



ANNUAL REVIEW
2020 - 2021

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





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CHAIRPERSON'S MESSAGE

As we enter our 14th decade, I am excited for what lies ahead for Ngala as we work together to ensure we maintain our commitment to the changing needs of families and communities. As an organisation, we are committed to meeting the challenges of raising children and young people.

Although the last twelve months have been unpredictable, we have remained committed to delivering on our strategic priorities supported by our belief that every child deserves the opportunity to be their best, and that raising children should be a joyful experience.



Our senior leadership team have continued to operate with thoughtful vigilance as we manage the ongoing impacts of the pandemic. Despite the escalation of the Delta outbreak in Australia, we have made significant progress across all strategic priorities, positioning our organisation to thrive in the new era that requires us to live with COVID-19.

This time last year, it was predicted that one in seven Australian charities would be at risk of becoming unviable, with up to 44% making an operating loss. Ngala, like many other charities, has experienced an operating loss in the last twelve months. Nevertheless, our focus on operational efficiency, and ensuring the sustainability of our existing activities without incurring major capital expenditure, has maintained our progress towards financial sustainability. The environment is expected to remain challenging in FY22.

In response, the board will remain committed to robust fiscal stewardship, to enable us to achieve our vision for the combination of research and service delivery, to ensure that all children have the best chance for a healthy life, no matter who they are or where they live.

I am proud that Ngala continues to be recognised as an employer of choice with 81% of our staff feeling valued and believing their work-

life balance is healthy. In addition, 84% of our staff believe Ngala values their health and wellbeing. These results are a testament to the tireless and dedicated work of our CEO, Fiona Beermier, who consistently demonstrates outstanding leadership. My personal thanks must go to our senior leadership team as well as our frontline and support staff for the role they play in creating a safe and satisfying place of employment for the broader Ngala family as well.

I also acknowledge the contribution of my fellow directors and subcommittee members and thank our retiring directors, Chad Stewart and Alice O'Donnell, for their invaluable contribution during their time on the board.

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
Chairperson

CEO'S MESSAGE



As an organisation, Ngala has always strived to meet the needs of the Western Australian community. I am proud that we continue to provide support to our families, parents and carers, and our community so that our children can thrive.

As I enter my fifth year as CEO of Ngala I have experienced an evolution in the way we engage with clients, which has meant that the service models we develop have been able to reach out more broadly to communities across the State.

At Ngala, our motivation for innovation and growth is guided by the needs of the communities we support and informed by evidence and data. Developmental vulnerability of a child is more prevalent in today's society than ever before, as reported in the 2018 *Bank West Economic Centre The Early Year Investing In Our Future Report*. In the report, it is indicated that one in five children in Australia are developmentally vulnerable in one or more domains by the time they start primary school – this has not changed and only highlights the importance of early detection and treatment of developmental delays in our young children.

Over this past year, we have focussed on bridging the gap of developmental vulnerability, by being progressive, forming new collaborations and much-needed services, and celebrating the milestones we achieved.

Ngala Family Services, as a member of the AAPCH, (Australasian Association of Parenting and Child Health) consortium, and the only Western Australian member, will be launching the Connect and Care Service, a ground-breaking perinatal infant mental health service to be delivered across Australia funded by the Federal government's grant for Emerging Priorities.

Once again, this year our Ngala Residential Parenting Service (NRPS), which is delivered from our private hospital in Kensington, has achieved NSQHS certification. NRPS is one of our cornerstone services that support parents and their infants in early intervention strategies of the early stages of parenting, including early detection of perinatal mental health.

Whilst we celebrated 50 years of our Early Learning and Development Service, we took this a step further and along with aged care provider, the Oryx group, we delivered a WA first; an Intergenerational Model of Care at our Early Learning and Development Centre in Claremont. This provides an incredible opportunity to understand through research the impact of the intergenerational model of care on the developing child; especially when we live in a time where children and families are, and continue to be, significantly dislocated from extended family members.

And in 2022, we are forging ahead with ideation of our Child Development Precinct having recently completed the Operating Model Design with consultants Nous Group, Fulcrum Agency, and Deloitte Access Economics.

All of this is just a snapshot of the very industrious year Ngala has had as we celebrated our 130 years in Western Australia, and you will read more about in the Annual Review.

The achievements of the past year have been possible only because of the ongoing commitment and support of Ngala's senior leaders, staff, the Board of Directors, The Friends of Ngala, our Ambassadors, partners, funders, and supporters. I would also like to add that the Board's confidence in Ngala's management team as well as the leadership of our Board Chair, Jen Dunlop, has provided a positive uptake to the way we operate and provide further impact in the community. With this, I also thank each and every person who has contributed to helping us contribute towards parenting supports, engagement, and impact in Western Australia.

Fiona Beermier

Chief Executive Officer & Company Secretary



NGALA PAINTS THE TOWN ReAD IN GERALDTON

On Tuesday, 1 December 2020, Ngala launched Paint Geraldton REaD, the latest branch of Australian literacy movement, Paint the Town REaD.

Paint The Town REaD is an Australia wide initiative that encourages communities to read, talk, sing and rhyme with their children, so they are ready to learn to read and write when they start school.

The launch of Paint Geraldton REaD took place on the grounds of Ngala on Gregory Street, Geraldton. The launch also hosted a vibrant display of interactive and educational artwork created by local artists from Yamaji Art and Shah's Art's Studios.



Statistics from the Australian Early Development Census show that the percentage of children in the Greater Geraldton area who are developmentally vulnerable in language is more than double that of the state and national average.

