

ANNUAL REPORT  
**2024**

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.

ACKNOWLEDGEMENT TO COUNTRY:

TSH recognises the Traditional Owners of the land on which we live, learn and work today. We acknowledge Aboriginal and Torres Strait Islander peoples continuing spiritual and cultural connection to Country across Western Australia that goes back for many generations. We pay our respect to Elders past, present and emerging. TSH welcomes all Aboriginal and non-Aboriginal people to our services.

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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 offers essential early intervention and comprehensive school support services, empowering children to realise their full potential. Our tailored programs are designed to nurture communication, confidence and learning from the earliest stages of development. For the children and families at TSH, this support marks the beginning of a life changing journey.

## 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 recognised 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 three main sites in the metropolitan area, at Wembley, Cockburn and Joondalup.

Our support services include:

- » An early intervention program for children with hearing loss aged 0–5 years. The Chatterbox 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. The Outpost program is delivered to 17 partner mainstream schools;
- » A specially designed and intensive language program. The Talkabout program is suitable for children with speech or language difficulties aged 2–6 years;
- » Literacy Support program for students in school Years 1–3;
- » Comprehensive suite of audiology services;
- » Paediatric Speech Pathology clinics;
- » Occupational Therapy clinics; and
- » 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:

- » 2024 saw TSH's partnership with Wesfarmers and the Perron Foundation continue, 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.
- » 2024 also saw TSH continue its long-standing partnership with Chevron Australia 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; and
- » 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 babies and children aged 0–5 years with hearing loss.

Talkabout

A structured play-based learning program for children aged 2–5 years with speech and language difficulties.

Private clinics

Providing services in Audiology, Speech Pathology and Occupational Therapy.

SCHOOL SUPPORT UNITS

Outpost

An in-school support program for children with hearing loss in primary and secondary schools.

STATE-WIDE EAR HEALTH

West Pilbara

Chevron Pilbara Ear Health Program

TSH Wheatbelt Clinics

Clontarf Ear Health Program

Provides ear checks for children attending Clontarf Aboriginal College.

Hear Now Program

Provides ear checks for children in school and daycare settings.

AUDIOLOGY AND SPEECH THERAPY CLINICS

Wembley Head Office

Cockburn Clinic

JHC (Joondalup Clinic)

(Audiology only)

# PERTH AREA SERVICES

Northshore Christian Grammar School

St Stephen's School, Carramar

Joondalup Clinic Joondalup

St Elizabeth's Catholic Primary School

St Luke's Catholic Primary School

St Stephen's School, Duncraig

TSH WEMBLEY HEAD OFFICE

Swan Christian College

West Coast Steiner School

Servite College

Newman College

PERTH

Ursula Frayne Catholic College

St Pius X Catholic Primary School

Aquinas College

Clontarf Ear Health Program

Mel Maria Catholic Primary School

Fremantle

Mazenod College

St Brigid's College

Kalamunda Christian School

Frederick Irwin Anglican School

Mandurah

John Wollaston Anglican Community School (Talkabout 4)

Waroona District High School

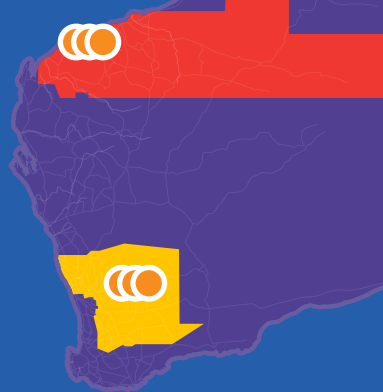
Cockburn Clinic

Harmony Primary School

Armadale

## Outreach services

For detailed maps, see pages 19 & 21



Pilbara Clinics

Wheatbelt Clinics

Outpost Units

Satellite Hubs

Audiology Outreach Clinics

Integrated Services Delivery Programs

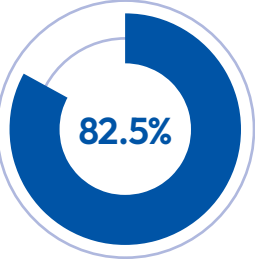
Audiology and Speech Therapy Clinics



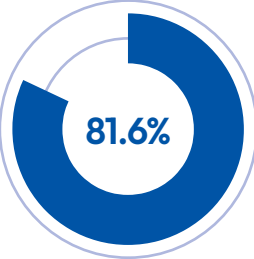
# OUR PROGRAM OUTCOMES

## A SNAPSHOT OF OUR PROGRAM OUTCOMES FOR 2024

### Chatterbox, Outpost & Talkabout programs



82.5% of the children who attended the Chatterbox program individual therapy sessions for 6 months or longer exhibited language skills that were age-appropriate or above, when compared to their peers with typical hearing.<sup>(1)</sup>



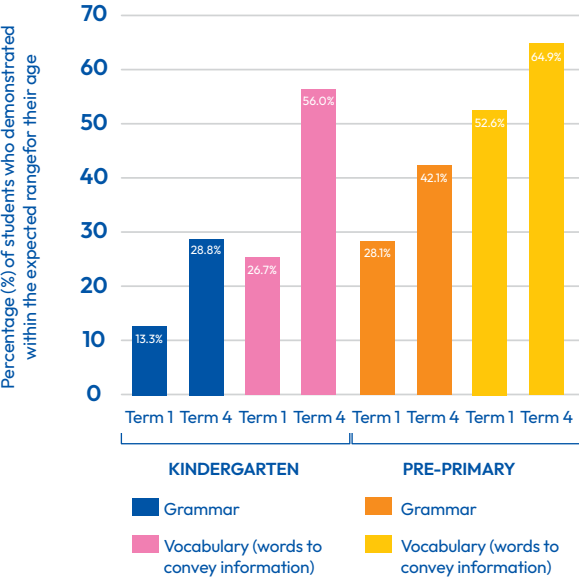
81.6% of the Individual Education Plan goals that were set for the students in the Outpost program were achieved.<sup>(2)</sup>



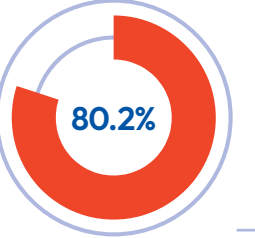
100% of families indicated that the Talkabout program is meeting their child's learning needs.<sup>(3)</sup>

### Talkabout Kindergarten & Pre-primary

Students who attend the Talkabout program have identified language difficulties. Their expressive language was assessed at the start and end of the school year. Positive results for the Talkabout program demonstrate improvement in expressive grammatical skills and expressive vocabulary in the school year, with many students reaching the expected range for their age: <sup>(4)</sup>

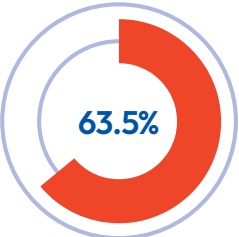


### Outpost program



80.2% of the students have achieved 70% or more of their Individual Education Plan goals.<sup>(2)</sup>

63.5% of the students have achieved 80% or more of their Individual Education Plan (IEP) goals.<sup>(2)</sup>



#### STUDENT ATTENDANCE AT SCHOOL:

Students in the in-school support program are co-enrolled with 17 mainstream schools.

Students' attendance is tracked by the mainstream school according to each individual school's policy. The school informs TSH if a co-enrolled student is absent. Non-attendance is managed in accordance with the TSH student attendance policy.

TSH keeps a register of student's attendance at their scheduled support stations.

## SCHOOL OUTCOMES AND DATA

### National Assessment Program Annual Assessment

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

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



### Post School Delegations

» One student graduated from year 12 in 2024 from Mazenod College, moved to Cunderdin and started an Automotive Mechanical course.

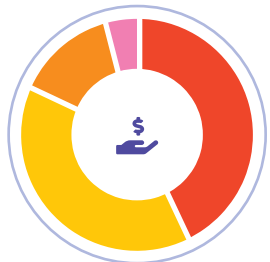
### Professional Engagement – School programs

Workforce Composition	Number of Staff	FTE
Principal	1	1
Deputy Principals/ Associate Deputy Principals	6	3.2
Teachers & Teachers of the Deaf	28	19.38
Educational Assistants & Note-takers	66	42.5
Librarian	1	0.8
Speech Pathologists	14	6.24
Occupational Therapists	11	5.3
Psychologists	1	10
Aboriginal or Torres Strait Islander	0	0
TOTAL	128	79.42

Teachers, education assistants, and therapists engaged in a range of professional development activities, including the evidence-based literacy programs Sounds-Write and Talk for Writing.

Staff continued training in Child Welfare and Mandatory Reporting, First Aid, and Bullying and Harassment. Targeted internal sessions addressed expectations of education assistants, trauma-informed practice, complex language with Dr Sharon Klieve, and evidence-informed practice in the Outpost program.

