5
Speech Pathologists	11	6.0
Occupational Therapists	10	4.3
Psychologists	2	1.4
Aboriginal or Torres Strait Islander	1	1
<b>TOTAL</b>	<b>99</b>	<b>61.8</b>

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. Teachers, education assistants and speech pathologists completed training in Keeping Safe: Child Protection Curriculum, Understanding Learning Difficulties, Autism Spectrum Disorder – Practical Skills & Ideas, Dysgraphia Workshop, Talk for Writing (Dyslexia SPELD Foundation), Sounds Write (Dyslexia SPELD Foundation), Fetal Alcohol Spectrum Disorder PD (FASD Australia), Introduction into Selective Mutism in the Early Years, Heggarty Phonemic Awareness (Dyslexia SPELD Foundation), Animal Fun, Emotional Coaching – Highway Heroes.

We held four in-house professional learning days, when most of our staff came together and shared learning across not only our school programs, but across our entire organisation. The focus of this training in 2022 was on our use of inclusive language and a positive approach to supporting behaviour.

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

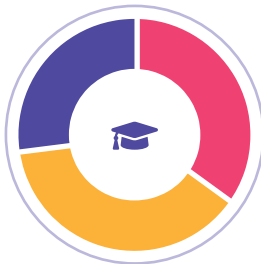


### School Income broken down by funding source:

Federal Grants	42%	Fees	15%
State Grants	40%	Other	3%

### Our People

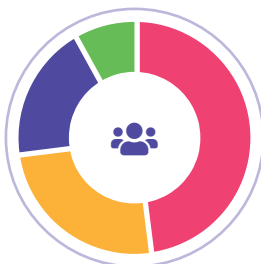
#### TEACHING STAFF QUALIFICATIONS:



Masters	35%
Postgrad Diploma	38%
Bachelor Degree	27%

#### 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	48%
Therapy	25%
Non-clinical	19%
Audiological	8%



# CHAIR REPORT

On behalf of the Telethon Speech & Hearing Board, I have great pleasure in presenting the 2022 Annual Report.

Telethon Speech & Hearing's uniqueness as a school, disability provider, health provider, and researcher positions us well to respond to the community's needs in integrated, impactful ways.

In a year again punctuated by COVID-19, 2022 will often be remembered as one synonymous with significant demand for Western Australia's health, education, and disability systems. For families, this often resulted in unprecedented waitlists for services at a time where providers and educational institutions grappled with significant difficulties in attracting and retaining staff, while managing absenteeism due to COVID-19 and other illnesses. The impact on these societal issues were also felt at Telethon Speech & Hearing, but their effects were well managed by the team. Outcomes remained high, parental satisfaction even higher, and our organisation's sustainability was further enhanced despite the challenges we faced.

Over the past few years, we have been deliberate in our strategies to improve the impact we have in the Western Australian community. We have witnessed the needs of our community change and as the community's demands have evolved, so has Telethon Speech & Hearing's response and our service delivery.

Our focus on philanthropy as a strategic pillar has proven successful when it comes to ensuring a family's financial means are not a barrier to them accessing the support they require. With long waitlists in the health system, our ability to engage with philanthropists, who provide scholarships that enable access to our services, has proven to be an effective approach, particularly in the Cockburn region and at Wembley.

We have been able to provide support for families waiting for publicly funded services by providing them access to the

assessments they need to access the NDIS and, therefore, receive a continuation of support for their children. Telethon Speech & Hearing is appreciative of the Hearing Research and Support Foundation's philanthropic support we received during 2022 and their ongoing commitment to our organisation.

As we move through 2023 and beyond, our focus on philanthropy will grow. The Foundation will be joined by an increasing number of philanthropic partners, all playing an important role in our endeavours to meet the needs of children and families in Western Australia. For example, initiatives such as our upcoming expansion into the Joondalup region will be underpinned by a philanthropic endeavour, coupled with excellent service delivery, well-embedded partnerships, and a strong focus on meeting the local community's needs.

Our biggest asset is our staff; they drive the outcomes for Western Australian families and, undoubtedly, the challenges that the community faced had an impact on our team during 2022. Their caring disposition to get outcomes for families was made more difficult by trying to navigate COVID-19 and illness-related absences, while seeing waitlists in the community grow. However, our family-centric culture, diverse staffing mix and core focus on our community resulted in us growing the impact we delivered during 2022, both in terms of the number of families we helped and the breadth of services we availed to them; all of which was achieved without compromising outcomes. The dedication of our team enabled us to continue to have parental satisfaction levels at 96%, while outcomes for children continued to be of the highest levels, as highlighted in this annual report. None of these outcomes would have been possible without our wonderful staff.

Supporting our staff is a united, skilled, and dedicated board of directors that help guide the key decisions made by the organisation. I am in constant admiration of their voluntary

commitment to supporting our team in their quest to achieve wonderful outcomes for Western Australian families. Thank you also to the wonderful team of staff at Telethon Speech & Hearing. Led by Mark Fitzpatrick, our CEO, and the Senior Leadership Team; they continue to work tirelessly to support their staff and position our organisation to meet the challenges in front of us.

Underpinning all the successes we achieved in 2022 is a strong and unwavering culture. Walking through our centre in Wembley, you can feel the connection our staff have with the families they support. This connection creates a sense of calm, of belonging, and of trust. We are very privileged to be entrusted by communities and families to support them and help their children thrive. This trust is crucial to achieving the outcomes we do and will be critical in our future successes and initiatives.

Like all the community, I am hopeful that 2023 will see a return to normality. Yet despite what comes our way in 2023, I am confident that we will meet the challenges thrown at us as we look to expand the lasting impact we have and the difference we make.

**Dr Alec O'Connell**  
BOARD CHAIR



# CEO REPORT

Our history has shown us the success of service integration for children and families. Our future will build on these solid foundations as we continue to create best practice in our fields of expertise.

As with most educational and community service organisations, 2022 presented a number of challenges and successes for Telethon Speech & Hearing.

Balancing the need to deliver services to families with attempts to keep continuity of staffing was the most significant and consistent challenge we faced in 2022. With thanks to a dedicated staff and impactful leadership team, the outcomes obtained during the year were remarkable. Not only were we able to deliver excellence in our existing programs, we commenced new ones in new locations to meet the needs of the communities in which we operate.

## MEETING THE CHANGING NEEDS OF THE COMMUNITY

Reflecting the changing needs of the community, we have worked towards a goal of providing services in a greater number of locations. In the past year we saw the commencement of our Outpost program in two new host schools, Emmanuel College and Kalamunda Christian College. We also commenced our occupational therapy clinic in Wembley, supporting children in our group-based programs to receive the additional support they need. With thanks to Chevron and the Telethon Trust, respectively, we embedded our speech therapy programs at Onslow School and Harmony Primary and commenced an integrated ear health and speech and language partnership with Waroona District High School. To meet the needs of children in the Pilbara we entered a partnership with Hearing Australia to become the first non-government organisation in WA to fit hearing devices to children in the Pilbara as part of the Federal Government's Community Service Obligations.

