

ANNUAL REPORT
2023

A life
changing
journey.



PURPOSE

In partnership with families, we empower children to hear, communicate, connect and learn, leading to stronger communities.

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 TSH

WHO WE ARE

TSH is an iconic and trusted Western Australian organisation. We are a registered charity, not-for-profit organisation, independent school, and NDIS provider. For nearly 60 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 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

Children in Perth TSH has three main Perth sites, at Wembley, Cockburn, and Joondalup.

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 to 17 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.
- » Ear health services to various schools.

Children in Regional WA

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

- » 2023 saw TSH partner with Wesfarmers and the Perron Foundation to deliver a speech, language and ear health program to at-risk students across the Eastern Wheatbelt, with a locally based Community Liaison Officer providing support to families falling through the gaps of the current health system.
- » 2023 also 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 School. The capacity building Ear Health Program has supported Aboriginal families in West Pilbara communities since 2011.
- » TSH also continued to support ear health services for children in the Pilbara and greater Wheatbelt regions with funding from Rural Health West and WA Country Health 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**

 **JHC (Joondalup Clinic)**

PERTH AREA SERVICES

Northshore Christian Grammar School

St Stephen's School, Carramar

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)

Servite College

Newman College

Ursula Frayne Catholic College

St Pius X Catholic Primary School
Aquinas College

Clontarf Ear Health Program

Mel Maria Catholic Primary School

Mazenod College

St Brigid's College

Kalamunda Christian School

Hear Now Program

John Wollaston Anglican Community School

Harmony Primary School

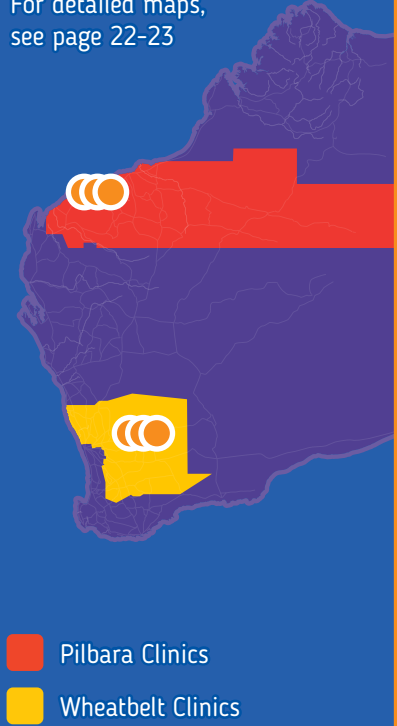
Cockburn Clinic

Mandurah

Waroona District High School

Outreach services

For detailed maps, see page 22–23



Outpost Units

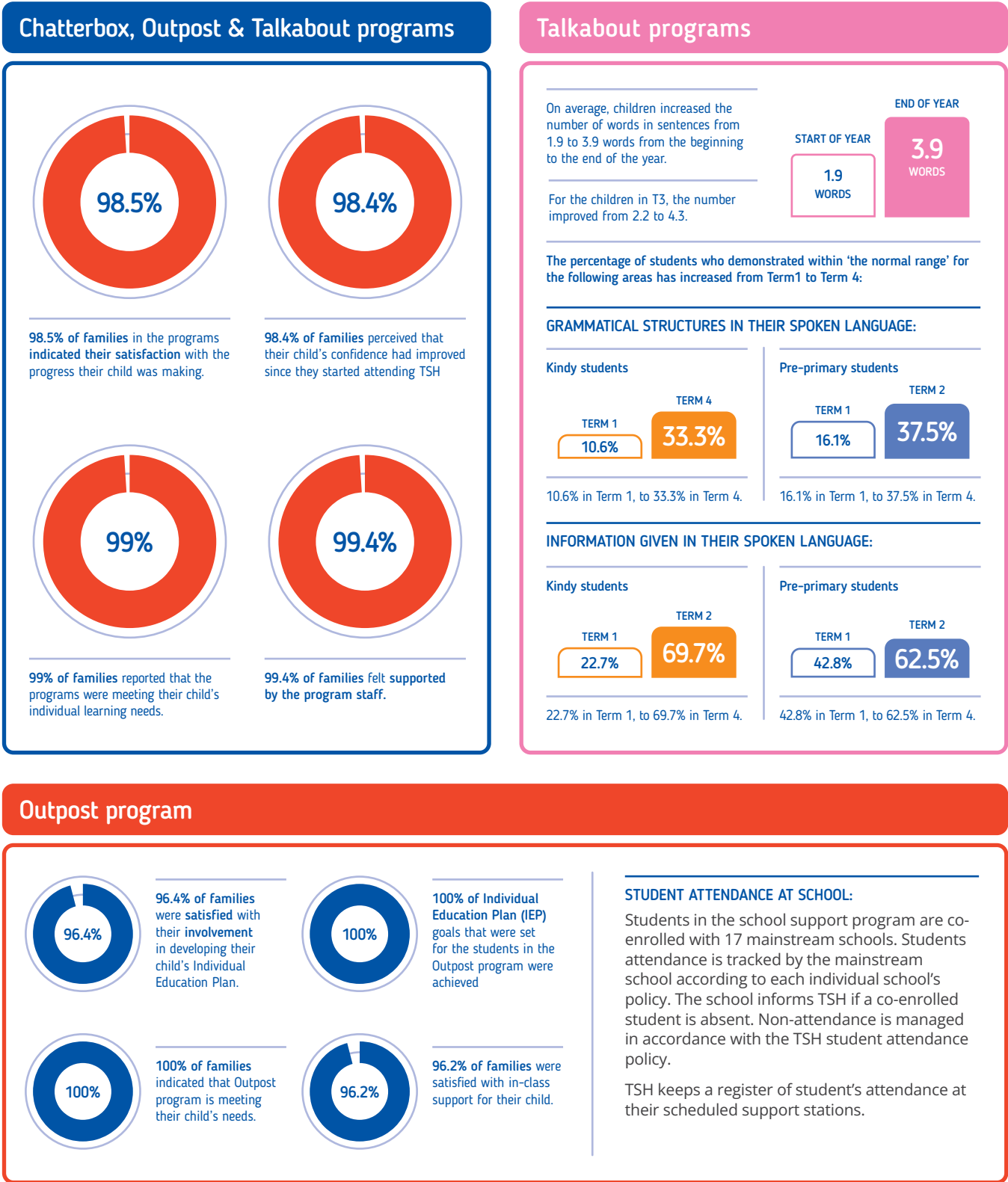
Satellite Hubs

Audiology Outreach Clinics

Integrated Services Delivery Programs

OUR PROGRAM OUTCOMES

A SNAPSHOT OF OUR PROGRAM OUTCOMES FOR 2023



CHAIR REPORT

On behalf of the TSH Board, I have great pleasure in presenting the 2023 Annual Report.

TSH's strengths as a school, health provider, disability provider, a charity, and researcher place us in a unique position to address the community's needs in connected, meaningful ways.

The demand for services associated with the rebound from COVID in the community during 2023 has been disproportionately felt in child-centric services, particularly early intervention services. For a range of organisations, particularly publicly funded ones, this has led to extensive waitlists which can delay the development of a child. For TSH we have experienced a significant increase in demand for our services, and with our reputation for excellence, this has meant that we have continued to experience growth across all programs, along with an expansion in the number of communities we serve. Wherever possible, we have sought to respond to such demand by increasing our staffing to facilitate a thoughtful and deliberate response to the demand, often in partnership with organisations who share the same outlook as we do.

We know the greatest impact we can have in the community is in partnership with others. Our first Outpost school was Servite College in 1979, a school we continue to have a profound impact in today. This partnership has provided the blueprint for our service delivery, resulting in the growth of our education program for children with hearing loss, Outpost. From the humble beginnings at Servite we have developed a model unique in Australia, and in 2023 we are in 18 different schools supporting 84 children, which is set to grow again in 2024.

