



ngala.

Raising happiness



ANNUAL REVIEW
2019 - 2020

*We believe that every child
deserves the opportunity to be
their best, and that raising
children should be a joyful
and rewarding experience.*





CONTENTS

CHAIRPERSON MESSAGE.....	5
CEO'S MESSAGE.....	6
BRAND STORY	8
HIGHLIGHTS OF 2019 - 2020.....	10
SPECIAL COVID-19 REPORT	14
130 YEARS OF NGALA	16
OUR RECONCILIATION ACTION PLAN.....	20
NGALA EARLY CHILDHOOD SUMMIT IN THE MIDWEST	20
ELAINE BENNETT RETIREMENT	21
NGALA THROUGH THE GENERATIONS	22
DATA SNAPSHOT	24
FINANCIALS	26
BOARD OF DIRECTORS.....	27
FUNDERS, SPONSORS AND RESEARCH PARTNERS	28



YOU'VE BEEN EXPECTING ME





CHAIRPERSON MESSAGE



Jen Dunlop
Chairperson

As I enter my third year as Chair of Ngala I continue to feel humbled by the outstanding work of this 130 year old organisation. 2020 has been an extraordinary year and has served as an important reminder of the importance of a supportive community to the health and wellbeing of our social fabric. Somewhat unexpectedly, the isolation imposed by the Covid-19 pandemic showed us all that, as human beings, we will continue to connect and support each other and find new and innovative ways to maintain that connection and support. Staff creatively dressed up in playtime costumes of children's favourite entertainers and delivered activity packs to families in our community is just one example of this. The way our teams were able to rapidly adapt to delivering services by video conferencing platforms was another.

The Board, along with our staff and senior leaders, have played a critical role in managing our day-to-day activities and maintaining services wherever possible. Our frontline staff have been able to maintain close contact with families, making sure they are safe and confident as parents and carers during lockdown, and as they emerge to create their 'new normal' lives.

The Board has been focussed not just on getting through the pandemic but on internalising past and present pandemic learnings. We continue to pivot as required to ensure we are well positioned to maintain our commitment to the changing needs of families and communities, to meet the challenges of raising children and young people.

Current research suggests that by this time next year, one in seven Australian charities will be at risk of becoming unviable with up to 44% making an operating loss. Ngala, like many other charities, has experienced cancellation of fundraising events contributing to a loss of overall fundraising income which is expected to fall across the sector by a hefty 12% in 2021.

Despite these sobering numbers, our mid-year strategy review session, instilled confidence that we are on track to achieve our intended pre-Covid-19 strategic initiatives. However, we enter this period of recovery with continued vigilance and our leadership team continues to plan for various scenarios should a second lockdown or similar situation arise.

Ngala is in a strong position continuing to grow as a resilient and sustainable organisation enabling us to expand our footprint to support an increasing number of Western Australian families.

I would like to take this opportunity to thank all of our staff and senior leaders for their role in shaping the Ngala we have seen this year. In particular, our incredibly dedicated CEO, Fiona Beermier, who demonstrated outstanding leadership during the initial crisis and is now guiding our operations through the recovery stage to our new normal.

I also acknowledge the outstanding contribution of former Board member and Chair of Finance, David Izzard, who retired in January this year after almost seven years of service. I also acknowledge the valuable contribution of retiring board members Prue Hawkins, Greg Milner and Lucy Reynolds and welcome Alice O'Donnell, Jane Erickson, Chad Stewart and Telma Southgate.

In closing, I would like to recognise the support I have been given in my role as Chairperson from the broader community and say a huge thank you to our growing Ngala family.

Jen Dunlop

CEO'S MESSAGE



Fiona Beermier
Chief Executive Officer &
Company Secretary

As Western Australia's oldest Community Service Organisation, Ngala has consistently led the way in early child development and support for Western Australian parents and families, for 130 years.

While reflecting on this long history, it is important to remember that we have lived through two Pandemics, the Spanish flu back in 1918 and now COVID- 19. It is without a doubt that we understand the importance of being agile and responsive in these changing environments and circumstances.

Life is different, and it will be different, but what does not change is the need to be at the forefront of innovation and research, to share in the responsibility to help change the trajectory of children's lives. At the height of the Covid-19 lockdown we continued to support the families and community who needed us most through a variety of means for what worked best for the parents and children.

This year, we took bold strides to address not just the future sustainability of Ngala but more importantly, to ensure we remain relevant for our community and families. Earlier this year, we were very pleased to renegotiate a new contract with HBF for our Residential Parenting Services. HBF is one of the leading Health Insurers in WA and the new contract, ensures ongoing support for new parents to continue to have greater access to our cornerstone service, which provides critical early intervention support.

Our Why Statement continues to be the lens that we look through when we make all decisions, affecting Ngala. It was through this lens, we identified that we could do better for our future by being strong, innovative, agile and purposeful.

With this in mind, the organisation has recently gone through an Operating Model Review. The new model aligns with our five-year Strategic Plan and our four Key Result Areas, to strengthen service delivery, impact, and operational flow. Our new structure supports our strategic targets for Ngala to be the go-to organisation; to be an

employer of choice; to maintain our sustainability; and to be underpinned by data and research.

The establishment of a Strategy and Impact team will help to integrate service development and practice, having clearer accountability and ownership; working in partnership with greater alignment across support functions for frontline staff and managers; and greater staff satisfaction and performance. Through some of these changes, we are striving for increased customer satisfaction; a strong culture of performance and continuous improvement; and consistent, high quality, innovative services with increased impact.

As we look towards the future, we embrace it by continuing to work and develop the incredible opportunity of a world-class Child Development Precinct primarily focussed on the first 2000 days of a child's life.

The Child Development Precinct will utilise physical, face-to-face, community, digital, telecommunication and notification channels for service delivery, which will not be constrained by buildings and boundaries.



Ngala will amplify three of our highly successful cornerstone services.

- Intensive Early Parenting/Family service,
- Digitally Enabled Parenting support services and
- Early Learning and Development Services.

In addition, we will establish a cutting edge integrated research platform to help improve outcomes for children and change the trajectory of children's lives. We believe this Child Development Precinct is unique to Australia and has the potential to have an impact beyond the borders of WA.