Teachers also engaged with case studies shared by Teachers of the Deaf, using real-life situations to reflect and learn collaboratively. Team learning was further emphasised by updates from Cochlear, a presentation on the significance of Galup (Lake Monger), and Engage training. This shared, reflective approach continues to build our team's capacity and enhance program quality.



#### School Income broken down by funding source:

Federal Grants	43%	Fees	14%
State Grants	39%	Other	4%

### Our People

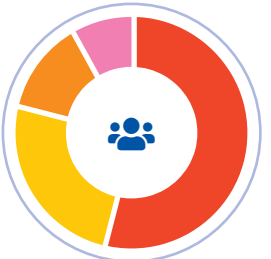
#### TEACHING STAFF QUALIFICATIONS:



Masters	32%
Postgrad Diploma	32%
Bachelor Degree	36%

#### 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 & General Practitioners



Educational	54%
Therapy	25%
Non-clinical	13%
Audiological	8%

1. Data from 40 children (from English-speaking backgrounds with no other disabilities or difficulties) who attended individual therapy sessions for 6 months or more in 2024 and completed a standardised language assessment at TSH during that period were included in the analysis.  
2. Data from 96 students with an Individual Education Plan were included in the analysis.  
3. Based on the 2024 family survey data - 51 responses from Talkabout Playgroup families (71.8% response rates) and 52 responses from Talkabout Schools families (37.1% response rates).  
4. Data from both Term 1 and Term 4 of the Renfrew Action Picture Test, 5th ed. (RAPT; Renfrew, 2020) were available for 75 Kindergarten students and 57 Pre-primary students, and their data was included in the analysis. Renfrew, C. (2020). Renfrew action picture test (5th ed.). Routledge.

# CHAIR REPORT

On behalf of the TSH Board,  
I have great pleasure in presenting  
the 2024 Annual Report.

It has been another remarkable year at TSH, where our mission to support children with hearing and speech challenges remains at the heart of everything we do.

We continue to focus on providing a high quality educational and therapeutic environment to ensure that we can achieve our promise to our families and community, that is, to deliver a life changing journey.

This year, we released our new brand and name TSH (Teach, Speak, Hear), formerly Telethon Speech and Hearing. Our new name is something our families already use to fondly refer to our organisation. As part of the rebrand, we also launched new logos, imagery and bi lines. The new TSH brand has resulted in a more engaging and modern interpretation of who we are, what we represent and what we aim to deliver.

In 2024, we proudly continued our vital work with children and families, providing life changing support through our expert team of educators, audiologists, speech pathologists, occupational therapists and support staff. Their dedication continues to make a profound difference in the lives of the children and families we serve.

TSH has had a long and proud history of providing services to children and families across Western Australia, not just in the metropolitan area. In 2024 we continued this through delivering our leading (pioneering) integrated ear health and speech services with schools in the Pilbara, Wheatbelt and Peel regions.

Commencing in 2011, with thanks to an enduring partnership with Chevron Australia, our outreach services continue to work in collaboration with local communities, providing support at schools and within community programs.

Reinforcing our strengths in providing integrated ear health and allied health services, 2024 was the first full year in which TSH supported children as part of the Children's Court InRoads program, an innovative program seeking to change the trajectory of the lives of children intersecting with the Juvenile Justice System.

As part of this service, TSH plays a pivotal role in understanding the hearing and language comprehension of young people attending the court. Our team then forms part of a multidisciplinary team to create bespoke programs and pathways to help the young person build positive outcomes as they seek to contribute positively to society.

As part of our fiduciary requirements, a highlight of the year was our successful NDIS audit. The audit not only confirmed our compliance and excellence in service delivery, but also included heartwarming feedback from families and clients - testament to the care and commitment of our team. The successful audit highlights that TSH is about transformational success, not just transactional compliance and KPIs.

We also marked a significant milestone in the history of TSH with the launch of 'Hear, Here!', a beautiful book celebrating 50 years of our organisation's achievements and the many lives we have supported. This publication is a commemorative collection of stories and pictures celebrating our history and will remain as a powerful reflection of our journey, values and community impact.

Over the past 12 months we welcomed two leadership appointments. In March 2025, Carole Steketee joined TSH as our new CEO. Carole brings with her a wealth of experience, vision and compassion, and we look forward to working with her to shape the future of TSH.



We also warmly welcomed our new School Principal, Natalie Tarr, who has settled in wonderfully and is already making a strong, positive impact in leading this vital part of our organisation.

We would also like to acknowledge the work of our Foundation which has led to the final stages of bringing the finances of both groups under one umbrella. This is a vital step in the development and growth of our philanthropy strategy which will act as the bedrock of TSH moving forward.

On behalf of the Board, I would like to extend our heartfelt thanks to Mark Fitzpatrick for his outstanding leadership and service as CEO. Mark's commitment to TSH over seven years has been instrumental in advancing our work and impact, and we wish him the very best in his next chapter.

As always, a standout event in our calendar was our Power of Speech event. It was incredibly moving to watch our young students deliver powerful, articulate speeches in front of their families, friends, staff and board members. The students' heartfelt presentations serve to highlight the progress of all students and are a shining example of what can be achieved through early intervention and the tireless efforts of our skilled team.

Thank you to our families, senior leadership team, staff, corporate partners and fellow board members for your continued dedication. Together, we are building a future where every child can find their voice.

Dr Alec O'Connell  
BOARD CHAIR

# CEO REPORT

Our achievements in 2024  
highlight the dedication and  
strength of our entire TSH  
community.

As we reflect on the past year, we are filled with pride and gratitude for the remarkable progress we've made in continuing to empower children with hearing loss and speech and language difficulties to reach their full potential.

In 2024, not only did we continue to make a life changing difference for so many families, but also embraced growth and innovation across the organisation.

This year also marked a significant leadership transition as we bid farewell to our former CEO, Mark Fitzpatrick, and welcomed him as our newest TSH Life Member. We thank Mark for his outstanding leadership and wish him every success in the next chapter of his journey.

Some key events in 2024:

## TSH Brand

One of the year's major milestones was the successful launch of our refreshed TSH brand. This new identity reflects our evolution and communicates our purpose, values, and the meaningful work we do each day (with a touch of fun!)

## Hear, Here! Book Launch

We proudly marked a historic moment with the launch of 'Hear, Here!' our 50-year anniversary book. This event brought together TSH alumni, staff and families to honour our shared legacy and celebrate the past, present and future of TSH.

## APD Testing

We strengthened our services with the introduction of Audiology and Auditory Processing Disorder (APD) assessments at

our Joondalup Health Campus clinic. This additional testing capability increases our capacity to support families and provide more thorough and in-depth testing.

## Chevron Pilbara Ear Health Team

We were honoured to see our Chevron Pilbara Ear Health Team receive the Engage Pilbara Community Services Excellence Award. This well-deserved recognition highlights their outstanding dedication and impact in regional communities. Congratulations to the team on this accolade.

## New Offsite Talkabout 4 Program

12 children were enrolled in a new offsite Talkabout 4 program at John Wollaston Anglican Community School. Mineral Resources provided scholarships to all families in the program.

## Outpost Program

We are always seeking new schools for our Outpost program and were thrilled to extend our reach in this space with the expansion and launch of Fredrick Irwin Anglican School as a TSH Outpost school. This reach brings vital services closer to families in need in the Peel region.

Throughout all our programs, we've seen extraordinary growth and tangible impact through:

- » More than 5,000 speech therapy sessions and 700 occupational therapy sessions delivered;
- » A record enrolment of 98 students in our Chatterbox program; and
- » Significant developmental progress across playgroup, Chatterbox, Talkabout and Outpost schools.



Our commitment to accessibility remains an important part of our focus.

Thanks to the unwavering generosity of our philanthropic partners, we continued to provide essential scholarships and bursaries in 2024, ensuring every child has the opportunity to thrive, regardless of their circumstance.

The success of the past 12 months has been made possible through the passion, expertise and commitment of our staff, corporate partners and TSH families. We remain focused on a family-centric approach, working side by side with parents and caregivers to create better outcomes for children and build stronger communities.

Looking ahead, 2025 promises to be another big year for TSH. It will be filled with new opportunities to grow, connect and innovate as we continue to advocate for the needs of children with hearing loss and speech and language difficulties.

Thank you for being an integral part of the TSH story. Your commitment to our shared vision helps create life changing journeys and a lasting impact for the children and families we serve.

Belinda Leksas & Natalie Tarr  
ACTING CHIEF EXECUTIVE  
OFFICERS



## NEWLY APPOINTED TSH CEO, DR CAROLE STEKETEE

On 4 March 2025, newly appointed Chief Executive Officer, Dr Carole Steketee, commenced with TSH. Carole began her career as a primary school teacher, fostering a passion for education. With more than 20 years in higher education, she recently served as Director Medical Education at Curtin Medical School. We welcome Carole and look forward to expanding our impact and reach together.



