

A young girl with long dark hair, wearing a bright green hooded jacket and a pink hair tie, is shown in profile reaching out with both hands towards a large, iridescent bubble. The background is a lush green park with trees and a grassy area. The overall mood is joyful and carefree.

# ANNUAL REVIEW

2017-18

**Ngala**

Parenting with Confidence



## OUR PURPOSE

To support parents, families and communities to enhance the well-being and development of children and young people.



## OUR WAY

We listen and respond to parents and the changing needs of families and communities, to meet the challenges of raising children and young people, by offering a range of inclusive, evidence based support services.



## OUR IMPACT

When parents and families are confident and communities are strong, safe and healthy, children and young people will achieve their full potential.

## WHAT WE WANT TO ACHIEVE



### PARENTS AND FAMILIES:

- are reassured and confident
- have strong skills and knowledge
- have positive relationships and interactions
- are engaged and actively participate
- are supported to access services and networks.



### CHILDREN AND YOUNG PEOPLE:

- are listened to
- receive/seek guidance
- have positive social and emotional well-being
- are engaged and actively participate
- are cared for and respected.



### COMMUNITIES:

- are inclusive and strengths-focused
- engage and involve parents, families, children and young people
- have access to information on the early, middle and adolescent years
- are connected and support the healthy development of children and young people.

# CONTENTS

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**4** FOREWORD

**5** CEO REPORT

**6** SUSTAINABILITY

**8** SERVICE IMPACT

**10** PEOPLE AND CULTURE

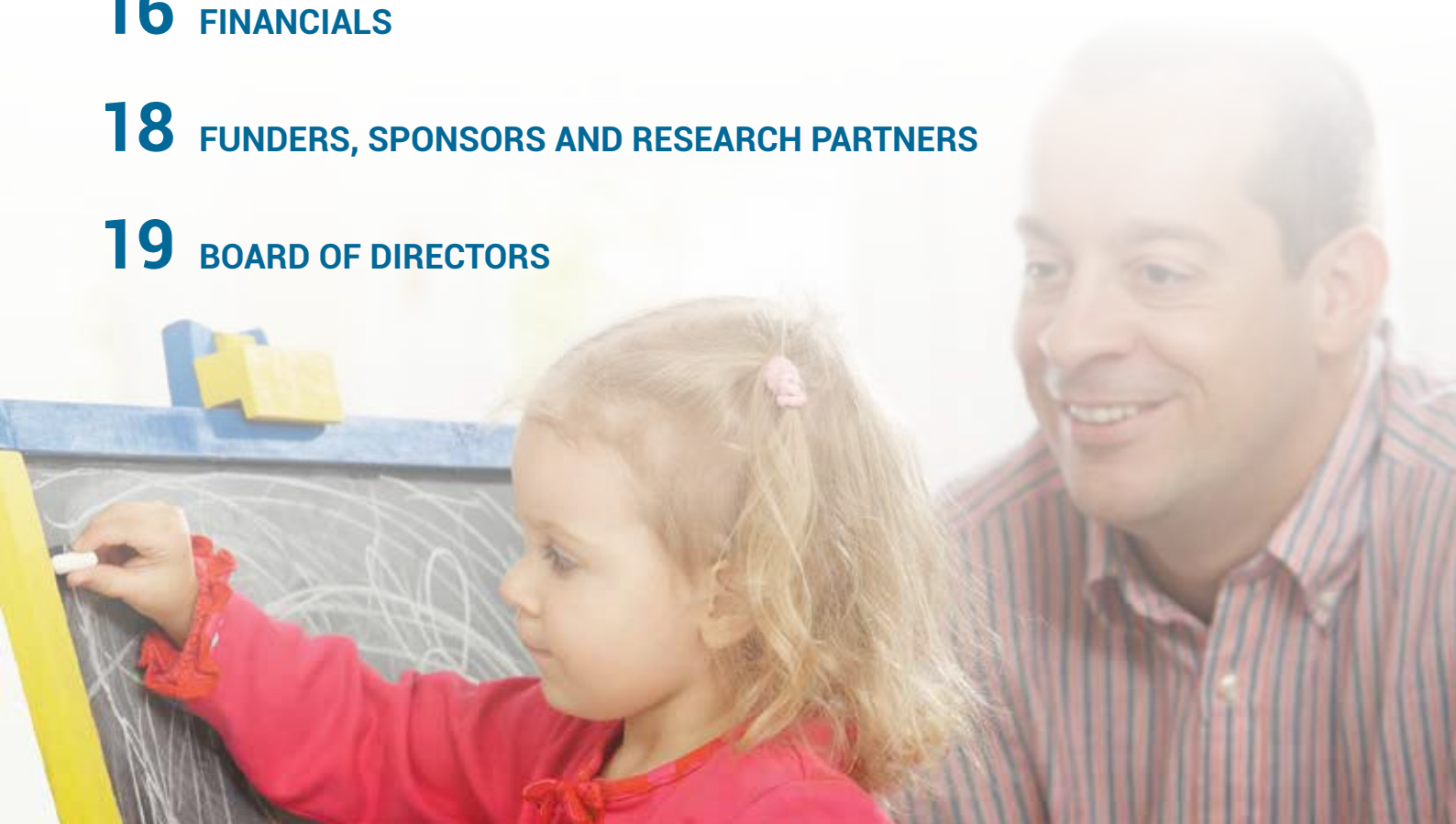
**12** PRESENCE AND PROFILE

**14** REAL EXPERIENCES

**16** FINANCIALS

**18** FUNDERS, SPONSORS AND RESEARCH PARTNERS

**19** BOARD OF DIRECTORS





# FOREWORD



## MARTIN BLACK

### CHAIR

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I joined the board of Ngala 20 years ago as a relatively young man with no wife or children and a limited understanding of what the organisation did.