Artworks included Dreamtime Stories and a Yarning Circle and characters from well-loved children's books, such as The Very Hungry Caterpillar and Dr Seuss favourites. The artwork formed a path, which led to a House of Books where families could take a book, swap a book, or borrow a book for their children to read.

Aboriginal Project Officer at Ngala, Jacquie Taylor, saw the need for a program like Paint Geraldton REaD, through her work delivering the Parents and Learning (PaL) program. PaL is an educational program that helps children aged 3 to 5 years to get ready for school. We now know that more than 20 per cent of Australian children arrive at school without the skills necessary to make the most of their early education.

"The Paint the Town REaD program really stood out to me as a simple solution to the problem of a lack of early years literacy, as it encourages kids and their parents to read whenever and however they can," said Jacquie Taylor - Aboriginal Project Officer at Ngala.

"Through my work with PaL I could see that many of our little ones were starting their school journey on the back foot, having little or no exposure to reading during their earliest years."



BOARD VISIT TO GERALDTON

Ngala's Board of Directors and Executive members travelled to Geraldton in July 2020 to visit services and to come together for a Growth Strategy Session.

The Board visited the Child and Parent Centre - Rangeway and Ngala's Family Day Care on Ramshaw Place. They enjoyed the opportunity to meet with the Ngala team and then spent the afternoon in a growth strategy session. The Board had full insight into the service delivery impact the Midwest team make in their day-to-day work.



One of the exciting activities the Board experienced was to officially open the new Nature Play Area at Ngala Family Day Care. Board Chair Jen Dunlop, CEO Fiona Beermier and Friends of Ngala President Shelley Archer pitched in by breaking ground and planting a bottlebrush tree in the Play Area.

Planting a bottlebrush



NGALA'S CHILD AND PARENT CENTRES

Ngala's Child and Parent Centres are critical conduits in their communities. Here are some of the highlights and impacts that a few of Ngala's CPCs achieved this year.

CPC RANGEWAY • EAT UP GERALDTON

The Child and Parent Centre – Rangeway undertook an exciting project in 2021 called 'Eat Up Geraldton'. CPC Rangeway partnered with Eat Up Australia and the Rotary Club of Batavia Coast to help local school children in need, to make the most of their school day.

The Rotary Club organised volunteers to come to the CPC over 12 sessions in a year – three times each term – to make sandwiches for the schools. A group of approximately 12 volunteers make ±880 sandwiches per session to send to 10 local public primary and secondary schools; they are then able to freeze them to be toasted when the need arises at the school.



By the end of Term 2, the Eat Up Geraldton project made over 6000 sandwiches and more than 7000 by early August.

A local school provided feedback on the program impact:

”

“The parents who are experiencing food insecurity are relieved to have this support from Eat Up. This has given the parents confidence to mention that their students are requiring recess, lunch and at times breakfast. It is wonderful to see the relief on their faces, knowing they have this support available from the school” (name withheld by request)

CPC CALISTA • A HOLISTIC TRANSITION TO SCHOOL

The Education, Care and Family Network Kwinana invited the community to celebrate a big achievement. The *My Journey to School* booklet and the *Off to School* transition statement were released after 18 months of broad community conversations. These conversations were the driving force behind the creation of a steering committee comprised of Ngala's Child and Parent Centre – Calista, Connecting Community for Kids, Leda Primary School and Goodstart Early Learning Parmelia, who worked together to create the booklet and transition statement.

Together the committee identified a lack of collaboration and shared understanding across both the early childhood education and care sector and the broader early years sector, with regards to transitioning to school. The booklet and the transition statement, as well as ongoing quarterly network meetings, seek to close that gap and to create a unified community of trust, learning and practice.



Eighty people from 31 agencies attended the Kwinana event. The booklet received such overwhelmingly positive feedback that the Department of Education provided funding for 8000 copies and are promoting the work across several government school districts. The event also prompted The Smith Family and the City of Kwinana to join the committee to continue the important work of collaboration in the education and care sector to achieve better outcomes for children in Kwinana.

CPC EAST WAIKIKI • BE SCHOOL READY CAMPAIGN

East Waikiki's ongoing partnerships with Local Government, local catchment schools and early learning centres resulted in a successful 2021 'Be School Ready' campaign.

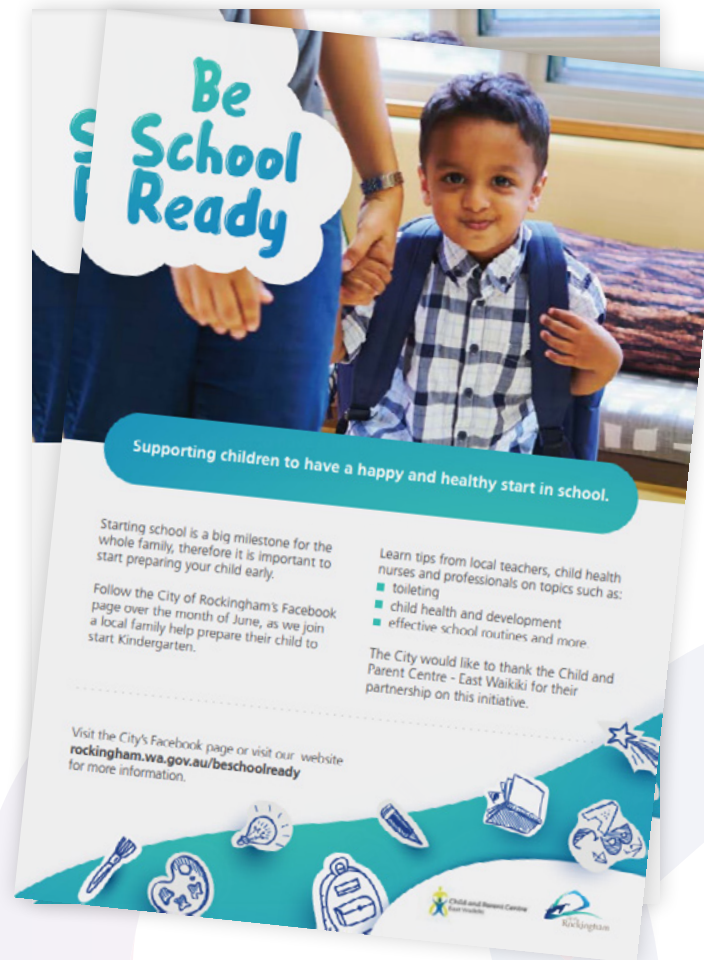
The online campaign reached a total of 10,199 people, and was shared 48 times by services, schools and organisations in the Rockingham community.