# OUR GOVERNANCE

## BOARD OF DIRECTORS



Dr Alec O'Connell  
Chair



Peter Marcakis  
Company Secretary



Olivier Marion  
Treasurer



Dianne Symons



Anna Gelavis



Daniel White



Dr Tim Cooney



Tiki MacLennan

## BOARD COMMITTEES

Supporting the work of the Board during 2024 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.

## SENIOR LEADERSHIP TEAM

Mark Fitzpatrick:  
CEO (until November 2024)

Belinda Leksas & Natalie Tarr:  
Acting CEO's (November 2024 to March 2025)

Janene Hall:  
Principal (until August 2024)

Natalie Tarr:  
Principal (from July 2024)

Belinda Leksas:  
Head of Corporate Services

Kerry Picotti:  
Acting Head of Clinical Services

Caroline Arlt:  
Manager - People, Culture and Compliance

Azadeh Ebrahimi-Madiseh:  
Head of Hearing Services

Daniel Lombardo:  
Head of Growth and Projects (until September 2024)

Megan Harrap:  
Acting Head of Growth and Projects (from September 2024)

# TRANSFORMING LIVES THROUGH DEDICATED SERVICE

## LIFE MEMBERSHIP RECIPIENTS

In 2024 we celebrated three outstanding contributors to TSH and their lasting impact on our organisation. Decades of service and commitment to the cause, we are proud to announce Jenny Giddy, Mark Fitzpatrick and Janene Hall as Life Members of TSH.



Jenny Giddy was inducted as a TSH Life Member in 2024 in recognition of nearly 15 years of outstanding service.

Beginning her journey as a compassionate and dedicated teacher, Jenny supported hundreds of children, families and colleagues, with care, kindness and integrity.

Her leadership in key programs including Talkabout and Chatterbox helped shape TSH's early intervention practices, many of which still reflect her thoughtful contributions today.

Jenny's commitment to lifelong learning, including completing a Master's in Deaf

Education, further enriched the support she offered the TSH community.

A role model of empathy and strength, Jenny empowered others through even the most challenging times. Her lasting impact continues to be felt across the organisation.

We are proud to honour Jenny's exceptional contribution and celebrate her legacy through Life Membership.

*Jenny Giddy*  
2024 TSH Life Membership



As a passionate advocate for TSH, Mark Fitzpatrick was inducted as a Life Member in 2024.

Mark served as Chief Executive Officer (CEO) of TSH for over seven years, bringing passion, empathy and commitment to our purpose. He formed lasting connections across the TSH community, not only with staff, but with families and especially the children, who were always at the heart of his work.

He brought warmth, humour and an infectious energy to every interaction,

whether chatting with parents in the reception before appointments, joining in with kids' activities or celebrating milestones. During his tenure, TSH experienced significant growth and innovation. Mark played a pivotal role in shaping the evolution of our services and strengthening our impact across Western Australia.

We are proud to honour Mark's contribution through Life Membership.

*Mark Fitzpatrick*  
2024 TSH Life Membership



As a visionary of TSH since 2001, Janene Hall was inducted as a Life Member in 2024.

Janene started with TSH as a Teacher of the Deaf, and her passion for early intervention and hearing habilitation was evident from the start. In 2015, she was appointed TSH School Principal, where she could bring to life her clear vision of who TSH was and what we had the potential to become.

Janene was a role model, mentor and friend to many during her time at TSH,

and she leaves behind an inspiring legacy that continues to guide and empower all that we do. Throughout her tenure, she had a deep understanding of what families really needed and wanted for their children, working with them to foster a supportive environment.

Thank you for playing such a huge part in the TSH story Janene, we are proud to recognise your impact through Life Membership.

*Janene Hall*  
2024 TSH Life Membership

# OUR STRATEGIC HIGHLIGHTS

## LOOKING BACK AT OUR ACHIEVEMENTS FOR 2024



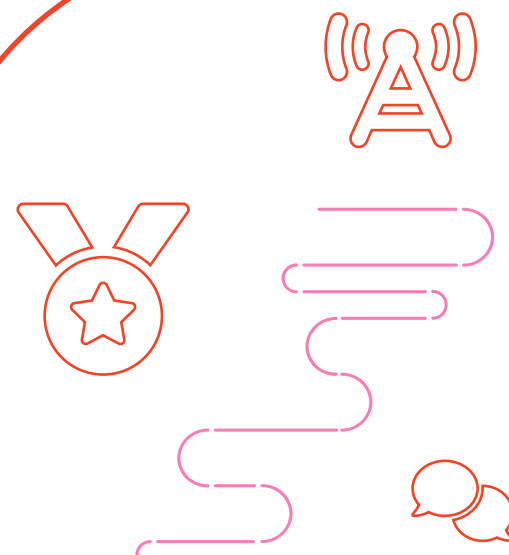
### Supporting children in our community

- ✓ Enhanced our audiology service model delivery for the enrolled programs. Including individualised support based on the needs of the children and families, including monitoring, ongoing care and progress.
- ✓ Ongoing partnership with the InRoads program at the Western Australian Children's Court to identify hearing and speech concerns and develop strategies for children within the Juvenile Justice System to support communication.
- ✓ Secured funding to redevelop the playground in Wembley.
- ✓ Annual Family Fun Day, bringing together families from Chatterbox and Outpost programs to connect and support one another.
- ✓ More than 200 small group therapy sessions and 120 individual sessions of speech therapy were provided to students at Waroona District High School via telehealth.
- ✓ 150 scholarships were provided to families for our programs.
- ✓ Over 5,000 private speech pathology sessions provided.
- ✓ Over 700 private occupational therapy sessions provided.
- ✓ 98 children with hearing loss supported in Chatterbox program.
- ✓ 112 students with hearing loss supported in Outpost school program.



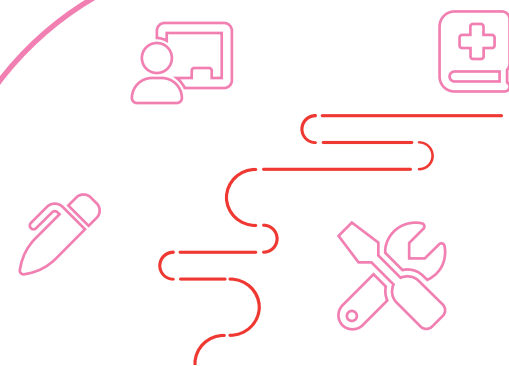
### Developing meaningful partnerships

- ✓ Our partnership with Joondalup Health Campus has been enhanced by valuable knowledge exchange with specialists.
- ✓ ToyBox ongoing partnership since 2011.
- ✓ Perth Airport continued support providing scholarships for children within the Perth catchment area.
- ✓ Ongoing partnership with Chevron Australia for the Chevron Pilbara Ear Health Program.
- ✓ Alcoa has continued to work closely with TSH to support the delivery of audiology, speech and language-based outreach services.
- ✓ Outpost school program commenced at Frederick Irwin Anglican School, expanding our reach to the Peel region.
- ✓ Parent nights to create connections and show support to the families we serve.



### Raising our profile

- ✓ The knowledge and expertise of the Hearing Services team was sought after in 2024, being invited to present at various platforms. A highlight was a presentation of value-based models of care at the WA Ear and Hearing Strategic forum.
- ✓ We raised over \$120,000 for Loud Shirt Day.
- ✓ Participation at the Telethon weekend in October, where we acknowledged the highest fundraiser of Loud Shirt Day.
- ✓ Welcomed Carole Steketee as our new CEO.
- ✓ Welcomed Natalie Tarr as our new Principal.
- ✓ Successfully launched the refreshed TSH brand.
- ✓ MAPAR launch event in Onslow.
- ✓ Collaborated with Curtin University, University of Western Australia, The Kids Research Institute Australia, Institute of Special Educators and Macquarie University.
- ✓ Proud partner organisation in the award-winning Speech Movement and Acoustics Analysis Tracker (SMAAT) project, winner of the 2024 Curtin Innovation Science and Engineering prize.
- ✓ Chevron Pilbara Ear Health Program was the recipient of the ENGAGE Pilbara Community Services Excellence Award on behalf of Chevron Australia, celebrating the collaborative and community-led approach in meeting the needs of the community.



### Capacity building

- ✓ Hearing Services has diversified the scope and breadth of services to prepare the department to better tackle change and risks and create financial resilience.
- ✓ We collaborated with Curtin University, Speech Pathology Australia and Early Childhood Australia to enhance our programs.
- ✓ New growth in our enrolled programs (added an additional Talkabout 5 Pre-primary class).
- ✓ Introduction of APD (Auditory Processing Disorder) Services at Joondalup Health Campus (JHC).
- ✓ New Clinical Lead career opportunities.
- ✓ Completed Building (2-3 Movement Space).
- ✓ John Wollaston Anglican Community School Talkabout 4 Kindergarten pilot program was launched with successful uptake for children in the City of Armadale and surrounding areas.
- ✓ Helping families support their child's development through tailored individual sessions and group programs.