I had been invited to join the board by the then Chair Russell Hawkins, so after a site visit, some further research and talking to friends who had already had children and couldn't speak highly enough of Ngala, I decided to commit.

Now as I depart, older, wiser and with children in their teens, I reflect on the amazing achievements of Ngala over the last 20 years and how it has changed the lives of so many Western Australians, including my own.

As Western Australia's oldest not-for-profit with a history dating back 128 years Ngala has grown, adapted and provided life-changing services to many generations of families, but never more so than over the last two decades. Technological, social and community change in the last 20 years has accelerated dramatically and the environment for not-for-profit organisations in the community sector is at its most challenging.

During this time Ngala has had to evolve many of its service delivery models, find and secure new and additional funding sources away from traditional government grants and compete in a world where the challenges facing parents have never been greater.

We have excelled at this and successfully connected with hundreds of thousands of families, provided support, resources and encouragement to a new generation of parents and literally "saved the lives" of many in crisis.

Ngala has more than doubled in size and spread its reach across the state and across the globe through technology. We have built a retirement village, opened two additional early learning centres, established four Child & Parent Centres, refurbished our Kensington headquarters, completed a successful merger in the mid-west and created and implemented a raft of new services for parents.

Over my 20 years on the board and most recently as Chair I have had the pleasure of working with some exceptional board members, hundreds of dedicated Ngala staff, the incredible volunteers and committee members of the Friends of Ngala and three highly capable CEOs, including our outstanding current CEO Fiona Beermier.

Ngala has changed my life. I am a better person for being involved in such an amazing organisation for so long and I have a greater and deeper respect for everyone who embarks on the sometimes challenging, but always joyous journey of parenthood.

It is with great sadness that I leave the board, but feel confident that both the board and the organisation are in great shape and will continue to maintain their vital role in the community.

A handwritten signature in black ink, appearing to read 'M. Black', written in a cursive style.



# FIONA BEERMIER

CHIEF EXECUTIVE OFFICER

The focus for the past year has been on setting our foundations. We looked at the way we operate, what our ultimate purpose is, and how we can continue to respond to the growing and diverse needs of Western Australian children and families.

The Board and Management actively explored new and innovative ways to expand the reach of Ngala services including meeting the needs of parents with children aged up to 18 years. Complementary to this was the appointment of a Business Development Manager.

Internally, we critically assessed the operational structure and infrastructure required to support the outstanding work of Ngala, while operating in a highly competitive and contracted market. A number of projects have enhanced our infrastructure including a complete rebuild of the Ngala website; implementation of Ngala IQ (Ngala intranet); rewriting and renaming of Ngala's Service Delivery Model (now called 'COMPASS - The Ngala Way'); and the introduction of a more streamlined and holistic approach to embedding a culture of compliance.

Underpinning our future direction will be three key statements that inform what, why and how we work; Our Purpose; Our Way; and Our Impact. Developed as a collective effort by the Ngala staff and Board these statements will drive our actions and form the scaffolding for our four key focus areas - Sustainability, Service Impact, People and Culture, and Presence and Profile.

Elsewhere through the year, there were both wins and losses. It was very disappointing

that after 10 years of positively impacting the lives of incarcerated women at Bandyup Prison, Ngala would no longer be delivering this service. Ngala was however awarded other significant contracts that will help to address the increasing needs of parents in the 21st century. These new contracts include an expansion of our Residential Parenting Services to support parents at risk of their baby/children being taken into the care of the state, as well as a new enhanced-technology service connecting parents in regional and remote communities with much needed child health practitioners.

Fundamental to the success of this year has been the unwavering commitment of all Ngala staff who combine their efforts with a great deal of expertise, professionalism and enthusiasm with a 'can do' attitude, making it possible to implement the many changes over this year.

A special thank you also to the Friends of Ngala who work voluntarily to secure donations and contributions to benefit the delivery of Ngala Services. Along with our many other passionate volunteers their dedication contributes so much to our work.

I extend my sincere appreciation to the Chairman and all the Board of Directors who over the past 12 months have given so generously of their time, expertise and knowledge to ensure 'Our Impact' is realised. I would like to especially acknowledge Martin Black, outgoing Chairman, for being an exemplary Board Chair. Martin has dedicated 20 years of service to Ngala, with the last four years at the helm as the Ngala Chair.

My first year as the CEO of Ngala has been extremely rewarding because of the support of each one of you and your confidence in me to lead this incredible organisation. With the foundations we have set together in 2017/18 the future for Ngala looks bright and exciting.

# SUSTAINABILITY



## SIMON GREEN

### CHIEF FINANCIAL OFFICER

The sustainability of Ngala has been and continues to be a key focus area. This encompasses all aspects of our business processes and controls, optimisation of our existing assets, the quality and standards of service delivery and diversification of funding where possible.