The campaign was launched on the City of Rockingham website and Facebook page in June to raise awareness of the importance of the early years. Weekly posts demonstrated the role that community services provide before and during the school transition period and provided families with information that supported a positive transition to school.

The Child and Parent Centre – East Waikiki are delighted to continue these partnerships, with their 'From Playgroup to Kindergarten' program offered within three of our partnering schools.

Topics include:

- School zones and enrolments
- Toileting
- Child health and immunisations
- School routines
- Lunch box nutrition
- Managing feelings of transition, self-care and supporting children
- Activities to support development



The 'Be School Ready' campaign included two video recordings. The Waikiki Primary School Principal discussed a user-friendly approach to the enrolment process and a willingness to form early relationships with families. The Director of an Early Learning Centre discussed children's development and how the Early Learning Centre's play activities can help children learn skills that support families in their transition to the school.

Celebrating 130 YEARS OF NGALA

 ngala.
Celebrating 130 years

The legacy of Ngala as a critical part of our Western Australian community was commemorated through on-site morning teas with staff and families, Friends of Ngala events and a special book launch.

MORNING TEAS ACROSS THE STATE

To kick off the 130th year of Ngala, all Ngala sites and service delivery locations synchronised their watches on 23 September and celebrated our founding date with a morning tea.

Ngala's service centres stretch across the State, and team celebrations were livestreamed so that we could all celebrate as a community. A synopsis of Ngala's history was shared with all staff, to build a greater understanding of Ngala's past and how it has weaved itself through more than a century of life in Western Australia. This historical synopsis was also a sneak preview of the book, *Raising Ngala: A Story of Strength and Courage*.

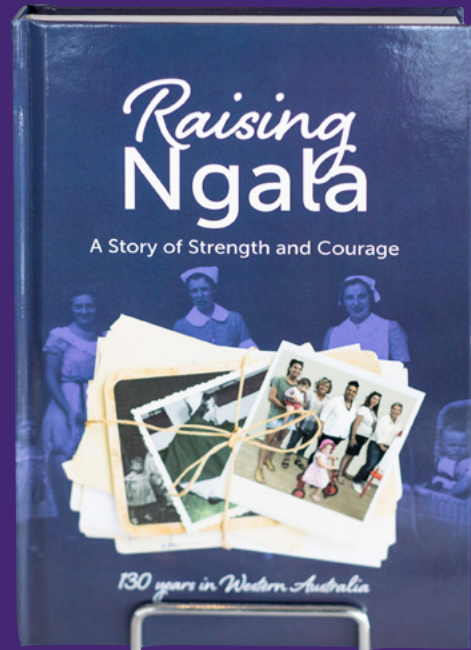


THE FRIENDS OF NGALA END OF YEAR EVENT AND FUNDRAISER

On a Saturday evening in November, 300 guests enjoyed a night of glitz, glamour and giving at the 130 Years of Ngala Dinner Event at The Westin Hotel in Perth. Thank you to the Friends of Ngala for their tireless work, coordinating this special event, which showcased our wonderful services and marked 130 years of supporting families in our great state.

Thank you also to the members of the Board of Ngala and our Ambassadors who were in attendance – Kathleen Heath and Martin Black. Our sincere gratitude to the Master of Ceremonies Bec Nicholls, auctioneer Tim Gossage and our generous major event sponsors Miles From Nowhere, Bladon and Stage and Studio for their support.





FRIENDS OF NGALA LUNCHEON AND LAUNCH OF RAISING NGALA: A STORY OF STRENGTH AND COURAGE

The Friends of Ngala (FON) hosted their 2021 Luncheon at The Royal Freshwater Bay Yacht Club. In its 20th year, the luncheon raised the critical funds needed to support Ngala's community service delivery to children, families, carers and communities in Western Australia.

It was an honour to have Ngala's Patron, The Governor of Western Australia, The Hon. Kim Beazley AC attend along with Ms Susie Annus. As part of the event, Professor Desiree Silva from Telethon Kids Institute shared her keynote on Digital Technology vs Nature – Effects on Child Development and Mental Health.

The Hon. Kim Beazley launched *Raising Ngala, A Story of Strength and Courage*, a book detailing and acknowledging the history of the organisation. *Raising Ngala* tells a uniquely Western Australian story of an organisation's endurance, development and transformation.

Ngala has adapted and thrived through several different identities, each with its own distinctive characters and challenges. Its champions have included well-known activists and politicians, including Edith Cowan, Sir James Mitchell and Herb Graham. However, its survival is thanks to the strength and courage of all its people – leaders, staff, trainees, volunteers and families.