### Professional engagement

- ✓ The audiology team has grown in size and skill, enhancing its ability to meet the diverse needs of the community. This growth has helped build capacity and laid the foundation for greater operational resilience within the department.
- ✓ Ongoing staff development regarding supporting children with hearing loss to have a more specialised approach.
- ✓ TSH Data Philosophy & Non-Negotiables endorsed by Senior Leadership Team.
- ✓ All staff days held each term to regroup, connect and develop knowledge and skills with guest speakers and workshops.
- ✓ Four Safety & Health representatives.
- ✓ Talkabout program introduced two Associate Deputy roles.



OUR SERVICES & PROGRAMS



An early intervention program for children with a permanent hearing loss.

GREATEST IMPACTS OF THE CHATTERBOX PROGRAM REPORTED BY FAMILIES: (5)

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

Chatterbox is an interdisciplinary early intervention program designed to assist children aged 0-5 years with a diagnosed permanent hearing loss.

The program supports young children to learn, to listen and to speak - developing their skills and providing the platform to reach their full potential.

As part of the Chatterbox program, TSH offers individual sessions with speech pathologists, occupational therapists and paediatric audiologists.

Psychologists are also available to the families, providing additional support to help navigate through the journey.

Our Chatterbox group sessions are led by a therapy team of speech pathologists, occupational therapists and therapy assistants, with significant input 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.

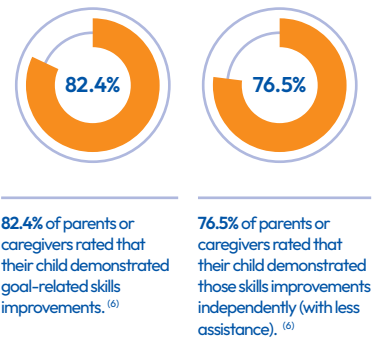
Our interventionists coach parents on strategies to enhance their child's engagement in these learning experiences and to aid in the development of speech, language, hearing, sensory, fine and gross motor skills.

Additionally, the group fosters connections among families who are on a similar journey, offering support that benefits them both in the short term and long term. By sharing experiences, ideas, and finding common ground, these connections help create a sense of understanding and community.

After six months of attending the therapy playgroup in 2024, children showed noteworthy improvements in skills, prioritised by parents or primary caregivers as their therapy goals.



2024 Therapy Playgroup

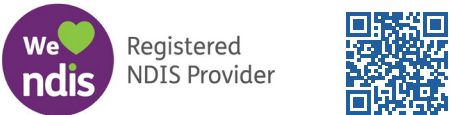


5. 2023 family survey summary findings.  
6. Data was captured using the adapted Therapy Goals Information Form (TGIF; McWilliam, 2005). The analysis included 11 children for whom data were available for both Term 1 and Term 3 (a total of 34 goals). Evidence-based International Early Intervention Office, The University of Alabama.

NDIS (National Disability Insurance Scheme)

TSH is a registered NDIS provider with an internal support team that helps families and staff navigate the NDIS.

We have a dedicated NDIS consultant and NDIS manager supporting over 400 families on their NDIS journey.



This support includes:

- Facilitating families to access the NDIS as required;
- Supporting families in preparation for their planning meetings;
- Helping families to understand how to use their funding;
- Assisting with the NDIS billing; and
- Keeping up to date with legislative or funding changes.

Please see the TSH website at [tsh.org.au/ndis-at-tsh/](https://tsh.org.au/ndis-at-tsh/) or scan the QR code for more information.

SUPPORTERS OF THE PROGRAM:



HEARING RESEARCH & SUPPORT FOUNDATION



Meet Olivia, aged 2

We feel like we can breathe when we come to TSH and that's why we are so grateful for all the work they do. They really are making a difference to families.

- REBECCA

Olivia failed her newborn hearing screening test at two days old when we were about to take her home from the hospital. From then on, Olivia's hearing journey has been complicated and challenging. With no family history and an older sibling without hearing loss, the diagnosis came as a complete shock to us all.

Olivia has a bimodal hearing profile with a profound loss in her right ear, requiring a cochlear implant, and moderate to severe loss in her left, supported with a hearing aid. Her hearing loss is genetic and progressive, bringing with it a busy schedule of appointments and an emotional rollercoaster. After weeks of tests, uncertainty and waiting, we were referred to TSH when Olivia was six weeks old.

Within a month or two of being part of the TSH Chatterbox program, we felt comforted, understood and grateful to have such a supportive team around us that were empathetic to what we were going through. We found TSH a place of acceptance, where we felt heard, supported and safe. The opportunity to connect with other families all navigating similar challenges was also invaluable, it really helped us to feel less isolated and more hopeful.

The whole family has learnt so much from TSH and our approach to life at home has evolved to ensure Olivia's development is always considered. Olivia's older brother is also a huge advocate for his little sister and her "magic ears", making sure he makes eye contact with her and checking she can hear and follow what he is saying, even using acoustic highlighting! TSH makes it easier for the families to get involved with their child's development and we can all learn something from being more attentive to those around us.

A breakthrough moment for us as a family was when Olivia started responding to sounds and using her first words, a very special milestone. Today, she is developing at a level appropriate for her age, far exceeding our expectations.

We believe this progress is due to the expert support and care she receives at TSH. Olivia loves to come to Chatterbox, cheering with excitement when we arrive at "her school". There is always so much for her to do, arts and crafts and sensory play would have to be her favourite things.

We know it's going to be a hard road ahead, but Olivia is thriving in Chatterbox. As a family, we are invested in her progress and the TSH team continues to meet us with empathy and unwavering encouragement. We are all advocates for Olivia and we are in this together. We are hopeful for her future, knowing she is going to be okay.

TSH feels like family and Olivia has spent most of her life here. The team are so kind, caring, knowledgeable and professional. Despite how difficult times can be, it is a joy to be at Chatterbox - which is not something we ever thought would go hand in hand with this diagnosis. We leave our Chatterbox sessions feeling invigorated and to us it's not just a program, it's a place where confidence for children with hearing loss, and their families, can grow.

Rebecca  
Olivia's Mum

Notes from our TSH Chatterbox Speech Pathologist

Olivia began her journey at TSH at just six weeks old. Since then, she has regularly attended individual speech therapy sessions and our Chatterbox program in Wembley.

Olivia is confident and never fails to greet everyone with a smile. From the moment we met her, it was clear that she was energetic and curious.

Our sessions with Olivia are full of creativity and laughter. We dive into craft projects, read stories or pretend we're hosting birthday parties. Her imagination is evolving, and pretend play has become one of her

favourite activities. It's incredible to watch her engage in problem solving and take pride in learning something new each session.

We've worked with Olivia and her family through both challenging and joyous times, from the uncertainty surrounding her diagnosis and the journey through the cochlear implant process, to the unforgettable moments of developing her first words and watching her take her first steps. No matter what comes next, we're committed to continuing this journey together.

Olivia is making remarkable progress. She can now confidently communicate her needs and express her thoughts and feelings. She's learning to understand and follow more complex instructions and process large forms of information.

Every milestone is a testament to her determination and resilience.

What's just as inspiring as Olivia's growth is the transformation we've seen in her family. At the heart of our approach is parent coaching and guidance, and it's been amazing to see them take these strategies and put them into practice, acting as strong advocates for Olivia.

It's a privilege to be a part of Olivia's story and to support this wonderful family as they navigate each new chapter. We can't wait to see what she does next.

Natalie  
Olivia's Speech Pathologist



OUR SERVICES & PROGRAMS

TALK ABOUT

A school program helping children with language difficulties and delays.

GREATEST IMPACTS OF THE TALKABOUT 4 & 5 (KINDERGARTEN & PRE-PRIMARY) PROGRAMS REPORTED BY FAMILIES: (7)

- Improved confidence in children
- Improved language, motor, social and emotional skills
- Developed emotional regulation
- Improved school skills
- Joy of attending TSH and learning

TSH's Talkabout program supports children aged 18 months to six years with language difficulties 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.

Class sizes are small, to aid in supporting each child to meet their developmental needs and reach their potential. Families are also encouraged to attend regular networking and educational sessions, to build strong connections with others on their child's early intervention journey.

Talkabout 4 (Kindergarten) classes run one day per week. Talkabout 5 (Pre-primary) classes run two days per week, alongside attendance at a mainstream school.