Our work to support the needs of families in the Eastern Wheatbelt continued, with funding from the Stan Perron Foundation and Wesfarmers enabling us to undertake some co-design workshops in the region using a human-centred design approach. We look forward to adding to our existing ear

health service delivery in 2023.

Closer to home, our continuing partnership with Cockburn Integrated Health (CIH) has seen us involved in an effective ear nose and throat collaboration, supporting Aboriginal families in the region. At CIH we have seen an increase in demand for our audiological and speech therapy services throughout the year, while the numbers for our Chatterbox early interview program continue to grow. The partnership with CIH is one that enables us to service the local community effectively and one we will look to replicate in the northern suburbs in 2023.

## OUR LEADERSHIP

When Telethon Speech & Hearing commenced our operations in 1967, it was as a result of families' needs driving change to service delivery for their children, challenging the status quo as they went. Their actions and their advocacy led to the establishment of the organisation we have. Today, we keep challenging the systems families need to engage with. Unfortunately, too many families across Western Australia struggle to get the supports they need in a timely fashion. In response to the significant waitlists for publicly funded therapy and hearing assessments, plus the need to see a paediatrician (with the hope to access the NDIS), we obtained funding and pivoted some of the philanthropic scholarship support to provide access to such assessments. Without this funding, children would have been waiting up to 12 months just to get an initial assessment, plus another three years to see a paediatrician.

Our work has also seen us take leadership roles with First Voice, the Deafness Council of WA, the Hearing Health Sector Alliance, the National Australian Association of Teachers of the Deaf amongst others. We have played important roles in the Medicare review process, sitting on a working group that made recommendations to Government about changes to the system, while we were part of the review of research grants under the National Health and Medical Research Committee. We have also been invited to participate in research into integrated ear health and speech and

language programs for Aboriginal children as a result of the work we do in the Pilbara. In all of these endeavours, we use our privileged position to advocate for Western Australian families who need the support most.

## OUR TEAM

We are only able to support families and the community as a result of the wonderfully skilled and passionate team we have at Telethon Speech & Hearing. Our supportive and effective board, headed by Dr O'Connell, our dedicated Senior Leadership Team, and all of the Telethon Speech & Hearing staff create a framework in which decisions are family-centric, just as they were when we started in 1967. They work together to create the best possible environment for children to shine, for staff to excel, and for us, as an organisation, to make our state and country a better one for so many families. The care they show families and the connection they have with the children we serve is the reason why we are so respected by the community. My thanks go to the whole team for their ongoing support and professionalism; they are truly inspirational.

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



Anna Gelavis



Dr Tim Cooney



Jeremy Rigg



Daniel White

## BOARD COMMITTEES

Supporting the work of the Board during 2022 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 Corporation 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) and as a National Disability Insurance Scheme (NDIS) provider, and as a disability provider.

## SENIOR LEADERSHIP TEAM

Mark Fitzpatrick:  
Chief Executive Officer

Janene Hall:  
Principal Schools Program

Belinda Leksas:  
Head of External Relations & Facilities

Azadeh Ebrahimi-Madiseh:  
Head of Hearing Services

Felicity McNally:  
Head of Clinical Services (to May 2022)

Kerry Picotti:  
Acting Head of Clinical Services  
(from May 2022)

Daniel Lombardo:  
Head of Growth and Projects

## POWER OF SPEECH CANBERRA 2022

### Evie and Lilla Harmsworth



Eight-year-old twins Evie and Lilla Harmsworth represented Western Australia and Telethon Speech & Hearing in the Power of Speech event at the Australian Parliament House in Canberra,

helping to prove that deafness is not a barrier to human connections and demonstrate how early intervention support and cochlear implants have been helping them reach their full potential.

Evie and Lilla were diagnosed with bilateral moderate to severe sensorineural hearing loss, and just two weeks before they started kindergarten, the girls' cochlear implants were switched on. They are bright, sociable and confident and are determined not to miss a sound in their very active lives.

Here is a copy of their entertaining speech from Canberra.

- E.** Hello everyone my name is Evie.
- L.** Hello everyone my name is Lilla.
- E.** We are both 8 years old, that's right, we are twin sisters.
- L.** We live in Perth, Western Australia, with our mum and dad and our two kittens, Minx and Astro.
- E.** Although we are twins there are some things about us that are different.
- L.** I like short hair.
- E.** And I like long hair.
- L.** I play soccer.
- E.** And I play netball.
- L.** I like the guitar.
- E.** And I play the piano.
- E.** But there ARE some things about us that are similar too.
- L.** That's right, we both love family holidays.
- E.** And spending time with our friends.
- E & L.** And chocolate, we both LOVE chocolate.
- E.** We were also both born with hearing loss.
- L.** Evie and I got our first hearing aids when we were just tiny babies.
- E.** We were 3 and a half years old when the CHIP team at Perth Children's hospital and Dr Rodriguez gave us our first cochlear implant.
- L.** We call our hearing aid and Cochlear implant "Our ears".
- E.** We don't remember much about the operation, except that we got new pyjamas to run around the hospital in. And that our cousins threw us a Happy Cochlear Implant Day party to celebrate.
- L.** Also known as the sour worm party.
- E.** It was a REALLY big decision, but everyone in our family was very excited.
- L.** Having hearing loss means there a lot of special people in our lives to help us.
- E.** At our school, St Luke's Catholic Primary, we have Telethon Speech & Hearing sessions where we play games that improve our listening, help us become

- confident with our equipment and, most importantly, we get to have fun.
- L.** Our mum and dad take us to appointments at Hearing Australia and the CHIP program to visit our audiologists.
- E & L.** Thanks mum and dad!
- L.** We enjoy our visits where we play games, and they check our ears.
- E.** We feel very lucky to have these connections that have supported us to live loud, fun lives with many opportunities.
- L.** My favourite one is being ambassadors for Loud Shirt Day.
- E & L.** Seriously, how cool is that?
- L.** The connections with all these special people, together with my family, makes me feel proud about having my 'ears' and being different from others.
- E.** Of course it's not all fun and games.
- L.** We have to work really hard.
- E.** And looking after our ears IS a big responsibility.
- L.** We need to remember to change our batteries regularly.
- E.** We need to remember where we took them off.
- L.** And we need to remember to take them off before we get into the water.
- E.** THAT's an important one!
- L.** When I grow up, and I'm not off being a famous soccer player or artist, I would also like to design Cochlear Implants, so that other kids can love their Cochlear too. Something more waterproof, maybe?
- E.** You might hear me singing or playing the piano before you see me, because I would like to be a musician when I am older. I would also like to work for Apple one day - yes that sounds good!
- L.** There is nothing we can't do.
- E.** We are dreaming big.
- E & L.** Thank you for listening to our speech, have a great day.



