



**2023**

*Year in Review*



# CEO & CHAIR *Report*

## AN OVERVIEW OF NGALA IN 2023

Despite having weathered many storms over our 130 years of operation, 2023 was one of the most challenging in memory for WA families. Financial pressures, plus job and housing insecurity have led to noticeable increases in poor mental health and family-wide anxiety.

In this context it's no exaggeration to say both Ngala's services are needed more than ever, and there is a need for our services to adapt quicker than ever. Thankfully, we find ourselves in an excellent position to meet these challenges over the coming years, in large part due to the success our team has had in meeting the evolving needs of WA families.

As with most not-for-profits, one of our top priorities remains financial sustainability through prudent management, while examining existing and new revenue streams. We will continue to move in the direction that best matches our core capabilities and mission, while progressively moving away from existing business elements that don't.

Another focus is continuing to nurture relationships with supporters and key stakeholders. Not only is this collaboration vital

to the success of our services and ensures a coordinated effort in addressing the multifaceted challenges faced by families, but it has also allowed us to invest wisely in our programs, ensuring efficiency and relevance, and to plan strategically for long-term financial health.

As we move to a new phase, we are optimistic the future holds endless opportunities for Ngala to make a positive impact. We are resolute in our commitment to adapt to change, foster innovation, and ensure our services remain responsive to the needs of WA families and, above all, we are excited for what may come.

Of course, none of this would be possible without our dedicated team, who have worked tirelessly to grow and improve our impact, ensuring we directly address the evolving needs of the families we serve. Every day, our people bring to their work their skills, professionalism, compassion and desire to make a difference. An organisation could not ask for more.

*Thank you.*

Jen Dunlop - Board Chair,  
Michelle Dillon - Chief Executive Officer



Special comments by  
Jen Dunlop | Board Chair

2023 saw us farewell former CEO Fiona Beermier as she transitioned into a well deserved retirement. We thank Fiona for her outstanding leadership. With Fiona's departure we have welcomed Michelle Dillon into the role of CEO, bringing extensive experience across both the public and private sectors in organisational development, mental health, and acute paediatric health. With Michelle on board we have great confidence that Ngala is not only in safe hands but is well positioned for the future.



Special comments by  
Michelle Dillon | CEO

I was extremely privileged to be appointed to the position of CEO of Ngala in May of 2023. Ngala holds a special place for all WA families and it is pivotal that we continue to evolve to ensure that we can continue to meet the needs of contemporary families. 2023 saw the organisation continue to be agile as we see the needs of families change under increasing economic, social and emotional pressures. Despite this, Ngala will continue to exist to support these families.

## 2023 *in numbers*



**25,000+**  
SERVICES DELIVERED



**108**  
NEW TEAM MEMBERS



**12+**  
RESEARCH PARTNERSHIPS

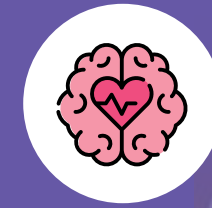
## NGALA PARENTING LINE

### KEY CALLER THEMES

- 45% Child sleep support
- 11% Child health and development
- 11% Strategies to help an unsettled baby
- 9% Child behaviour advice
- 5% Support for breast feeding
- 19% Other

### NEW SERVICES COMMENCED IN 2023:

- ABC program - Co-funded by Lotterywest and Telethon
- ForWhen - National perinatal mental health navigation and support line
- Family Domestic Violence Hub - Partnering with Hope and Yorgum
- Target 120 Carnarvon



- STEPS
- Identify and Act
- Innovation Unit and NRPS Co-Design Project
- Strengthening our Ngala Modern Parenting Village
- ORIGINS of Neurodevelopmental Risk and Resilience
- Online Perinatal Education and Peer Support for First Time Fathers
- Healthier, Earlier
- Infancy and Early Childhood Advisory
- Supporting Parents with Young Children to Create Healthy Screen Time Behaviours
- Infant and Early Childhood Sleep Happiness Project
- The Stronger Together Parenting Intervention for Perinatal Women in WA
- Mummy Buddy Program





# Services

## RESIDENTIAL PARENTING SERVICES

**2,131**

total patient days

**509**

total referrals received

## PARENTING LINE

**8,906**

total number of calls completed

**35**

minute average call length

**14%**

of callers were from regional WA



Parenting Line's Live Chat function provides access 5 days per week, for two hours per day during peak periods.