SUPPORTERS OF THE PROGRAM:



LITERACY SUPPORT PROGRAM:

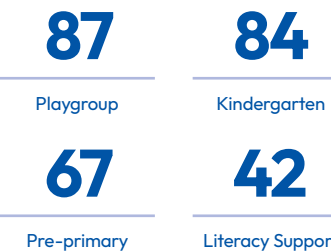
Using an evidence-based approach to support language and literacy development, our children continue to receive ongoing support after they have transitioned from the Talkabout program and into school (Years 1, 2 and 3). Learn more about the program at [tsh.org.au/literacy-support-program/](https://tsh.org.au/literacy-support-program/)

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;
- Literacy Support Groups for children in Years 1, 2 and 3;
- Teacher Workshops for teachers at partner schools; and
- 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.

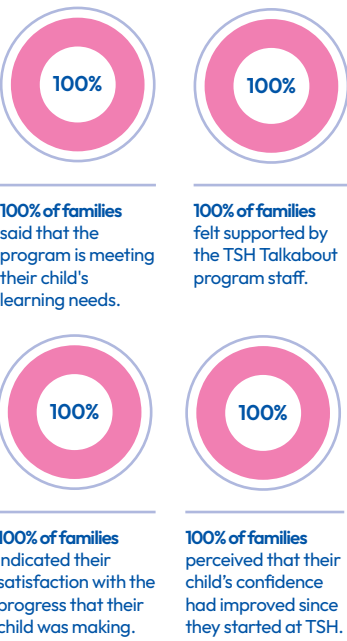
After six months of attending the therapy playgroup, children showed noteworthy improvements in skills prioritised by parents or primary caregivers as their therapy goals.

TALKABOUT STUDENT NUMBERS:

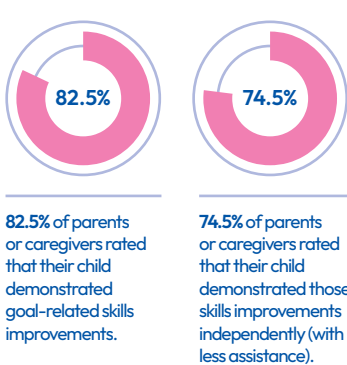


2024 Family Satisfaction

TALKABOUT PROGRAM FEEDBACK: (3)

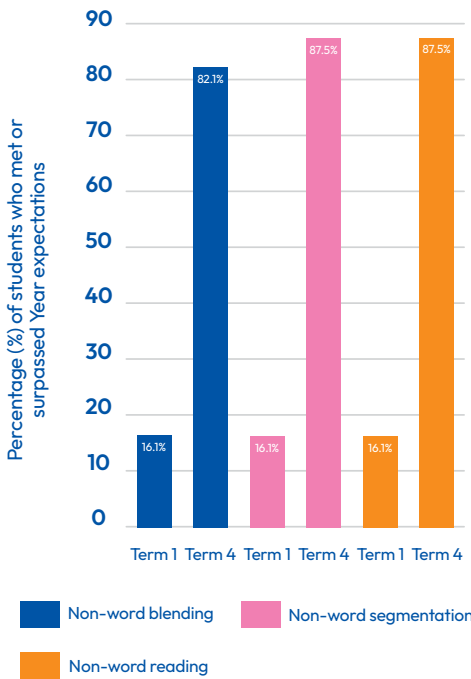


TALKABOUT THERAPY GOALS: (7)



2024 Talkabout Pre-primary Literacy Skills

In 2024, Pre-primary students literacy skills were assessed at the start and end of the school year. Positive results demonstrate improved foundation skills for reading (non-word blending) and writing (non-word reading) and overall literacy skills: (8)



Additionally, for non-word spelling skills, the percentage of students whose skills met or surpassed the Year expectation more than tripled from Term 1 to Term 4.



3. Based on the 2024 family survey data - 51 responses from Talkabout Playgroup families (71.8% response rates) and 52 responses from Talkabout Schools families (37.1% response rates).  
7. Data was captured using the adapted Therapy Goals Information Form (TGIF; McWilliam, 2005). The analysis included 57 children for whom data were available for both Term 1 and Term 3 (a total of 212 goals).  
8. Data from Term 1 and Term 4 of the Foundations of Early Literacy Assessment (FELA; Nelson, 2016) were available for 56 Pre-primary students, and their data was included in the analysis.

Feedback from Talkabout Families



"You have created a fun, loving, safe environment for my child and many others to learn, develop and grow. The staff are always a pleasure and so happy, and really do cater to the children. It's like nothing I have seen before. My child has made more progress at TSH and this is honestly such a life changing experience for them, we are so grateful!"

"For my first child they went from not being able to express themselves to now being at the top of their class. TSH has had a profound impact on their preparation for mainstream school. For my current child, their confidence and vocabulary has also grown over the last three (school) terms."



"The difference in dropping my child off to TSH and their mainstream school is stark. They are so much more confident to attend TSH because of the connections teachers, EAs, speech pathologists and occupational therapists make to establish positive relationships first (to both themselves and the learning environment) before expecting kids to learn. I think everything my child knows about literacy and mathematics has been a product of the Talkabout program."

"My child is curious about the world around them and loves learning. From an energetic, easily distracted two year old with a speech delay, they are now a confident and social six year old with many skills in their toolbox and strong foundations for future schooling. Thank you to the whole team at TSH for having a huge impact on my child's early development!"





# OUR SERVICES & PROGRAMS

## OUTPOST

A school-based program supporting students with hearing loss to learn.

### GREATEST IMPACTS OF THE OUTPOST PROGRAM REPORTED BY FAMILIES: <sup>(9)</sup>

- ⚡ Improved confidence
- 💬 Made friends
- 👤 Participation and enjoyment at school
- ❤️ Feeling supported by staff, including a notetaker

We are committed to helping students with hearing loss across primary and secondary partner schools through a multi-disciplinary approach.

Established over 40 years ago, TSH's Outpost school support program is unique and one of its kind in Australia. Supporting school success for children from pre-Kindergarten through to Year 12, who have a diagnosed permanent hearing loss.

The Outpost program provides extensive specialised support services for the development of oral language and literacy to students across 17 schools, on 22 campuses.

### OUTPOST PROVIDES:

- » Individual classroom support from a Teacher of the Deaf or specialist teacher;
- » An educational assistant or notetaker; and
- » Visiting sessions with our team of speech pathologists, audiologists, occupational therapists and psychologists.

The ongoing success of the Outpost program can be attributed to the holistic, tailored support provided to each student, allowing them to achieve their full potential 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 curriculum within their schools;
- » We provide tailored one-on-one support throughout their primary and high school journey; and
- » Individualised goals for each child.

### NAPLAN RESULTS:

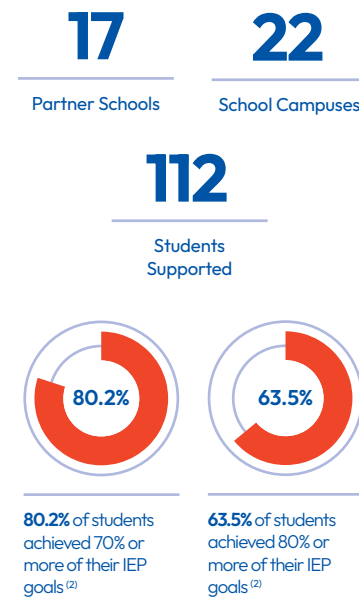
The National Assessment Program - Literacy and Numeracy (NAPLAN) tests students' ability in three domains of literacy, reading, writing and language conventions (spelling, grammar and punctuation) and in numeracy.

These tests monitor and report on student achievement in a comparable and consistent way across Australia.

We are incredibly proud of the 2024 results from our Outpost school students:

- » Despite the substantial curriculum shift from Year 2 to Year 3, our Year 3 students achieved 'developing' and 'strong' results, showcasing their academic growth and resiliency.
- » Year 5 students performed at 'strong' and 'exceeding' levels, demonstrating outstanding progress, with many surpassing expectations.
- » Both Year 7 and Year 9 are on track toward 'exceeding' benchmarks, with their results reflecting solid progress and high achievements.

### 2024 Outpost Outcomes



<sup>2</sup> Data from 96 students with an Individual Education Plan were included in the analysis.

<sup>9</sup> 2023 family survey summary findings.



### SUPPORTERS OF THE PROGRAM:



### Meet Noah, aged 16

» There will never be enough words to express how much TSH has done, and continues to do, to support Noah. I feel so much respect and a profound gratitude to Noah's team.

— COURTNEY

Noah never feels like he's missing out or being pulled away from his peers and his therapy is a natural part of his learning experience. As a parent, this has been an amazing relief to know he is being supported but can also be himself and spend time with his friends at lunchtime.

The support from TSH and JWACS has had a clear and lasting impact on Noah. His communication skills have improved to the point where he can confidently engage with friends and family. This progress has increased his independence and opened future opportunities, including work and study. With milestones like preparing for his learner's permit on the horizon, we're proud of how far Noah has come and confident in what he will continue to achieve.