# OUR STRATEGIC HIGHLIGHTS

## LOOKING BACK AT OUR ACHIEVEMENTS FOR 2022



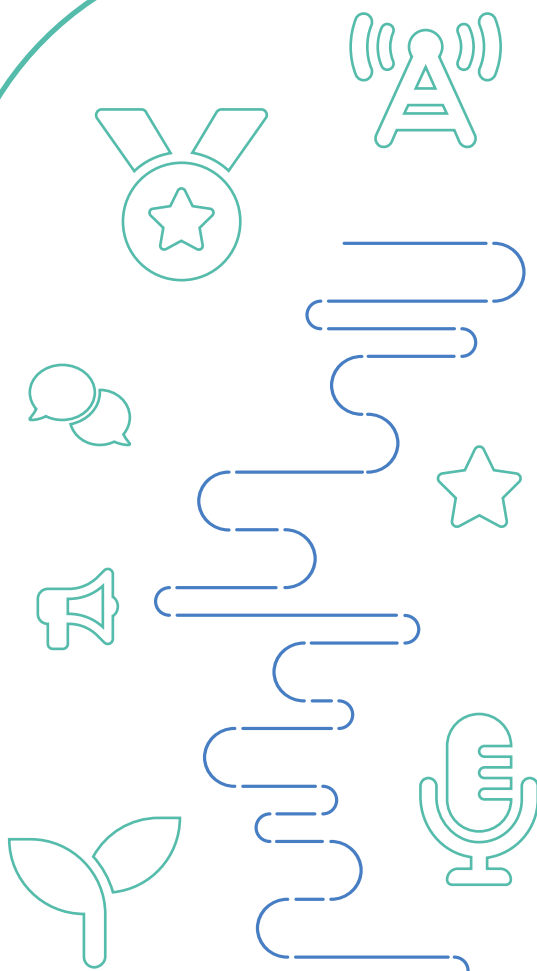
### Supporting children in our community

- ✓ Provided 58 scholarships for families experiencing financial hardships to attend our early intervention programs for children with a hearing loss and speech and/or language difficulties.
- ✓ 85 screens and 45 speech assessments were conducted for at-risk children at Harmony Primary School along with ongoing group therapy for those students diagnosed with severe language/speech delays.
- ✓ 52 screens and 38 speech assessments were conducted for at-risk children at Waroona DHS along with ongoing group therapy for those students diagnosed with severe language/speech delays.
- ✓ Completed 347 ear health screenings across 15 locations in the West Pilbara region, with 147 of these requiring further audiological assessments, 71 requiring medical consults and seven receiving surgeries.
- ✓ Launched a speech and language program at Onslow Primary School, with occupational therapy (OT) screening undertaken. 59 (K-3) students participated in Speech Therapy, comprising 14 group speech sessions and 4 individual sessions per week. A total of 26 (Y2-3) students were screened and assessed for OT.
- ✓ A literacy acquisition pilot group was established in 2022 to identify literacy skill gaps at Onslow School.
- ✓ Started a monthly clinic group for Chatterbox children in Cockburn.
- ✓ Audited our Child Safety Framework against the National Principles for Child Safety Organisations and reviewed our practices in line with those principles.



### Developing meaningful partnerships

- ✓ Launched a new pilot paediatric hearing aid fitting program with Hearing Australia in Onslow.
- ✓ Collaborated with local stakeholders from Merredin and the surrounding communities (including Merredin College, local day care centre, allied health professionals, WANSLEA and WACHS) to lay the foundations for an integrated hearing and speech therapy model.
- ✓ Partnered with St Elizabeth's Catholic Primary School and Swan Christian College to establish an Outpost unit from 2023, increasing our number of school support units to 18.
- ✓ Fortified existing relationships with key philanthropic partners, including Telethon, Perron Group, Perth Airport, ToyBox, Tomasi Foundation and the Steadfast Foundation to provide scholarship support for our at-risk children.
- ✓ Strengthen our partnership with Seven West Media, to support advertising and fundraising campaigns.
- ✓ Onslow Seniors Hearing Screening Event- subsequent audiology assessments and hearing aid fittings.
- ✓ 6 Ear Health and Chevron Program training events were facilitated to various stakeholder groups.
- ✓ Engagement with 59 stakeholders, inclusive of 17 schools and childcare centres in the Pilbara
- ✓ Continued to work closely with the Cockburn Integrated Health team and Telethon Kids Institute to streamline the pathway for children to gain access to ENT intervention, including surgery.
- ✓ In 2021 we started our first NDIS Commission audit. This was finalised in 2022. 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.
- ✓ Celebrated more than 12 years of partnership with Chevron Australia - together we seek to deliver best practice ear health care in the Pilbara, preventing middle ear disease and improving child health outcomes.
- ✓ Held the 33rd Power of Speech Awards, celebrating the wonderful outcomes of children with hearing loss.
- ✓ TSH holds leadership roles with First Voice, the Deafness Council of WA, the Hearing Health Sector Alliance, the National Australian Association of Teachers of the Deaf, amongst others.



### Education and capacity building

- ✓ Worked closely with Yonga Solutions and local Aboriginal artist to design TSH's first Reconciliation Action Plan (to be launched in 2023).
- ✓ Commenced design and develop an inclusive language document to guide our best practices and interactions with families (launched in 2023).
- ✓ Collaborated with WACHS to deliver a community stakeholder forum in Merredin.
- ✓ Held a Speech and Hearing Training workshop Onslow One Tree, attended by 7 attendees.
- ✓ Held an Ear Health/Tympanometry Training in Karratha, attended by 16 nurses/allied health workers at the Karratha Health Campus.
- ✓ Participated in a Seniors Event in Onslow to facilitate education on ear health for seniors and free hearing checks.
- ✓ One of our Speech Pathologists has undergone certification in PROMPT Training.

### Professional engagement

- ✓ Working with Curtin University, our Speech Pathology team provided resources for a learning unit in their Speech Pathology course.
- ✓ TSH and Curtin School of Allied Health have formed a Working Group to further cultivate ongoing research and development opportunities.
- ✓ TSH staff members across programs collectively identified and prioritised areas of research for the next few years.

# 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 (Grow and Connect) and 1-2-year-old (Toddler Time) groups are led by a therapy team of Speech Pathologists, Occupational Therapists and Therapy Assistants, with significant input from our Psychologist. Our 2-3-year-old (Little Explorers) and 3-4-year-old (Little Learners) groups are run by a team of early educators, Speech Pathologists, Occupational Therapists and Therapy Assistants, once again with significant support from our Psychologist.

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. The group also aims to connect families on a similar journey.

## 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 consults 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.

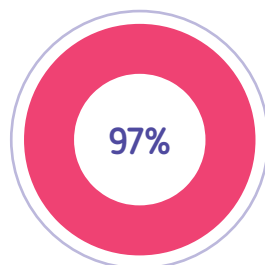
NDIS is constantly changing, and we aim to keep up to date to ensure our families are aware of how best to utilise their NDIS funding.

In 2022, we continued to notice 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 member or NDIS team to ensure we continue to provide the best support to our TSH families.

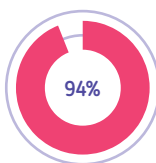
## 2022 Family Satisfaction

88

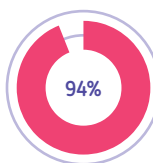
88 families enrolled in Chatterbox.



