



PRESS RELEASE

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**FSA ramps up COVID-19 response
with mental health *Head to Health Pop-Up* service**

**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.

Funded by COORDINARE – South Eastern NSW Primary Health Network (PHN), Family Services Australia (FSA) today announced the expansion of its multidisciplinary mental health team at the new **Head to Health Pop-Up Hub** at Family Services House, Illawarra-Shoalhaven Community Services Hub, at Stockland Civic Plaza, Shellharbour City Centre.

Head to Health Pop Up is free for anyone in South Eastern NSW of all ages. No referral is needed to use the service which is provided face-to-face or via telehealth (phone or videocall).

To access the Pop Up service, or other free services throughout South Eastern NSW, individuals simply need to call the Head to Health intake and referral line **1800 595 212**, Monday to Friday between 8:30am - 5:00pm.

FSA Psychology’s Clinical Services Manager Megan Blacker said, “We are excited to be able to extend the reach of mental health services in the region, at a time when it is so sorely needed. Our relationship with COORDINARE represents a unique opportunity to respond to community needs, with a range of support options available to clients.”

FSA’s Managing Director and Company Secretary Gary Jackson said, “Demand for services across South Eastern NSW has been at an all-time high due to the stressors related to unpredictable events of the past 20 months. The COVID-19 pandemic has created uncertainty for families and people of all ages in relation to health, schooling and employment. For those experiencing mental health difficulties, the pandemic has seen an escalation in distress and support needs due to social isolation and lockdown, among other factors.”

Mr. Jackson said, “FSA is privileged to be working closely with COORDINARE in providing face-to-face and telehealth mental health services to clients of all ages, using a multi-disciplinary service model. We encourage anyone experiencing mental health issues to reach out and seek help.”

Further information: <https://www.coordinare.org.au/for-health-professionals/health-priorities/mental-health-and-suicide-prevention/headtohealthpopup/>

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About Family Services Australia (FSA)

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. The FSA finalist achievement was among ASX500 and mid-tier company nominations throughout Australia and New Zealand.

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.