



TEACH, SPEAK, HEAR



STRATEGIC PLAN 2026-2030



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 and seeks their wisdom in our work to improve health and developmental outcomes for all children.



TSH 2026-2030 Strategic Plan

Hear. Speak. Thrive.

The early years matter. They shape a child's whole life and having the right support at the right time can change their path.

At Teach, Speak, Hear (TSH), we believe every child deserves the opportunity to be heard, to communicate with confidence, and to take part fully in their world. Every day our teams empower children to be heard. They provide practical support to families and they bring specialist integrated education and therapy together in ways that make getting help feel simpler and lighter for families.

Our purpose - *In partnership with families, we empower children to hear, communicate, connect, and learn, leading to stronger communities* - guides every decision we make.

We envision communities where children with hearing, speech, or language challenges receive early, holistic, and consistent support so they can communicate, learn and thrive.

Our **2026-2030 Strategic Plan, Hear. Speak. Thrive.** sets out how we will move closer to this vision. It explains how we will meet children earlier, stand alongside their families and caregivers, and keep improving the way we support, teach and advocate.

Over the next five years, we will work as one TSH to:

- Reach more families, earlier.
- Make access to support simpler and more connected.
- Strengthen support for children across developmental stages.
- Invest in our staff so they feel valued, supported and able to do their best work.
- Work closely with partners who share our commitment to children and families.
- Show the real impact of our integrated education and therapy model.

Hear. Speak. Thrive. describes both who we are now and where we are heading - towards a future where support is easier to find, pathways are clearer and children receive the right care at the right time, close to where they live, learn and play.

Over the next five years, we will focus on what matters most to families: early support, clearer pathways and more flexible ways of connecting with our services.

Thank you for the trust you place in TSH, and I invite you to read our 2026-2030 Strategic Plan and to stay in conversation with us about how we can best support children to communicate, connect and thrive in the world.

Dr Carole Steketee
Chief Executive Officer



Our Vision

HEAR. SPEAK. THRIVE.

We envision communities where children with hearing, speech, or language challenges receive early, holistic, and consistent support so they can communicate, learn and thrive.

OUR SIX STRATEGIC PILLARS

Programs

We will deliver excellent, integrated education and therapy programs that reflect best practice and truly meet children's needs by:

- Strengthening our early intervention programs and building support for children across the school years.
- Improving equitable access to our programs through flexible models, community locations and online options.
- Ensuring every program has the right mix of services to achieve its intended outcomes.
- Aligning programs with NDIS and Thriving Kids to enhance outcomes for families.



Pathways

We will create simple, clear and supportive pathways into and through our services by:

- Designing easy-to-follow, age-based pathways that prioritise early intervention while also providing ongoing supports across developmental stages.
- Creating an accessible 'front door' that eases the navigation of our services for families regardless of the complexity of their circumstances.
- Strengthening referral pathways from gps, families and other providers.
- Co-designing culturally safe pathways with Aboriginal and CALD communities.

Profile

We will strengthen TSH's reputation as a trusted centre of excellence by:

- Demonstrating the impact of our work through evaluation and research.
- Increasing awareness of our integrated model and the difference it makes.
- Using client stories and feedback to communicate our impact.
- Elevating our visibility through purposeful partnerships.



People

We will be an employer of choice with a thriving, inclusive culture where staff feel valued, supported and connected by:

- Retaining and uplifting our people, while attracting others who are inspired by our purpose.
- Strengthening interprofessional teamwork across all areas to work as 'one TSH'.
- Growing capability and leadership at every level.
- Fostering a workplace culture where staff wellbeing fuels energy, drive and impact.



Partnerships

We will forge partnerships that amplify our impact, support long-term sustainability and elevate our advocacy by:

- Working across sectors with partners who share our commitment to children's communication, development and wellbeing, to advocate and build sustainable pathways forward.
- Collaborating with a broad range of organisations to create better connected services for children and families.
- Strengthening sector capability by sharing our expertise through high-quality professional learning.
- Partnering with Aboriginal and CALD communities to deliver programs they define and trust.

Philanthropy

We will grow values-aligned fundraising that strengthens our impact and financial sustainability by:

- Building diverse philanthropic income streams and growing our legacy giving program.
- Deepening donor relationships through clear communication and meaningful recognition.
- Strengthening internal fundraising capability and governance.





A life changing journey.



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