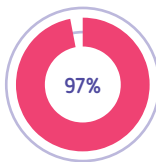
97% of families strongly agreed, or agreed, that the individual sessions are meeting their needs.



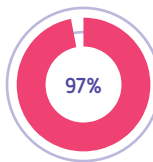
94% of families indicated their satisfaction with the progress that their child was making.



94% of families perceived that their child's confidence had improved since they started.



97% of families agreed that the playgroup is meeting their needs.



97% of families 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 Charlotte (aged 2)

For months we had spoken about the first words we wanted her to hear, and as I said "Charlotte, I love you", she cried.

– LACY

At three days old, Charlotte failed her first hearing test and I knew we were about to start a very different journey to what we had expected.

We were told it may be fluid on the ears, but my instinct told me it was something more and, at 21 days old, Charlotte was diagnosed with bilateral profound hearing loss.

When Charlotte was just eight days old and referred to the Perth Children's Hospital, I received a phone call from an ENT giving me a lightning introduction to congenital CMV – a virus linked to hearing loss in newborn babies – and Charlotte was invited to take part in their research program aimed at screening newborn babies for CMV, providing the early intervention needed to children infected by the virus. Charlotte's results came back quickly, with a very definitive, positive cCMV, the cause of her hearing loss.

Within the next few months Charlotte received her first pair of hearing aids, which were fitted to help strengthen and keep the audio nerve alive before she was old enough to receive her Cochlear Implants. At this time Charlotte and I joined the family at Telethon Speech & Hearing, who provided us with one-on-one support, as well as attending the Chatterbox program, which gave us a safe space to share our journey and connect with other families on similar paths.

Charlotte underwent bilateral cochlear implant surgery and two weeks later was "switched on", giving her access to sound for the very first time at nine months old. For months we had spoken about the first words we wanted her to hear, and as I said "Charlotte, I love you", she cried. From then on, the curiosity grew and the enjoyment of detecting sound began.

Since we have had all of Charlotte's services provided by TSH, I have seen instant

progress in Charlotte's speech and motor development and more confidence shining through in her little (big) personality. We are so grateful for not only the professional services, but the relationships we have built at TSH. This team has created a safe and encouraging environment for us through some of the hardest months of our lives and it is such an honour to be working with them for Charlotte and her future.

I will forever be proud of the persistence Charlotte has shown over these 18 months. This is just the beginning of Charlotte's story, and I can't wait continue to support Charlotte by adapting our lives to experience her world and encourage her to advocate and educate others from her experiences as she grows up.

Lacy Swab  
Charlotte's Mum

## Notes from our Auditory Verbal Therapist

Charlotte was diagnosed with a bilateral severe to profound hearing loss at three weeks of age following a refer on New Born Hearing Screening.

She was fitted with hearing aids at eight weeks and referred to the PCH Cochlear Implant Program. Charlotte tested positive for Congenital Cytomegalovirus (cCMV). Cytomegalovirus is a common infectious virus transmitted through bodily fluids. If acquired after birth, most people experience few or no symptoms. However, if contracted for the first time during pregnancy, the virus may spread from mother to child. According to statistics, 400 children per year in Australia will be born with CMV-related disease. (Naing et al, 2026). 10% of these children are at high risk of developing sensori-neural hearing loss.

Charlotte began attending one of the therapy groups at Telethon Speech & Hearing in October 2021. This group was

run by our Chatterbox Therapy team (Occupational Therapist, Speech Pathologist and Psychologist). This group became an important group for Charlotte's mum Lacy as it allowed her to connect with other families going through a similar journey – processing their new world of hearing loss. The group provides a space for families to share their journey, grief and frustrations, as well as the joys and wins of their families with the Chatterbox team guiding them through it. In November 2021 Charlotte began individual Speech Pathology sessions, which helped Lacy in her understanding of hearing loss and the best ways to support Charlotte's listening and language development. Soon after, on December 22nd, Charlotte received her cochlear implants. These were switched on on the 4th January 2022.

Not all cochlear implant journeys are the same. Not all children automatically take to them, love them and begin hearing with them. This was the case with Charlotte. It took a dedicated, multidisciplinary team approach to support Charlotte

and her family in getting her to wear her processors and learn to listen with them. Lacy and Reece's ongoing determination and perseverance has been inspirational. They have continued to push through the challenging times to provide the best for Charlotte. They are incredible advocates for their children. It is amazing to see Charlotte's face light up when she hears her name and can tell you what she wants. Charlotte has found her voice and infectious giggle as she continues to improve in her engagement and interaction with those around her. Lacy and Reece provide wonderful listening and language opportunities for Charlotte to engage and learn in. This is continually supported by the Chatterbox therapy team, who coach and guide families in developing listening, speech and language skills, while supporting motor, cognitive and emotional development.

Candice  
Charlotte's Auditory Verbal Therapist



# OUR SERVICES & PROGRAMS

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

## GREATEST IMPACTS OF THE TALKABOUT 4 & 5 PROGRAM REPORTED BY FAMILIES:

- ⚡ Improved confidence in children
- 💬 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 Talkabout Program

**Telethon Speech & Hearing's Talkabout program supports children aged 2-6 with speech and language delays through multi-disciplinary early intervention.**

Talkabout enables children and their families to access a team of educational and clinical professionals, including specialised teachers, education assistants, audiologists, speech pathologists, occupational therapists and psychologists, all under the one roof. Classes sizes are small, to aid in supporting each child to meet their developmental needs and reach their amazing potential. Families are also encouraged to attend regular networking and educational sessions, to build strong connections and support networks with others on their child's early years journey.

## OUR PROGRAM:

Our Talkabout program is facilitated by a passionate multi-disciplinary team including Specialist Teachers, Education Assistants, Speech Pathologists, Occupational Therapists, Audiologists and a Psychologist.

## SUPPORTERS OF THE PROGRAM:



Department of Education



THE TOMASI FAMILY



Talkabout 4 (Kindy) classes are one day a week per class and Talkabout 5 (Pre-primary) classes are two days per week per class.

## LANGUAGE SUPPORT PROGRAM:

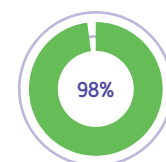
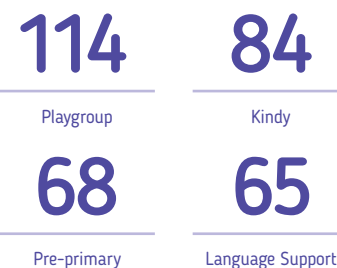
Using an evidence-based approach to support language and literacy development, our children continue to receive on-going support after they have transitioned from the Talkabout program and into Years 1, 2 and 3.