Raising Ngala can be purchased on Ngala's website. It offers a candid, fascinating insight into Ngala's history, as well as its growth and evolution. It is only by looking back that the enormity of the journey can be truly understood.

As with all FON fundraisers, the event was supported by the generosity of major sponsors, which included Miles From Nowhere wines, Allure South Sea Pearls and Scott Print.



NEW MARKETING CAMPAIGN BOOST ELDS BRAND



Ngala's first child care centre opened in Kensington in 1971. Fifty years on, we continue to be leaders in early childhood education and care in Western Australia. Ngala brings our vast knowledge of child development to play within our service for the benefit of each child and family we support at Kensington, Joondalup, Perth Airport and Claremont.

With the expansion of Ngala's Early Learning and Development Service into Claremont this year, the time had come to grow the profile of the service, to engage with a new audience of parents with young children.

Ngala's marketing team focused on creating a range of contemporary resources to showcase the service, including a portfolio of professional images, a promotional video, a dedicated microsite and a Facebook page that incorporates all four centres, replacing the individual centre pages.

With the help of a creative studio, Hayto & Co., Ngala Early Learning and Development Service embarked on a photoshoot to tell the story of Ngala ELDS and to illustrate our philosophy. Photos and film captured our children, educators and coordinators engaging in child-led play, enjoying natural environments, eating healthy, seasonal meals and learning through play within our innovative curriculums.

Using this newly produced inventory of images, Ngala collaborated with Next Learning, a Perth based technology support service, to design a modern, user-friendly microsite. This new site allows prospective families to find detailed information about each of our centres, along with insights into our curriculum, philosophy and educators. Users can visit the microsite directly at www.childcare.ngala.com.au or find it through Ngala's main website at www.ngala.com.au/childcare.

With our marketing foundations now firmly in place, Ngala engaged the marketing specialists at Mentor Marketing, who created a targeted local area marketing campaign to promote ELDS Claremont, and to boost the brand recognition of Ngala in the Western Suburbs. The campaign was an incredible success, creating dozens of potential enrolments for the new centre.





EARLY LEARNING AND DEVELOPMENT (ELDS) FIRST IN WESTERN AUSTRALIA

Since 1971, Ngala has led the way in the delivery of early childhood education and care. Ngala was a sector-leader in implementing the child-initiated approach, where play-based learning is the focus. Today, Ngala Early Learning and Development Service's vision is to create learning environments where children feel safe and secure, to experience happy moments of play and learning and be able to look back at their time at Ngala with awe and wonder from the special memories they have created.

In 2021, Ngala ELDS embarked on yet another milestone, a Western Australian first. Ngala and Oryx Communities were proud to launch the co-location partnership of their respective Early Learning and Development Service (ELDS) and Residential Aged Care and Seniors Living residences at The Queenslea in Claremont. The new building houses not just the state of the art facilities customised to suit each service, but also a future intergenerational care model.

The intergenerational activities at The Queenslea will form a keystone of meaningful activities to assist residents, as well as the children to be further engaged with their community. The collective effect is proven rejuvenative, meaningful and enhanced learning opportunities for the multi-generations involved.

“At Ngala our Why statement is the very lens we look through when making strategic decisions, which benefit the outcome of not just the organisation, but the families, carers, children, and community we support”, says Fiona Beermier, CEO, Ngala.

Ms Beermier further said when the opportunity to collaborate with Oryx at The Queenslea Claremont was introduced, it was viewed as another way Ngala could enhance a child's developmental milestones. To have the proximity, experience, and outcomes of not just a state-of-the-art centre but the human link with an intergenerational model. This would see Ngala leading the way with an enhanced and innovative child-initiated service delivery model.



*Toby Browne-Cooper, Director, Oryx and
Fiona Beermier, CEO, Ngala*



Ngala HIGHLIGHTS

Here's a quick whiparound across our Ngala services showcasing some key moments in time, special people and VIP visitors.

NAIDOC WEEK

During NAIDOC Week, HIPPY Midland and our Ngalang Moort Ngalang Kurlangah program were invited to attend Swan View Primary School's NAIDOC Day events. The teams were part of the Welcome To Country and the smoking ceremony, before meeting parents and students to talk about their wonderful programs. **It was a special day and we thank Swan View Primary School for inviting us!**



Ngala's Kay Mongoo, Team Leader of RSAS, won Carnarvon's "Community Citizen of the Year" award



BONDS

GIVIT
goods for good causes



We are so fortunate to have been the beneficiaries of BONDS and GIVIT, who have generously donated hundreds of clothing items to Ngala to be given to some of the families we support, across Western Australia. Thank you to everyone involved in this wonderful initiative.

NGALA VOLUNTEERS SHERMY COLEMAN

Shermy is one of 6 million Australians who volunteer their time across the country. We are so grateful to have her join us at our Child and Parent Centre - Rangeway playgroup each week, bringing music and songs into our mornings. It's such a joy to see the children singing and dancing along with Shermy.





CELEBRATING 58 YEARS OF HISTORY IN THE CITY OF VINCENT

Ngala's story of a house on Lincoln Street, Highgate, was one of 22 entrants to the City's Local History Awards 2020. Although not selected by the judges, our entry is now part of the City of Vincent Local History Collection.



The Hon. Barbara Scott OAM, President of Friends of Ngala 2009-2016 • Emma Cole, Mayor of the City of Vincent • Cherilyn McMeekin, Ngala Quality & Inclusion Advisor / researcher of Ngala history



WELCOMING THE HON. KIM BEAZLEY

The Honourable Kim Beazley AC, Governor of Western Australia had his first official tour of Ngala's Private Hospital and Early Learning and Development Service in Kensington, on August 13, 2020.

