

Integrated Service Framework

Ngala's Integrated Service Framework is an ecological approach to the organisation's services and activities and has three key elements: Child in Society, Child in Community and Child in Family. The Framework also recognises the breadth of work undertaken by Ngala across all of our programs, the locations from which the organisation works, partnerships that strengthen and facilitate Ngala's programs and activities and principles that underlie the work that we do.



Programs

- Helpline
- Parenting Education
- Overnight Service
- Professional Education
- Early Learning and Development
- Therapeutic Group Programs
- Prison Parenting Programs
- Indigenous Parenting & Children's Programs
- Hey Dad WA
- Research Activities
- Community Development Projects

Places

Metropolitan Hubs

- Merriwa
- Banksia Grove
- Mirrabooka
- Noranda
- Midland
- Kensington
- Kwinana
- Rockingham
- Middle Swan

Regional Hubs

- Pilbara

Virtual

- Website, Email, video conferencing

Partners

Government

- Department for Child Protection
- Department for Communities
- Department for Education
- Employment and Workplace Relations
- Department of Health
- Commonwealth Department of Health and Ageing
- FoHCSIA
- Department of Corrective Services
- LotteryWest

Business

- Woodside
- BHOS Australia
- Viva Photography
- Plus other Sponsors

Community

- Numerous community organisation

Education

- ECU, Curtin, UWA, Murdoch, TAFE WA, Notre Dame

Principles

- Accessibility
- Seamless Transitions
- Diversity is our strength
- Robust and Flexible
- Creative and Innovative
- Valuing Active Listening
- Commitment to a common understanding
- Working in Partnership
- Cultural context
- Prevention and early intervention focus
- Interdisciplinary staff
- Working in partnership with indigenous families and communities

Ngala

Parenting with Confidence

Integrated Service Framework

Ngala's Integrated Service Framework encompasses Ngala's services and activities across:

Universal Services– services that are aimed at the general population such as the Ngala Helpline, Parenting and Professional Education Workshops and early years resources;

Targeted Services- geographically or culturally targeted such as Ngala's Parenting and Play Time at Merriwa, Noranda, Mirrabooka, Kwinana and Rockingham and Ngala's Indigenous Parenting and Children's Service; and

Specialised/ Intensive Services- where an intensive response for parents with young children is required by an interdisciplinary staff team. This includes Ngala's' Day Stay and Overnight Stay Services and the Parenting Advice and Support Service at Bandyup Women's Prison.

Thus Ngala's Integrated Service Framework brings together the diversity of the organisation's work in promoting Parenting With Confidence for parents with babies and young children across Western Australia.