The Early Learning and Development Services (ELDS) was tested by the recent Federal Child Care Subsidy changes, however despite this, 2017/18 produced strong financial results with accompanying high levels of occupancy including significant wait lists. This result bears testimony to the excellent commitment of ELDS educators to early childhood development and the ability to achieve a rating of meeting or exceeding National Quality Standards across the three ELDS sites (Joondalup, Perth Airport and Kensington).

The quality and standards of our practice and service delivery is tested and demonstrated through a number of external audits. Ngala has successfully maintained certification

under AS/NZS ISO 9001:2015 and the National Safety Quality Health Service Standards after a first surveillance audit conducted by the Institute for Healthy Communities Australia. The results of the ISO surveillance audit and the ongoing commitment by Ngala staff to strengthen processes and strive for continuous improvement provides a strong foundation for the next phase of Ngala's evolution through the development and delivery of the operational plan.

Partnering with complementary community service providers is an important strategy for Ngala. Of note our partnership with Anglicare through the Parenting Connections WA. This partnership has resulted in shared knowledge, resources and strategies to ensure families across WA receive a consistent and quality service.

A notable one-off expense during early 2018 related to Ngala's shift of operations from Belmont to a new office in Joondalup. This investment reflects the geographical changes to some of our service offerings and the growing population, particularly in young families, across Perth's expanding northern suburbs.

Another important aspect of sustainability was a review and update of various internal processes to improve the efficiency of corporate activities. This included a restructure and realignment of key roles to maximise the support to operations. In addition, the establishment of a focused Business Development and Education Services team during the year represents an investment targeted at diversifying Ngala's income sources and reducing dependence on Government funded programs which is expected to deliver positive outcomes in the years ahead.



## ELAINE BENNETT


DIRECTOR RESEARCH

### Ngala Research Unit

The Ngala Research Unit works collaboratively, providing support and consultancy to a wide range of internal and external stakeholders, which is underpinned by a research evidence-base. In partnership with universities, the Research Unit ensures that Ngala remains a leader in innovation and evidence-based practice in the early years. Part of this important work is the involvement of students in our projects from all WA universities. In 2017/18, the Research Unit supported six Masters/PhD students, and three undergraduate students.

#### Project one

In 2017, Ngala received Ian Potter Foundation funding to expand the implementation and evaluation of the Growing Strong Brains Toolkit in Carnarvon. Ngala developed the resource in 2015 with input from community-based stakeholders, including Aboriginal families, from across WA. It was designed in response to the need to improve health and development outcomes of infants and children in Aboriginal communities.



Using culturally appropriate language, images and activities, the GSB toolkit is an interactive resource to build knowledge and understanding of early brain development. The project is well underway with great stories and feedback from all key stakeholders. Our key partners are Ngangk Yira - Murdoch University and Edith Cowan University.

#### Project two

Also during 2017, an evaluation study was undertaken of Ngala's Young Parenting Program, which supports adolescent parents with a group program of wrap-around support, home visiting and transport. The evaluation assessed the efficacy in relation to the development of parental confidence, local community connectedness and mental health/well-being for adolescent parents living in a socially disadvantaged area in Perth. It is hoped that the results of the study will be published in a peer-reviewed journal in 2019.

#### Engaging fathers

Ngala's commitment to profiling fatherhood research and practice in WA/Australia continued in 2017/18 by:

- Providing input to the Australian Fatherhood Research Consortium and an Australian study on *Fathers and Sleep* and *SMS4Dads*;
- Editorial Committee on The Australian Fatherhood Research Bulletin;
- Partnership with the ORIGINS longitudinal study (TKI) in Joondalup and on the Fathers Research Interest Group;
- Undertaking an organisation audit of Father Inclusive Practice.



# SERVICE IMPACT



## FRAN MCCRYSTAL

DIRECTOR-SERVICES METRO

### Supporting more families with our intensive services

The last financial year has seen Ngala take on exciting new initiatives.

Our Intensive family service provides families with access to a multi-disciplinary team of social workers, child health nurses, psychologists and a GP to work alongside the parents, to help equip them and build their confidence in parenting.

In late 2017, the Department for Communities agreed to fund intensive family support through our Extended Stay service for parents who are at risk of their child being taken into the care of the government.

These families receive a tailored program based upon their individual circumstances, with the overall aim of improving the parent/child relationship. Our team also help to connect them with our community parenting groups and/or other external agencies for ongoing support.