In his role as patron for Ngala, the Governor met with team members and ambassadors and was given a tour of our Residential Parenting Service and Early Learning and Development Service, by our Chief Executive Officer Fiona Beermier. It was wonderful to have the chance to show the Governor our facilities and discuss Ngala's response during COVID-19, in particular, how we continued to support families and children in isolation.

We are very grateful to have the Governor as our patron, and value his sincere interest and support of early childhood development and parental education.



FAMILY PARTNERSHIP MODEL TRAINING

In May 2021, 14 of our Midwest & Gascoyne team participated in Family Partnership Model (FPM) Training in Geraldton.

The Family Partnership Model is:

- Evidence based
- Provides clear guidelines for our team
- Helps us to achieve better outcomes for children and families

Our team are constantly upskilling to support parents, families and communities to enhance the well-being and development of children and young people.

Thank you to our fabulous Facilitators, Donna & Jen.

You can read more about the Family Partnership Model and how it works across Ngala on page 20.

Family Partnership Model (FPM) Training in Geraldton





JENNY ALLEN WINNER OF EXCELLENCE IN LEADERSHIP AWARD

In 2021 Ngala said farewell to Jenny Allen. Jenny was a passionate, dedicated and inspiring Operations Manager, who retired after dedicating more than forty years of her career to working in education, community service and leadership of children and young people.

With her plan to retire in February 2021, Ngala was incredibly excited to accompany Jenny to the Western Australian Council of Social Service (WACOSS) Community Service Excellence Awards at the Esplanade Hotel in Fremantle. Jenny was honoured to be awarded the highest individual honour of the evening – the award for Excellence in Leadership.

The Excellence in Leadership award recognises a leader who has demonstrated great innovation and guidance in their organisation or

community and has contributed to the significant improvement of the lives of the people and communities they serve.

Having won the award for Excellence in Leadership, Jenny is now automatically a nominee for the Western Australian of the Year Awards, which recognise and celebrate outstanding contributions to our State, by those born and bred in WA.

A Geraldton resident for many years, Jenny's influence throughout the Midwest has been vast, crossing cultural, gender and socio-economic boundaries. Her desire to support children and young people to reach their full potential has seen her find innovative solutions to local challenges, resulting in a significant impact on the regional communities of Geraldton and surrounding towns.



Sue Budalich

Executive Manager
of Operations

Stepping in to fill Jenny's shoes in the Ngala Executive Team as the Executive Manager Operations is Sue Budalich. With a career spanning more than 25 years in government, non-government and the private sector, Sue's progressive thinking will be integral towards the delivery of Ngala's Strategic Plan, including her professional abilities to meet present-day challenges, responding to the landscape of financial and budget restrictions and the ongoing impacts of the COVID-19 pandemic.



When offered the role of Executive Manager Operations Sue said, "I'm absolutely thrilled to be joining Ngala and am looking forward to helping continue the important work Ngala does in supporting parents, families, children and young people across our fabulous State. It is a real privilege to be part of a such a valued and innovative organisation that gives children the best possible start in life. I can't wait to work with Ngala staff, the board, families, community and our valued partners in this new chapter of my life as together we continue raising happiness".

A WINNER FOR A BETTER START



Ngala's Child and Parent Centre – Banksia Grove was thrilled to be part of a winning team at the 2020 Institute of Public Administration Australia WA (IPAA WA) Achievement Awards. Their team won the Bronze Award for Best Practice in Collaboration between Government and any other Organisation.

Spearheaded by Banksia Grove Primary School, the award entry was a collaborative submission between the school, Child and Parent Centre – Banksia Grove and the local Goodstart Early Learning Centre. The award was for their **'A Better Start'** project, which was the output and impact of the collaboration.

The award also marked a milestone moment, as Banksia Grove Primary School is the first ever school to be nominated for the IPAA award. What an achievement and what a team!

Huge congratulations to the team that made this happen, which includes Banksia Grove School Principal David Hall, Ngala CPC Coordinator Cindy Davies, Centre Director of Goodstart Early Learning Banksia Grove Lynne Scotland, and Parliamentary Secretary Amber Jade Sanderson.



FAMILY PARTNERSHIP MODEL (FPM)

A MODEL OF WORK AT NGALA

The Family Partnership Model (FPM) is an internationally recognised standard of partnership practice for prevention, early intervention and working with longer-term difficulties. It has been developed and tested over three decades for a multiplicity of different needs across wide-ranging service settings.

The FPM explicitly uses and builds on family strengths and expertise, specific practitioner qualities and skills, and the helping tasks that enable parents and families to change and achieve the best for children and themselves.

Why is this model so important to Ngala?

