



PRESS RELEASE
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**FSA Achieves Finalist Recognition
2021 Australian Financial Review Most Innovative Companies List A/NZ**

**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.

Today the collective team at Family Services Australia (FSA) has been recognized as the 8th ranked 2021 Most Innovative Companies in Australia and New Zealand by the Australian Financial Review (AFR) - Government, Education and Not for Profit sectors.

As a 2021 AFR Most Innovative Companies Finalist, FSA has a vision *that all children and young people can live safely and well with their family. Its purpose is to create positive change in families under stress, as well as a safer and more caring environment for children and young people's development.*

Through integrated Central Triage of incoming referrals, FSA supports the urgency and risk of physical, emotional and mental health challenges we face in community. FSA reduces client referral pathways and improves whole of family continuity of care, integrating response services across six multi-disciplined service streams and in partnership with other NGO organisations and Government agencies.

FSA's Managing Director and Company Secretary, Mr. Gary Jackson said, *"Creative empowerment of our people has shown there is no higher power in innovation, from a values base of balance, self-care, love and family. For self, each-other and all in the community we support with new design ideas to reduce therapeutic risks."*

Mr. Jackson said, *"Our aim is to keep all in community Safe, Well, Strong and Connected. Through our unbreakable commitment to love and family, as a means to drive innovation in service delivery, 2016-2021 FSA has expanded community services reach Occasions of Service (OoS) from 1,000 to more than 71,000 OoS in NSW and QLD per annum. AFR Finalist recognition is dedicated to all FSA staff who are achieving Therapeutic Reconciliation for First Nations Peoples and for all Peoples of Australia that we support in recovery, health and well-being."*

Through FSA's innovative solution design, FSA secured sponsorship from Stockland who provided a long-term building agreement in Shellharbour City Centre. Set on 3000sqm, the building now known as *Family Services House*, has been designed by community and fitted out to meet their therapeutic needs with integrated community services on site.

Supported by dedicated National infrastructure, Fibre to the Premises technology from Telstra and with seamless client access via a public transport hub, *Family Services House, Illawarra-Shoalhaven Community Services Hub* is a trusted place to go when the community needs a hand up in life. Stockland is very proud to have been able to support such important community services.

Speaking of the AFR awards, **The NSW Advocate for Children and Young People, Ms. Zoe Robinson said**, *"FSA and Stockland have shown through innovation in the community interest, that preventative health well-being and recovery is entirely possible, pre and post this pandemic recovery period. I congratulate the team at FSA for their highly valued work and wish to see new partnerships that expand their community service footprint."*

FSA now seeks additional Corporate Social Responsibility (CSR) partners to expand new Community Services Hubs throughout Australia, delivering integrated multi-disciplined services that are clinically informed, across its therapeutic service model of care:

- ❖ Early Intervention (EI) – Park and Play / All About Play Child and Play Facilitation, Children's Services, Trauma Informed Early Intervention Child Care Centres, Group Work, and Home Interaction Program for Parents and Youngsters (HIPPI);
- ❖ Child Youth and Family Services (CYFS);
- ❖ FSA Psychology (FSAP) – Child, Youth and Adult Mental Health Services, including Head to Health Pop-up Clinic;
- ❖ Disability Employment Services – Disability Management Services (DMS);
- ❖ Domestic and Family Violence (DFV) – Including Staying Home Leaving Violence (SHLV), Healthy Relationships Group, Victims Counselling Services; and
- ❖ Intensive Family Preservation (IFP) – Including Drugs and Alcohol in Pregnancy and Parenting Services (DAPPS).

Through Finalist Award recognition AFR commends FSA's community achievements and we encourage all industry Corporate Social Responsibility (CSR) inquiries to be made to Lisa Frost, EA Community Engagement via email: lisa.frost@familyservices.org.au.

Congratulations to all FSA staff and volunteers, as a Not for Profit Company and 2021 AFR Most Innovative Company Finalist, among ASX500 and mid-tier company nominations throughout Australia and New Zealand.

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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)** 90%, 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 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.

About FSA Psychology – Child, Youth and Adult Mental Health Support and Wellbeing

Est. 2012 and now with a Community Reach of more than 26,757 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 Child Mental Health Services (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.FSApsychology.org.au or call 1800 FSA 000 (1800 372 000) Option 2.