The future for Ngala is an exciting one. While there is much to be done, the foundations we are laying ensure longevity to continue the services we provide our West Australian community and staying true to our mission by keeping the child at the centre of everything that we do.

I would like to thank the incredible team that I work with, who have continuously gone the extra mile, have stretched their resources including

personal boundaries to help successfully guide the organisation through this unprecedented year.

At the start of 2020, we had no idea just how much we would need to lean in to each other and at times lean on each other. The sum of the parts is much greater than any individual.

Through this year as well, the Friends of Ngala have worked tirelessly to fundraise and support Ngala despite the immense restrictions they faced. I would like to thank them for their fundraising contributions, especially towards the upgrade of the hospital play area.

I would also like to thank the Board under the leadership of Jen Dunlop for their confidence and trust in me to continue to lead the organisation and for the exceptional support and encouragement during this past year.

Fiona Beermier

NGALA'S NEW BRAND

IN THE PUBLIC EYE

In the second half of 2019, Ngala launched its brand refresh and tagline to the public. It has been a year where the new brand, logo and tagline of *Raising happiness* has been spread far and wide through programs and services. All Ngala service delivery centres and locations, received the fresh new look and feel; digital channels took on a complete relaunch and the Ngala website was rebuilt to highlight better navigation and easier access to information and resources. Ngala's collateral range of flyers, brochures, booklets, magnets, merchandise and more were given a stronger contemporary feel using authentic imagery with a West Australian context.



New branding - Ngala Kensington signage

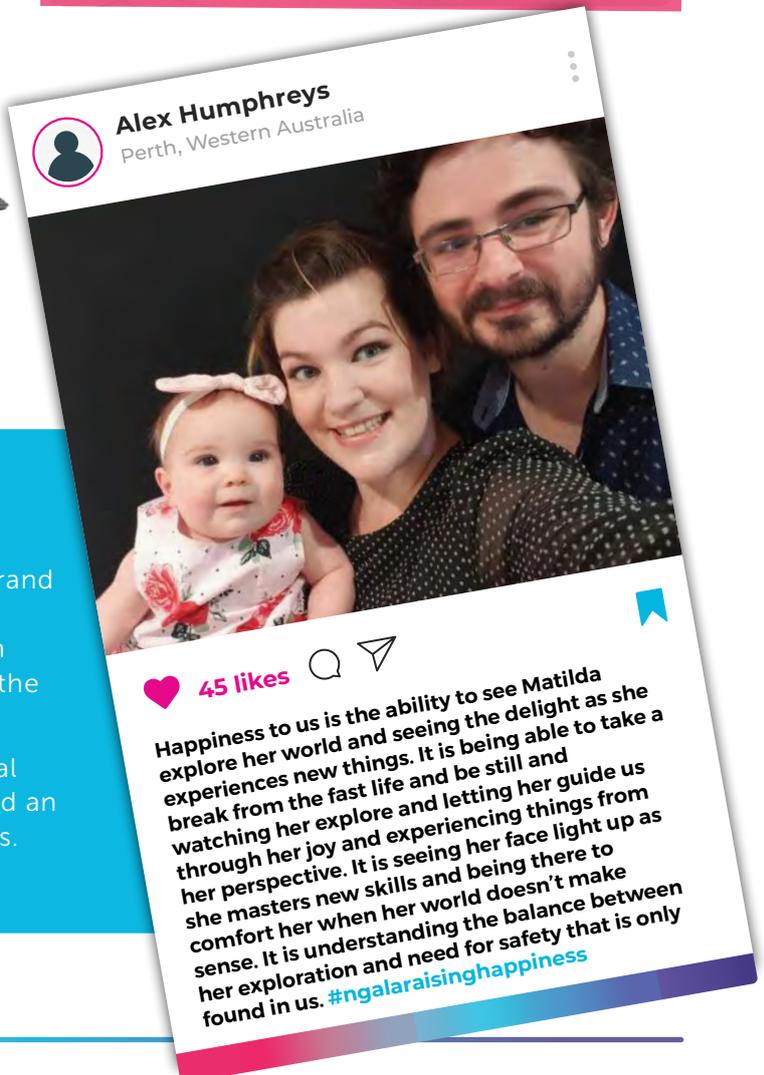


New branding - Ngala Geraldton signage



In March 2020, an online digital campaign was launched to supplement and spread the Ngala brand message of *Raising happiness*. West Australian parents were invited to share with Ngala through images, interviews, selfies, wefies and quotes in the theme of **What Does Happiness Mean To You?**

The campaign was shared through Ngala's official digital channels and it garnered great interest and an increased following to the Ngala Facebook pages.





HERE TO *help*

“ Parents and Learning has been such a wonderful program for Kindilink and our families. Such easy access to quality books, age appropriate and fun activities provided by the lovely PaL ladies. It is such a gift to Geraldton families.

- Parent from Parents and Learning (PaL)

I cannot thank you enough for the unbelievable service you provide in such a supportive and compassionate environment. I felt like a failure for needing more help, and I was really at the end of my tether. The service you provide is outstanding, and I was blown away by the level of support and kindness.

- Parent - Early Learning and Development Service

Taking a Remote School Attendance Strategy staff member on home visits leads to better outcomes, as it literally helps 'open the door'. Our collective efforts are making a difference and I believe there is a growing understanding in Carnarvon that when it comes to school attendance, every day matters.

- School Principal - Carnarvon

“ The staff at Ngala made me realise that I was doing the best job I possibly could and that my son was where he should be developmentally. The advice given has already made a huge impact on his sleep patterns and overall happiness when he is awake. I just wished I had come sooner.

- Parent - Day Stay



I couldn't recommend Ngala enough. As a first time mum to twins I was very sleep deprived and exhausted when I arrived at Ngala. Not only did they help my babies learn to self settle and start to link their sleep cycles but I walked away as a more confident and assured parent. Special thanks to the staff who worked with us... you are life savers.

