



PRESS RELEASE

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**Family Services Australia announces new
Domestic and Family Violence Support Services**

*Illawarra, Shoalhaven, Tweed Heads NSW, Gold Coast and Ipswich QLD,
Australia.*

Family Services Illawarra Limited, trading as Family Services Australia (FSA) announced today that new psychologist counselling services are available at its Albion Park and Nowra offices, providing community support for domestic and family violence victims of crime.

In announcing the appointment of psychologist Verena (Nena) Matuska, **FSA Managing Director Gary Jackson said**, *“In extending service support in the Illawarra and Shoalhaven we are pleased additional referrals are available locally in response to domestic and family violence”*. **Mr. Jackson added**, *“Nena Matuska is a career experienced psychologist offering supportive and capacity building counselling services, where up to 22 sessions can be accessed without a mental health treatment plan or general practitioner (GP) referral”*.

Fiona Murphy, Practice Leader Staying Home Leaving Violence said, *“Through our weekly central triage adult, child and adolescent clients can engage through any of our six service streams on their life journey in support of recovery from domestic violence. Our referral process is seamless yet clinically informed to ensure we holistically provide the most appropriate services for clients, when they are at their time of need”*.

In accepting her new appointment, **Ms. Matuska said**, *“Deliverance of this much needed Victims Services response to domestic violence and trauma will enable me to provide a client-centred and progressive approach, which is central to FSA’s values. I think this approach enables our clients towards a journey of connecting to a life with meaning again”*.

Although now expanding its client reach interstate to more than 14,068 Occasions of Service (OoS) P.A., FSA is proudly founded in the Illawarra and will continue to maintain a local nine-member executive and senior leadership group, together with an eight-member board of directors. Victims Services support is in addition to FSA’s existing integrated multi-disciplined services including Domestic and Family Violence, Early Intervention, Park and Play / All About Play, Child Youth and Family Support, Families NSW, Mental Health Support and Wellbeing, Disability Management Services and Intensive Family Preservation.

FSA acknowledges the valuable funding support of NSW Department of Justice. **Ends ###**

About Family Services Illawarra Limited, trading as Family Services Australia (FSA)

Established in 1992, Family Services aims to keep clients *Safe, Well, Strong and Connected* through direct services to local children, young people, parents and families who are striving to achieve this but face multiple and sometimes insurmountable challenges.

In 2016 a revised multi-disciplined service commitment was launched to holistically support unmet client needs in multiple geographies in Southern and Northern NSW and in South East and South West QLD, expanding from (2) to (30) sites. Throughout the regions it operates in, FSA has been established to continue its community support journey through Merger and Acquisition (M&A), Community, Philanthropic, Government, Non-Government Organisation (NGO) and select Corporate sector partnerships.

Currently **FSA Client Satisfaction (CSAT)** is 94.08% and **Employee Satisfaction (ESAT)** 88%, representing our values of respect, collaboration, empowerment and innovation.

For more information visit www.familyservices.org.au

About Warehouse One7 – Child and Adolescent Mental Health Support and Wellbeing

Established in 2012 and now reaching more than 7,476 Occasions of Service (OoS), Warehouse One7 provides a range of counselling and personal development services in a friendly environment for kids, teens and families in the Illawarra, helping to protect and promote their well-being. Warehouse One7 offers an uplifting environment that continues to create long-lasting solutions to some of the most demanding health challenges facing society and communities today.

Located at 17 West Street, Wollongong FSA's Warehouse One7 has been founded on a model that acknowledges that the best progress occurs for vulnerable people when there is a strong base of support around them.

For more information see www.warehouseone7.com or call 02 4244 8118

Mental Health ('Mind Matters' Aurecon October 2015)

- ❖ An invisible challenge to society accounting for 4 out of 10 leading causes of disability worldwide, with over 450 million people suffering from some form of mental illness;
- ❖ Mental illness represents 13% of the global disease burden, surpassing both cardiovascular disease and cancer;
- ❖ Around 20% of the world's children and adolescents are estimated to have mental disorders, with similar conditions reported across different cultures;
- ❖ By 2030, depression will be the second highest cause of disease burden in middle-income countries and the third highest in low-income countries; and
- ❖ In the last 45 years suicide rates have increased by 60% worldwide.