Noah's progress is clear to everyone, especially his grandparents, who regularly comment on how well he communicates during FaceTime calls. It's a proud moment watching him effortlessly hold conversations and keep his family updated. At home, our relationship has strengthened now that much of the stress we once faced has eased. He also shares a fun, energetic bond with his two younger brothers, becoming a positive role model and setting a beautiful example for them.

Noah enjoys school and has built a strong circle of friends. He's a social person who takes pride in his relationships and is especially passionate about hands-on subjects like woodwork and outdoor recreation.

One of his biggest achievements has been maintaining steady progress and reaching Year 11 in mainstream school. His consistency and positive attitude are a credit to both his determination and the support he receives.

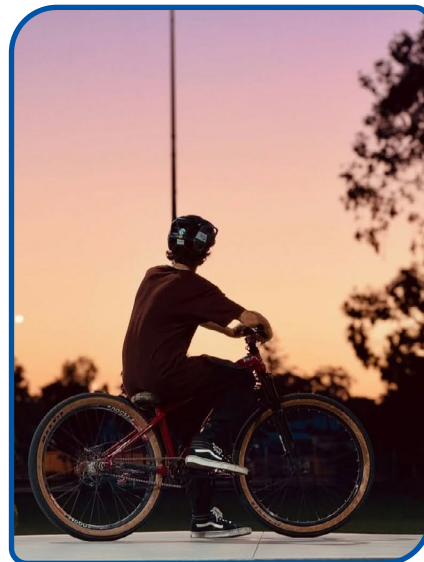
TSH has played a key role in helping Noah work toward both short and long-term goals, giving him the tools and confidence to succeed.

The support from TSH has made a significant difference, not only for Noah but for our whole family. I never imagined he would come this far, and I'm incredibly grateful to the dedicated team that stands behind him.

TSH and JWACS always keep us informed, include us in every step of his journey, and genuinely care about his wellbeing. Their involvement has lifted a huge weight from my shoulders, ensuring Noah receives the support he needs without me having to navigate complex services alone.

There truly aren't enough words to express the appreciation and respect we have for the TSH team. They've helped Noah grow into an empowered, capable young person, and we're so thankful for the role they continue to play in his life.

Courtney  
Noah's Mum





# OUR SERVICES & PROGRAMS

## CLINICS: Providing hearing, speech and occupational therapy support services.

### Speech Therapy

In 2024, our clinic continued to experience increases in the number of children requiring speech therapy services. To meet this growing demand, we expanded both our staffing numbers and our facilities. We now proudly employ 15 speech pathologists 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 over 5,000 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, spelling and writing.
- » **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; and
- » Visual motor integration and visual perception.

### Audiology

In 2024, our audiology clinic focused on building financial and operational resilience to sustain growth, responding to the needs of the families and the community. The number of children and families served in our clinics continues to grow through increased service offerings such as electrophysiology, Auditory Processing Disorder (APD) assessments and therapy in multiple locations. Additionally, we continued to provide high quality, evidence-based, and person and family-centered hearing services.

Continuing to improve the service delivery to our enrolled programs, in 2024 we conducted a thorough review of audiology service models for the Chatterbox program. The review reaffirms our dedication to continuous improvement and evidence-based practice to ensure the gaps in service are addressed while we collaborate with and complement the services of other key stakeholders.

The evidence-based and implementation science principals were utilised to ensure a systematic and scientific approach to service delivery as well as fostering collaboration. We remain committed to understanding and addressing the evolving needs of the community, ensuring that every individual receives the relevant support.

**Innovations and Improvements:**

In 2024, the audiology department underwent a significant transformation,

digitising all services and processes to streamline care delivery, improve record keeping and enhance person and family-centred care, allowing audiologists to focus on what matters most.

Another significant achievement was the introduction of specialised support for APD, for children with complex listening and speech-in-noise needs. This underscores a commitment to comprehensive hearing solutions and early intervention to meet the needs of the community. The service is one of the few in Western Australia and has gained rapid traction.

### Occupational Therapy

Our occupational therapists play a crucial role within our multidisciplinary team, collaborating across all enrolled programs to deliver the highest quality care for families. This teamwork ensures that children develop skills necessary for their daily functioning.

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

- » **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 and alert levels, attention, imitation and planning skills.
- » **Play and Social skills:** Helping children to develop their play skills and learn to play with other children. Our occupational therapy clinic aims to facilitate children's development in their occupations and their independence, enhancing the skills that allow them to participate to their fullest in day-to-day activities.

#### SUPPORTERS OF OUR CLINICS:



# OUR SERVICES & PROGRAMS

## OUTREACH SERVICES: Servicing the ear health and speech needs of WA.

Through our Outreach services, TSH envisions equitable and sustainable models of care, providing hearing, ear health and speech pathology services to the community, regardless of where they live.

TSH Outreach services are developed in collaboration with the community to ensure we address local needs. From the outer Perth metropolitan region, to the Wheatbelt, and up to the Pilbara, our services have strong impact and reach to help communities across Western Australia.

The TSH team frequently visit schools and communities, working alongside local organisations and groups to provide essential ear health and speech and language support, where and when it's needed.



### Speech and Language School Support Program: Merredin and Southern Cross

Following on from the establishment of speech and language support within two primary schools in the Wheatbelt town of Merredin, our services have now expanded to support three additional schools in the Southern Cross region.

Our visiting speech pathologist and locally based Community Liaison Officer visit each of the schools four times per year, completing screening and more comprehensive speech and language assessments.

Ongoing support and intervention are then provided at school via telehealth on a weekly basis. This service is provided in collaboration with the local schools and at no cost to the families thanks to the generous ongoing support of Telethon and the Stan Perron Charitable Foundation.

In 2024, our Eastern Wheatbelt School Speech and Language Support program completed:

- » 69 speech and language screening assessments;

- » 44 comprehensive speech and language assessments; and
- » More than 300 individual therapy sessions and 60 small group therapy sessions with Kindergarten and Pre-primary aged students living in Merredin and the Southern Cross region.

### TSH Ear Health: Wheatbelt

With the support of Rural Health West, TSH continues to deliver Ear Health clinics for children living in and around the Wheatbelt towns of Moora, Merredin, Narrogin and Northam.

Our visiting Ear Health team includes both an audiologist and either a General Practitioner or Nurse Practitioner, and together they visit each of the towns four times per year. Clinics include a medical assessment, audiological assessment and referral to allied health and medical specialists (e.g. ENT), if required.

As part of our commitment to capacity building in the region, our Ear Health team also supported and attended EarTrain workshops in early 2024, with many participants coming from the Wheatbelt region.

#### 2024 Wheatbelt Outcomes



#### RECOGNISING THE SUPPORT OF THE FOLLOWING ORGANISATIONS:





# OUR SERVICES & PROGRAMS

## OUTREACH SERVICES: Servicing the ear health and speech needs of WA.

### Speech, Language and Occupational Therapy School Support Program: Onslow School

Our integrated speech, language and occupational therapy school support program has been working collaboratively with staff and students at Onslow School since late 2020.

A team of therapists visit the school quarterly to complete speech, language and occupational therapy assessments. Therapy is then provided at school via telehealth on a weekly basis.

In 2024 we completed:

- » More than 30 speech and language screenings;
- » An additional 15 comprehensive speech and language assessments;
- » More than 30 OT assessments;
- » Approximately:
  - 200 individual therapy sessions for speech/language;
  - 100 small group therapy sessions for oral language and/or literacy;
  - 150 individual OT therapy sessions; and
  - 90 small group therapy sessions for fine motor skill intervention.

This program would not be possible without the ongoing financial support provided by Chevron Australia and the collaborative partnership between Chevron Australia, Onslow School and TSH.



### Waroona District High School (DHS)

With the support of Alcoa and Telethon, TSH are able to continue working collaboratively with the students, staff and families from Waroona DHS to improve speech and language outcomes for students in Kindergarten to Year 1.

Well developed speech and language skills are critical for classroom

participation, academic achievement and the development of friendships.

In 2024 we completed:

- » Ear Health and Hearing, and speech pathology screenings with all Kindergarten students plus newly enrolled students in Pre-primary and Year 1;
- » More than 120 individual therapy sessions targeting speech and language development via telehealth; and

- » More than 200 small group therapy sessions targeting speech and language development via telehealth.



### TSH Ear Health: Metro

With ongoing support from Telethon, TSH continues to partner with more than 10 public primary schools in the southern metropolitan corridor. In addition, TSH works with Clontarf Aboriginal College and the Mandurah collaboration, a joint effort between Nidjalla Waangan Mia Health Centre and the Child and Adolescent Health Service (CAHS), to identify, assess

and refer Aboriginal or Torres Strait Islander children at risk of ear health and hearing concerns. Students are initially screened by an ear health screener, followed by an audiology assessment, if required.