## Our Reach

Residential Parenting Service and Parenting Line users reached Ngala from across Western Australia. From as far north as the Kimberley, throughout the Wheatbelt and across the Great Southern.

## TOP 5 REASONS FOR MAKING CONTACT

With our Residential Parenting Services and Parenting Line

- Support with sleep and settling
- Guidance on child health and development
- Help with parental fatigue and adjusting to being a new parent
- Feeding support, whether breastfeeding or formula
- Dietary and nutrition advice and support for older children

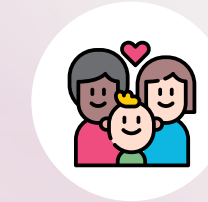
"Last week, I got some advice from Kate, a Child Health Nurse, on my bub Charlie's poor nighttime sleep. Kate suggested feeding Charlie less frequently. We've put that in place over the last week, as well as a '2 and 2' daytime schedule, and he's now sleeping beautifully. He's very quiet and sleeping for 8-9 hours straight. I'd like to pass on my sincere thanks to Kate."

Ngala Residential Stay parent feedback

## EARLY LEARNING Centres



**OVER 300,000**  
HOURS OF CARE

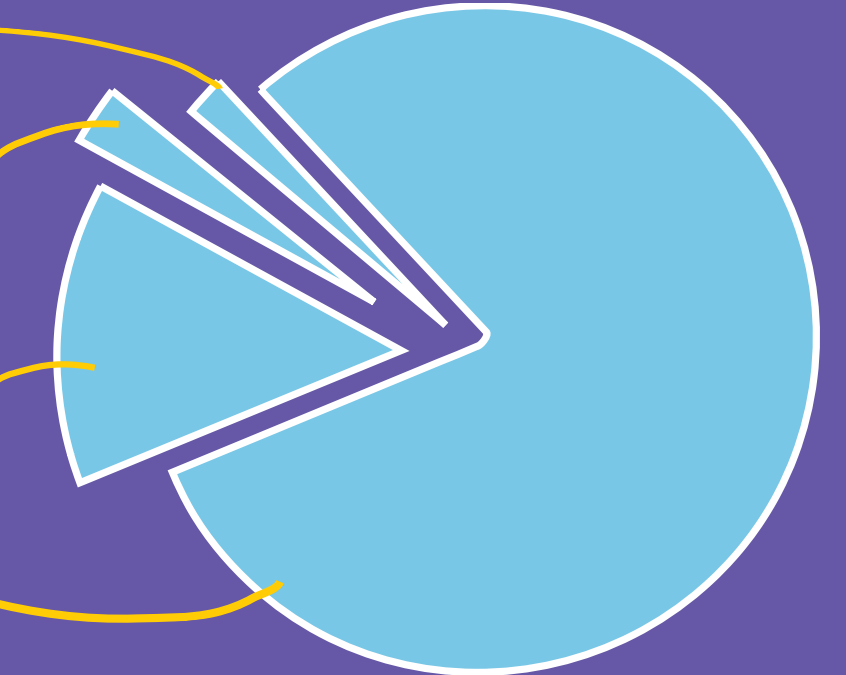


**701**  
CENTRE TOUR INQUIRIES

**523** CHILDREN ENROLLED  
**12%** UNDER 1 YEAR OLD  
**21%** BETWEEN 1-2 YEARS OLD  
**34%** BETWEEN 2-3 YEARS OLD  
**22%** BETWEEN 3-4 YEARS OLD  
**11%** FOUR YEARS AND OLDER

## FEE Breakdown

- 2%** Staff development and admin support
- 3%** Educational tools, food, care, hygiene and cleaning products
- 14%** Centre safety, upgrades, maintenance and property
- 81%** Staffing and wages



"Initially apprehensive about daycare, our experience with Ngala has been nothing but positive. The genuine care and attention given to each child, evidenced by Hazel's development, are a testament to the quality of education and nurturing provided here".