- Jessica G. - Parent, Overnight Stay

HIGHLIGHTS

ELDS PERTH AIRPORT NEW PLAY AREA DONATED BY ASCOT ROTARY

Thanks to the Ascot Rotary Club, Ngala's Early Learning and Development Service located in the Perth Airport precinct received an upgrade to their play area. The entire rear outside play area was levelled, and upgraded to a new grass installation. As part of the play philosophy across all Ngala Early Learning and Development Services, the new upgrade provides the children with a wonderful play area where they can learn and grow within a nature play environment.



NGALA FAMILY DAY CARE, SHARK BAY DEVELOPMENT

On 14 November 2019, Ngala received \$150,000 funding from the West Australian State Government's Regional Economic Development (RED) grants.

Together with the previously received grant of \$150,000 from Commonwealth Government's Community Child Care Funding, the collective funding received will go towards improving childcare in the Shire of Shark Bay.

Ngala has approval to provide Family Day Care Services in Denham and operates the Denham Family Day Care (FDC), which is in an in-venue operation at Hughes St, Denham, for children aged under five years. Since May 2010, Ngala has been working in partnership with the Shire of Shark Bay and have recently worked with the Shire on local programs, which support young children in the community.



The grants will contribute to the Ngala managed construction and development of a new multipurpose building to support the education and care for children aged 0 – 4 years and their families in Denham, Shark Bay.



CF@N 1000 MILESTONE

Regional child health service, Country Families @ Ngala achieved an incredible milestone, when its 1000th member joined their interactive closed Facebook group. Country Families @ Ngala is an online parenting support service that provides virtual workshops, early parenting groups, private parenting consultations and a community based closed Facebook group to parents of children living in regional, rural and remote Western Australia. This service is delivered in partnership with the WA Country Health Services.



GSB VIDEO

The Growing Strong Brains® video is a local resource for the local community, and was launched across Ngala’s digital channels and shared with partner agencies in 2019. Growing Strong Brains® is a Ngala developed education tool. The tool informs community members and families about the importance of early childhood development and increases their awareness of early brain development, preparation for school, how to support children’s health and wellbeing; and encourage connections to early learning opportunities and education and care providers in a culturally appropriate way.

The video produced was developed to promote the implementation of Growing Strong Brains® and Every Child, Every Day in the Carnarvon community that educates and empowers parents/families to grow strong, resilient and healthy children.

Carnarvon families, service providers and community member’s stories were captured through interviews and activities of ‘Growing Strong Brains® and the progressive steps towards working together for our children.

The video was provided to families and community members and other service providers who engage in Ngala’s Carnarvon programs or workshops; and will be shown at all future GSB® training with copies provided to GSB® local champions.



Watch the GSB 2019 video on the Ngala Online YouTube page here:

www.youtube.com/user/NgalaOnline



PATRONAGE AND AMBASSADORS

On Monday, 26 January 2019, members of Ngala's Board and staff were invited to Government House for a reception hosted by the Honourable Kim Beazley AC Governor of Western Australia and Ms Susie Annus.

The evening endorsed Ngala once more as a beneficiary of the Governor's patronage. Ngala looks forward to the ongoing commitment to support our growth and development of services for the West Australian community we engage with.

In June 2020, Ngala welcomed the introduction of four Ambassadors. The induction of Ngala's Ambassadors provides yet another opportunity to promote the engaging work of Ngala with our West Australian community.

Ngala's Ambassadors introduced in June 2020 were:



Professor
Fiona Wood



Doctor
Jackie
Scurlock



Professor
Donna Cross



Ms.
Kathleen
Heath

These four incredible women will work alongside Ngala as advocates, as we work to change the trajectory of child development in this state.

With their inimitable experience across the worlds of health care, paediatrics, justice and parenting, our Ambassadors will support Ngala as we advance into our next decade and beyond. We are exceedingly grateful for their commitment to Ngala and to the future of WA families.

Each Ambassador brings with them a remarkable body of work and achievement, but of most importance for Ngala is their passion and commitment to improving outcomes for Western Australia's children.



RSAS POOL PARTY

Annually, the Remote School Attendance Strategy (RSAS) team host a Back To School Beach Party and this year, it was held at Town Beach, which sits just along the fascine in Carnarvon. The warm weather and fun community atmosphere was enjoyed by all. 60 children along with their families and local community members attended this year.

The event is greatly supported by local community groups, which include Radio MAMA, Health Communication Resources, CMSAC, Carnarvon Shire, PCYC, Carnarvon Police and Western Australian Country Health Service. The RSAS is a program delivered by Ngala to Aboriginal people by Aboriginal staff members.

“The support from our RSAS team has enabled some of the families to become independent and has also helped them to get their kids to school regularly. With the support we've provided through attendance, improving their kids' attendance has gone from zero to 70%,” says Kay Mongoo, Team Leader of RSAS.





MYTIME ONLINE CONTINUES IN 2020

After a successful pilot program launch, MyTime Rural Remote evolved to MyTime Online in 2020. This inception of the MyTime program extended beyond families living remotely and also to families in the metro area as well.

The program has been greatly received by parents with children living with a disability, who needed this specific support. MyTime Online's objective is to use on-line technology to provide opportunities for parents of children with additional needs, who are socially isolated, to build positive social connections, and share experiences and strategies within a supportive network of parents facing similar challenges.

The program is targeted at families who are unable to attend traditional MyTime groups, either because they live remotely, or because their child's additional needs include immunity issues where there are too many risks involved in joining large physical groups; or due to other factors such as work commitments, carer commitments or transport barriers.

Parents and carers of children living with a disability, developmental delay or chronic medical conditions, can experience high

levels of stress, which can be compounded by social isolation. The quality and extent of an individual's social networks can affect their quality of life, life satisfaction, and mental and physical wellbeing.

For parents of children with complex needs the incidence of social isolation is often even more evident. Support for parents and carers who are socially isolated can increase their understanding, skills and knowledge around child development, enhance their social support networks, and promote optimal development and wellbeing for their children.

The program provides weekly on-line facilitated peer support group sessions, along with online guest speakers, workshops and a closed Facebook page to share live videos, posts information and resources on support for families living with children with additional needs.