## OUR LEADERSHIP IN THIS FIELD SEES US DELIVERING:

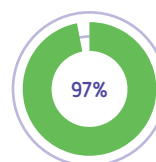
- » Evidence-based programs with a multi-disciplinary team approach.
- » Age-appropriate language playgroups for children aged 2 and 3 years old.
- » A multifaceted play-based Kindergarten program focused on language development.
- » A structured language Pre-primary program that shares the child's progress with their partner school and follows the WA curriculum.
- » Language Support Groups for children in Years 1,2 and 3.
- » Teacher Workshops for teachers at partner schools.
- » Opportunities for families to connect and learn together through a variety of events such as OT Night, Circle of Security, FOCUS group morning teas, Mum's Night, Dad's Night and end-of-year celebrations and graduations.

## 2022 Family Satisfaction

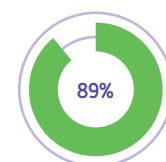
### TALKABOUT STUDENT NUMBERS:



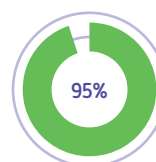
98% of families said that the program is meeting their needs.



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



89% of families found the support from interaction with other parents beneficial.



95% of families perceived that their child's confidence had improved since they started.

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

- 🗣️ Improved language/speech
- ⚡ Increased confidence in communication
- 💬 Child's interaction with peers, social skills
- 👤 Improved engagement and listening skills
- ✓ Able to participate in structured routines - school readiness



## Meet Eoghan, aged 8

“I was just absolutely delighted that he had the Educator, the Speech Pathologist, the OT, the Psychologist, the Audiologist... a whole team of people around him.”

as told by his mother Claudine, during Hearing Awareness Week. Here is an excerpt from this interview about what Claudine had to say about the Talkabout Program and Language Support Groups at Telethon Speech & Hearing and how they supported Eoghan:

“Before Eoghan started Kindy he couldn't say his name and I was so worried and thinking what am I going to do? A friend of mine recommended the Talkabout program.

“He started mainstream Kindy when he was 3 years and 9 months old and started the Talkabout 4 Kindy program alongside the mainstream school. I have to say that when we came in and experienced the whole Talkabout program, I was just absolutely

delighted that it was literally a one stop shop for my child... that he had the Educator, the Speech Pathologist, the OT, the Psychologist, the Audiologist... a whole team of people around him. They all knew what his needs were... they were all there to support him and to ensure that he met his goals going through the program and it was such a relief!

“The worry just lifted from my heart because I knew he was where he needed to be and he was getting the best help that he could possibly get.”

As told by

*Eoghan's Mum*

## Feedback from Families

Talkabout has increased my child's confidence and ability to communicate. He's more social, more confident and he definitely talks a whole lot more now!

Life changing for my little one in so many ways. Couldn't talk or even look at others without crying when he started and he now runs in and happily joins in with pride of his newfound voice and vocabulary.

Talkabout has provided a safe place to explore my child's strengths and challenges without pressure to meet expectations, which has allowed us to discover what works and doesn't for her. It's also provided me tools and support and guidance which I otherwise did not have and that ultimately has an enormous impact on her too.

I can't even begin to describe how Talkabout has impacted his development. His speech development is unbelievable and his confidence has grown due to the supportive environment provided.

Talkabout has helped promote his speech development and social skills. It has also given me the support, information and inspiration to support my child's speech development at home.

At the orientation day, my first time at the school, I welled up with tears of happiness that a place such as the TSH School existed, and that my child was able to access it.

It has provided me with a community of friendly families with children who are encountering the same difficulties as my own child. I felt very isolated before.





I am so grateful for the impact this program and its staff have had on my child.

The T5 staff are so friendly, knowledgeable, reassuring and approachable that I cannot speak highly enough of them.

# 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
-  Made friends
-  Participation and enjoyment at school
-  Feeling supported by staff, including a note taker

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, one of a kind in Australia, 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.

## Feedback from Families

"Our child feels supported and assisted throughout his schooling. All outpost staff are absolutely amazing, so caring, attentive, personable and dedicated. I could not ask for anything more, and never expected anything like the care and support they provide for our child. We are very grateful for the assistance that they provide."

## 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.

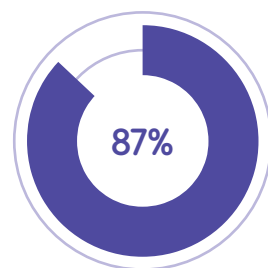
## 2022 Outcomes

16

Partner Schools

77

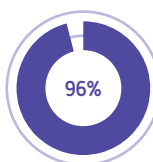
Students supported



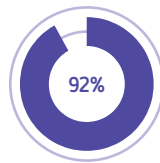
87% of the Individual Education Plan goals that were set for students were achieved.



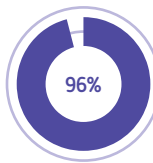
100% of respondents indicated their satisfaction with the progress that their child was making.



96% of respondents indicated that they were kept up to date with their child's progress



92% of students have achieved 70% or more of their IEP goals.



96% of families indicated they were satisfied with their involvement in IEP process.

## SUPPORTERS OF THE PROGRAM:



HEARING RESEARCH & SUPPORT FOUNDATION



 Meet Nena, aged 19

“It was an amazing moment, and it changed our whole world,” she says. “Her first word was ‘baba’. I looked over at my husband, who was in tears – happy tears – and I saw the smile on his face.”

across Telethon Speech & Hearing, I called them up and made contact with Wendy Tunbridge. TSH has been such a blessing in our lives. They introduced us to all the support systems that were available in Australia and we are so grateful for all their knowledge that they shared with us.”

“They were not afraid to tell us some hard truths too,” she says. “They told us that the journey would be very difficult, but not impossible, and they convinced us that Australia was the best place for Nena and our family. I’m so grateful that they did, because I look back now at how far we’ve come, how much we battled through the last 17 years, and I know that every struggle and every minute was worth it.”

At the age of four, Nena received her first cochlear implant, something that would have been extremely unlikely back in Kenya, with the second coming at the age of six. Neetal recalls the moment the CI was switched on.

“It was an amazing moment, and it changed our whole world,” she says. “Her first word was ‘baba’. I looked over at my husband, who was in tears – happy tears – and I saw the smile on his face. I remember, at that point, being so grateful for all that God had given me on this earth.”

Although Nena was suddenly able to hear, she had a lot of catching up to do, as her hearing loss had left her with a severe language delay.

She began an intensive program at TSH and, after a while, TSH’s Josie Hawkins convinced the Mardanias that it was time for Nena to start attending school. She recommended that Nena join TSH’s Outpost program, so that she could benefit from mainstream schooling while enjoying the supports that TSH provides, including teachers of the deaf, note takers, speech therapists, occupational therapists and a psychologist.

Nena attended St Stephen’s School Carramar for her primary school years, where she received language support on a daily basis. At home, Neetal and Mehul continued the support work and Nena made slow, but steady, progress through her school years.

“Josie also introduced us to other parents who were undergoing a similar journey,” explains Neetal. “That was a real eye opener for us, seeing that other parents were going through the same thing. The parents of TSH are like a community – they even brought us books, toys and clothes when our third child was born.”

Last year Nena graduated from Servite College and, while she ponders what her future holds, she has begun working at her local KFC.

