



PRESS RELEASE

For Immediate Release January 18, 2021

Media Contact: Lisa Frost
EA Community Engagement
Family Services Australia

lisa.frost@familyservices.org.au

(Office) +61.2. 1800 FSA 000 (1800 372 000)

Family Services Australia expands community services hub to meet growing community needs

Family Services House Illawarra-Shoalhaven Community Services Hub

*Stockland Civic Plaza,
211 Lake Entrance Road, Shellharbour City Centre NSW*

*FSA Illawarra-Shoalhaven, Sutherland, SW Sydney, Southern Highlands, Northern
NSW, Tweed Heads NSW, Gold Coast and Ipswich QLD, Australia.*

Through combined support of community, government and the corporate sector, Family Services Illawarra Limited, trading as Family Services Australia (FSA) announced it had further expanded its community services hub at Stockland Civic Plaza for 2021.

Mission Australia, Edmen Community Staffing Solutions and Campos Coffee Community Café, Signora's Café and Deli have added additional community services to Family Services House that are expanding in 2021 and beyond, together with FSA and other community partners.

FSA's Managing Director and Company Secretary, Mr. Gary Jackson said, "It is incredibly important to our whole family team at work that we continue to meet increased health and well-being needs for our community, rising above any life challenges together with trust and safety, in one easily accessible location offering high quality standards of care".

Mr. Jackson added, "Working closely in Aboriginal Community Engagement, FSA facilitates seamless early intervention and therapeutic pathways for peoples of all walks of life while respecting the unique differences of every single family we support. We welcome all people at Family Services House, our 'whole of family' hub secured for the community long term".

Situated in its hub set on 3,000sqm, FSA is joined by a Registered Training Organisation (RTO) South Coast Academy (SCA); Mission Australia; a Telstra Platinum IT Partner, Virtual IT Group; Edmen Community Staffing Solutions; and a Campos Coffee Community Café, Signora's Café and Deli. While now only 373sqm remains left at Family Services House, available for a committed community service organisation who can secure complementary fit-out.

FSA's Clinical Team Leader, Clinical Psychologist and UOW Research Fellow Dr. Esther Davis said, "In 2021 we are expanding Domestic and Family Violence (DFV) Victims

Counselling Services for children and adults at Family Services House, enabling 22 free sessions of care for each client. Centrally triaged on referral we offer whole of family support across six integrated service streams and continue to develop our FSA Psychology Student Clinic on site for staff and community benefit”.

Dr. Davis added, “Family Services House is also a convenient secure and confidential location for FSA’s numerous group work programs not limited to Domestic and Family Violence Healthy Relationships Groups, Autism Spectrum Disorder (ASD) support, Youth Engagement and Suicide Prevention Groups. We look forward to nurturing health and well-being of the whole family, for life”.

Ends ###

About Family Services House

Family Services House is a unique facility designed and located in the community interest, representing a trusted place to go when our community needs support.

FSA are grateful that through the dedication, therapeutic care and life outcomes our staff consistently provide, a long term easily accessible facility has been secured in the community interest on 30year recurring terms.

Keeping children, young people, adults and families *Safe, Well, Strong and Connected*.

Built with dedicated Telstra fibre to the premises technology supported on-site by the industry leading Virtual IT Group, Family Services House is also home to a Registered Training Organisation (RTO) South Coast Academy (SCA), Mission Australia, Edmen Community Staffing Solutions and a Campos Coffee Community Café, Signora’s Café and Deli.

Together on-site with FSA’s six integrated child and family service streams available to clients through referral in the Illawarra-Shoalhaven regions and throughout NSW and Australia online:

1. Early Intervention (EI) – Park and Play, All About Play and 21 evidence-based Group Work programs, Children and Creche Services and Home Interaction Program for Parents and Youngsters (HIPPY) supporting the Shoalhaven;
2. Child Youth and Family Support (CYFS) – Including Families NSW;
3. FSA Psychology, Mental Health Support and Wellbeing (MHS&W) – Child, Adolescent and Adult psychological services and Online e-Consult Child Mental Health Services (CMHS) including available telehealth services for ages 4-18 throughout NSW schools;
4. Disability Management Services (DMS) – Disability Employment Services (DES) and Specialist Mental Health Services;
5. Domestic and Family Violence (DFV) – Staying Home Leaving Violence (SHLV) and both Child and Adult Victims Counselling Services; and
6. Intensive Family Preservation (IFP) – Together with Drugs and Alcohol in Pregnancy and Parenting Services (DAPPS)

About Family Services Australia (FSA)

Established in 1992, FSA 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, later expanding from (2) to (34) sites.

Currently **FSA Client Satisfaction (CSAT)** is 97.5% and **Employee Satisfaction (ESAT)** 88%, representing our values of **Compassion, Accountability, Respect, Empowerment (CARE) with Integrity.**

Throughout the regions it operates, 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.

For more information visit www.familyservices.org.au or call 1800 FSA 000 (1800 372 000)

About FSA Psychology – Child and Adolescent Mental Health Support and Wellbeing

Established in 2012 and now reaching more than 7,476 Occasions of Service (OoS) per annum, FSA Psychology provides a range of counselling and personal development services in a friendly environment for kids, teens and families in the Illawarra-Shoalhaven and through e-Consults Online, helping to protect and promote client well-being.

FSA Psychology offers an uplifting environment that continues to create long-lasting solutions to some of the most demanding health challenges facing society and communities today.

Our FSA Psychology CMHS service stream 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 or 1800 FSA 000 (1800 372 000) Option 2.