QUOTES FROM PARENTS:

“ The MyTime group has been a lifeline for me throughout the diagnostic process for my son. I would have been lost without the support provided, the encouragement given, and the realisation that someone cared.”

“ I have learnt so much from the facilitator, other parents/carers, guest speakers, and topics discussed in the group. This has made me more confident throughout the diagnostic process, and NDIS application process.”

“ When I joined the MyTime group, we were beginning to suspect that my son had autism. I was lost and overwhelmed, and also grieving the potential loss of 'normality'. With the encouragement of the facilitator, guest speakers, and other parents/carers, I was able to begin to process the 'new normal', and face the diagnostic process. Every step of the way, we were checked in on, encouraged, supported, and given helpful information. I went into the assessments and the NDIS application process with much less fear, knowing I wasn't alone.”



An Australian Government Initiative



SPECIAL COVID-19 REPORT

The global pandemic of Covid-19 activated the importance for Ngala's programs and services to pivot to the quick yet alternative delivery of supports, which met the needs of parents, children, families and community in Western Australia.

During this period, Ngala's focus was to mitigate the risk and impact of COVID-19 and to maintain a strong duty of care for all customers who access services.

Covid-19 has effectively changed the face of parenting. It swept through the community, affected families financially, emotionally, and took away the freedom and routines that were previously the norm. All Ngala services and programs, across the State, made it a priority to partner and support parents to juggle the unknowns and more importantly, support children during this time.

Here are some of the impactful ways the Ngala teams reached out and continued to support West Australians during the pandemic lock down period in Western Australia:

EARLY PARENTING SESSIONS GO VIRTUAL

In response to COVID-19, Ngala negotiated with the Child and Adolescent Health Service to provide the Early Parenting Program and Early Parenting Group sessions via technology to the metropolitan area for three months until 30 June 2020.

From April to June, Ngala Child Health Nurses provided virtual sessions to support parents through various stages of their child's development.

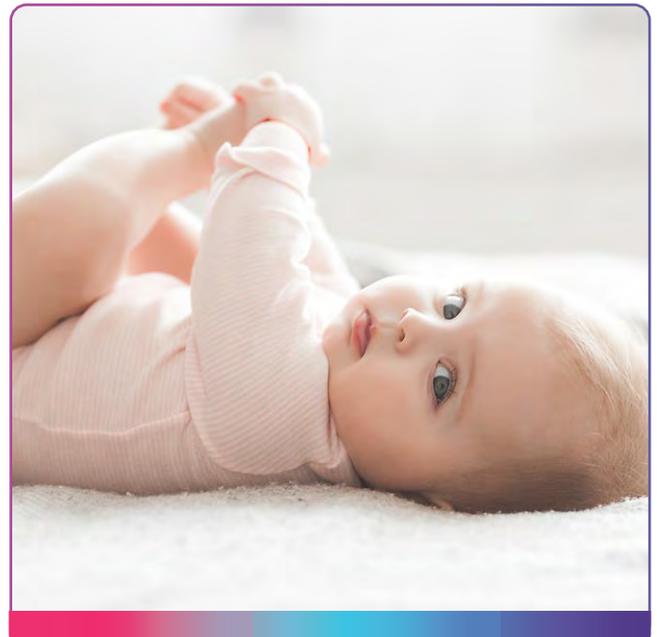
The State Government through the Child and Adolescent Health Service funded this virtual iteration of the Early Parenting Program. Ngala Child health nurses moderated different groups for parents to attend supporting them through various stages of their child's development from newborns to 6 months.

This included a 5-session series for newborns, Let's Sleep and a Solid Start session.



Ngala staff delivered almost 200 sessions with over 1000 attendees to the sessions!

This was an incredible effort from Ngala as well as all the parents who had to accommodate to the virtual delivery of the program. Feedback to date showed that the program provided quality and value to families at a time of immense stress.



On behalf of the Bassendean Parenting Group we would like to thank you so much for taking the time to run our online meetings.

You have managed to meaningfully connect us all in difficult circumstances and provided us with lots of practical and kind guidance with our very new babies... it has been greatly appreciated!"

Bassendean Group Quote



INNOVATIVE SERVICE DELIVERY

During the Covid-19 lockdown, the biggest obstacle Ngala faced from the onset was the ability to deliver services in the usual process to their customers. The lockdown and restrictions meant that it was nearly impossible to deliver face-to-face and group services. Ngala teams had to pivot to combine technology and the regular delivery of services via digital services.

Teams amplified the use of Ngala digital channels, which included the website, social media channels but with a unique twist of engagement through delivery! Teams across Ngala hosted online Teddy Bear Picnics and delivered picnic packs to all their families. Activity kits were developed and left at customer doorsteps and supported with a synchronised digital session.

At other service locations, literacy and numeracy packs were set up and distributed at drive-thru so that parents could grab a bag while remaining in their car.



HAPPY HANDS – A SING-A-LONG PRODUCTION BY THE NMNK TEAM



In collaboration with Wadjuk Elder Sandra Harben, Ngala's Ngalang Moort Ngalang Kurlangah (NMNK) Team created the Happy Hands song lyrics and concept. The song was created to remind our Kurlangah's (children) to wash their hands so together we can keep ourselves, our families, our Elders and the Aboriginal culture strong and healthy.

Djerpin Marr was filmed at Success Hill Reserve in Bassendean. This particular location is known as a culturally significant area for local Wadjuk people with many of their Great Grand Parents born there.

The video was shared across Ngala online channels as well as to partner agencies. Over the course of four weeks after its launch, the video received 651 views.

STORY TIME WITH NGALA

This series was created to provide a fun yet educational support to parents and children who were in lockdown at home during Covid-19 restrictions. The stories were released in collaboration with Ngala's three Early Learning Development Services to provide engagement and brand value awareness to current and prospective families. **Story Time With Ngala showcased the interaction, value, engagement, early learning and warmth Ngala's ELDS provides to the West Australian families.** This campaign is ongoing and can be viewed on YouTube as well as on Ngala's social media pages.