## JENNY ALLEN

DIRECTOR-SERVICES REGIONAL

### Matching the growth in Perth's northern suburbs

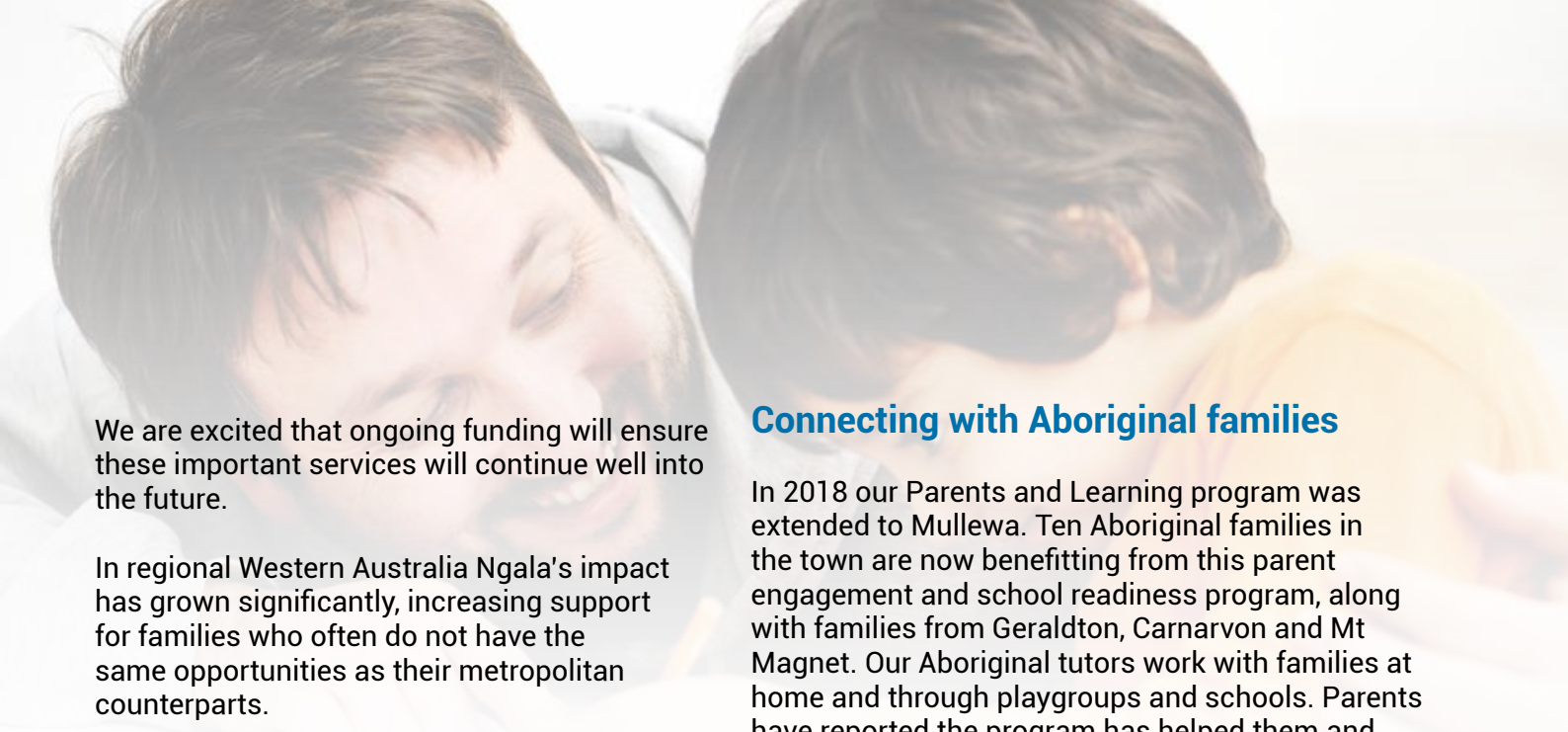
The population in Perth's northern suburbs continues to grow, bringing tens of thousands of new families who could benefit from Ngala's services in the coming years to these communities. In response a new office was opened in Joondalup. It will be at the heart of the urban growth, bringing workshops, consults, groups, and parenting activities.

Joondalup acts as the central hub for Ngala's metropolitan Parenting Connection WA service, a partnership between Ngala and Anglicare WA which supports families to be the best parents they can be. We thank the Department of Communities for funding this important service.

### Child and Parent Centre's at high demand

Ngala's four Child and Parent Centres continue to provide high quality services to meet the needs of families and communities. These centres bring together government and non-government agencies to deliver diverse programs, including health clinics, supported playgroups, parent education, and health and wellbeing programs.





We are excited that ongoing funding will ensure these important services will continue well into the future.

In regional Western Australia Ngala's impact has grown significantly, increasing support for families who often do not have the same opportunities as their metropolitan counterparts.

### **Increasing our online support**

Towards the end of the financial year we launched Country Families @ Ngala, an exciting service funded by the WA Country Health Service that brings online parenting support to country families. Support is provided across multiple channels from parenting webinars and one-to-one online consults, to an online chat service administered by our friendly Child Health Nurses.

### **Increasing parenting support to small towns and remote communities**

Parents and community stakeholders in remote locations and in small farming and coastal towns of the Midwest and Gascoyne, often comment on the noticeable reduction in services coming to their community, leaving them with feelings of isolation and not knowing who to turn to.

In light of this, the response from parents to our expanding Parenting Connection WA service has been one of genuine thankfulness. They express gratitude that we came all the way to their community for face to face delivery, for the quality and relevancy of the presentations, and for helping them to feel that they are doing 'OK' as parents. They know additional support is now there if they need it.

### **Connecting with Aboriginal families**

In 2018 our Parents and Learning program was extended to Mullewa. Ten Aboriginal families in the town are now benefitting from this parent engagement and school readiness program, along with families from Geraldton, Carnarvon and Mt Magnet. Our Aboriginal tutors work with families at home and through playgroups and schools. Parents have reported the program has helped them and their children in their learning; resulted in the whole family coming together to enjoy the activities; and established routines.