Students requiring additional care are referred to other services or specialists, such as ENT specialists via our referral pathways.

We are grateful to Dr Tim Cooney, ENT and TSH Board Member, for his ongoing support in providing termly ENT support and clinics to our Clontarf Aboriginal College Students, and to the Cockburn Integrated Health ENT Program.

Through the TSH Ear Health: Metro program, we completed 579 incidents of care in 2024.

### RECOGNISING THE SUPPORT OF THE FOLLOWING ORGANISATIONS:



Department of Communities  
Department of Primary Industries  
and Regional Development



Government of Western Australia  
WA Country Health Service



## CHEVRON PILBARA EAR HEALTH PROGRAM

Since 2011, TSH and Chevron Australia have proudly partnered to enhance ear health in the Pilbara. From 15 service locations in 2023 to 25 in 2024, our impact across the community is growing.

Our mixed-mode program, a world leader for rural service delivery, focuses on early diagnosis, intervention and community education.

Community Health & Education +		
Gap Screening		+
Connect with Aboriginal Elders		+
Audiology Clinics		+
Nurse Practitioner Clinics		+
ENT Clinics		=

### THE TSH REGIONAL EAR HEALTH MODEL



### Louis (also known as LJ) first accessed audiology services via our Chevron Ear Health Team in Karratha in February of 2023.

Not long after this appointment, LJ was screened by both a speech pathologist and occupational therapist from TSH when they were visiting Onslow Primary School as part of the Onslow Speech, Language and Occupational Therapy Support Program.

At this time, LJ had just started Kindergarten. He was very unsure of the audiology equipment and reluctant to engage in testing. LJ also had very few words and communicated mostly using gestures. For the next two years, LJ was offered weekly individual speech

### Meet LJ, aged 6

pathology sessions and fortnightly individual sessions with an occupational therapist via the Onslow Primary School Speech, Language and Occupational Therapy Support Program, a program made possible thanks to the ongoing support of Chevron Australia.

LJ regularly attended therapy sessions and has made significant progress with his communication skills, social skills and fine motor skills, such as those used for drawing and cutting.

He now talks in phrases of 3-5 words and is independently communicating with his peers both in the classroom and outside on the playground. Therapy sessions also included activities aimed at training LJ for audiology testing in the booth and he is now able to independently participate in an audiology assessment so that we can continue to monitor his ear health.

Feedback from Louis' support network:

"Louis has made amazing progress throughout his journey with TSH. He has developed and gained confidence within himself. Growing and understanding skills that boost his independence around family and friends."

- JASMINE, LJ'S MOTHER

### 2024 Pilbara Outcomes

Chevron Pilbara Ear Health Program - Mobile Ear Health Clinics

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

855 children were screened across the Pilbara

71% Audiology clinic attendance rate across all regions

73% ENT clinic attendance rate and 14 surgeries performed in Karratha

217 full audiological assessments and 278 medical consults provided

598 First Nations children had their hearing screened with 49% fail rate

"LJ is a self-assured and fearless little dude. His superpower and strength are his ability to bring laughter and joy to any room he is in and this reflects the confidence he now feels to communicate."

- LJ'S CURRENT SPEECH PATHOLOGIST

"LJ is a kind-hearted, fun and energetic student whose smile brightens our classroom every day. He actively engages with all members of his class cohort, and his kind and gentle nature makes him well liked among his peers. LJ shows increased self-assurance to lead play experiences with others and knows his school routine well."

LJ shows a strong willingness and determination to complete his class work independently and benefits from a structured program modified to his needs. He has displayed impressive growth in his confidence to ask and answer questions and his vibrant presence not only enhances his own learning experiences but uplifts those around him."

- SALLY, LJ'S YEAR 1 TEACHER



PERTH AIRPORT:  
CONNECTING COMMUNITIES  
FOR BRIGHTER FUTURES



Since 2018, Perth Airport has been a proud supporter of TSH, providing generous assistance to families and children in the local community who face speech and language challenges. Their ongoing partnership for the past seven years has delivered lasting, life changing impact to families and children in need of early intervention for speech and language.

As the gateway of our state, Perth Airport connects people and places every day. Through their support of TSH and our programs, they are also helping to connect children with critical services that can shape a brighter future. Our partnership with Perth Airport highlights the power of local organisations working together to have a positive impact.

A key part of Perth Airport's support is their scholarships for TSH's Talkabout specialist language program. These scholarships provide vital financial assistance to families in Perth Airport's catchment area, including the City of Swan, City of Belmont, City of Kalamunda, Shire of Mundaring and City of Canning. By taking away some of the financial burden, these scholarships ensure more children can access early intervention expert support and services when it matters most.



“Accepting the scholarship for our child has been such an amazing opportunity for him to access a specialised program to help his speech development. The scholarship has lifted the financial burden from us as a family and relieved the guilt we felt about not being able to provide the regular intervention he so clearly needed.”

– PARENT OF A PERTH AIRPORT SCHOLARSHIP RECIPIENT

In 2024 alone, Perth Airport enabled 10 children to participate in the Talkabout program. For each of these families, the impact has been significant, helping their children build essential communication skills, gain confidence, and reach their full potential to live fulfilling lives.

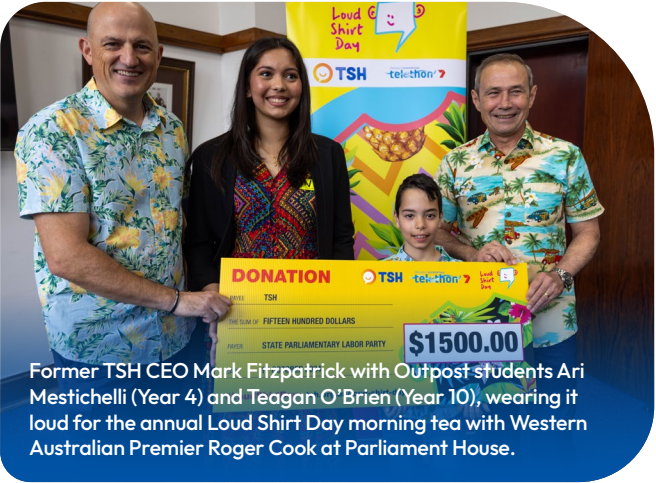
We are deeply grateful for Perth Airport's ongoing commitment to supporting families and enriching lives. Thank you for your generosity and helping to create brighter futures, transforming outcomes for children.



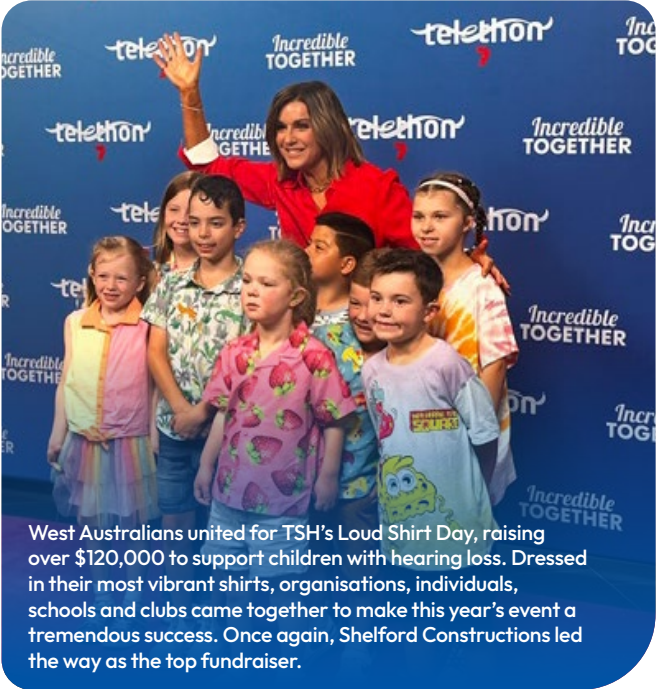
In partnership with the Football Futures Foundation and Telethon, an inspiring coaching session and meet-and-greet with AC Milan's vice-president and former players was hosted. This event provided TSH students and other WA primary students with hearing loss a unique opportunity to engage, learn and be empowered through sport.



TSH Outpost Student Kyden taking centre-stage at the annual First Voice Power of Speech event at Parliament House, Canberra.



Former TSH CEO Mark Fitzpatrick with Outpost students Ari Mestichelli (Year 4) and Teagan O'Brien (Year 10), wearing it loud for the annual Loud Shirt Day morning tea with Western Australian Premier Roger Cook at Parliament House.



West Australians united for TSH's Loud Shirt Day, raising over \$120,000 to support children with hearing loss. Dressed in their most vibrant shirts, organisations, individuals, schools and clubs came together to make this year's event a tremendous success. Once again, Shelford Constructions led the way as the top fundraiser.