Ngala Early Learning parent feedback

# COMMUNITY Programs

## GROWING OUR *human* IMPACT.

Ngala's offering of community programs continues to make a tangible impact to the lives of children, parents and families across both metropolitan and regional Western Australia.

From our Child and Parent Centres and Parenting Connection WA partnership, to the Remote School Attendance Strategy (RSAS), Dads WA or Country Families WA, our Community Programs provide a range of touchpoints for parents and families to access the knowledge, support and direction they need to thrive.

A particular success story for 2023 - NAPPY (Nurturing and Parenting Program for Youth) is based on 30 years of research, works with young parents in the Rockingham expecting a baby to learn to understand their child's behaviour and development. This program was developed in-house by Ngala. Now, thanks to the Smith Family and Communities for Children funding, NAPPY is complemented by The Incredible Years program, delivered from our Child and Parent Centre (CPC) in Calista.

### Program Highlight:

#### NURTURING AND PARENTING PROGRAM FOR YOUTH (NAPPY)

##### Programs delivered:

- ♥ Babies 0-6 months old group and Parents-To-Be
- ♥ Babies 6-12 months old group
- ♥ Toddlers 12 months plus group

**93** total session delivered

**29 families** average attendance at sessions

**113** total young parent participants

**16** home visits delivered



"I love the weekly check-ins at each session and the in-depth questions asked, rather than just how are you? You feel more connected to others and makes you feel not alone in your struggles because someone else may be going through the same thing. Out of everything I do, I look forward to it the most every week."

*The Incredible Years parent feedback*

#### KWINANA YOUNG PARENTS THE INCREDIBLE YEARS®

##### Programs delivered:

- ♥ **4x** baby programs
- ♥ **3x** toddler programs

**79** total number of sessions held

**39** young parent participants

**10** home visits delivered

**10** Aboriginal and Torres Strait Islander participants

**5** participants living with a disability

"The most significant change I have experienced since joining is in May's attitude. She doesn't have as many tantrums now and when she does we are able to deal with them better. Plus my partner and I communicate better now. I think because when May gets upset it's not as overwhelming for us as it used to be as we are more confident in implementing what we have learnt here. So we don't fight as much now that we aren't as stressed out!"

*The Incredible Years parent feedback*

## WE ARE *One Ngala*

More than 325 passionate and experienced professionals, committed to strengthening families through over twenty five different program and service offerings dispersed across our state.

Armadale Family and Domestic Violence Hub  
 Attachment and Biobehavioural Catch-Up (ABC)  
 Being a Parent  
 Country Families @ Ngala and Country Families Home Visiting  
 Child and Parent Centres  
 Dads WA  
 Empowering Parents, Empowering Communities (EPEC)  
 Every Child Every Day (ECED)  
 ForWhen  
 Geraldton Family and Youth Support Service  
 Geraldton Family Counselling Service  
 Growing Strong Brains®  
 Home Interaction Program for Parents and Youngsters (HIPPY)  
 MyTime  
 Ngala Early Learning  
 Ngala Residential Parenting Service  
 Ngalang Moort Ngalang Kurlangah (Our Family Our Children)  
 Nurturing and Parenting Program for Youth (NAPPY)  
 Parenting Connection WA  
 Parenting Line  
 Parents and Learning (PaL)  
 Pilbara Families Building Pilbara Communities  
 Remote School Attendance Strategy (RSAS)  
 Strong Self Strong Spirit  
 Swan Communities for Children  
 Target 120 Geraldton and Carnarvon  
 The Incredible Years®

## OUR *Premises*

Banksia Grove

Calista

Claremont

Carnarvon

East Waikiki

Ellenbrook

Geraldton

Girawheen Hub

Joondalup

Kensington

Perth Airport

Rangeway

Rockingham





## ACKNOWLEDGEMENT OF COUNTRY

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Ngala acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of Australia, and recognises their continuing connection to land, waters and community. We pay our respect to Elders past, present and future in the spirit of reconciliation.

## DISCLAIMER

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