In 2023 TSH commenced a new service with Ramsay Healthcare at the Joondalup Health Campus. Recognising that the northern corridor of Perth is the fastest growing area in Western Australia, we have sought to meet what has been a growing need for audiological services in the region. Service

delivery in the area has been synonymous with long waitlists or limited access to services, but the partnership with Ramsay Healthcare has meant that we are integrated into the hospital and can ensure we provide a full-service audiology clinic for children, one that is connected to the ear nose and throat surgeons and pediatricians at the hospital. We are confident that we can meet the needs of the local community.

Of course, any of the work we do is only possible by having a wonderful team of dedicated, professional, and inspirational staff. Our mix of staff meant that we could start new services such as the one at Joondalup Health Campus, or the integrated program in Merredin, and the commencement of service delivery at Swan Christian College. COVID and other illnesses, unfortunately, impacted the team in 2023, resulting in a higher-than-normal level of relief staff used. Despite this, the outcomes for children and the support for their families was outstanding. As shown in other parts of this annual report, our parental satisfaction rating was 98.6% for our enrolled programs, and the outcomes for the children remain the envy of the country.

During 2023 we undertook the foundational work that will see TSH rebrand and rename in 2024. As part of this process, we connected with current and past families, sponsorship partners, partner schools, and others. The feedback was consistent; the staff we have make such a profound impact on children's and families' lives, they facilitate life-changing journeys. This is underpinned by a wonderful culture, one focused on the needs of every child we support and every family we connect with.

This culture is reinforced by a united, skilled, and dedicated Board of Directors that help guide the key decisions made by the organisation. This year, we added Ms. Tiki MacLennan to our Board. With experience as a lawyer, in governance on school boards, and as a mother of a young man who had his own speech challenges, Tiki has added



to the fabric of a very strong, committed board. I am in constant admiration of their 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 TSH. Led by Mark Fitzpatrick, our CEO, and the Senior Leadership Team, they continue to work tirelessly to support our staff and position our organisation to meet the challenges ahead.

As we head into 2024, we have some exciting developments underway. These will bring energy to our organisation. No doubt, 2024 will also present some challenges too, as there are often challenges associated with growth. But I am confident those challenges will be well-managed by the team, and TSH will continue to grow the impact we have on the Western Australian community.

Dr Alec O'Connell
BOARD CHAIR

CEO REPORT

Family-centric, community engaged models are the only way we will have success. When we deliver services with humility, understanding, and connection we truly help those we seek to serve.

As I reflect on the past year, I am reminded of the remarkable journey TSH has taken and how our team continues to innovate to meet the needs of the communities in which we work.

Each year brings its own set of challenges and triumphs, and 2023 has been no exception. Like many organisations, we have faced continuing growing demand for services, have been impacted by staff availability (including COVID), and faced increasing costs of delivering services. I am immensely proud of what our team has achieved in addressing these challenges. Most particularly, I am grateful for the unwavering support of our community that continues to propel us forward.

MEETING THE CHANGING NEEDS OF THE COMMUNITY

Throughout the year, our dedicated team has remained steadfast in our commitment to providing life-changing services to children with a hearing loss, a speech/language support need, or ear health concerns, along with their families. Despite the obstacles posed by growing demand since the global pandemic we have remained family-centric in our approach and unwavering in our efforts to facilitate the best possible outcomes for children. This has been particularly important in 2023 as the families felt the pressure of the cost of living, housing affordability, service access delays, and more. Despite these challenges our outcomes continue to amaze.

The outcomes we achieve with families, donors, community partners, and other organisations has resulted in the request

for TSH to do even more. Responding to this demand, we added to our existing services and locations in 2023 by:

- » Supporting children with hearing loss at St Elizabeth's Catholic School and Swan Christian College in our Outpost program;
- » Delivering an integrated ear health and speech and language program for the Eastern Wheatbelt;
- » Embedding a mix-mode occupational therapy program with Onslow School;
- » Started a new audiology clinic in partnership with Ramsay Healthcare at Joondalup; and
- » Become part of the InRoads program at the Western Australian Children's Court.

These initiatives have only been made possible through developing effective partnerships with like-minded organisations.

2023 also brought something new for TSH: we launched our first Reconciliation Action Plan. It was a special moment for us, following an engaging, respectful, and uplifting process with Elders from our community. This is a living example of our continued quest to create better outcomes with Aboriginal people, working alongside them every step of the way.

OUR TEAM

Our impact is driven by our people. At TSH we have the best practitioners as part of our team. Their care, professionalism, drive, and brilliance has changed thousands of lives. Our supportive and effective board, headed by Dr O'Connell, our dedicated Senior Leadership Team, and all the TSH teamwork in unison to create the best possible environment for children and families.



We have a big year to come in 2024. There will be more excitement as we launch our new brand and name. We will expand Outpost to a new school and start our Talkabout program outside Wembley for the first time. But the headwinds of tightening NDIS funding, changing school funding, staff shortages, and demand for child-focused services will be felt across the country. They will also impact on TSH. But with every challenge comes opportunity, and we are positioned well to realise those opportunities and increase our impact.

Thank you for being a part of the TSH family and for your unwavering commitment to our shared vision. Together, we are providing life-changing journeys.

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



Tiki MacLennan

BOARD COMMITTEES

Supporting the work of the Board during 2023 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 School of Western Australia (AISA) 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

Kerry Picotti:
Head of Clinical Services

Daniel Lombardo:
Head of Growth and Projects

Caroline Arlt:
People and Culture Business Partner

TRANSFORMING EAR HEALTH IN THE PILBARA

DR. AANAND ACHARYA REFLECTS ON A DECADE OF DEDICATED SERVICE



After a decade with the Chevron Pilbara Ear Health Program, Dr Aanand Acharya handed over his ENT duties. We asked him to reflect on his time in the program.

"I joined the Chevron Ear Health Program at the beginning of 2013 and have witnessed it evolve very significantly during my tenure. When reflecting upon the journey it has taken, the people who have blessed and strengthened it along the way, and its current custodians, it is with the utmost humility that I say I am very proud of what the Program has become. It has been an absolute privilege and honour to have contributed to it and to have been involved in its journey.

When I first started with the Program it was a disconnected service that was not engaging effectively with local healthcare providers or our target client group. There was no palpable rapport between the team and our client group, client attendance rates were poor, morale was low, and the service simply wasn't efficient or effective. Since that time, significant effort has gone into developing the local relationships that are critical to its success.

Over the years there has been significantly increased engagement with local healthcare providers. The Mawarnkarra Aboriginal Medical Service in Roebourne engaged meaningfully with the Program to provide clinical space for the ENT and audiology assessment. The hospitals in Karratha, initially Nickol Bay Hospital and subsequently Karratha Health Campus,

have always been absolutely supportive in facilitating the surgical care of our clients, and it has been a pleasure to develop a professional relationship with many of the staff there who have always been very welcoming to our service. Improved communication and interaction with Hearing Australia has facilitated optimised access to hearing devices for our clients. Acquiring a clinical space within the Karratha Super Clinic precinct, was a real milestone, as it helped establish a footprint and base for the care of our clients and for interaction with local schools and healthcare providers, including local GP practices and allied health practitioners.

The most important relationships that have been cultivated over the years are with our client group. The credit for this goes entirely to our invaluable team on the ground in Karratha. Our client group will only place their faith in people they can trust, and I feel very strongly that this is fostered by them consistently seeing and interacting with the same faces, time and again, and witnessing consistency in the care and attention that the team brings with it. I have been blessed to work with a phenomenal group of human beings, for whom working on this Program is not about a pay cheque, but rather about the opportunity to make a difference in an area they feel passionate about. I offer them my most heartfelt and sincere thanks, because the growth and success of the Program is entirely down to their passion, commitment and consistent hard work. It is through them that trust has been galvanised between our team and our target client population. This has had a very positive impact on our client groups' engagement

with the Program and, in turn, its efficacy and success.