“Just getting out and working part time has been so good for Nena,” Neetal explains. “She’s been cocooned in the safety net of her family for so long that she needs to get out of her comfort zone and mingle with new people.”

“She has wonderful empathy, and her goal is to get into a career where she works with children. We are working to make that happen and I’m sure it will.”

“If it wasn’t for TSH, Nena would not be anywhere near where she is at right now. I’m so grateful to all the staff there, especially Wendy, Josie, Geoff [Reader] and Megan [Harrop].”

“It has been a very long journey, with lots of tears, joy and laughter – but each and every second has been worth it. Every child that walks into TSH walks out with new strength and a very positive attitude.

“I’d like to commend and thank the community at TSH for all their hard work, which never goes unnoticed.”

We all want the best for our children, but what does Neetal wish for her daughter as she enters this new stage of her life?

“I want Nena to be happy and confident,” she says. “I want her to make her own decisions and be able to inspire and help others who are walking in her shoes.”

**Thanks to a large support network of family, friends and educators, all of whom have rallied around Nena, she is well on her way to achieving these goals.**

*Neetal Mardania*  
Nena’s Mum



# OUR SERVICES & PROGRAMS

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

## Speech Pathology

2022 saw a significant increase in the number of children needing speech services. This led yet another increase in our workforce of Speech Pathologists and we now employ 14 practitioners in our Wembley Clinic and 4 practitioners in Cockburn. Our Cockburn and Wembley clinics 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 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 organise the information coming into their brains 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 to enhance the skills that allow them 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.

In 2022 we also saw growth in our Occupational Therapy clinic and now have a team of three experienced Occupational Therapists based in Wembley.

## 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 delays 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.

# OUR SERVICES & PROGRAMS

 **OUTREACH SERVICES:** Servicing the ear health and speech 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, ear health 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.

- » 416 children were screened, with 64 requiring a full audiology assessment
- » 73 children were referred to a GP
- » 17 children triaged to an ENT specialist
- » Supported 11 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:

A program designed to circumvent lengthy waitlists and inaccessibility of public services in remote areas of WA.

- » 132 early diagnostic audiology and 8 speech pathology assessments
- » 12 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:

- » 77 children screened at Clontarf Aboriginal College
- » 56 full audiological assessments
- » 26 GP referrals
- » 22 ENT consultations



## SUPPORTERS OF OUR CLINICS:



## RECOGNISING THE SUPPORT OF THE FOLLOWING ORGANISATIONS:





# OUR SERVICES & PROGRAMS

## OUTREACH SERVICES: Servicing the ear health and speech 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

education communities in Pilbara and the Wheatbelt has helped us to face the backlogs created by COVID-19 with resilience and adaptability.

### Servicing Western Australians living in rural and remote areas

#### TSH WHEATBELT

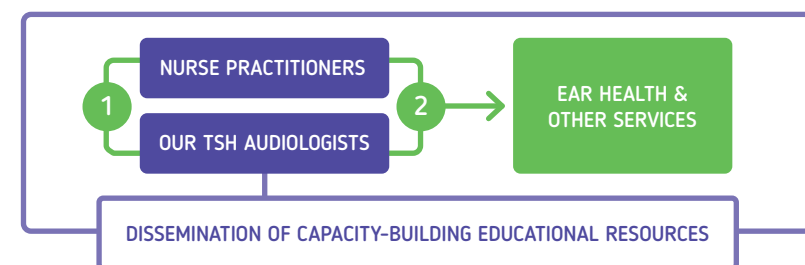
Telethon Speech & Hearing has been providing ground-breaking services to rural and remote areas of Western Australia since 2011, one of the longest standing and most successful programs in WA.

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

### Capacity Building

The restrictions put in place due to COVID-19 resulted in lengthy patient waitlists and a large number of children did not have access to health professionals. However, our unique partnership with Chevron and collaboration with the federal, state and local medical and

### Wheatbelt clinic referral pathway:



### 2022 Wheatbelt Outcomes

#### TSH Wheatbelt Clinics

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

Collaborating with local medical and education communities, we provided 93 Audiology and Nurse Practitioner appointments.

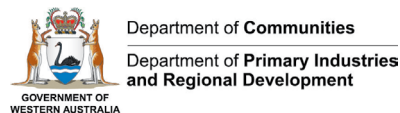
Understanding the needs of the community, the future focus will be on integrating services to meet the needs of children.

"For many families living in regional and remote regions, access to quality early intervention supports is difficult or non-existent.

2022 was an instrumental year for expanding the breadth of our outreach services to support these families."

- Daniel Lombardo, Head of Growth & Projects

### RECOGNISING THE SUPPORT OF THE FOLLOWING ORGANISATIONS:



### Meet Lilly, aged 10 and Hazel, aged 7

Intervention is delivered via telehealth and both girls are accompanied and supported by an Education Assistant.

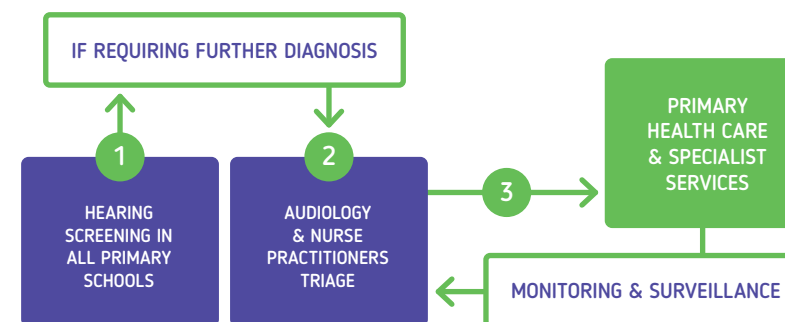
Lilly and Hazel are always a pleasure to work with and regularly attend their telehealth group sessions. Both girls readily adapted to the interactive online learning platform and engage with enthusiasm. They enjoy many of the benefits of group intervention, including peer support and modelling, as well as the opportunity to engage in social, fun interactions while targeting their goals.

Lilly and Hazel receive resources to use at home to encourage repetition of new skills in the home environment. Since beginning intervention sessions, both girls have made pleasing gains. Lilly now demonstrates age-appropriate articulation skills and Hazel continues to make wonderful gains in both her reading and spelling skills.

### Lilly and Hazel Williams are siblings who attend Onslow School.

Both girls have been part of the Speech and Language program that is delivered by TSH in partnership with Chevron. Following the completion of screening assessments, Lilly received small group intervention to support her articulation skills, while Hazel continues to receive small group intervention to support her literacy skills, including reading and writing skills.

### Pilbara Ear Health referral pathway



### Strong Partnerships

#### CHEVRON PILBARA EAR HEALTH PROGRAM

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

With a focus on early diagnosis and intervention, the mixed-mode program, which is a world leader when it comes to rural service provision, aims to improve children's ear health in order to reduce the impact of ear disease on school performance. The improved educational outcomes will lead to greater opportunities for children across the Pilbara region.

