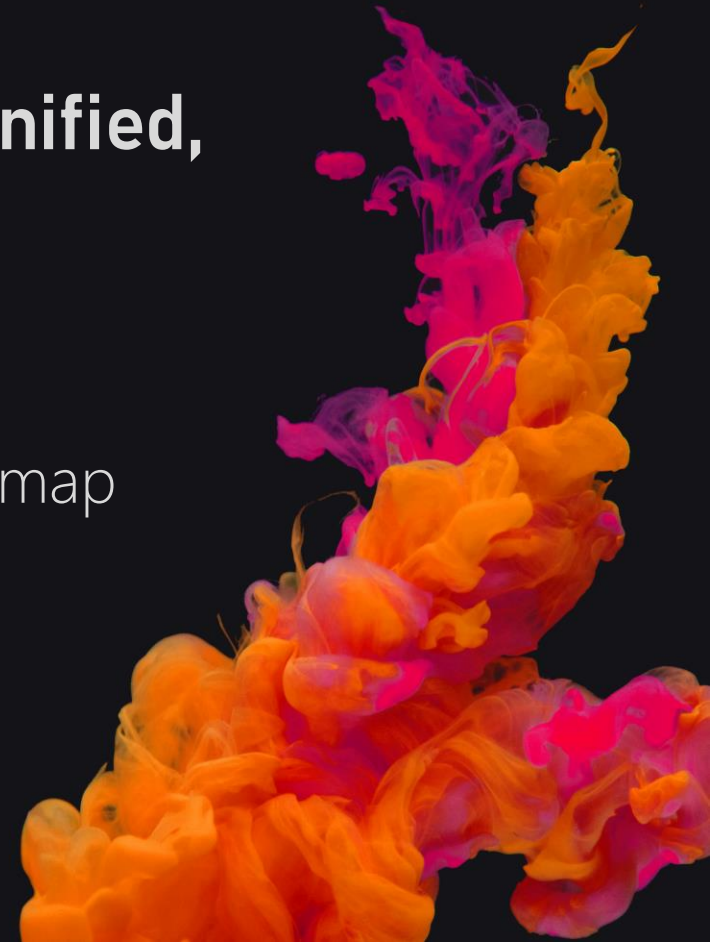


Case Study

**Laying the digital foundation for a unified,
client-centric service model**

Vendor Selection and Implementation Roadmap
Project



The Client

Ngala is a not-for-profit organisation delivering vital parenting and early childhood support services across Western Australia. With a long-standing reputation in Family, Community, and Child Services, Ngala supports thousands of clients each year through tailored programs. Their mission is to support parents, carers, and communities in giving children the best start in life. As a service-driven organisation, Ngala places a strong emphasis on client experience, continuity, and impact.

Overview

Ngala engaged Interfuze as part of a broader digital transformation initiative aimed at replacing legacy systems with modern, scalable solutions. A critical priority was the selection of a new system to replace an ageing, custom-built Microsoft Access system that had become unreliable, inefficient, and overly dependent on a single staff member for support. Ngala's existing client data was fragmented across service areas and relying on paper forms, limiting visibility into the client journey. Interfuze was tasked with identifying a commercial solution that could integrate seamlessly with Ngala's existing systems. The objective was to unify client information into a single digital source of truth and reduce administrative overhead, all while preserving flexibility for future service delivery enhancements.

We help WA parents navigate challenges and build the skills needed to give their children the best start in life.

There are many ways we can help, depending on what works best for you and your family.

- Residential Parenting Service – stay with us at our purpose-built space
- Free Parenting Line – free professional advice on any topic 0-18 years
- Community programs – from adjusting to parenting to attending school
- Child and Parent Centres – free services to support the local community
- Early Learning and Development Centres – high quality childcare in Perth

The Challenge

Ngala needed a secure, modern solution that supported a holistic, client-centric view across its services while integrating effectively with existing systems.

The Approach

Interfuze adopted a structured, consultative approach that began with stakeholder engagement across Ngala's service areas to understand workflows, pain points, and priorities. Functional and technical requirements were carefully captured and prioritised, ensuring alignment with both current operations and strategic goals. Emphasis was placed on selecting an off-the-shelf solution to reduce long-term risk and customisation costs. Interfuze facilitated a vendor evaluation and shortlisting process. Throughout, the team maintained clear, ongoing communication with Ngala's leadership and service teams to ensure buy-in and transparency.

The Results

Ngala now has a clear path to modernising client engagement and management through a solution that meets operational needs and supports strategic growth. The organisation is positioned to enhance service continuity and reduce system risk through a robust, integrated platform.

The Solution

The recommended solution will provide a consolidated platform for managing all client interactions, allowing seamless data sharing across services. Designed to integrate with existing systems, the CRM creates a digital bridge across the organisation's operational landscape. Features include digital intake forms, automated workflows, centralised case management, and enhanced reporting capabilities. The solution positions Ngala to streamline service delivery, reduce administrative duplication, and support future enhancements such as fee-for-service invoicing.

"Interfuze took the time to truly understand our service model and strategic goals. Their expertise gave us confidence in selecting a solution that will serve Ngala's needs well into the future. The process was structured, collaborative, and focused on outcomes that matter to our staff and clients."

Julia Hannan, Chief Financial Officer, Ngala



Think we can help solve your
problem?

Reach out to Lindsey or Tim

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