Growing Strong Brains professional and personal development sessions are assisting individuals working with Aboriginal families to build their skills and capacity. Centred on the crucial first 1,000 days of life from preconception to age two, participants receive a unique kit developed after listening to and working with Aboriginal people. Workshop participants learn about the theoretical underpinnings behind the kit and practice yarning utilising the practical strategies from the kit.

Consistent responses recognise that this is the best training ever attended with high relevancy to their work and own family life. It is exciting to see how well our Carnarvon team and partners integrate their service delivery and support each other to incorporate their learning from this and other training.

### **Our work with young people**

Sadly, at the end of 2017 our Geraldton staff had to say goodbye to LEAP, an alternative education program that has seen many young people build confidence and life skills and transition to further education, training and work. We do however continue to provide individual support and group workshops to many young people and their families through our counselling and youth programs in Geraldton and through the Remote School Attendance Strategy in Carnarvon.

# PEOPLE AND CULTURE



## PAULA PAUL

HUMAN RESOURCES

### Strengthening our foundations

Human Resources employ a collaborative relationships approach to managing and supporting our people. With a strong emphasis on building relationships across Ngala, the HR team has played an integral role in the strategic resourcing of business areas to ensure we continue to deliver outcomes to our funders and the broader community.

Part of this strategic resourcing has included welcoming and helping to embed a new leadership team providing a strong foundation for guiding our skilled and high performing workforce.

Human Resources was also restructured during 2017/18, aligning skills and competencies to the evolving needs and priorities of the organisation.

### Enhanced HR reporting

A new e-learning management system was introduced to build Ngala's capability and to ensure staff are skilled in best practice theory and meet all compliance requirements.

Further enhancements include:

- Single touch payroll, introduced as part of ATO compliance requirements bringing benefits of increased efficiency through streamlined reporting;
- An HR dashboard report to demonstrate our results based accountability (RBA) performance measures; and,
- A Work Health & Safety dashboard, capturing key performance measures.

### Reinforcing a strong safety culture

Creating and maintaining a strong safety culture where all employees and volunteers feel safe and are committed to their safety responsibilities is a priority for Ngala. This last year has seen a number of policies, supporting this objective reviewed and implemented. The Terms of Reference for the WH&S Committee has been reviewed and there has been an internal drive to increase awareness for undertaking risk assessment across the business.

### Diversity reporting

Ngala continues to implement strategies to improve access and inclusion for people with disabilities including improvements to our promotional materials, website and intranet.

With significant organisational change over the past two years, including the merger with Geraldton Regional Community Education Centre, Ngala has chosen to implement another Innovate Reconciliation Action Plan in consultation with staff and WA communities with completion expected in late 2018.

Ngala is also taking steps to be more inclusive of LGBTIQ families and this work will continue across all programs.

## Volunteers

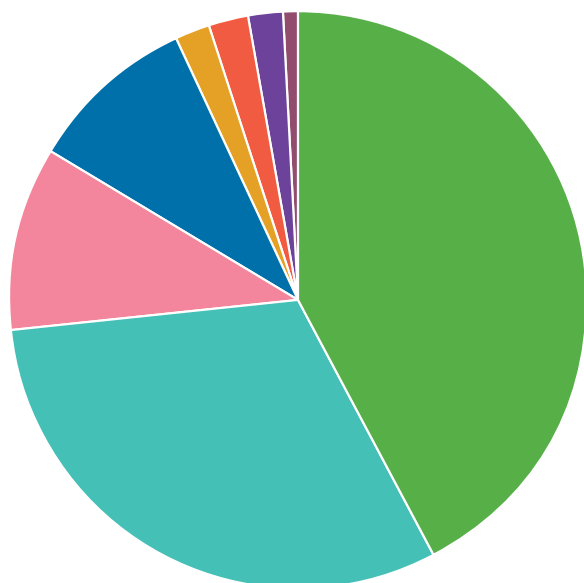
Our 65 volunteers working across Ngala continue to perform an important role in supporting our employees with the delivery of services to our families and to the broader community. Our volunteers play an integral role with Ngala's success in our service delivery and they make an enormous contribution.

We acknowledge and thank all of our employees and volunteers for their commitment to Ngala and the services we deliver to the Western Australian community.

## Workforce

BOARD MEMBERS	TOTAL EMPLOYEES	FULL-TIME EMPLOYEES	PART-TIME EMPLOYEES	CASUAL EMPLOYEES
8	315	98	184	25
4	26	MALE		
4	289	FEMALE		

## Workforce by Department





# PRESENCE AND PROFILE



## BRIAN SMITH

### BUSINESS DEVELOPMENT & EDUCATION SERVICES

With 128 years of heritage, it's clear that Ngala is an organisation that has managed to evolve over time to meet the changing needs of parents in Western Australia. Our long standing history and ability to respond to societal changes has contributed to Ngala building a brand based on confidence and trust.

Last year we responded to more than 13,000 calls to the Ngala Parenting Line, demonstrating that our profile is high across the state, particularly with new parents, but increasingly with families of children aged up to 18.

From the end of 2017, Ngala's leadership team began looking inwardly at its key messaging in anticipation of a new Strategic Planning period. A cross-section of our staff met to ask *"What unites us?"*, *"How do we articulate the how and why of what we do?"* To better communicate our core purpose to partners, supporters and families in our services, we produced our Purpose, Way and Impact statements. These statements can be viewed on the inside cover.

