

Service Delivery Model



The Ngala service model and structure offers a unique and complementary service to existing services available to children and families and the communities of Western Australia . Ngala’s blend of services underpinned by a range of theoretical evidence which focus on the early years of life, health promotion and strength-based approaches, and other early parenting and early childhood frameworks, enhances the health and well-being of families with young children. These services are provided for individuals, groups and large populations and use universal and targeted strategies within the scope of care.

There is a concerted effort to provide Ngala services geographically throughout Western Australia. For example, community and parental developmental workshops have been run in rural areas such as the South West, the Wheatbelt, Pilbara and Kimberley, to name but a few. The child, family and community are central to Ngala’s Service Delivery Model. The above visual representation emphasises three aspects which are: Service and People development; the services or program areas and the geographic delivery of services. These are underpinned by the Corporate Services team which provides general operations and administrative support, human resources and financial support, quality and business development services. The “One Ngala” approach emphasizes organisational leadership, clinical and corporate governance and integrates our strategic directions as well as our way of work.

Ngala adopts a reflective approach and focuses on effective communication, decision making and planning processes and commitment to fostering innovation and staff development.

Principles for Service Delivery

The following principles for service delivery were developed by the Service Management Team to reflect Ngala's strategic focus and way of work. The principles underpin the delivery of Ngala's programs and activities as well as the commitment to strength-based work.

The key principles are:

1. Accessibility

The services are usable by as many people as possible and the degree of ease with which it is possible for this to occur.

2. Seamless Transitions

Clients are able to take up Ngala services with ease, as well as transfer internally to other programs and be referred externally. There is a flow in the provision of services and choices for clients. Across services there is a consistent way of working and information flow by staff.

3. Diversity is our strength

The differences that exist between colleagues and how we co-exist within the differences, is strength.

4. Robust and Flexible

Strong, energetic and able to adapt. Ngala adopts a reflective approach and focuses on effective communication, decision making and planning processes that enable flexibility and robustness across a multidisciplinary staff team and a range of services and interventions.

5. Creative and Innovative

The ability and openness to think/do differently, listen and learn from others, and commit to a continuous quality improvement approach.

6. Valuing active listening

Active listening involves all aspects of communication. It is respectful communication which engages in listening and responding without bias/ judgment/ assumption, therefore improving understanding.

7. Commitment to a common understanding.

Active listening and the willingness to negotiate what is common and different and that will lead to a common understanding.

8. Working in partnership.

Solutions to the complex issues impacting on children and families affecting children lie beyond the capacity of any one organisation working alone. Ngala works with and through individuals, organisations and communities to achieve sustainable solutions.

9. Cultural context.

Recognition of beliefs, practices and circumstances relevant to every family and community context.

10. Prevention and early intervention focus.

Prevention delivers improved health and wellbeing to individuals, and social and economic benefits to the community. Effective prevention requires "a voice for change" and a strong theoretical framework; a sound evidence base; and effective design, implementation and evaluation.

11. Interdisciplinary staff.

Different disciplines (diversity of different skills, knowledge and training) enable solutions for the complex factors affecting families and children and create innovative thinking and development of services and activities.

12. Working in partnership with Indigenous families and communities.

Ngala along with other stakeholder partners are committed to 'closing the gap' for Indigenous children and families by finding 'things that work' – activities and programs that make a difference. This includes cooperative approaches, community involvement, good governance and adequate funding support.