Attendance at clinics is now excellent, our clients have faith in the care that the team offers, and many are now local advocates for the great work the service delivers. We have witnessed children that we treated many years ago grow up into young adults, some of them now having children of their own and re-engaging with the Program for the benefit of their children, to optimise their outcomes and opportunities. Promoting education and understanding among the community in the importance of good ear health is a fundamental aim of the Program. An Aboriginal Liaison Officer I previously worked with on the Program advised me that the impact and differences from the work I did would not be seen in the short term, but rather in generational terms, and it is immensely encouraging to see this come to fruition.

The team on the ground in Karratha is critical to the successful implementation of the Program and its services, they are supported by an equally dedicated team of people at TSH in Perth. Through my time and experience with the Program it has become abundantly clear that the service is most efficient and successful when engagement by the team in Perth is strong. The Program is currently in the strongest position I have ever seen, with absolutely the right personnel in the various roles, to enable its success.

For me, personally, this has been a beloved chapter in my life. It is therefore with very mixed emotions that I am stepping down from the Program. Having committed significant time and energy to the implementation, growth and evolution of the Program for over a decade, I am very proud of the service that we have built together. The Program is now ripe for a new phase of growth and development, and it was therefore very important to me, from a succession planning perspective, that the baton of ENT responsibility for the Program was passed to someone worthy of that responsibility.

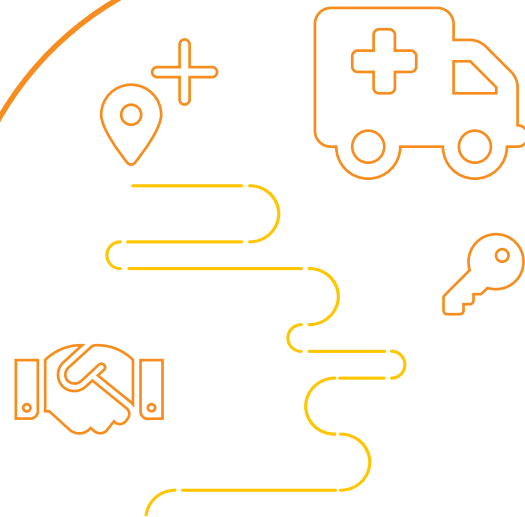
I would like to express my gratitude to Chevron for their continued support and commitment to the Program.

From all of us at TSH, we would like to thank Dr Aanand for his dedicated service and commitment to the Chevron Pilbara Ear Health Program.



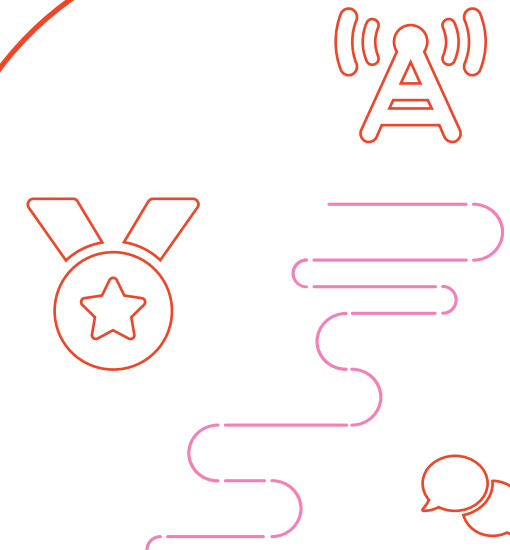
Supporting children in our community

- ✓ Supporting children with hearing loss at St Elizabeth's Catholic School and Swan Christian College in the Outpost program.
- ✓ Commenced a partnership with the InRoads program at the Western Australian Children's Court to identify hearing and speech concerns and develop strategies for juvenile detainees before their hearing in court.
- ✓ Expanded services and locations in 2023 to meet growing demand and address community needs.
- ✓ The new Talkabout 4 classroom at John Wollaston Anglican School was built and features a nature playground, providing children with an enriched learning environment.
- ✓ Announced a 3-year continued partnership with ToyBox Australia to support scholarships for children in TSH's Talkabout 2 program.
- ✓ The Chatterbox program achieved a significant milestone in 2023, providing early intervention support to over 100 children with permanent hearing loss.
- ✓ In 2023, service models for Talkabout and Outpost were reviewed to maintain a commitment to continuous improvement, providing evidence-based practice.
- ✓ TSH partnered with Joondalup Health Campus to provide a suite of audiological services for children in the northern corridor with the official opening in November.
- ✓ 32 students received group, individual, or a combination of teletherapy at Waroona.
- ✓ 34 children were supported through individual or pair/small group therapy at Harmony Primary School.



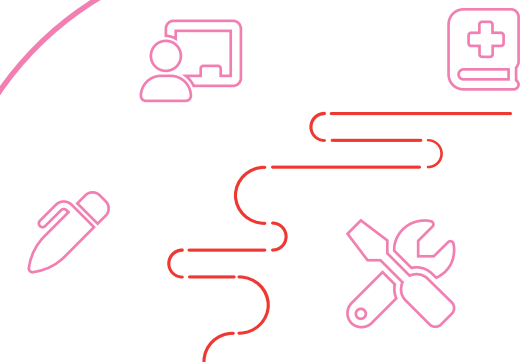
Developing meaningful partnerships

- ✓ Launched the first Reconciliation Action Plan, following an engaging, respectful, and uplifting process with Elders from the community.
- ✓ Strengthened a longstanding partnership with Toybox Australia for the Talkabout 2 program.
- ✓ Thanks to the generous support from the Bendat Family, we begun revitalising the playground at Wembley with a completion scheduled for 2024.
- ✓ Thanks to the generosity of Mineral Resources Limited, TSH speech therapy services started at John Wollaston Anglican Community School, expanding support to this community.
- ✓ We successfully launched the occupational therapy component at Onslow Primary School, completing 88 OT assessments for all students from kindergarten through Year 3.
- ✓ We enhanced our partnerships with a range of stakeholders in the West Pilbara and Perth to effectively address the needs of our clients, reducing waiting times for children needing ENT consultations and surgical interventions.
- ✓ Four Onslow school staff completed a six-week intensive Sounds Wright training to master the phonological awareness course. This accomplishment equips Onslow Primary School to offer additional literacy support to Year 1-3 students, supplementing the weekly therapy sessions.
- ✓ Established a robust partnership with the teachers at Harmony Primary School, who actively collaborated with us to support students with speech and language difficulties.



Raising our profile

- ✓ We achieved remarkable success with our fundraising efforts for Loud Shirt Day, generating over \$130,000 and significantly surpassing our initial target of \$100,000. This milestone was highlighted by a generous single donation of \$26,056 from Shelford Constructions. This success not only reflects the dedication of our community but also sets a new benchmark for our future events.
- ✓ We enriched the Chatterbox and Outpost programs by introducing new family-focused events. Notably, we hosted a Family Fun Day, providing children and their families with an enjoyable afternoon away from the pressures of appointments. This initiative fostered community and strengthened family bonds, enhancing the overall experience.
- ✓ Family group education/screening sessions started in Karratha and Onslow, including a group in the park, providing resources to families, educational chats, and screening for children in attendance.
- ✓ Through the Strengthening Aboriginal Health Program, the Chevron Pilbara Ear Health Team collaborated with PKKP Aboriginal Corporation and Karratha Central Health Care to provide allied health services to the Bindi Community. Our emphasis on ear health education and yarning sessions resulted in many adults being referred for hearing screenings. This collaboration highlights our dedication to advancing ear health education and improving access to essential services.
- ✓ Our highly successful Lucky Sip Wine Raffle raised \$26,000 to support our vital programs and services.