### Building our business thinking

In a changing sector it was important for Ngala to re-frame our thinking from being a Not-For-Profit to being a Profit-For-Purpose. Optimising resources, promoting our capabilities and achievements, and exploring new business opportunities will all strengthen our ability to deliver on our mission effectively.

In January 2018, Ngala created the Business Development and Education Services (BDES) team to support the organisation to progress new and enhanced business opportunities. The BDES team marked a new era for Ngala, laying the foundations for growth that will contribute to even better outcomes for the families we work with.

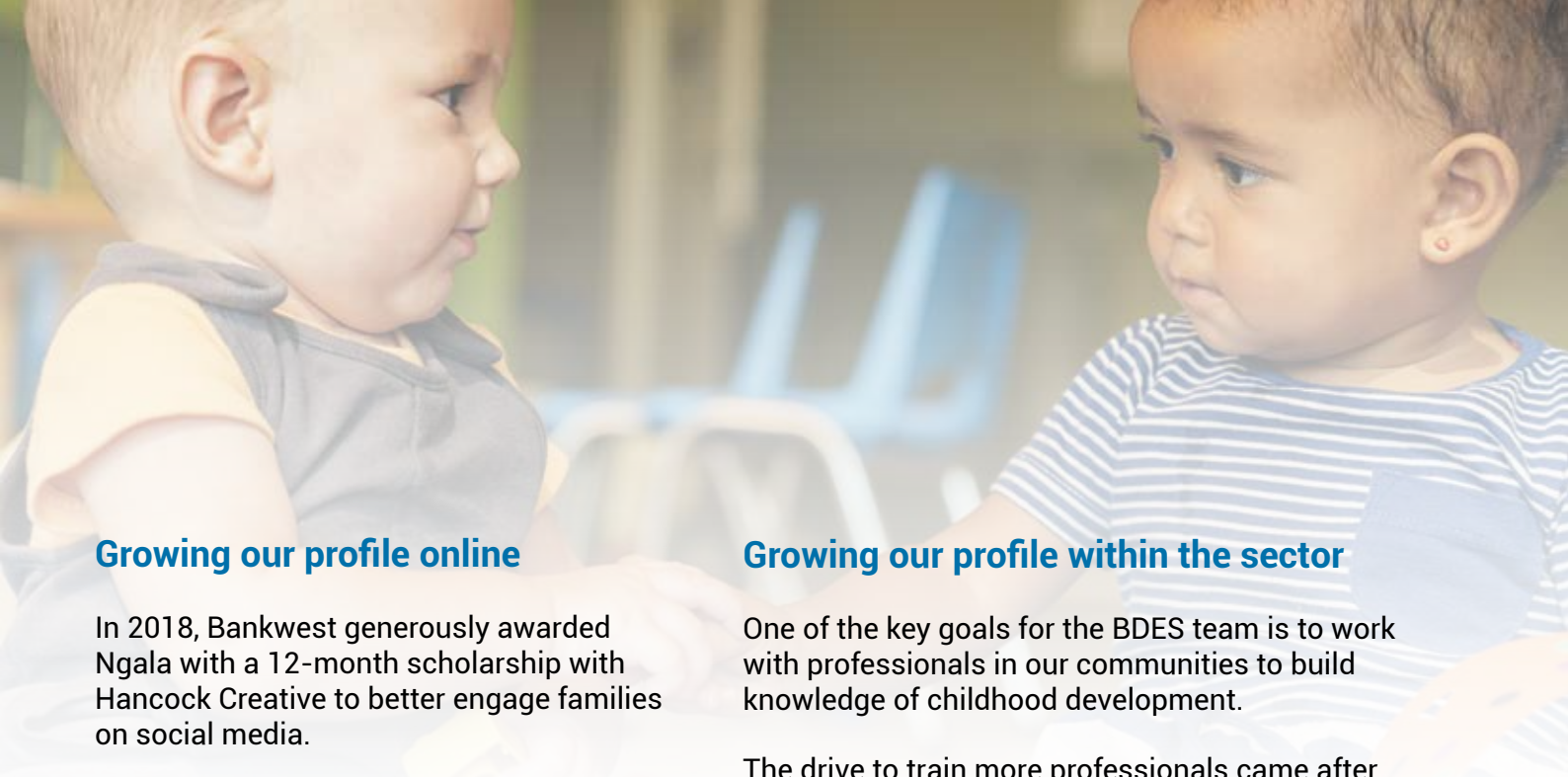
### Our new website upgrades online services

Also in January this year, we phased out our existing website in favour of our new one, almost ten years on from the original build date. A lot has changed in parenting and family services in the last decade, and the structure of our new website had to reflect that.

Our website today is a portal for parenting webinars, online consults and online chat for country parents and more.

### Our new branding meets accessibility head-on

Our online upgrade encompassed more than just our website. Ngala's branding was passed under the microscope for how accessible it was for users with a vision or cognitive disability. We found room for improvement and following some changes the Ngala logo is now significantly more accessible meeting a AAA accessibility rating.



## Growing our profile online

In 2018, Bankwest generously awarded Ngala with a 12-month scholarship with Hancock Creative to better engage families on social media.

