



“I wouldn’t be here 7 years on, if it wasn’t for the support that I received from Miracle Babies Foundation that gave me the strength and the courage that I needed to be a great mum to my three surviving children.”

Hear the story.



PURPOSE

To improve, support and enhance all lives impacted by a premature or sick birth.

VISION

Happy and healthy families reaching their potential.

VALUES

Empathy – Community – Commitment - Respect

MISSION

Working in partnership with families and health professionals we provide a community of shared experiences, peer emotional support and access to education and evidence-based information. We use our parent voice in research and advocacy to influence positive change. Our life saving and life changing work aims to enhance lives for all to reach their potential



Every year in Australia, more than **48,000 babies** are born requiring specialised care due to prematurity or sickness at birth.

Sadly, up to 1,000 babies will lose their fight for life.

Parents are at increased risk of post natal depression, anxiety and PTSD, while babies can face heightened risk of disabilities, developmental delays, behavioural challenges and ongoing health conditions.

The impacts can last a lifetime.

Miracle Babies' globally recognised *Nurture* Program improving long-term health and mental health outcomes

- 24/7 Family Support Helpline (***NurtureLine***)
- In-Hospital Peer Support (***NurtureTime***)
- After Discharge Specialised Play and Support Groups (***NurtureGroup***)
- ***NurtureResources*** - support tools, information and guidance at each stage of their journey, along with support for bereaved families.
- Online Information Hub (***Nurture 'E'***) - **EEE Impact**

Furthermore, Miracle Babies Foundation is enhancing lives for future families through:

- Involvement in Research
- Advocacy
- Clinician Education

*Provided at no cost to families and hospitals

1 IN 2

families supported
Australia wide
(approx)





About our core services:

- **NurtureLine:** Miracle Babies Foundation *NurtureLine* is a free family support helpline catering for families with a high-risk pregnancy, the hospital journey with a baby currently in NICU or SCN, the transition to home and onwards. Providing emotional, peer support to improve coping, mental health and access to information to empower these families throughout their journey, to advocate for their vulnerable newborn or child and for themselves.
- **NurtureTime:** Our qualified *NurtureTime* team members visit the hospital to offer support and guidance. Parents, family and friends can ask questions, share their thoughts and feelings knowing the Support Worker has a shared experience. Each *NurtureTime* service can cost upwards of \$25,000.
- **NurtureGroup:** free play and support group for families who have experienced the birth of a premature or sick newborn. The group allows families to connect with others who may face a similar journey and ongoing challenges and access ongoing support from Miracle Babies Foundation. We welcome all NICU and Special Care Nursery families. Each *NurtureGroup* can cost upwards of \$15,000.

Along with resources provided throughout their time in hospital and an online information hub, improving education and empowering families and supporting positive health and mental health outcomes from pregnancy until their child reaches adulthood.

NURTUREPROGRAM SERVICES & OVERALL GROWTH

*support provided at no cost to families or hospitals

IN-HOSPITAL SERVICES (NURTURETIME)

20 Hospitals with Miracle Babies *NurtureTime*, in-hospital peer, face to face support in NICU or Special Care Nursery:

- NSW: 12 Hospitals
- QLD: 1 Hospital
- SA: 1 Hospital
- WA: 4 Hospitals
- ACT: 1 Hospital
- NT: 1 Hospital

**5 of these
launching
between 2022- Jan
2025, plus hours
increased in 3
major hospitals**

AFTER-DISCHARGE PLAY AND SUPPORT GROUPS (NURTUREGROUP)

19 communities with Miracle Babies *NurtureGroup*, after-discharge specialised play and support groups:

- NSW: 9
- SA: 2
- VIC: 2
- WA: 5
- NT: 1

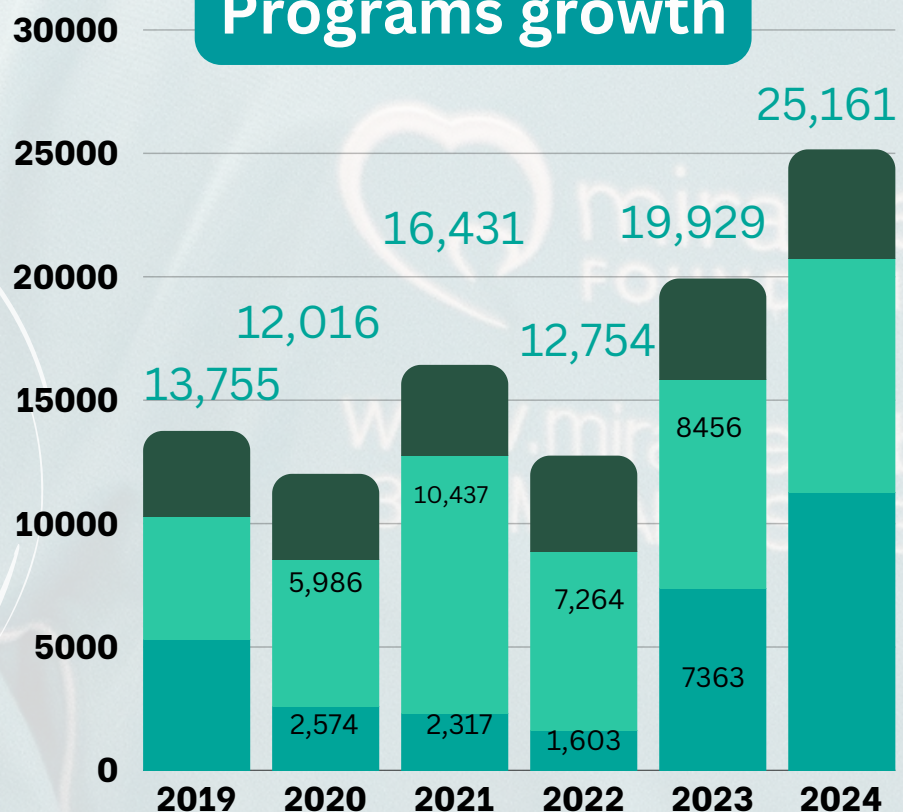
**6 of these
launching
between 2022
- Jan 2025**

Special Days

Resources

**Services
(NurtureTime,
NurtureGroup,
NurtureLine)**

Programs growth



The Nurture Program supports families through all life stages



PREGNANCY

During a High-Risk Pregnancy & unexpected admission (pre-birth)



IN-HOSPITAL

During the hospital journey with a baby in specialised care



AFTER DISCHARGE

Support for the transition from hospital to home



GROWTH & DEVELOPMENT UNTIL ADULthood

Early Years to starting school and beyond

DELIVERING OUR PURPOSE

To 'improve, support and enhance all lives impacted by a premature or sick birth.'

Educate & Empower

NurtureResources,
Nurture E Online
Information Hub

Reduce Isolation & Increase Social Connection

NurtureLine,
NurtureTime,
NurtureGroup

Enhance NICU experience

Health professional
education, advocate for
increased parent
involvement, funding for
vital NICU equipment

Positive change for future families

Involvement in
research,
advocacy



- 24 dedicated staff plus 80+ volunteers
- Almost two decades of experience
- State-based Support Teams with relevant, diverse personal experiences covering major states - NSW, WA, VIC, QLD, SA & NT
- Strong connections to Australian and global partner/affiliate organisations
- Close partnerships with neonatal teams, researchers, allied health and medical professionals
- Comprehensive systems and processes for national service delivery

THE IMPACT OF OUR WORK

An Independent study conducted by The **Impact Institute** evaluated the work of Miracle Babies Foundation with families and clinicians.

In this study, the *NurtureProgram* was proven to:

**Improve parental
mental health**

**Improve parent
and child bonding**

**Increase parent
NICU engagement**

**Increase social
connection**

**Improve
breastfeeding
success**

**Empower
parents and
children for better
health choices**



23/24 FY KEY ACHIEVEMENTS



60+

partnering hospitals



More than

3,600

hours of support
via face-to-face support
services



13,000+

resource packs
distributed to families
nationally to
60+hospitals



Comprehensive online
information hub

550,000+

page views per year

Calendar Year Reach (Services & Resources)

of
support
interactions via
services &
resources:

2022

12,745

(1 in 4)

2023

19,929

(2 in 5)

2024

25,161

(1 in 2)

24 HOUR *NURTURELINE*

Free 24 hour family support helpline providing peer support, accessible by all families nationally, including parents, carers, grandparents and extended family in need of support.

NurtureLine

24 hour support helpline
for families of premature
& sick newborns.

1300 622 243
(1300 MBABIES)

“When I rang the helpline I spoke with a wonderful mother in W.A. and I just wanted to mention what a comfort and support she was to me. I have rung quite a few helplines since the arrival of my son, and no one was as helpful as her in terms of validating my experience and feelings. Really appreciate this service and couldn't be more grateful to have come across it.”

**Miracle mum,
Laura**

1,600+ calls in 2024

NURTURERESOURCES

Miracle Babies Foundation is incredibly grateful for the support to provide vital resources to families in the NICU or Special Care Nursery.