ToyBox Australia founder, Sophia Barbagallo, met with families whose children attend our Talkabout 2 Therapy Playgroup. Thanks to ToyBox's fee relief support, these families can access this specialised speech and language program.



Alumni, families and staff gathered for an evening to celebrate the launch of the 'Hear, Here!' book, recognising over 50 years of TSH.



# 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:

Cantle Moore, R., & Kishida, Y. (2024). Tracking infant vocal progress to speech using triangulated data: A bioecological perspective. Abstract invited for the submission of a full manuscript for a special issue of a peer review journal.

### CONFERENCE AND SEMINAR PRESENTATIONS:

Kaltenbrunn, I., Gray, C., Cantle Moore, R., & Kishida, Y. (2024, June). Trajectories and traffic-lights: Infant auditory-vocal progress. AG Bell Global LSL Virtual Symposium, Virtual.

Kishida, Y., & Kemp, C. (2024, May). 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.

Kishida, Y., Ward, R., Hatfield, M., Thio, J., W. L., & Leitão, S. (2024, May). 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.

### Knowledge Translation:

Applying the knowledge gained from the research we support back into our practice is essential for fostering evidence-informed culture and practice at TSH. Our staff participated in the following sessions offered by our past and ongoing research partners in 2024:

- » Dr Robin Cantle Moore, Macquarie University/ Next Sense - Profiling the auditory-vocal progress of infants who are developmentally at risk for speech.
- » Dr Sharon Klieve, University of Melbourne - Complex syntax use in children with hearing loss.
- » Associate Professor Roslyn Ward, Curtin University - Enabling early and accurate detection of speech impairment through a web-based assessment application.

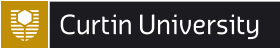
### Our Research:

TSH partners in research that will benefit people with speech, language and hearing needs. We took the lead, collaborated on and/or supported for the following research projects in 2024:

**Q Curtin University**  
Pathways to engaging in early intervention for children with speech language and communication needs. A sub-study of a larger enquiry, Finding the way to services: Families use of advice and publicly available information in navigating access to early intervention services.



**Q 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.



**Q The Kids Research Institute Australia/The University of Western Australia**  
Circle of Security Parenting program, evaluation for children with communication impairments.



**Q Institute of Special Educators/Macquarie University**  
A systematic review of sensory integration therapy.



**Q Murdoch Children's Research Institute - ANCHOR: Australian National Child Hearing Health Outcomes Registry**



**Q Australian Council for Educational Research - Preschool Outcomes Measure**



### Celebrating Innovation:

TSH is proud to be a partner organisation in the award-winning SMAAT (Speech Movement and Acoustic Analysis Tracker) project, recipient of the 2024 Curtin Innovation Science and Engineering Prize. In close and ongoing collaboration with Curtin University's Associate Professor Roslyn Ward, the SMAAT project lead, TSH makes a vital contribution to participant recruitment, provision of real-time feedback during key stages of the software's development, and the translation of research findings into practice.

# 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 Galup (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.

### 2024 Outcomes

# \$446,740

Income from venue hire that contributed to supporting children and families

# 1201 55

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
- Wellness/yoga/fitness classes

### Feedback from event-holders:

"The quiet yet positive atmosphere was a real asset, as it uplifted everyone. The fresh air outside was also a highlight. People were able to enjoy the space comfortably, and it helped create a positive environment for the event."

"As a volunteer-run, not-for-profit organisation we are most grateful for the collaborative relationship we have built with TSH and look forward to it continuing to flourish in the future."

"The location and accessibility were great, particularly with the designated parking and ease of access for all attendees. It was convenient for everyone, including those with service animals, which ensured that all guests could participate fully."



# OUR MAJOR PARTNERS & SUPPORTERS

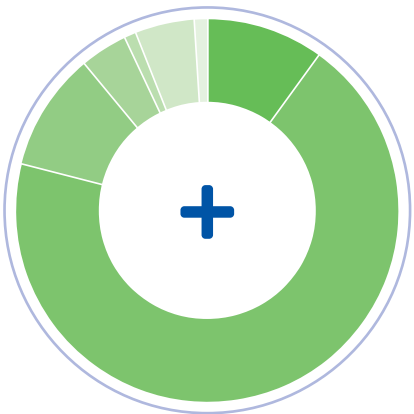
We would like to acknowledge and thank all individuals and organisations for their generosity and support in 2024, including those that prefer anonymity.

Although we aren't able to name every supporter 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>M</b> Macquarie University Marzo Family Mineral Resources Limited MED-EL
<b>B</b> Bang Digital Bendat Family Foundation	<b>N</b> Nova
<b>C</b> Catholic Education WA Channel 7 Telethon Trust Chevron Australia Child and Adolescent Health Service Cochlear Cockburn Integrated Health Curtin University	<b>O</b> Officeworks Osborne Park Office Fitout Professionals
<b>D</b> The Deafness Foundation Department of Education	<b>P</b> Perth Airport Perth Support
<b>F</b> Function Concepts	<b>R</b> Rural Health West
<b>G</b> Gateway Printing Grange Insurance Solutions	<b>S</b> Scotch College Junior School Seven West Media Shelford Constructions Stan Perron Charitable Foundation State Government of Western Australia
<b>H</b> Hearing Research & Support Foundation Inc. Harcourts Mandurah	<b>T</b> Tomasi Family ToyBox Australia Techplus Live
<b>J</b> John Wollaston Anglican Community School	<b>W</b> WA Country Health Service The West Australian Wesfarmers
<b>K</b> K7 Cleaning Services	
<b>L</b> LD Total Lotterywest	

# FINANCIAL REPORT

## 2024 OPERATING INCOME

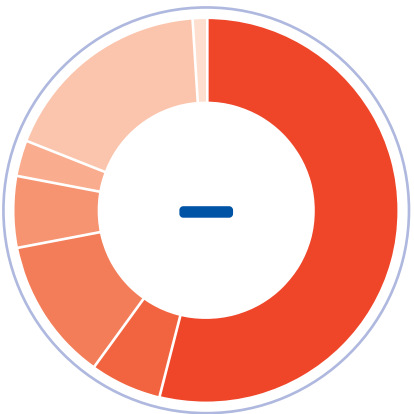


Fees*	10%
Grants	69%
Medical Income	10%
Fundraising Events & Donations	4%
Interest	1%
Venue Hire and Rental Income	5%
Other	1%

OPERATING INCOME	2023	2024
Fees*	\$ 1,680,919	\$ 1,677,547
Grants	\$ 9,315,466	\$ 11,904,112
Medical Income	\$ 1,473,117	\$ 1,826,127
Fundraising Events & Donations	\$ 678,339	\$ 684,255
Interest & Dividends	\$ 96,604	\$ 208,123
Venue Hire and Rental Income	\$ 734,171	\$ 815,685
Other	\$ 74,368	\$ 165,888
<b>TOTAL</b>	<b>\$ 14,052,985</b>	<b>\$ 17,281,737</b>

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

## 2024 OPERATING EXPENSES



Schools	54%
Early Intervention	6%
Ear Health, Audiology & Speech	12%
Private Clinics	5%
Marketing	3%
Administration	19%
Property Costs & Venue Hire	1%

OPERATING EXPENSES	2023	2024
Schools	\$ 7,339,528	\$ 9,128,205
Early Intervention	\$ 917,825	\$ 998,903
Ear Health, Audiology & Speech	\$ 1,748,172	\$ 2,012,195
Private Clinics	\$ 859,596	\$ 938,909
Marketing	\$ 579,975	\$ 572,773
Administration	\$ 2,672,144	\$ 3,180,194
Property Costs & Venue Hire	\$ 190,058	\$ 175,469
<b>TOTAL</b>	<b>\$ 14,307,298</b>	<b>\$ 17,006,648</b>

- » 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 the ACNC website <https://www.acnc.gov.au/>



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Australia

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 2024, 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 2024 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.

Responsibilities of responsible entities for the Financial Report

The responsible entities 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.

BDO Audit Pty Ltd ABN 33 134 022 870 is a member of a national association of independent entities which are all members of A.C.N. 050 110 275 Ltd ABN 77 050 110 275, an Australian company limited by guarantee. BDO Audit Pty Ltd and A.C.N. 050 110 275 Ltd are members of BDO International Ltd, a UK company limited by guarantee, and form part of the international BDO network of independent member firms. Liability limited by a scheme approved under Professional Standards Legislation



The responsible entities' responsibility also includes such internal control as the responsible entities 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 responsible entities 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](http://www.auasb.gov.au/auditors_responsibilities/ar4.pdf)

This description forms part of our auditor's report.

BDO Audit Pty Ltd

BDO  
J Prue

Jarrad Prue

Director

Perth, 3 April 2025



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🖱️ **tsh.org.au**

*Or call*

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**TSH.ORG.AU**



**THANK YOU**  
*for your*  
**SUPPORT!**