



PRESS RELEASE

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Family Services Australia launches 2025 Strategic Plan to meet 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.*

Family Services Illawarra Limited, trading as Family Services Australia (FSA) announced today it is launching an early intervention vision for community support health and wellbeing to 2025.

FSA's Managing Director and Company Secretary, Mr. Gary Jackson said, "Our team at FSA are continuously developing its focus on early intervention continuity of care, mental health support and applied research to achieve evidence-based outcomes to fidelity, now reaching more than 70,000 Occasions of Service (OoS) per annum in NSW and QLD".

In supporting expanding client delivery, **FSA's Central Triage Chair, Member of the Practice Governance Committee and FSA Psychology Clinical Lead, Ms. Stevie-Rae Kirkland said,** "FSA's innovative multi-disciplined services across six integrated service streams are enabling growth in community reach to meet increasing therapeutic demands on children, young people and families".

Ms. Stevie-Rae Kirkland added, "This is especially needed as we develop client capacity to cope through life challenges, including after fires, floods, droughts, COVID-19 and economic recovery. We always aim to support holistic well-being across the whole family unit".

In releasing its 2025 Strategic Plan, FSA's vision is that all children, young people and adults can live safely and well with their families. A purpose to create positive change in families under stress, a safe, caring environment for children and young people's development.

Mr. Gary Jackson said, "Our goals are to deliver holistic community response services that are integrated, supporting continuity of care, reducing referral pathways and keeping our staff, clients and families ***Safe, Well, Strong and Connected; One-In All-In***".

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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.