Capacity building

- ✓ We strategically strengthened our team with five highly skilled professionals to meet the increasing demand for advanced audiology services.
- ✓ Revised and successfully implemented new pricing schedule, along with enhanced resources, to support the delivery of our audiological services.
- ✓ We completed speech and language screenings with 27 students and conducted 13 additional comprehensive language assessments at Onslow school. Additionally, over 100 occupational therapy (OT) assessments were successfully completed.
- ✓ Conducted a pilot project to assess the feasibility of a new service model. Audiologists collaborated closely with Teachers of the Deaf to evaluate various challenges faced by children in Outpost schools, aiming to enhance our understanding and support for these students.
- ✓ Over four school terms, we delivered 252 individual therapy sessions and 194 pair/small group therapy sessions.

Professional engagement

- ✓ Conducted a thorough evaluation of the veracity of our evidence-informed programs in collaboration with the teachers.
- ✓ Ensuring that all staff are trained in evidence-informed practice remains a priority.
- ✓ We collaborated with Curtin University, Speech Pathology Australia, and Early Childhood Australia to enhance our programs.
- ✓ TSH and the Curtin School of Allied Health formed a steering committee.
- ✓ TSH staff collectively identified and prioritised areas of research.

OUR SERVICES & PROGRAMS

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

GREATEST IMPACTS OF THE CHATTERBOX PROGRAM REPORTED BY FAMILIES:

- ☺ Sense of belonging
- 🗣️ Networking with other parents
- 💖 Interaction with peers
- 👥 Strategies, advice, and support
- ✓ Recognition of child's development and achievement

Chatterbox is a multidisciplinary, early intervention program that supports children aged 0-5 years, with permanent hearing loss to learn to listen and speak to reach their full potential.

We offer individual sessions with Speech Pathologists, Occupational Therapists, Audiologists, and psychologists. Families can also access joint Speech Pathology and Occupational therapy sessions or joint Speech Pathology and Audiology sessions. 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 psychologists. 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 Psychologists.

Within the groups, a variety of learning experiences are organised, both during mat sessions and throughout the classroom, to foster the development of various skills. Our goal is to meet the needs of all children and support their child's development. Our interventionists coach parents on strategies to enhance their child's engagement in

these learning experiences and to aid in the development of speech, language, hearing, sensory, fine and gross motor skills. Additionally, the group aims to connect families who are on a similar journey.

TSH has a dedicated support team that helps families navigate the NDIS from the application process and beyond.

We have two dedicated NDIS consultants supporting over 300 families on their NDIS journey.

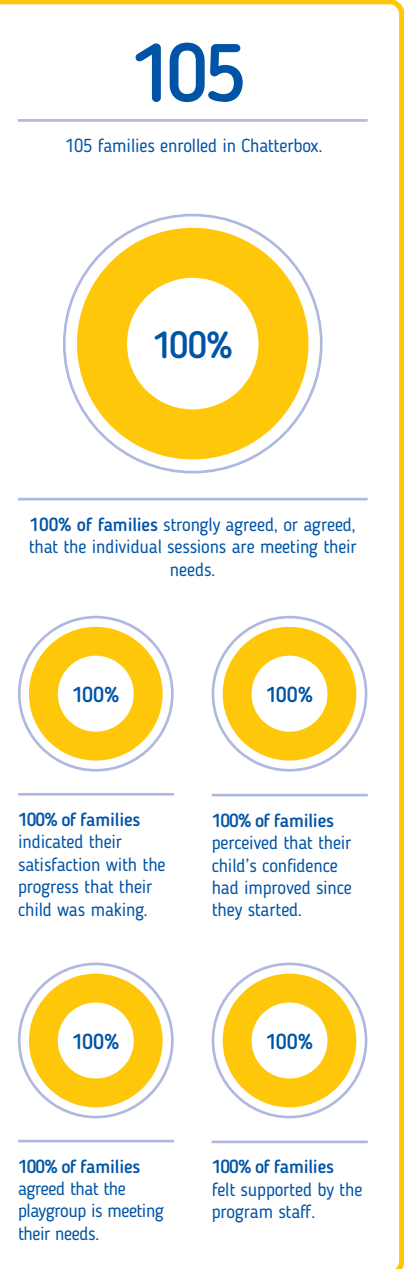
This support includes:

- » 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 2023, 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.

2023 Family Satisfaction



SUPPORTERS OF THE PROGRAM:



Meet Capri, aged 2

I love watching her make friends with others and join in the group activities, which she once found overwhelming.

- NADIA

Our darling girl Capri was diagnosed with profound unilateral hearing loss in her right ear at just 8 weeks old. Having two older boys without any hearing loss opened a whole new world to our family that we previously knew nothing about.

With two older boys without hearing loss, this opened a whole new world for our family. We felt scared, upset, angry, and worried about the challenges Capri might face. After navigating multiple bumps in the road, we learned that Capri's hearing loss was due to her cochlear formation and absent auditory nerve, meaning she couldn't be aided.

After months of appointments and meetings with Perth Children's Hospital (PCH), Ear Nose Throat (ENT) specialists, and NDIS planners, we found TSH. I knew we had to be part of this service to give Capri

the best start. From my first phone call with Kerry, Head of Clinical Services, I felt supported and at ease. Finding out they had a Cockburn clinic was even better. Sarah, Capri's Speech Therapist, and Dilani, our Audiologist, based at Cockburn, have been amazing. They've answered all our questions and concerns without hesitation and have become my sounding boards.

Before receiving her grommets in February 2024, Capri had many middle ear concerns, which worried me. With only 50% hearing, any complications with her left ear were concerning. Sarah and Dilani covered everything, from regular tympanometry and booth testing to ling sounds and keyword signs, always putting me at ease. They provided the information I needed to advocate for Capri at her medical appointments.

Capri loves music, dancing, singing, and babies. She loves her weekly Chatterbox playgroup on Tuesdays at Wembley, and so do I. Watching her make friends and

join group activities, which she once found overwhelming, is heartwarming. Thanks to smaller classes, she's enjoying it more and more. I get to socialise with parents facing similar challenges. The program and the speechies and OTs who run it are invaluable. The knowledge and activities provided are so valuable for us as parents and our children. Without friends or family with hearing loss, I find comfort in having a place to go and talk to others facing the same challenges.

I cannot thank TSH enough for everything they've done for Capri and our family. Having access to almost all her therapies through one service is amazing, and because of this, she is thriving, socialising, and chatting away. I cannot wait to see what the next year holds for Capri and TSH. From the bottom of our hearts, thank you!

Nadia
Capri's Mum

Notes from our Speech Pathologist

Capri was diagnosed with profound unilateral hearing loss in her right ear at around 2 months old. She is unable to be aided due to the absence of her vestibulocochlear nerve (8th cranial nerve) on the right side.

Capri began her journey at TSH at our Cockburn clinic in August 2022 as part of our Chatterbox program when she was 7 months old. Since then, she has regularly attended fortnightly individual speech therapy sessions. In these sessions, we have been developing Nadia's understanding of Capri's hearing loss and how best to support her. We use a range of therapy strategies including Auditory-Verbal Therapy, Key Word Sign, and general language development strategy. We have worked specifically on Capri's language development and her listening skills. Capri is a happy, chatty toddler who loves coming to therapy and

engaging in pretend play with a baby or using the pretend kitchen, singing songs, and doing puzzles. She speaks in sentences and continues to develop new vocabulary every week.

Capri and Nadia also attend our Chatterbox group program at Wembley, which has supported Capri's social skill development and allowed Nadia to meet other families on a similar journey as her own. The parent relationships developed within our group programs are one of the highlights reported by our families every year. At our Cockburn clinic, we also have an Audiologist on site who can perform regular hearing checks and assessments.