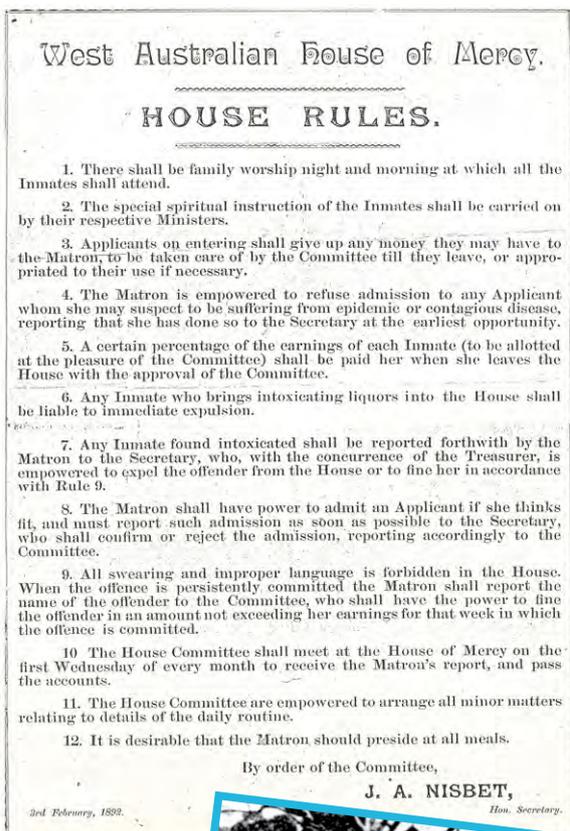
130 YEARS OF NGALA

OUR HISTORY

Over the past 130 years, Ngala has adapted and thrived through significant social, political and cultural change. Our history is a rich tapestry of thousands of stories. This is a mere taste – hopefully it whets your appetite for more to come.

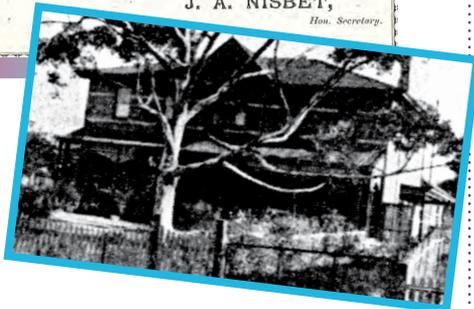
1890

Ngala's beginnings stretch back to September 1890. A group of Perth women of high social standing established a safe haven for unmarried pregnant girls. Named the **House of Mercy**, it was the **first refuge of its kind in the young colony of Western Australia**. The girls, referred to as inmates, had to abide by strict house rules (see below) under the watchful eye of the matron and were required to remain for six months after their baby's birth.



1901

At the end of 1901, the House of Mercy moved into a purpose-built home at **55 Lincoln Street, Highgate Hill**.



Matron E. Ferguson with her assistant Miss J. G. Knight and some of their small charges at the Alexandra Home.

1916

15 years later, the House of Mercy was **renamed The Alexandra Home for Women**. The Alexandra Home relied on laundry income, public donations, fees from the mothers' Maternity Allowance and government subsidies to meet its significant running costs.

1949

Long-standing Alexandra Home Committee member **Edith Cowan suggested expanding the Home's work** in the 1920s. She imagined a **'depot'** to care for babies while their mothers were out at work. Over twenty years later, the concept morphed into the establishment of a mothercraft school. Opening in 1949, **The Alexandra Home for Mothers and Babies and Mothercraft Training School** was the first to offer mothercraft training in WA, based on infant welfare principles. Extensions to the Alexandra Home included onsite accommodation for the student nurses, who worked as employees over the 15-month course.



The expanded nursery catered for up to 40 'live-in' babies and toddlers, providing the students with opportunities for practical experience.

1955

In 1955, the Child Welfare Department proposed the Home could offer an alternative to the State Reception Centre for young children in temporary or long-term State care.



The Home could accommodate and care for babies and children up to three years of age.

At about the same time, the Public Health Department suggested that the Home offer 'Infant Health Certificate' training - a post-graduate course for nurses who already held general and midwifery certificates. The Committee declared that to do both would require significant expansion and, therefore, new premises.



1959

After much discussion, the State Government gifted a large block of land at **1 Jarrah Road, South Perth**. **The Ngala-a Mothercraft Home and Training Centre Inc.** opened in August 1959. The name was chosen from a book from the Parliament House library – A Vocabulary of the Dialects of South Western Australia, published in 1840. **The book lists the meaning of ngal-a as: 'We two, the dual between parents and children'.**

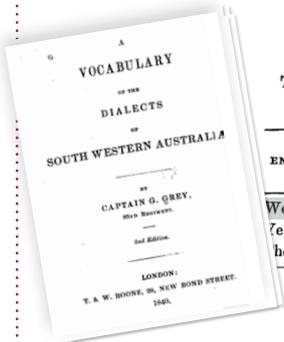


TABLE shewing the usage of the nominative cases of the dual personal pronouns.

ENGLISH.	W. AUSTRALIAN.		
	Brothers, sisters, or friends.	Parent and child, uncle and nephew &c.	Husband and wife, persons greatly attached.
We two	Ngala-lee	Ngala-a	Ngan-neetch
We two	New-bal	New-bal	New-bin
They two	Boo-la	Bool-a-la	Bool-lane

Ngala-a became more actively involved in arranging adoptions and foster care for State wards and the newborn babies of unmarried mothers. Infant/Child Health Certificate training was offered from 1961 until 1985, when it transferred to Western Australian Institute of Technology (now Curtin University).

Mothercraft Graduates in 1963.



Beryl Grant, Matron of Ngala-a 1959-1980.

Families in the 1980s.



Nurse and babies in the 1960s.



1971

In 1971, Ngala-a opened a **Day Care Centre** in Kensington with places for up to 50 children. This was in response to the need of single parents for affordable care during working hours. Initially staffed by mothercraft nurses, it was one of very few registered not-for-profit day nurseries in Perth at the time. **Ngala's Day Care Centre**, later known as **Bluebird Child Care Centre**, would go on to become a champion of the child-initiated approach.



Ngala Bluebird Child Care Centre.



25th birthday South Perth in 1984.