The Program includes hearing screeners, audiologists, a nurse practitioner and an ENT specialist, some of whom are based in the

Pilbara, while others make regular visits to the region.

Over the years, the program has branched out and expanded into a holistic model of care in the region, providing education and support across audiology, speech and language development and occupational therapy, all the while supporting families through the journey.

#### WACHS KIMBERLEY

Collaborating with WACHS Population Health in the Pilbara and the Kimberley, our Outreach team continued to successfully provide ear health services to indigenous populations in some of the most remote communities of Western Australia.

### 2022 Pilbara Outcomes

#### Chevron Mobile Ear Health Clinics

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

347 children were screened across the Pilbara

147 Audiology assessments were undertaken

71 ENT consults conducted

Partnered with 15 schools

Launched a speech and language program and literacy acquisition pilot group at Onslow Primary School.

#### WACHS Kimberley Clinics

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

In 2022 we conducted 4 trips and 20 days of professional audiological services collaborating with WACHS Kimberley's Ear Health team of specialists and serving some of the most remote communities in WA.



# 2022 SNAPSHOT



## Remembering Jack Bendat AM (1925 – 2022)

The Telethon Speech & Hearing staff and community were saddened by news of the passing of WA businessman and philanthropist Dr Jack Bendat OAM in February.

Dr Bendat will be remembered as a successful businessman whose generosity and advocacy has uplifted thousands of Western Australian families.

Dr Bendat, his late wife Eleanor and his family have been enduring supporters of Telethon Speech & Hearing for many

years. We consider them part of our Telethon family, having played an integral part of our organisation's growth from the 1960s. It was the generosity of the Bendat family, alongside corporate and private supporters, that helped fund the Bendat Parent and Community Centre in 2011, ensuring that Western Australian children can benefit from world-class allied health facilities in Perth.

Dr Bendat's support ensured our existing Centre was revitalised and expanded to make room for state-of-the-art audiology booths, customised family therapy suites, the first dedicated early literacy library in WA, and training and conference facilities.

**We will always treasure Jack Bendat's support of our community.**



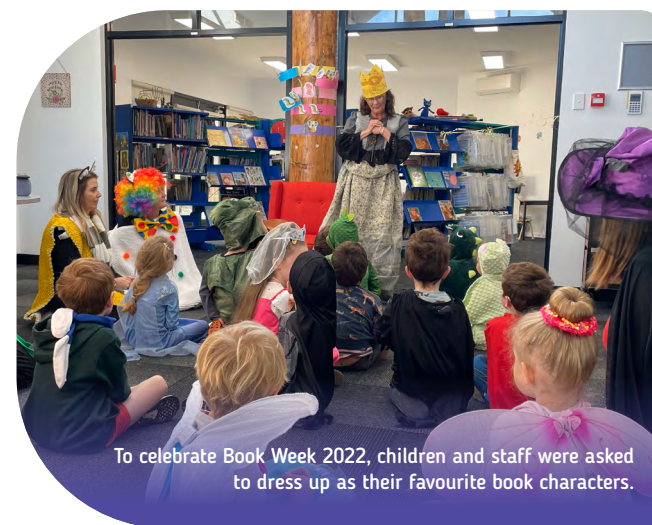
Loud Shirt Day ambassadors Kyden and Gemma Robertson joined WA Premier Mark McGowan in a #GETLOUD morning tea fundraiser at Parliament House in October.



Shelford was once again the highest fundraiser for TSH's Loud Shirt Day, as staff and suppliers reached deep into their pockets to raise \$14,372.



After over 40 years working at TSH, Outpost deputy principal Geoff Reader has stepped back into semi-retirement.



To celebrate Book Week 2022, children and staff were asked to dress up as their favourite book characters.



Sixty children aged between five and 12 years old who are deaf and hard of hearing took part in a closed training session with senior coaches from Premier League club, Aston Villa.



Lego Legends from across our Outpost schools took part in a Harry Potter-themed Lego building activity in January.



Thanks to meaningful contributions from beneficiaries such as ToyBox Australia, we were able to provide 58 scholarships for families experiencing financial hardships to attend our early intervention programs in 2022.



# OUR THOUGHT LEADERSHIP & RESEARCH

As a centre of excellence, research forms a crucial part of our ability to provide evidence-informed practice. TSH is committed to linking research and practice, to create new knowledge and apply that knowledge to our practice.

TSH partners with a range of organisations to conduct research.

### PUBLICATIONS:

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. (2022). *Supporting the social-emotional well-being of elementary school students who are deaf and hard of hearing: A pilot study*. Language, speech & hearing services in schools, 53(4), 1037-1050.

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. (2022). *Co-designing social-emotional well-being resources for students who are Deaf and Hard of Hearing*. Language Speech and Hearing Services in Schools, October 2022, American Speech-Language-Hearing Association (ASHA).

Kishida, Y., Main, S., Carter, M., Kemp, C., & Campbell, A. (2022). *Preservice teachers' accuracy in measuring child engagement using a digitised momentary time sampling measure*. Learning and Motivation, 80, 101839.

Kishida, Y., Ward, R., Hatfield, M., Cheng, S. L. E., Gui, C. K. J., Raj, J. J., Thio, J. W. L., & Leitao, S. (2022). *Taking an integrated knowledge translation approach to inform evidence-based practice: Application to a community service provider*. Manuscript submitted for publication

Toinette, C. (2022). *A scoping review of the links between speech motor ability and mental health related functions in school-aged children*. Edith Cowan University [School of Medical and Health Sciences, Honours thesis].

### 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 2022:

- Macquarie University/ Next Sense - Profiling the auditory-vocal progress of infants (<12 months of age) who are developmentally at risk for speech.
- Curtin University, supported by 2021 Medical Research Future Fund Chronic Neurological Conditions - Developmental Delay: Enabling early and accurate detection of speech impairment through a web-based assessment application.
- TSH and Curtin School of Allied Health have formed a Working Group to further cultivate ongoing research and development opportunities.

### Conference presentation

Main, S., Kishida, Y., Carter, M., Kemp, C., & Campbell, A. (11th & 12th September 2022). Data-based decision making: Including a systematic measure of student engagement in preservice teacher education programs, AASE: Australian Association of Special Education National Conference: Building Bridges: Research to Practice, Practice to Progress, Sydney, Australia.

### Thought leadership

While our team does remarkable work supporting families and children to achieve their own goals, as a charity we have a responsibility to help improve the systems our families navigate, including helping to reduce lengthy waitlists.

TSH forms important part of nation-wide or state-wide groups such as First Voice, the Deafness Council of WA, the Hearing Health Sector Alliance, the National Association for Australian Teachers of the Deaf, and more. Much of our advocacy happens behind closed doors, yet it can have a significant impact. Some key changes that our advocacy has shaped over the years include:

- With thanks to the Deafness Council, televisions in Perth were the first to receive captions through Channel 7 Perth
- WA was the first State or Territory to start universal newborn hearing screening - as a result of the work the Deafness Council did
- First Voice was instrumental in ensuring that universal newborn hearing became a program across the country, now capturing 98% of newborn children
- First Voice was also the key organisation in ensuring children with hearing loss get fast-tracked access to the NDIS, with a pathway via Hearing Australia
- The Hearing Health Sector Alliance is currently providing advice to government about how more Australians can get access to the hearing and ear health services they need
- The National Association for Australian Teachers of the Deaf continues to advocate to ensure we have the best possible standard of education for 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

Telethon Speech & Hearing, centrally located overlooking Lake Monger and minutes from Perth CBD, offers a unique experience with state-of-the-art multi-purpose venues for hire.