These resources empower parents with information and tools to help them cope, build confidence, resilience and support their mental wellbeing during this overwhelming and traumatic time. Includes resources for admission to a NICU/Special Care Nursery (NICU Survival Pack), support for the transition from hospital to home (Grad Bag), support and information for providing breast milk in the NICU (Milk Express Pack), support for bereaved families (Memory Boxes) and Emergency Care Packs for unexpected admission.

NurtureResources are provided to families in hospitals across Australia including Liverpool, John Hunter Children's Hospital, Westmead, Royal Women's Randwick, RPA (NSW), King Edward Memorial Hospital, Perth Children's Hospital, Fiona Stanley, Joondalup Hospital (WA), Women's and Children's Adelaide, Lyell McEwin (SA) Grampians Health, Monash, The Royal, Mercy Hospital (VIC), Royal Hobart, Launceston (TAS), Royal Darwin Hospital (NT), Centenary Hospital for Women (ACT).



Resource Highlight

'Very helpful resource, especially for Mums & parents like me who aren't fully prepared. Getting the pack meant there was at least one less thing for me to worry about. Especially for something so important like transporting milk to your newborn in the safest way. Thank you for helping our miracle babies.'

Miracle Mum, Munu



Resource Highlight

Fantastic resource. A real guide for families in a time where they need help navigating the reality of a NICU admission.

NICU staff member
Royal Children's Hospital



Resource Highlight

This was really helpful, all the info was amazing, as well as ways to document our journey

Miracle Parent
Centenary Hospital for Women and Children, ACT



Resource Highlight

This was amazing - such a blessing to be given something to say 'Others are walking this road with you'. The Nurture book that was included was really helpful.

Miracle Parent
RPA NICU





NurtureTime

”

Love seeing Megan every Mon/Wed. Nice to speak to someone who has gone through the same kind of journey and also nice to just have someone to speak to in general! Makes some visits that little bit nicer/easier :)

MIRACLE MUM, NIKEISHA

KING EDWARD MEMORIAL HOSPITAL FOR WOMEN
NURTURETIME HELD BY MEGAN

NurtureTime

”

During our hospital stay we met a wonderful Miracle Babies volunteer, Claire she came by Reggie's bed and introduced herself and she was one of very few people who asked us how we were feeling since Reggie was born. It was such a relief to speak to someone without the medical jargon, just have a conversation that wasn't so clinical, to speak to someone who had been in our situation. Speaking to her reminded us that there is a light at the end of the tunnel and NICU won't be forever.

MIRACLE MUM, LAURA

ROYAL HOSPITAL FOR WOMEN - RANDWICK,
NURTURETIME HELD BY CLAIRE



NurtureGroup

”

NurtureGroup has been a wonderfully **supportive, safe place for our family.** To be able to share our experience and ongoing **challenges with other NICU/SCN families** has been such a comfort.

BREE, NORTH EAST MELBOURNE

NurtureGroup

”

I would **encourage anybody thinking about NurtureGroup to go along!**

At Wollongong, Tina and Nikki are lovely and was good to have a chat to them, who had **been through similar experiences.** There were also lots of toys for my daughter to play with.

VICKI, WOLLONGONG





Reggie was born at **27 weeks**, weighing just **1181 grams** and spent **8 weeks** in the Neonatal Intensive Care Unit.

"During our hospital stay we met a wonderful Miracle Babies member, she came by Reggie's bed and introduced herself and she was one of very few people who asked us how we were feeling since Reggie was born."

Laura Lee, Miracle mum to Reggie



”

Thanking you for all your support with my miracle baby Matty. He is almost 10 now and is strong and healthy, having been born at 26 weeks! I will never forget your support and kindness to us. Couldn't have done it without you! Blessings and Love.

Cara

”

On behalf of our ex-24 weeker, Bowie. Without organisations like this, his 8 months stay in hospital and beyond would have been unimaginable

Shantelle

\$54	Supports a grieving family
\$64	Supports a family during an unexpected hospital admission
\$143	Supports a family through their hospital journey.
\$715	Supports a family through their first year after leaving hospital.

Baby Micah was born 7 weeks early, flown interstate from Lismore to Gold Coast University Hospital to be cared for in his first few hours of life...

"Miracle Babies made me feel better. Talking to someone about how I was feeling and what was happening with my baby really helped. We also received a special pack which included a book full of information and other parent's experiences, it made me feel so much better."



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www.miraclebabies.org.au
1300 MBABIES (1300 622273)

Thank you



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