As Capri had some middle ear health concerns in her right/left ear, we regularly monitored it and guided Nadia. As her Speech Pathologist, I work closely with our Audiologist Dilani to ensure that we are monitoring Capri's hearing and have plans to ensure she has access to sound. Without adequate access to sound in her

left ear, Capri would not be able to learn and engage as much as she does. In August 2023, Capri also started attending individual Occupational Therapy sessions at our Wembley clinic. Nadia and Capri are working hard to learn about Capri's fine and gross motor skills and what activities they can do to develop these further.

Capri's story is unique in that she can't be aided for her hearing loss. This has presented its fair share of challenges for the family, but they continue to take it all in stride. They are strong supporters of Capri and facilitate her development in any way that they can. It is very much a team effort of support with regular involvement and coordination between our Speech Pathologist, Audiologist, Occupational Therapist, and Group therapists. It just shows that when we are all working together for the family, we can do amazing things.

Sarah Hellyer
Capri's Speech Pathologist

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
- 🧘 Developed emotional regulation
- 📖 Improved engagement in school activities
- 😊 Willingness to learn/try new things

Our Talkabout Program

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

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:

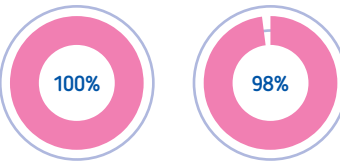
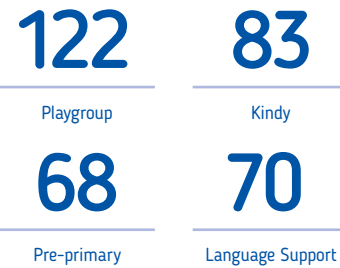
Using an evidence-based approach to support language and literacy development, our children continue to receive on-going support after they have transitioned from the Talkabout program and into Years 1, 2 and 3.

OUR LEADERSHIP IN THIS FIELD SEES US DELIVERING:

- » Evidence-based programs with a multidisciplinary 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.

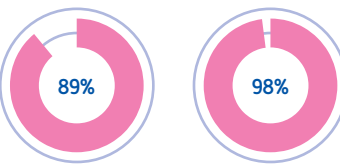
2023 Family Satisfaction

TALKABOUT STUDENT NUMBERS:



100% of families said that the program is meeting their needs.

98% 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.

98% 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
- 🧘 Improved engagement and listening skills
- ✓ Able to participate in structured routines - school readiness

SUPPORTERS OF THE PROGRAM:



Meet Leah, aged 5

“The programs at TSH are incredible. They are well-structured and engaging for children. Regular Tympanometry testing helped discover further hearing issues, which was crucial for her progress.”

Leah was born prematurely at 33 weeks, impacting her development, particularly her language and speech. We began accessing private speech therapy from 12 months in the hope that early intervention would help, but it only scratched the surface.

By 18 months, she only had a few words, signs, and gestures to communicate. We could see her frustration in not being able to communicate her wants and needs to others.

We heard about the Talkabout program at TSH through family and my experience as an Early Childhood teacher. I knew it could benefit Leah. She started Talkabout 2 at the beginning of 2021.

The programs at TSH are incredible. They are well-structured and engaging for children. Leah enjoyed her playgroup sessions in T2 and T3, where all activities were purposeful, whether language-focused or targeting fine and gross motor skills.

The staff at TSH are amazing. They deliver exceptional programs and work tirelessly to support each child, offering the same support to parents through workshops and information evenings. They provide opportunities to connect with other

parents, sharing highs and lows, and forming special friendships.

Leah continued through T4 and will finish T5 this year. Her progress over the last four years is remarkable. She has grown in confidence, has a beautiful imagination, and loves to make friends. Small classes and access to other therapies at TSH have been beneficial.

“I am grateful for the Talkabout Program and how it has helped Leah. The early intervention and ongoing participation at TSH have given her the best chance to thrive and reach her potential.”

Jasmine Sinagra
Leah's mum

Feedback from Families

We have been at TSH since T2 and have been fortunate to work through the challenges of our child's speech delay with support every step of the way. Identifying the issues early in T2 and working with TSH and our Paediatrician to put Speech and OT services in place has had a massive impact. I feel that TSH has given us the greatest gift of a strong foundation to build on, and we are well-equipped to face future challenges that may arise. Thank you!

My child is growing confident to talk more about social issues in the moment rather than panic and run off. It is still early days, but I feel my child always enjoys attending and is making good gains with a combination of regular school and TSH.

T5 has given my child a fantastic foundation for his literacy skills. All of the staff are friendly, approachable, and clearly care about the children. It has been fantastic to watch my child's progress as his literacy skills develop.

The Talkabout program has been amazing. My child has learned so much and is much more confident with his speech, social interaction, and more. The support I have received has been incredible. I have been given the right advice for my child to help him get the extra help he needs.

Talkabout has been terrific for my child's literacy skills, as well as his handwriting. It is also beneficial to have a gym session during the day targeting his gross motor delays. His teachers have been great at liaising with his mainstream teacher and giving them strategies.

The changes in my child have been transformative. Over his three years in the Talkabout program, he's caught up, especially in expressing himself. He started regular school confident, able to make friends, and communicate. From ages 3-6, it gave him the boost he needed for a good start in school. I'll be forever grateful to TSH and the Talkabout program.

OUR SERVICES & PROGRAMS

 **OUTPOST:** A school-based program supporting students with hearing loss 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 notetaker

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 is one of its kind in Australia, for students from pre-Kindy through Year 12. The Outpost Program provides specialised deaf support services to 17 schools, on 22 campuses. In collaboration with our partner schools, the program supports children with hearing loss.

Feedback from Families

We never thought that our son would be able to go to university and his recent ATAR exceeded our expectations big time. The greatest impact was on him academically and socially.

My son is thriving at this school, and we are very happy with the level of support provided to him. A big thanks to all the teachers, specialists and EAs that support him.

OUTPOST PROVIDES:

- » Individual classroom support from a Teacher of the Deaf;
- » An Educational Assistant or Notetaker;
- » Visiting 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 support 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 students with hearing loss to take a full and active part in 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.

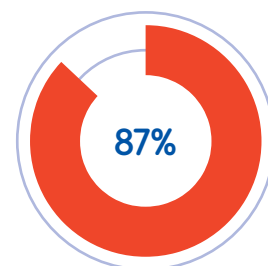
2023 Outcomes

17

Partner Schools

103

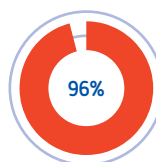
Students supported



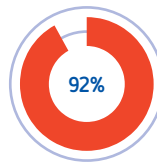
87% of the Individual Education Plan goals that were set for students were achieved.



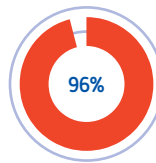
100% of respondents indicated their satisfaction with the progress that their child was making.



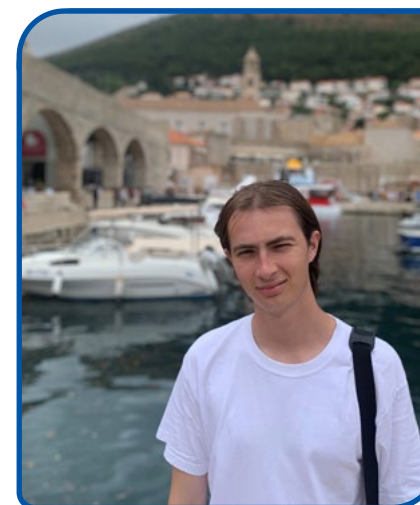
96% of respondents indicated that they were kept up to date with their child's progress.




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.



 Meet Noah, aged 18

 "We are immensely grateful for the help and support from the TSH staff over the 12 years of his schooling, which has contributed to Noah being a strong, confident, and determined young man that we see today."