1989

The last group of mothercraft nurses to train in WA graduated in February 1989. Involvement in residential care of State wards and adoptions was discontinued around the same time. Ngala deeply regrets the trauma experienced by parents, and their children and families, through past adoption policies.



Ngala's new vision was to:

be a centre of excellence in providing support to parents with young children.

Ngal-a was **rebranded as Ngala Family Resource Centre** in 1989, embracing a more holistic, strengths-based approach.

1992

Around this time there was also a move from an all-female Committee of Management to a Board of Management (now Board of Directors). **The Ngal-a Committee of Management became the Ngala Association.** In 1992 the Association became known as the **Friends of Ngala.** This group of dedicated, passionate supporters have played a significant role in Ngala's survival, dating back to the very first committee formed in 1890.

Friends
of Ngala

Friends of
ngala.

1995

In March 1995, the current building in Kensington – next door to the old site – was opened. See below an aerial photo of the old Ngala buildings on the corner of Baron Hay Court (formerly Jarrah Road), with the newly built **Ngala Family Resource Centre** with the terracotta roof to the right (photo courtesy of the Department of Primary Industries and Regional Development).



Old Ngala buildings

New Ngala Family Resource Centre

The old Ngala building was demolished many years later and **Alexandra Village** was built on the land in 2007.



Old Ngala buildings demolished and Alexandra Village built

Ngala today

1990s - 2000s

During the 1990s, Ngala services began to extend across the metropolitan area, as the importance of social networks and community-based support were recognised.

Ngala moved into community outreach services, starting with Rockingham in 1990, and established an active parent education team.

Education workshops and activities expanded rapidly across the metropolitan area, and beyond this to regional, rural and remote communities.



The establishment of a service in Merriwa in 1999 saw Ngala embrace new ways of working, through a community development approach. New programs have continued to expand Ngala’s scope and reach in the two decades since. Ngala led the way in father inclusive practice and remains active in this field of practice and research.

Child care, now known as **Early Learning and Development Services**, also moved beyond Kensington to Perth Airport (2010) and Joondalup (2014).

2016

In August 2016, **Ngala and the Geraldton Regional Community Education Centre (GRCEC) merged**. GRCEC had opened its doors in Gregory Street, Geraldton in December 1975. The heritage listed limestone building, known as **Forrest Lodge**, was built in 1875. Ngala services and programs continue GRCEC’s work in supporting children, families and communities in the vast Midwest and Gascoyne regions with locations in Geraldton and Carnarvon.



Also in 2016, Ngala became a family day care provider.

Today

Today, Ngala operates across Western Australia, and continues to use the latest internal and external research and training, alongside community stories and experiences to develop and deliver services that meet the needs of today’s parents and children.



For 130 years, our services and way of working have evolved and adapted to meet the changing needs of families, communities and society. While our practices and programs have changed significantly, at its’ heart Ngala has always sustained the same intent – to offer support and guidance, when and where it is most needed.

The evolution of Ngala

1890 West Australian House of Mercy.

1916 ALEXANDRA HOME FOR WOMEN.

1949 The Alexandra Home for Mothers and Babies and Mothercraft Training School

1959 The Ngala-a Mothercraft Home and Training Centre Inc.

1989 FAMILY RESOURCE CENTRE

Ngala
 Building Confident Parents

2005 **Ngala**
 Parenting with Confidence

2019 **ngala.**
 Raising happiness



OUR RAP

2019 - 2021



Reconciliation takes time and requires systemic, individual and organisational commitment to change; strong and decisive leadership; and most importantly, support and guidance from Aboriginal and Torres Strait Islander Elders, leaders and community members.

In 2019 Ngala worked on and developed our Innovate RAP 2019-2021.

For Ngala, the spirit and the process of reconciliation is an important part of healing the past and fostering shared understanding. Building and strengthening relationships between Aboriginal and Torres Strait Islander people and other Australians will increase respect and understanding of Aboriginal and Torres Strait Islander histories, cultures and practices, and create opportunities to work in partnership with individuals, families and organisations.

In turn, this supports our vision of creating culturally safe and inclusive environments, services and resources that support families and communities in growing their children in healthy

ways. Ngala acknowledges that true reconciliation is a journey that cannot be achieved through a single policy or action. Ngala has a long-term commitment to the development of stronger connections between Aboriginal and Torres Strait Islander peoples, communities and organisations. This includes supporting Aboriginal and Torres Strait Islander people to more actively participate in leadership, decision making and governance structures from program and local levels, as employees and as part of local advisory groups, right through to Board level.

Our RAP Working Group, in partnership with an Aboriginal Action Advisory Group, will directly support the implementation of our RAP. Both groups will be strengthened with clear roles, responsibilities and commitments, with the full support of Ngala's Executive and Board providing both adequate resourcing and stronger accountability. Ngala is committed to ensuring that the RAP is embedded in all service and program locations and within teams.

NGALA EARLY CHILDHOOD SUMMIT IN THE MIDWEST

From 2-4 August, early childhood educators, teachers, families and professionals came together at the Midwest Early Years Summit held in Geraldton.



Delegates embarked on a journey of critical reflection, hands on learning and connection, with a choice of 20 sessions to engage with over the course of the Summit.

Held in the outdoor setting of the Ngala Midwest & Gascoyne gardens, with blue skies, the sun shining and the birds twittering in the trees, the delegates engaged in a relaxed environment that encouraged collaboration and creativity.

The Midwest Early Years Summit was supported by a dedicated sub-committee and fantastic volunteers which enabled the event to flow seamlessly.



A DYNAMIC CAREER

DR ELAINE BENNETT - 2006 to 2020

After 14 years of working at Ngala, Director Research, Elaine Bennett, bade Ngala farewell and retired from her professional role with the organisation. From 2006, Elaine has sat in various positions at Ngala - Director Services; Director Services, Education & Research; Director Services & Research; Director Strategy & Research; to Director Research, her most recent and last role.