Our unique services provided to venue hire clients include video conferencing facilities, live captioning, complimentary WIFI, wheelchair access and ample car parking.

Net proceeds from venue hire go towards supporting children in our early intervention programs.

### Feedback from event-holders:

"WaiS has been utilising the venue facilities at TSH for many years for a vast variety of functions, from larger conferences to smaller team meetings. We have appreciated the accessibility of the venue, the wide range of available rooms to choose between to suit a diverse range of function needs and, more so, we have appreciated the ease of communicating with, responsiveness and friendliness of the staff at the centre in booking the venue but also to sort out any matters whilst we are there."

"The Telethon Speech & Hearing Centre Venue Hire offers an excellent professional space for our organisation's training requirements."

"...excellent service, tranquil location, plentiful parking, and reasonable prices. I have rebooked the venue many times for our business needs."

"The staff are always friendly and reliable in terms of customer service, and it is a pleasure to invite training attendees into this space."

### 2022 Outcomes

\$234,430

Income from venue hire that contributed to supporting children and families (budget \$326,700.00). Loss impacted by COVID-19 imposed restrictions in March 2022.

796 26

Events held at our venue. New organisations using our venue.

### TYPES OF EVENTS HELD:

- Corporate events and meetings
- Workshops and Seminars
- Annual General Meetings
- Training events
- Exercise Classes
- Church and Community groups



# OUR MAJOR PARTNERS & SUPPORTERS

We would like to acknowledge and thank all individuals and organisations for their generosity and support in 2022, including those that prefer anonymity.

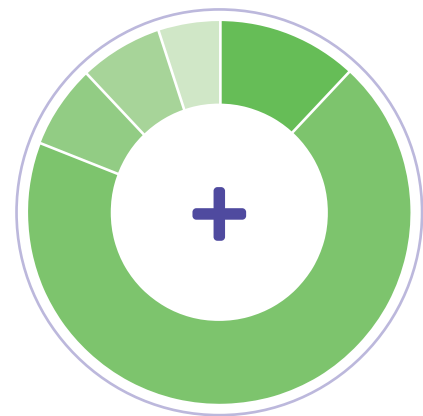


Although there are too many supporters to name individually, all contributions are valued and appreciated.

<b>A</b> Alcoa Allmark & Associates Pty Ltd All Pest Association of Independent Schools of WA (AISWA) Australian Institute of Management (AIM)	<b>L</b> LD Total
<b>B</b> Bankwest The Bendat Family Bike Bar Claremont	<b>M</b> Macquarie University Mazda McCusker Charitable Foundation MED-EL Mel Maria Catholic Primary School
<b>C</b> Catholic Education WA Channel 7 Telethon Trust Chevron Australia CBH Child and Adolescent Health Service Cochlear COMO the Treasury Cockburn Integrated Health Curtin University	<b>N</b> Next Sense
<b>D</b> The Deafness Foundation Dept of Communities Dept of Education Dept of Primary Industries & Regional Development Dept of Social Services Disability Services Commission	<b>O</b> Officeworks Osborne Park
<b>F</b> FMG FRRR Function Concepts	<b>P</b> Perpetual Perth Airport Pharmacy 777, Glendalough Pilbara Ports Authority
<b>G</b> Gateway Printing Grange Insurance Solutions	<b>R</b> RAC Royal Perth Pharmacy Rural Health West
<b>H</b> Hearing Research & Support Foundation Inc	<b>S</b> R.T. and P.M. Sarich Seashells Property Seven West Media Shelford Quality Homes SKYN Stan Perron Charitable Foundation State Government of Western Australia Steadfast
<b>K</b> Kart World Belmont Knight Piésold	<b>T</b> The Tomasi family Town of Cambridge ToyBox
	<b>W</b> WA Country Health Service WA Local Government Association (WALGA) Wanslea The West Australian Wesfarmers Woodside

# FINANCIAL REPORT

## 2022 OPERATING INCOME

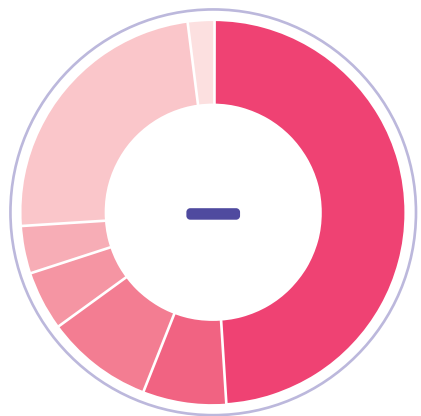


Fees*	12%
Grants	69%
Medical Income	7%
Fundraising events & donations	7%
Interest	0%
Venue Hire and Rental Income	5%
Other	0%

OPERATING INCOME	2021	2022
Fees*	\$ 1,326,645	\$ 1,498,842
Grants	\$ 7,798,443	\$ 8,818,826
Medical Income	\$ 855,919	\$ 903,517
Fundraising events & donations	\$ 2,378,111	\$ 881,798
Interest	\$ 5,566	\$ 3,726
Venue Hire and Rental Income	\$ 678,648	\$ 638,369
Other	\$ 12,123	\$ 32,965
<b>TOTAL</b>	<b>\$ 13,055,455</b>	<b>\$ 12,778,043</b>

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

## 2022 OPERATING EXPENSES



Schools	49%
Early Intervention	7%
Ear Health & Audiology	9%
Private Clinics	5%
Marketing	4%
Administration	24%
Property Costs & Venue Hire	2%

OPERATING EXPENSES	2021	2022
Schools	\$ 5,098,930	\$ 6,261,353
Early Interventions	\$ 867,863	\$ 917,859
Ear Health & Audiology	\$ 935,609	\$ 1,208,544
Private Clinics	\$ 532,274	\$ 645,474
Marketing	\$ 559,789	\$ 470,051
Administration	\$ 2,085,392	\$ 2,995,681
Property Costs & Venue Hire	\$ 169,936	\$ 238,792
<b>TOTAL</b>	<b>\$ 10,249,793</b>	<b>\$ 12,737,754</b>

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



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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.

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#### 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.

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](http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf)

This description forms part of our auditor's report.

#### BDO Audit (WA) Pty Ltd

Jarrad Prue

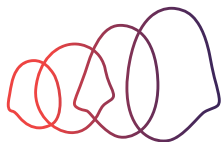
Director

Perth, 11 April 2022



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Or call  
📞 (08) 9387 9888



Telethon Speech & Hearing

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Thank you  
*for your*  
support!