With almost eight in ten Australians now using social media (Sensis 2018), it's important that our own online presence is meeting the needs of the communities we work with.

The scholarship was key to spreading the word about our services to those who need it most - and to attract volunteers, students and research partners.

## Growing our profile within the sector

One of the key goals for the BDES team is to work with professionals in our communities to build knowledge of childhood development.

The drive to train more professionals came after successfully launching our Growing Strong Brains training in 2017, a two-day workshop to create better outcomes for Aboriginal children.

Looking forward, Ngala will be running regular sessions on fundamentals like children's sleep, brain development, nutrition and working with dads, and additional sessions for cyber safety, collaborative practice and more. With a satisfaction rate of 98.8% amongst professionals in our training programs, our presence is making a difference in the sector.

## Our online presence

**36.4K**

**WEBSITE USERS**

**AN INCREASE OF 14.6%  
FROM MARCH TO JUNE**

**7,570**

**FACEBOOK FANS**

**AN INCREASE OF 17.7%**

**20,409**

**EMAIL SUBSCRIBERS**

**AN INCREASE OF 20%**

# REAL EXPERIENCES



## Baby blues: A First-hand experience

Perth mum Ash-Lee had been having troubles with her baby, Billy, for months. He cried a lot, fed constantly, was frantic and barely slept. Despite going to great lengths to get him to sleep, Billy wouldn't sleep.

*"It felt as though we were living a nightmare."*

Their struggles continued. They met with GPs, paediatricians and a gastroenterologist. Apart from his reflux and colic, Billy was in otherwise perfect health. That was good news for Billy, but didn't help Ash-Lee and her partner, Paul, to make Billy happy. They could also see Billy was in pain.

*"I was heartbroken and of course fell into a heap. We felt utterly desperate for help - we*

**"We felt Billy needed to be hospitalised."**



## Service spotlight:

Extended Stay

*felt Billy needed to be hospitalised. Billy, Paul and myself needed support."*

The gastroenterologist paediatrician suggested they contact Ngala for support, and Ash-Lee and Paul were soon booked in for an Extended Stay.

Extended Stay is an intensive 4-night program. During their stay, a family works with a team of experts in child and family health, lactation, social work, psychology and health. They talk about challenges in depth and find solutions together.

*"We spent a week with the knowledgeable, devoted, hardworking and caring staff at Ngala. The nurses encouraged our baby to fall asleep and sleep for longer periods using a variety of settling techniques."*

Now, Billy sleeps – and so do Ash-Lee and Paul, who are re-discovering their lives.

*"Our stay at Ngala changed our lives. We have a calm and happy baby who just loves his sleep."*

*We have learnt so much about our baby and his sleep needs. He gets more sleep in one sleep than he got in an entire day before! The well-being of our little family has greatly improved since our stay with Ngala."*





## Never missed a day

When Stratton mum Irene joined the HIPPY program, she didn't know that it would open a world of discovery for her daughter, Scarlett.

*"I hadn't heard anything about it – I was reluctant to join at first. But another mum I knew well joined before me."*

HIPPY is a two-year, home based, early learning and parenting program to help children get the best chance at school. A Home Tutor visits weekly or fortnightly to work through the activities and talk about learning.

*"Straight away, I could see the changes it made to Scarlett's everyday learning. She was learning about numbers, shapes... but HIPPY is all about everywhere learning. You don't need the materials, you don't need to buy things like flash cards. It's about obvious learning, so going to the park, collecting rocks, counting them, talking about which ones are big and small."*

At four years old, Scarlett is Irene's youngest child of three, and the first in



## Service spotlight:

HIPPY

her family to go to HIPPY. The difference it made to Scarlett's love for learning was clear straight away.

*"The boys had a hard time going to school and learning new things. Scarlett loves learning and going to school. She has perfect attendance."*

But the changes to Scarlett's life went deeper than Irene expected. Irene could see Scarlett was growing more confident and happy by the day – and it amazed her.

*"I feel like she can achieve anything in life. She's so bright. It's amazing to see how bright she is – and her confidence! HIPPY has brought that confidence out in her. She knows what she's talking about – she'll raise her hand, answer questions in class..."*

**"HIPPY has brought that confidence out in her."**

*Being Aboriginal, we all have a kind of shame factor. So, I don't want to do this, I don't want people looking at me. It's a part of our culture. She doesn't have that factor. I hope she continues to have that confidence."*

Scarlett says she wants to be a dentist when she grows up – and Irene is sure that she can get there.