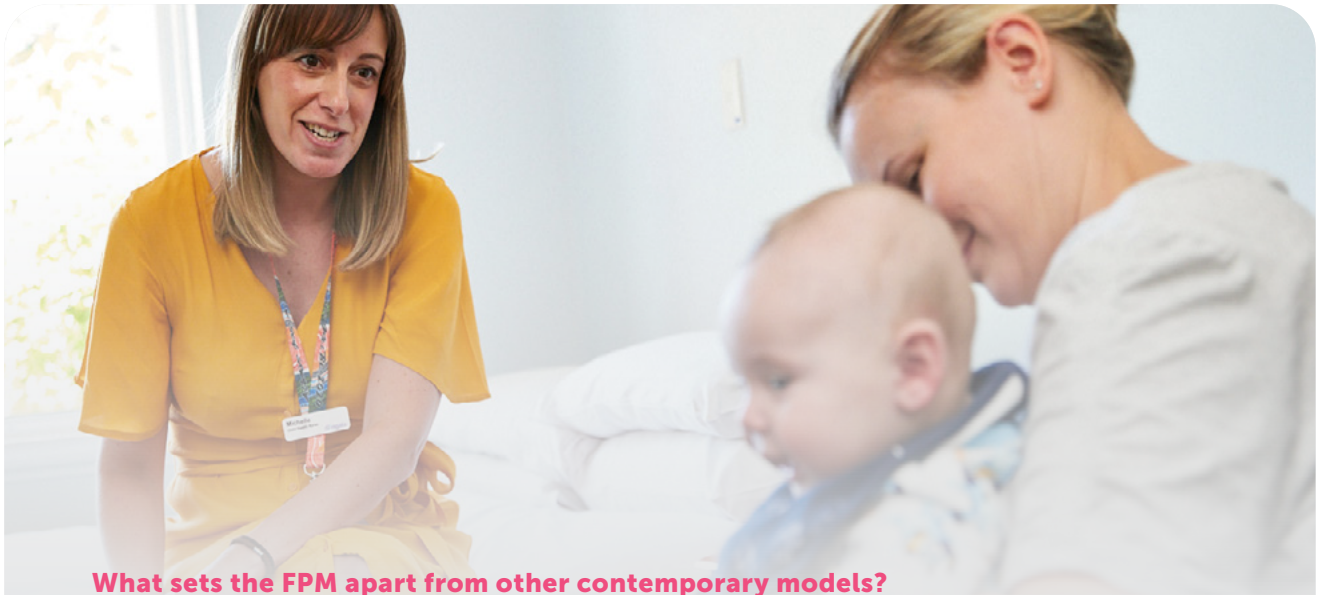
At Ngala, we know just how important families and partnerships are. That is why, as an organisation, we have adopted the FPM into our everyday working practice and vernacular.

The Family Partnership Model enables practitioners to develop effective partnerships with parents to:

- achieve better outcomes for children and families
- provide a clear model to guide effective practice
- enable practitioners and families to make the most of their complementary knowledge, skills and expertise

The FPM is an evidence informed approach that aligns with Ngala's vision and values. The Model's emphasis on the connection between the personal, interpersonal and broader family, community and service characteristics uses an ecological model to understand child, parent and family development.





What sets the FPM apart from other contemporary models?

The FPM uses research and practice evidence and a clear set of principles. The Model is based on the central belief that the helping process is most successful and effective when people actively work together for a common purpose, making the best use of their shared knowledge and expertise. At Ngala, through the FPM we can provide effective delivery through practice and service within partnerships, including being:

- **supportive** – supporting families as they endure their circumstances and explore and address their difficulties
- **connected** – being emotionally involved enough so families know they are understood and there is a genuine relating and collaborating
- **facilitative** – making change through the efforts of families and practitioners to make change as straightforward as possible
- **influential** – encouraging, inspiring and building hope in families
- **purposeful** – focussed, determined and persistent in supporting families to fulfil the tasks of the Family Partnership Model

How is the FPM integrated into Ngala at all levels?

The FPM uses a partnership-based approach to help focus on change and achieving better outcomes. It provides a model for interpersonal relationships and guides how partnership relationships are navigated within the organisation and with service users, partners and external agencies.

By infusing the FPM into Ngala's way of working, the FPM is integrated across all departments, programs and services at Ngala, from reception through to operations as well as corporate services.

NAPPY • AN ANCHOR FOR YOUNG PARENTS

Ngala's Nurturing and Parenting Program for Youth (NAPPY) is an innovative parenting program for young parents and parents-to-be who are under the age of 25 and living in the City of Rockingham.



NAPPY supports young parents to increase their parenting knowledge and confidence, potentially leading to better long term outcomes for their children.

Held once a week, NAPPY delivers a variety of activities, workshops, incursions and excursions, including, but certainly not limited to, swimming lessons, Toddler Jam, and The Incredible Years Baby Program®. There is also the opportunity to participate in an intergenerational playgroup.

In addition, and perhaps even more importantly, is the opportunity for NAPPY families to build connections and friendships with other local families, as we know that parents who attend NAPPY often have limited support from family and friends.

Anchoring the program are Ngala Child Health Nurse, Jill Sumner and Program Administrator Cassie Ellis, who are dedicated and committed to their NAPPY families. Jill and Cassie ensure parents are highly engaged in the program, contributing enthusiastically and working alongside staff to ensure NAPPY continues to meet the needs of families in the Rockingham area.

Our Child Health Nurses also monitor the progress of babies in the program, provide child health information, and offer referrals to services that meet individual and family needs. Staff work closely with NAPPY families to assist them in connecting with other services and supports.



Over the past six years, NAPPY has supported dozens of young parents, providing access to activities and information that enhance the connection between mum and baby. One of these mothers is Jess, who has been a regular group member since April 2020, along with her baby Melody.

Jess worked closely with NAPPY Coordinator Jill Sumner when she needed support with her baby who wouldn't sleep more than an hour at a time. Jill and Jess worked together to try different strategies and ideas to address the problems with Melody's sleep, with Jill ultimately arranging an overnight stay for Jess at Ngala's Residential Parenting Service.

Jess told Ngala that her experience with Jill and NAPPY changed her whole family dynamic. Melody settled into an effective sleep routine and the family were once again able to live normally, enjoying outings and doing things as a family. Jess believes these changes stopped the arguments between her and her partner and, in short, changed her life for the better.