Noah was born in 2006 at a private hospital in Perth. He passed his newborn screening without any concerns. Both Hans and I were relieved, knowing there was a chance that one of our children would have hearing loss due to the hereditary hearing loss in Hans' family.

Noah reached all his milestones as a baby without any concerns. However, when he began his educational journey, concerns were raised about his language development. He started in Talkabout 4 for two days a week and attended his regular school, Yidarra Catholic Primary School (now Corpus Christi), for three days a week in Term 1. As the term progressed, more investigations were requested because he was not showing developmental milestones in speech and language.

At four years old, Noah was sent to a behavioural paediatrician and was diagnosed with Global Development Delay (GDD). He was referred to the West Perth Child Development Services to consult with an Occupational Therapist and Speech Pathologist. Midway through the year, in Kindy, further investigations at PMH (now PCH) focused on his hearing.

Despite multiple attempts to test his hearing at PMH, reliable results were hard to obtain. He underwent MRI and CAT scans, numerous audiological tests, and eventually an Auditory Brainstem

Response Test under a general anaesthetic. The day of the test, I was waiting patiently in the sitting room at PMH when a nurse approached me and said, "He is out of theatre and in recovery. We have identified he has a hearing loss, and he will need cochlear implants." My heart sank, and I still tear up when recalling that moment. I was distraught and could not speak when I called Hans. I spent a week processing the news, contemplating Noah's future and how we would cope as a family.

We finally got into Hearing Australia, where Noah was diagnosed with moderate bilateral sensorineural hearing loss and fitted with hearing aids. It took some time for Noah, then four years old, to get used to them, but we quickly learned how to keep them on his ears.

We moved from Talkabout 4 to Chatterbox for the remainder of that year. The TSH team offered Noah a position in Talkabout 5 for the following year, which we accepted without hesitation. Noah attended pre-primary in Talkabout 5 for two days a week and his mainstream school for three days. Looking back, we have fond memories of those early days at TSH, which Noah still talks about today.

At the end of pre-primary and Talkabout 5, our journey at the TSH centre was soon to end. However, after discussions with the TSH team and a Teacher of the Deaf who still works in the Outpost Program, we decided to move Noah and his older brother to Mel Maria Catholic Primary School to commence Year 1. The Outpost School Program appealed to us because of Noah's significant progress in Chatterbox and Talkabout over the past two years.

This marked the beginning of our Outpost School Program journey. Noah attended Mel Maria Catholic Primary School, an Outpost School Program, from Year 1 to

6, supported by the TSH team, including the Teacher of the Deaf, Education Assistants, and the Allied Health team. Noah thrived, and we finally saw progress in his development. It was not always easy, but we had the TSH team supporting Noah and our family, guiding us through Noah's primary years.

Noah then moved to Aquinas College, another Outpost Program school, for Years 7 to 12. The TSH team at Aquinas helped him to succeed and develop his own identity while maturing into a fine young man. Noah graduated in 2023, completing his ATAR and earning a Certificate 3 in Retail (Barista Course), which he now uses to supplement his bank account.

Noah is currently attending Notre Dame University in Fremantle, studying a Law Degree as well as a Degree in Politics, Philosophy, and Economics. We are immensely grateful for the help and support from the TSH staff over the 12 years of his schooling, which has contributed to Noah being a strong, confident, and determined young man that we see today. We are proud to share his journey with anyone willing to listen as we are proud of the work that TSH has done over these years.

Kind regards,

Karina & Hans
Noah's parents

SUPPORTERS OF THE PROGRAM:



HEARING RESEARCH & SUPPORT FOUNDATION



OUR SERVICES & PROGRAMS

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

Speech Pathology

In 2023, our clinic experienced a significant increase in the number of children requiring Speech Therapy services. To meet this growing demand, we expanded both our staff and our facilities. We now proudly employ 12 Speech Therapists across our clinics in Wembley and Cockburn.

Our clinics have become even more integrated within the community, with a substantial number of referrals coming from a wide variety of sources. This year, our therapy clinic conducted a record number 4,006 therapy sessions, the highest number in TSH's history.

Children received therapy through various approaches, including PROMPT, Sounds-Write, and Hanen, tailored to meet their individual needs. Our commitment to providing comprehensive and effective speech therapy services continues to drive our growth and success, making a lasting impact on the lives of children and families we serve.

Speech Pathology Offers 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.

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

In 2023, our audiology clinic experienced significant growth, responding to the needs of the families and the community by strategically enhancing our service offerings and expanding locations. We nearly tripled the size of our audiology team, increasing our capacity to serve more children and families, and transitioned our Cockburn clinic to full-time operations, further expanding our reach and availability. By doubling the number of children and families served in our clinics through increased service offering and locations, we continued to provide high-quality hearing services to our enrolled programs, ensuring comprehensive care for all.

We conducted a thorough review of our service models for Talkabout and Outpost, reaffirming our dedication to continuous improvement and evidence-based practice, and launched a pilot project to assess the feasibility and sustainability of a new service model, with audiologists working closely with Teachers of the Deaf to address various challenges faced by children in Outpost schools. We remain committed to understanding and addressing the evolving needs of the community, ensuring that no one falls through the cracks.

Innovations and Improvements

Looking forward, we will continue to appraise the latest evidence and utilise appropriate technology to enhance our services to meet the needs of the community.

In 2023, a significant highlight for the audiology department was the partnership with Joondalup Health Campus which expanded service delivery to the northern corridor. This collaboration was made possible through the generous donation

from the Marzo family and shared vision amongst TSH and specialist consultants at JHC. The clinic officially opened in November 2023, with hospital executives, specialists, donors and local MPs in attendance. JHC is affiliated with Ramsey Healthcare and is Australia's largest public-private healthcare provider.

Occupational Therapy

Our Occupational Therapists play a crucial role within our multi-disciplinary team, collaborating across all programs to deliver the highest quality care for families. This teamwork ensures that children develop age-appropriate skills necessary for their daily functioning, and provides a little extra support to children enrolled in our programs.

We create engaging, play-based activities designed to assess and assist children in reaching their goals in the following 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.

SUPPORTERS OF OUR CLINICS:



MED^{EL}



MARZO FAMILY

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 Telethon7 Trust since 2019.

Continuing our partnership with Clontarf Aboriginal College and Hear Now Mobile Ear Health for schools, we work with schools across Cockburn, Kwinana, Rockingham, Mandurah, and an Aboriginal Medical Service to identify students at risk of ear health and hearing concerns.

Hear Now

Mobile Ear Health for Schools, proudly supported by Telethon7 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.

- » 11 schools across the Perth metropolitan region and one Aboriginal Medical Service
- » 359 children underwent ear screenings
- » 17 children triaged to an ENT specialist
- » Supported 11 primary schools



In 2023, we continued to partner with Harmony Primary School and Waroona District High School. 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, Hear Now, 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.



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

Servicing Western Australians living in rural and remote areas

TSH WHEATBELT

TSH 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

We have embedded a Community Liaison Officer within the Eastern Wheatbelt community, providing much needed NDIS support to families. Our audiology and speech team frequent the Eastern Wheatbelt on a quarterly basis, building capacity with early years educators and teachers via 1:1 mentoring and webinars.

Community Co-Design

TSH's approach is to meet the needs of the community, making sure we do not replicate services that already exist in the community. To do this, TSH engaged the Behaviour Change Collaborative to run workshops with a range of local community groups and service providers. Addressing the community's needs TSH:

- » employed a Community Liaison Officer to coordinating services
- » continued ear health services
- » commenced speech and languages supports for Merredin College and St Mary's Primary School
- » held discussions with WACHS regarding the integration of speech services.