Elaine began her career as a nurse 50 years ago and since then has worked in a variety of clinical management and strategic leadership roles. Her career has been entrenched in and around the betterment of the welfare of the community in which we live in. Elaine's career path has taken her across the length and breadth of Australia. Her profession has taken her to the remote Northwest of Western Australia where she worked in hospital management, and community health service. A complete contrast to the warmth of the West Australian northwest, Elaine also lived and worked in Tasmania for 18 years. There she navigated through positions where she managed services in the areas of child protection, family child and youth health services (including universal child health services, child development and parenting centres). Elaine has also had the privilege in leading major Statewide projects in community child health, nursing leadership and rural health.

When Elaine began her career path at Ngala, it was a \$5 million dollar organisation with a small team, and during her time with Ngala, it has grown exponentially.



The experience of working in a not-for-profit community organisation has been a wonderful and rewarding experience. The journey has been dynamic from the very beginning, when we wrote our first service delivery model," said Elaine.

Through the years, Elaine has contributed to the development of numerous research papers, which display her dedication to the future of early childhood development and the importance of a father inclusive practice.

Her published research papers include:

- The nursing history of Ngala since 1890: an early parenting organisation in Western Australia
- Growing Strong Brains®: - an interactive toolkit used in remote WA with Aboriginal families/communities, Women's Health Conference
- Enhancing access to parenting services using digital technology supported practices

Elaine's learned demeanour, professional esteem and always positive nature, has contributed to the growth of Ngala over the years and while the organisation will miss her, she has left an unforgettable mark.



Elaine and babies.



NGALA THROUGH THE GENERATIONS

A FAMILY STORY

It is not often a service has the opportunity to assist a single family spanning three generations, but Ngala has. For Malvina Limb and her daughters, it all began in 1979, when as a single mother, Malvina needed affordable and trusted childcare for both of her young daughters aged one and two.

Malvina needed to return to work and there was no local childcare which was affordable. Only Ngala's child care service in Kensington provided Malvina with not just a solution to care but also a subsidised rate, which she could afford.



"I had never left my girls before and I cried when I left them, but after two days they were so very happy to go that it gave me relief and confidence to leave them there," said Malvina. **"Ngala really did save my life, if not for Ngala I don't know what I would have done".**

Back then, Ngala's Mothercraft nurses worked in the service, looking after the children. "I remember the Mothercraft nurses braiding the girls' hair and the educators helped them read," said Malvina.

The Ngala Early Learning staff, not only cared for the young girls but also gave them the confidence in their reading, and increased the children's social abilities.



Both the young Limb girls, stayed at Ngala right through to kindergarten. A couple of decades later, as adults and with children of their own, the sisters have also accessed wider Ngala services.

"I have a few memories of playing at Ngala," says Jacqueline Limb. "The window they used to press their noses against while they said goodbye is still there!" added Malvina.

"I moved back to Perth, just after I had my first child and Ngala was on my speed dial! I was in my 30s not really young but totally unaware of what I needed to do as a parent," said Jacqueline.



"My top questions to the Parenting Line was mostly on sleep, nappy rash and did I do permanent damage from not whipping the nappy off soon enough," Jacqueline adds quite seriously.

Jacqueline adds, "I relied on Ngala's support immensely - not only did Ngala give me sound advice but comforted me and gave me the confidence to make decisions."

Jacqueline and her older sister Marie have accessed different services to suit the needs of their children.

"When I had my first child, Ngala was a lifesaver - my oldest Kate was a terrible sleeper but Ngala gave me really practical strategies which allowed us to trust ourselves," said Marie.

A few years after Kate and her second child Alex, Marie and her husband welcomed twins, Olivia and Liliana (Lily), into the world.



"We mostly used Ngala with my twins as one of them had a bit of a rocky start - it was really important for me to come here for my sanity. It was about building my own capacity and resources and to understand Olivia's cues. We always thought Olivia kept Lily up but watching through the observation cameras we saw Lily climbing out of the cot and waking Olivia up!" Marie said, as she shares of her experience at Ngala.

All three Limb women have always felt supported by Ngala and that sentiment is summed up by Marie as a parent, "Being a woman and also a psychologist I always have high expectations of myself but coming into Ngala there was no shame and Ngala has always been the source of guidance in our parenting journey."

Marie adds, "If things aren't going right Ngala is the constant metaphorical figure that has been multi-generational for us and hopefully they will be there for my children when they become parents."

Over the coming 12 months, we will be acknowledging our incredible 130 year milestone. Our friends at ABC Perth have helped us kick off the celebrations with this wonderful story about the Limb family, whose three generations have benefited from support and advice from Ngala.

Watch their story on the ABC Perth Facebook page here: www.facebook.com/watch/?v=329171531754534





Country Families @ Ngala



424

COUNTRY FAMILY HOME VISITS



528

NEW FOLLOWERS ON THE COUNTRY FAMILIES @ NGALA CLOSED FACEBOOK PAGE

1.2k MEMBERS

ON THE COUNTRY FAMILIES @ NGALA CLOSED FACEBOOK PAGE

SUPPORTED BY

HEALTHY COUNTRY KIDS



Total number of bed days parents and children stayed at Ngala's Residential Parenting Service

3,820

Total programs and services for children from 0 to 18 years

38

These include early learning and development centres, programs for Indigenous families, a parenting line and the Ngala Hospital in Kensington.



Parenting Line



12,724

COMPLETED CALLS 2019 - 2020



26.7 mins

AVERAGE CALL LENGTH

Total incoming calls from WA

13,608

FREE

support service for parents and caregivers of children aged 0 to 18 years who live in WA