We were proud to work with Jess to produce a video illustrating the need for the NAPPY program. This moving video has been shared with funding bodies and was featured at Ngala's 130th Anniversary Gala Dinner. We are deeply grateful to Jess and our other NAPPY mums who shared with us their stories. We hope that NAPPY can continue to provide essential support to young parents in Rockingham and aspire to see the service move to even more locations in the future.







Ngala Snapshot 2020 - 2021



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

3,960

Completed
COUNSELLING SESSIONS

360

Website and Social Media Stats



116,196

USERS TO
THE WEBSITE



19,371

TOTAL SOCIAL MEDIA
FOLLOWERS



10k + views

NGALA RESIDENTIAL PARENTING SERVICE
VIDEO FOR WORLD MATERNAL HEALTH DAY

NAPPY – Nurturing and Parenting Program for Youth



76

TOTAL SESSIONS HELD
OVER 47 WEEKS

34

AVERAGE NUMBER
OF PARTICIPANTS
AT EACH SESSION



2286 INTERACTIONS FROM
MEMBERS ON THE GROUP
CLOSED FACEBOOK PAGE



32

HOME VISITS WERE
PROVIDED



Parenting Line



12,070

COMPLETED CALLS
2020 - 2021



28.02 mins

AVERAGE CALL
LENGTH

Parenting Line Unique Users



7,876



Busiest Months

JANUARY, MARCH &
JUNE 2021

Ngala Early Learning Service

110 EDUCATORS

359 FAMILIES

CELEBRATED
50 YEARS IN 2021



Country Families @ Ngala



199

INITIAL CONSULTS



1636

FOLLOWERS ON THE
COUNTRY FAMILIES
@ NGALA CLOSED
FACEBOOK PAGE



481

LIVE CHATS
CONDUCTED

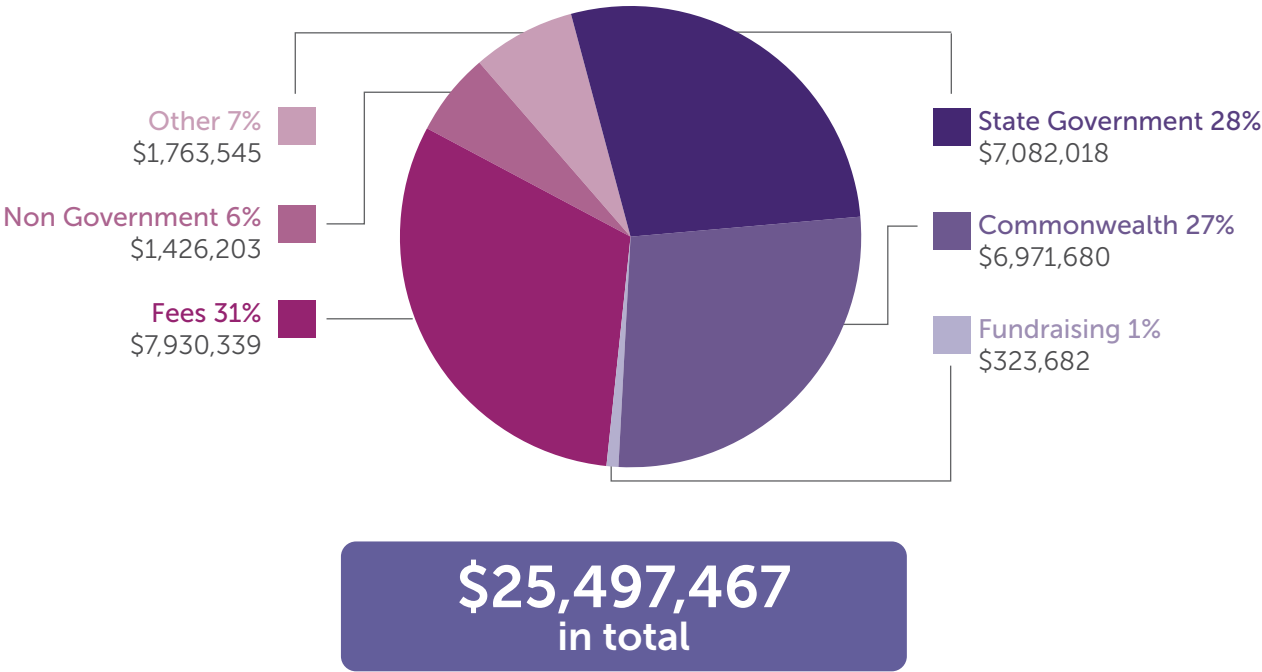
**SUPPORTED
BY**

HEALTHY
COUNTRY KIDS

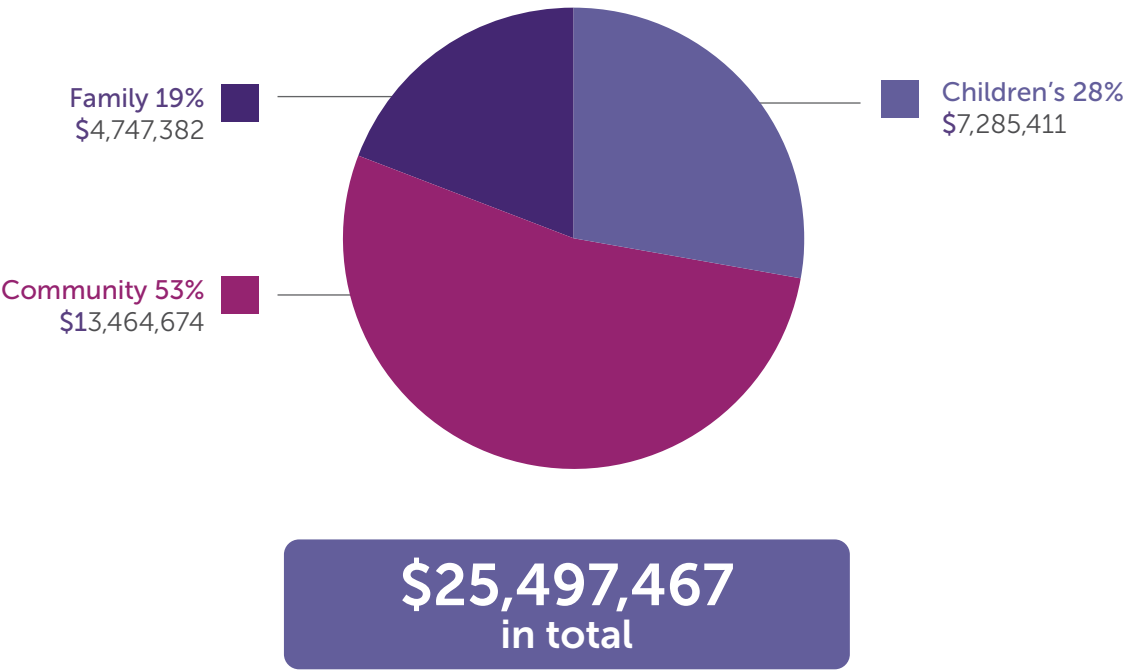


FINANCIALS

INCOME BY SOURCE



INCOME BY ENTITY





BOARD OF DIRECTORS



CHAIRPERSON

Jen Dunlop

BA, Dip Ed, MBA

Management Consultant Social Ventures



TREASURER

Telma Southgate

B.Com, UWA

CA, ICAA

OTHER MEMBERS



PRESIDENT, FRIENDS OF NGALA

Shelley Archer

Graduate Certificate In Indigenous Sector Management, ECU

Aboriginal Development Consultant



Andrew Annand

B.Business, FCA, GAICD

Independent Financial Adviser



Dr Vicki Banham

Associate Dean (Social Work, Social Science, Counselling, Youth Work)

School of Arts and Humanities, ECU



Katherine Allen

Bachelor of Administration, GAICD

GM, Northern Agricultural Catchments Council Geraldton



Dr Sapna Jessy

PHD

Paediatrician

Bentley CDC and Armadale Public Hospital



Jane Erickson

Bachelor of Law and Arts, GAICD

General Counsel and University Secretary, University of Notre Dame



Michael Bisset

Master of Commerce

Bachelor of Business

HR, Health and Safety, Community Relations

Retired Group Executive Human Resources (Asia Pacific) – Newmont Mining



Mike Stephenson

Dip IT, MBA

General Manager Digital & Technology - Optus Stadium at VenuesLive