*"I don't have any doubts that Scarlett will be something special one day. She talks about becoming a dentist or a doctor when she grows up. She says 'I'm going to be a dentist, mum, and I'm going to fix everyone's teeth.'"*

# FINANCIALS



COMMUNITY SERVICES



FAMILY SERVICES



CHILDREN'S SERVICES

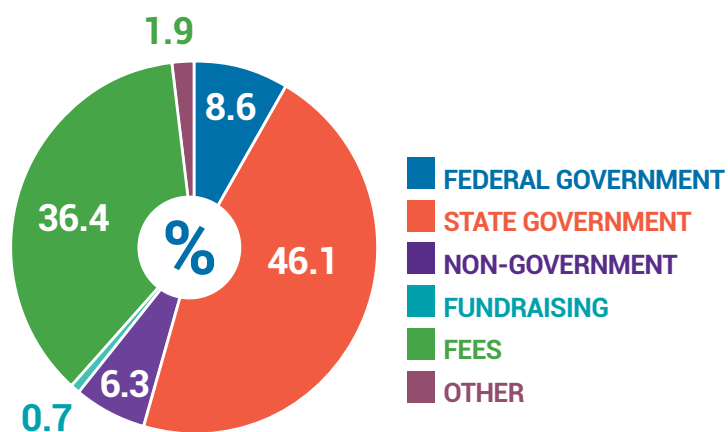
TOTAL

		\$'000	\$'000	\$'000	\$'000
GRANTS	FEDERAL	1,564	-	165	1,729
	STATE	7,446	1,856	-	9,302
	NON-GOVERNMENT	1,272	-	-	1,272
FUNDRAISING		10	133	1	144
FEES		19	1,398	5,924	7,341
OTHER		213	128	41	382
<b>INCOME</b>		<b>10,524</b>	<b>3,515</b>	<b>6,131</b>	<b>20,170</b>

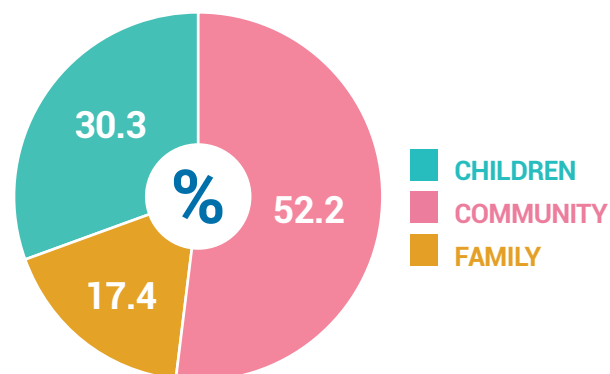
AMOUNTS EXCLUDE CHARGES BETWEEN ENTITIES

SALARIES & WAGES		8,849	2,594	4,657	16,100
TRAVEL		262	8	27	297
PROGRAM SUPPLIES		781	87	212	1,080
PROPERTY COSTS		506	223	393	1,122
GENERAL ADMINISTRATION		545	142	76	763
IT AND OTHER		376	8	46	430
<b>EXPENSES</b>		<b>11,319</b>	<b>3,062</b>	<b>5,411</b>	<b>19,792</b>
<b>SURPLUS BEFORE DEPRECIATION</b>		<b>-795</b>	<b>453</b>	<b>720</b>	<b>378</b>

Income by source



Income by entity



# OUR SERVICE REACH

## Parents, carers, families seeking out Ngala

13,095

Families receiving phone support

1,870

Families accessing a community program.

1,782

Parents receiving Inpatient services and home visits

1,744

Parents attending workshops and/or groups

843

Children enrolled in Childcare (Early Learning Services)

617

Teens accessing youth services

591

Individuals receiving support through an appointment or consult



# FUNDERS, SPONSORS AND RESEARCH PARTNERS

## LOCAL GOVERNMENT

- City of Greater Geraldton
- City of Swan

## AUSTRALIAN GOVERNMENT

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

## GOVERNMENT OF WESTERN AUSTRALIA

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

## MEMBERSHIP ORGANISATIONS

- The Rotary Club of Como
- The Rotary Club of Ascot
- United Way WA
- Collier Pines Ladies Golf Club
- The Friends Of Ngala
- WA Council of Social Services

## ORGANISATIONS

- Rio Tinto
- BHP
- Woodside
- Brotherhood of St Laurence
- Telethon
- SDERA
- Bendigo Bank
- Parenting Research Centre
- Strzelecki Holdings
- Hawaiian
- The Margaret River Chocolate Company
- The Smith Family
- HBF
- BUPA
- WA Primary Health Alliance
- Early Childhood Australia
- Headspace
- Missions Australia
- Anglicare
- Parkerville

## RESEARCH PARTNERS

- Univesity of Western Australia & McCusker Centre for Citizenship
- Curtin University
- Murdoch University & Ngank Yira Research Centre for Aboriginal Health and Social Equity
- Huntingtons WA

## TRUSTS AND FOUNDATIONS

- Stan Perron Charitable Trust
- The Ian Potter Foundation
- Minderoo Foundation

# BOARD OF DIRECTORS



**MARTIN BLACK**  
CHAIR  
(OUTGOING)



**JEN EHLERS**  
DEPUTY CHAIR  
(INCOMING CHAIR)



**ANDREW ANNAND**  
BOARD MEMBER



**SHELLEY ARCHER**  
FRIENDS OF NGALA  
PRESIDENT



**DAVID IZZARD**  
TREASURER



**DR VICKI BANHAM**  
BOARD MEMBER



**KIMBERLY STOKES**  
BOARD MEMBER



**PRUE HAWKINS**  
BOARD MEMBER



**DR VERONIKA KRETZER**  
BOARD MEMBER  
(OUTGOING)

\* DR LUCY HOPKINS ON SABBATICAL

Ngala Community Services

ABN: 35 129 500 223

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Ngala Children's Services


ABN: 31 129 500 205

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Ngala Family Services

ABN: 12 129 500 125

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**Ngala**

Parenting with Confidence