Early Parenting Program delivery during Covid-19

i **602**
TOTAL SESSIONS

TOTAL ATTENDEES
1,231

📍 **77**
LOCATIONS

🏠 FROM 245 SUBURBS IN
PERTH AND PEEL REGION



9 ATTENDEES HAD TWINS

AVERAGE OF **4.9**
ATTENDEES PER SESSION

AVERAGE OF **4.9**
'CHILDREN IN FOCUS'
PER SESSION

53 MALES
ATTENDED THE SESSIONS
That's 4.5%
of total attendees

74% OF ATTENDEES
ATTENDED A MINIMUM
OF 3 EPG SESSIONS

WEBSITE & SOCIAL MEDIA STATS

117,362 USERS TO
THE WEBSITE

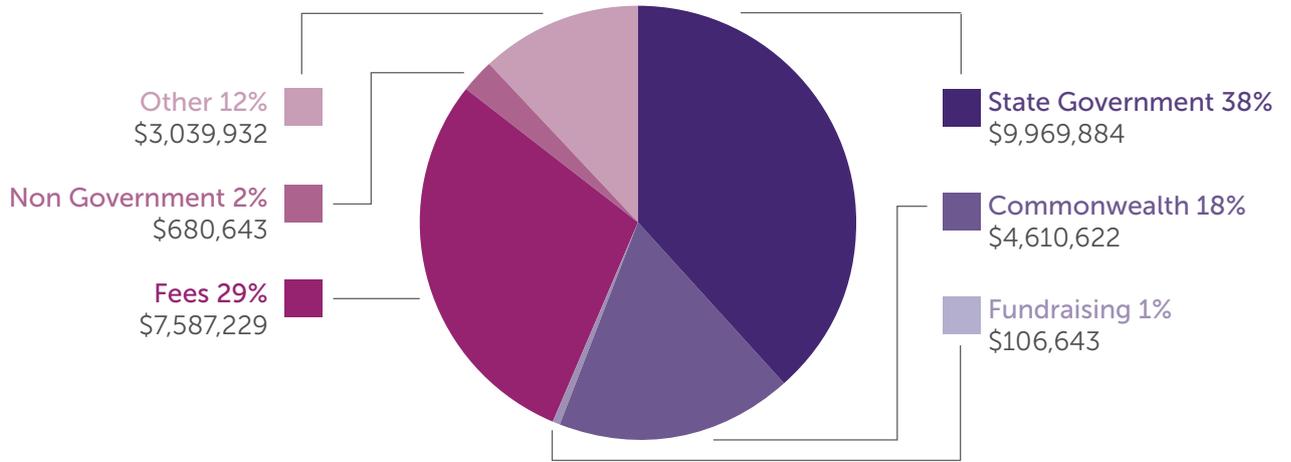
👍 **9,528** FACEBOOK LIKES

5 out of 5

"Caring and supportive staff at your side each step of the way to help you when you need it. Cannot recommend their service enough!" said Melissa Quinlivan.

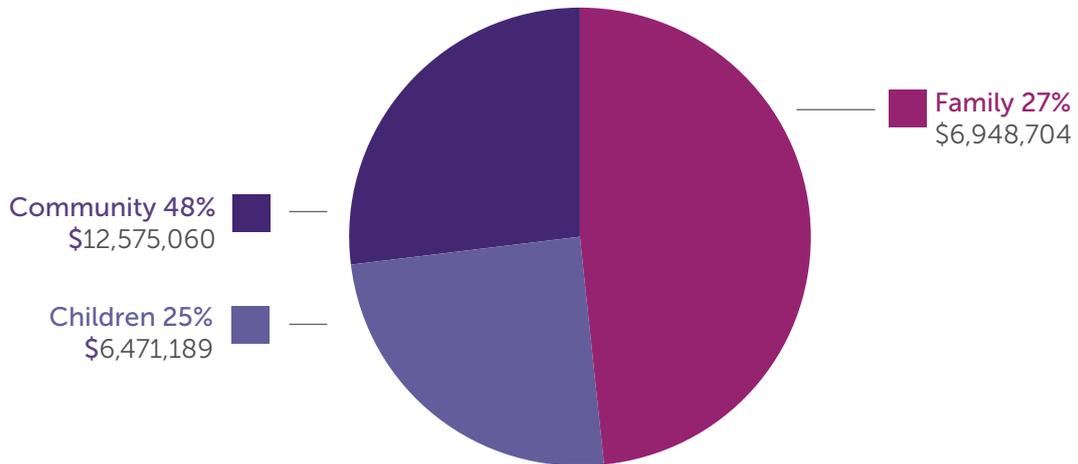
FINANCIALS

INCOME BY SOURCE



\$25,994,953
in total

INCOME BY ENTITY



\$25,994,953
in total



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- City of Swan

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- Department of Education
- Department of Prime Minister and Cabinet
- Department of Social Services

Government of Western Australia

- Child and Adolescent Health Service
- Department for Child Protection and Family Support
- Department of Communities
- Department of Corrective Services
- Department of Education WA
- Department of Health WA
- Lotterywest
- Mid West Development Commission
- WA Country Health Service

Membership Organisations

- Collier Pines Ladies Golf Club
- Swan Chamber of Commerce
- The Rotary Club of Ascot
- The Rotary Club of Como
- United Way WA
- WA Council of Social Services

Organisations

- Anglicare WA
- Bendigo Bank
- BHP
- Brotherhood of St Laurence
- BUPA
- Early Childhood Australia
- HBF
- Headspace
- Lake Karingup Country Club
- Live Nation Australasia Pty Ltd
- Medibank
- Missions Australia
- Navel Enterprises Pty Ltd
- Parenting Research Centre

- Parkerville Children and Youth Care
- Rio Tinto
- Spinifex Trust
- Strzelecki Holdings
- Telethon
- The Margaret River Chocolate Company
- The Smith Family
- United Way
- WA Primary Health Alliance

Research Partners

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- Edith Cowan University
- Murdoch University and Ngank Yira Research
- Social Change Alliance
- Social Research Network
- Telethon Kids Institute
- The University of Newcastle
- University of Western Australia
- Wanslea
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- COLAB
- McCusker Centre for Citizenship

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- Stan Perron Charitable Trust
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Thank you

Your local community helps to fund the services Ngala provides across the State. Through donations and gifts, Government funding, and generous support from community-minded businesses, *together*, they help Ngala achieve so much for all West Australian parents, children and families.

To support Ngala through donations or to find out more, please visit www.ngala.com.au

Early Learning and Development Service



Karrak - Service Delivery





Mullewa PaL Graduation



CRE Staff Photo



NAPPY Online Nurses and Doctors



Mullewa PaL Graduation





NGALA COMMUNITY SERVICES

ABN: 35 129 500 223

NGALA CHILDREN'S SERVICES

ABN: 31 129 500 205

NGALA FAMILY SERVICES

ABN: 12 129 500 125

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