Fiona Beermier

CEO

Company Secretary



FUNDERS, SPONSORS AND RESEARCH PARTNERS

GOVERNMENT (STATE)

- Department of Communities
- Department of Education WA
- Department of Health WA
- Lotterywest
- Mid West Development Commission
- WA Country Health Service
- Mid West Ports Authority

GOVERNMENT (FEDERAL)

- Department of Education, Skills and Employment
- Department of Social Services
- National Indigenous Australians Agency

GOVERNMENT (LOCAL)

- City of Greater Geraldton

MEMBERSHIP ORGANISATIONS

- 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
- Brindle Group
- Brotherhood of St Laurence
- BUPA
- CBH Group
- Early Childhood Australia
- Grape Expectations Vintners
- GUCCE Restaurant
- HBF
- Headspace
- KEYS
- Lake Karrinyup Country Club
- Margaret River Chocolate Co.
- Medibank
- Missions Australia
- Mulberry Tree Child Care & Kindy
- Parenting Research Centre
- Parkerville Children and Youth Care
- Perth Plasterboard
- SERCO
- Steady Rack
- Strzelecki Holdings
- United Way
- WA Primary Health Alliance

RESEARCH PARTNERS

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

TRUSTS & FOUNDATIONS

- Brian Whately Foundation
- Channel 7 Telethon Trust
- Impact Investments Australia
- Perpetual Trustees
- Stan Perron Charitable Trust



Thank you FOR HELPING US TO RAISE CHILDREN
TO BE THE BEST THEY CAN BE

Ngala relies on the generosity of our funding partners, donors, volunteers, community groups, supporters and individuals who help us deliver and operate our programs and services.

In 2021 Ngala was supported by amazing individual donors, financial and corporate partners, community organisations, foundations and government funding. Without this support, the programs and services we provide to support children, families and caregivers would not be possible.

Ngala also thanks the many organisations and individuals who provided in-kind support and assistance throughout the year for our Friends of Ngala events, as well as many of our programs.

We are truly amazed at the generosity of the WA community.

To all our supporters, we sincerely thank you for walking beside us. Your support helps us to give more children the opportunity to be their best and live the life they deserve to live.



There are many ways the community can support Ngala including donation, coordinating your own community fundraising event, or include a gift in your will to Ngala.

To find out how you can make a difference in the life of a child and their family, please visit www.ngala.com.au or contact our Fundraising and Philanthropy Manager on **9368 9344** or donations@ngala.com.au.





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

9 GEORGE STREET | KENSINGTON, WA 6151

www.ngala.com.au

9368 9368