2023 Wheatbelt Outcomes

TSH Wheatbelt Clinics

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

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

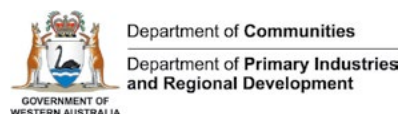
Understanding the needs of the community, the future focus will be on **integrating services to meet the needs of children.**

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

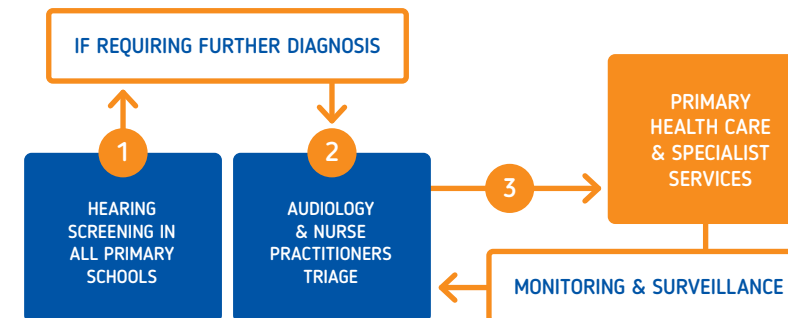
2023 was an instrumental year for expanding the breadth of our outreach services to support these families."

- Daniel Lombardo, Head of Growth & Projects

RECOGNISING THE SUPPORT OF THE FOLLOWING ORGANISATIONS:



Pilbara Ear Health referral pathway



Strong Partnerships

CHEVRON PILBARA EAR HEALTH PROGRAM

TSH has proudly partnered with Chevron Australia since 2011 to enhance ear health in the Pilbara community.

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 visit the region up to 10 times a year and includes surgery.

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 PILBARA

Collaborating with WACHS Population Health in the Pilbara region, our Outreach team continued to successfully provide ear health services to Indigenous populations in the remote communities of Western Australia.

2023 Pilbara Outcomes

Chevron Mobile Ear Health Clinics

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

1076 children were screened across the Pilbara

282 Audiology assessments were undertaken

113 ENT consults conducted

Partnered with 46 organisations spanning community, health, education and early years sectors

Delivered 1549 services to First Nations and at-risk clients, including screening, audiology, nurse practitioner, and ENT services.



Meet Rochelle, aged 11

When Rebecca Narrier received a call from Chevron Pilbara Ear Health Program staff about her daughter Rochelle failing her hearing screening test, she was shocked.

Although Rochelle's brother had ear troubles, Rochelle showed no prior signs of hearing loss—no leaky ears, no failed tests, no schoolwork struggles.

"I had to talk louder to get her attention, but I thought she was just ignoring me," explains Rebecca. Rochelle was diagnosed with moderate hearing loss due to otitis media in both ears (fluid behind the eardrums). The Chevron Pilbara Ear Health Program, in collaboration with Hearing Australia, supports clients with hearing devices via telehealth.

They told me Rochelle would be a good candidate for a bone conduction device, so we tested one," said Rebecca. "It was amazing. I whispered something quietly to the nurse, which Rochelle heard. That made me quite emotional." Rochelle's improved responses confirmed her significantly better hearing.

TSH Community Outreach Lead, Trude Hallaraker, explained, "The impact is

significant, not only on Rochelle's learning but on all areas of her life." Rochelle now proudly wears her bone conduction device. "Her hearing is so much better, and communication at home and in public is easier," said Rebecca.

Rochelle will be reviewed by an ENT specialist to see if surgery can treat the otitis media and restore her natural hearing. Meanwhile, she enjoys her stylish new headband, decorated with stickers, and listens to her mother better than ever!

Rebecca Narrier

Rochelle's mother

A STORY OF SUPPORT AND DEDICATION: TOYBOX AUSTRALIA & TSH

In 2023, ToyBox Australia took their support to new heights by offering fee relief to 32 children in TSH's Talkabout 2 program, designed for two-year-olds at risk of developing speech or language delays. This generous three-year sponsorship will provide vital support and therapy to young children in Perth.

Led by dedicated professionals, the program aims to enhance children's communication, language, social skills, motor skills, and independence. Over 20 weeks, we provided 3,840 hours of therapy, including speech therapy, occupational therapy, and early education support, through 37 comprehensive sessions, ensuring each child receives the essential intervention they need to thrive.

ToyBox Australia's support ensures that each child in the Talkabout 2 program receives the individualised attention and specialised therapy they need to thrive. Their generosity allows TSH to continue providing high-quality, comprehensive services that address the unique needs of each child. The impact of this sponsorship will be felt not only by the children but also by their families, who gain hope and confidence in their children's futures.

ToyBox Australia founding member Sophia Barbagallo, present at the official opening, remarked, "ToyBox has been proudly supporting TSH since 2011. We love the above-and-beyond opportunities the centre gives to children with speech and language difficulties and their families – the results being truly life-changing. ToyBox is excited to enable more families, who otherwise wouldn't be able to, access to the incredible Talkabout 2 Therapy playgroup."

The ongoing partnership with TSH exemplifies how community support can transform lives, providing children with the tools they need to communicate, connect, and succeed.

TSH CEO Mark Fitzpatrick expressed his delight, stating, "TSH is proud to have the continued support of Toybox Australia. Their passion in supporting children getting access to the best possible supports aligns very closely with everything we stand for. This agreement will help nearly 100 families access this life-changing program."

Thank you, ToyBox Australia, for your generosity and for believing in the potential of every child. Your dedication is truly inspiring, and we are profoundly grateful for your partnership.



In gratitude, we acknowledge ToyBox Australia's remarkable efforts and unwavering commitment to TSH.



Since 2011, ToyBox Australia has been a strong supporter of TSH, playing a crucial role in helping children develop essential communication skills. Over the years, their commitment has brought immeasurable benefits to young lives, reflecting their dedication to making a difference in the community.



Quinn aged 3 helped make the world louder by raising over \$10k for Loud Shirt Day.



TSH Outpost students Eleanor Whitby and Xavier McDonald wore their brightest shirts for the annual Loud Shirt Day morning tea with Western Australian Premier Roger Cook at Parliament House.



Our Chatterbox program reached a significant milestone with enrolling 100 families and providing support through our early intervention services.



Qaison Garton, who lost his speech at two years of age due to severe 'glue ear,' has made remarkable stride in his speech and confidence. His siblings, Isla and Aleirah, also benefited greatly from TSH's programs. TSH sincerely thanks Toybox Australia and Perth Airport for making these scholarships a reality.



In partnership with Football Futures, TSH organised a training session with coaches from the Tottenham Hotspur Football Club bringing along TSH primary school students to join kids with hearing loss from other services throughout WA for a wonderful day of fun.



With the right support, Kuba, a Chatterbox student, had bilateral cochlear implant surgery at seven-and-a-half months. Weeks later, the 'switch on' was a success.



West Australians rallied to support TSH's Loud Shirt Day, raising a record \$140,000 for children with hearing loss. With everyone donning their loudest shirts, corporates, individuals, schools, and clubs joined forces to make this year a huge success. Shelford Constructions led as the top fundraiser.



In November 2023, TSH officially opened an audiology clinic at Joondalup Health Campus, broadening its service offerings to include a range of diagnostic services. The event was attended by TSH CEO Mark Fitzpatrick, TSH Head of Hearing Services, Azadeh Ebrahimi Madiseh, Anita Tran, baby Alex, Professor Peter Friedland and Brian Cole, the representative of the Marzo family.

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., Mulders, W. H. A. M., Caguete, A., & Sabatini, L. (2023). *Fine and gross motor skills in school-aged children who are deaf and hard of hearing: A small Australian cohort study.* Manuscript submitted for publication.

CONFERENCE AND SEMINAR PRESENTATIONS:

Kaltenbrunn, I., Gray, C., Cattle Moore, R., & Kishida, Y. *Trajectories and Traffic-lights: Infant auditory-vocal progress* AG Bell Global LSL Virtual Symposium, Virtual. Abstract accepted for presentation in 2024.

Kishida, Y., & Kemp, C. *Promoting engagement and participation in daily activities through systematic observation of engagement* PRECI Professionals & Researchers in Early Childhood Intervention. Riding the Wave: Advancing Excellence and Equity in ECI, Surfers Paradise, QLD, Australia. Abstract accepted for presentation in 2024.

Kishida, Y., Ward, R., Hatfield, M., Thio, J., W. L., & Leitão, S. *Lessons learnt from applying an integrated knowledge translation (IKT) approach to inform evidence-based practice in a community based early childhood intervention program* PRECI Professionals & Researchers in Early Childhood Intervention, Surfers Paradise, QLD. Abstract accepted for presentation in 2024.

Kishida, Y. (2023). Supporting student engagement through systematic observation. AASE: Australian Association of Special Education Professional Learning, Online.

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 2023:

- 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 Medical Research Future Fund Chronic Neurological Conditions - Developmental Delay: Enabling early and accurate detection of speech impairment through a web-based assessment application.
- Telethon Kids Institute/The University of Western Australia - Circle of Security Parenting program evaluation for children with communication impairments
- Institute of Special Educators/Macquarie University - A systematic review of sensory integration therapy

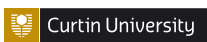
Thought Leadership

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 an 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

TSH, 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.

2023 Outcomes

\$323,407

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

929 36

Events held at our venue.

New organisations using our venue.

TYPES OF EVENTS HELD:

- Corporate events and meetings
- Workshops and Seminars
- Professional Development Training Events
- Annual General Meetings
- Church and Community groups
- Language School Classes
- Fitness Classes

Feedback from event-holders:

"PEIEC International had a fantastic experience with TSH. We chose TSH for its central location, ample parking, and versatile spaces. Diane's patience and kindness made planning seamless."

"The serene surroundings, flexible auditorium, and high ceilings created an inviting atmosphere. Attendees loved the easy parking and peaceful location, enhancing our event's success."

"Trainwest chose TSH for its modern facilities and excellent reviews. The administrative team's prompt responses ensured smooth event planning."

"TSH's variety of training rooms meant we always had space when needed. A memorable moment was when TSH accommodated our last-minute booking needs, splitting our event across two rooms. This flexibility and customer service were greatly appreciated."

OUR MAJOR PARTNERS & SUPPORTERS

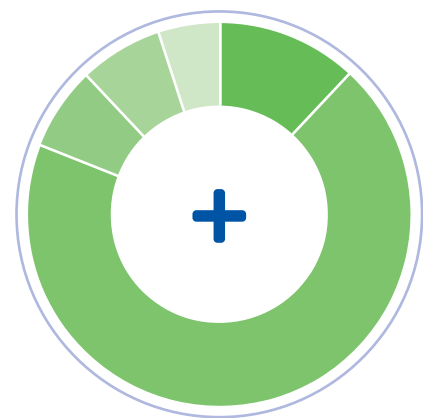
We would like to acknowledge and thank all individuals and organisations for their generosity and support in 2023, including those that prefer anonymity.

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

A Alcoa Allmark & Associates Pty Ltd All Pest Association of Independent Schools of WA (AISWA) Australian Institute of Management (AIM)	M Mel Maria Catholic Primary School
B Bankwest Bendat Family Foundation Bike Bar Claremont	O Officeworks Osborne Park Office Fitout Professionals
C Catholic Education WA Channel 7 Telethon Trust Chevron Australia CBH Child and Adolescent Health Service Cochlear COMO the Treasury Cockburn Integrated Health Curtin University	P Perth Airport
D The Deafness Foundation Dept of Education	R Royal Perth Pharmacy Rural Health West
F FRRR Function Concepts	S R.T. and P.M. Sarich Scotch College Junior School Seashells Property Seven West Media Shelford Constructions Skyn Stan Perron Charitable Foundation State Government of Western Australia
G Gateway Printing Grange Insurance Solutions	T Tomasi family ToyBox Australia
H Hearing Research & Support Foundation Inc Harcourts Mandurah	W WA Country Health Service The West Australian Wesfarmers Woodside
J John Wollaston Anglican Community School	
L LD Total	
M Macquarie University Mineral Resources Limited MED-EL	

FINANCIAL REPORT

2023 OPERATING INCOME

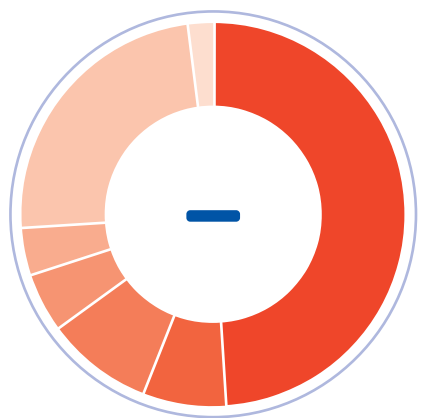


Fees*	12%
Grants	69%
Medical Income	7%
Fundraising events & donations	7%
Interest	0%
Venue Hire and Rental Income	5%
Other	0%

OPERATING INCOME	2022	2023
Fees*	\$ 1,498,842	\$ 1,680,919
Grants	\$ 8,818,826	\$ 9,315,466
Medical Income	\$ 903,517	\$ 1,473,117
Fundraising events & donations	\$ 881,798	\$ 678,339
Interest & Dividends	\$ 3,726	\$ 96,604
Venue Hire and Rental Income	\$ 638,369	\$ 734,171
Other	\$ 32,965	\$ 74,368
TOTAL	\$ 12,778,043	\$ 14,052,985

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

2023 OPERATING EXPENSES



Schools	51%
Early Intervention	6%
Ear Health & Audiology	12%
Private Clinics	4%
Marketing	19%
Administration	1%
Property Costs & Venue Hire	12%

OPERATING EXPENSES	2022	2023
Schools	\$ 6,261,353	\$ 6,261,353
Early Interventions	\$ 917,859	\$ 917,859
Ear Health & Audiology	\$ 1,208,544	\$ 1,208,544
Private Clinics	\$ 645,474	\$ 645,474
Marketing	\$ 470,051	\$ 470,051
Administration	\$ 2,995,681	\$ 2,995,681
Property Costs & Venue Hire	\$ 238,7926	\$ 238,792
TOTAL	\$ 12,737,754	\$ 14,307,298

- » Administration expenses include the costs of 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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INDEPENDENT AUDITOR'S REPORT

To the members of TSH Ltd

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of TSH Ltd (the registered entity), which comprises the statement of financial position as at 31 December 2023, 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 material accounting policy information, and the responsible entities' declaration.

In our opinion the accompanying financial report of TSH Ltd, is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) Giving a true and fair view of the registered entity's financial position as at 31 December 2023 and of its financial performance for the year then ended; and
- (ii) Complying with Australian Accounting Standards to the extent described in Note 1(a), and Division 60 of the *Australian Charities and Not-for-profits Commission Regulations 2022*.

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 registered entity in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) 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 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 registered entity's financial reporting responsibilities under the ACNC Act. 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 obtained at the date of this auditor's report is information included in the registered entity's annual report, but does not include the financial report and our auditor's report thereon.

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Our opinion on the financial report does not cover the other information and accordingly 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 on the other information obtained prior to the date of this auditor's report, 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 responsible entities for the Financial Report

The directors of the registered entity 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 ACNC Act and the needs of the members. The responsible entities' 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 responsible entities are responsible for assessing the registered entity'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 registered entity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website (<http://www.auasb.gov.au/Home.aspx>) at:

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

This description forms part of our auditor's report.

BDO Audit (WA) Pty Ltd

BDO
J Prue

Jarrad Prue

Director

Perth 23 April 2024

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🖱️ tsh.org.au/support-us

Or call
📞 (08) 9387 9888



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Deductible Gift Recipient

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for your
SUPPORT!