



**PRESS RELEASE**

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**Media Contact:** Lisa Frost  
EA Community Engagement  
Family Services Australia  
[lisa.frost@familyservices.org.au](mailto:lisa.frost@familyservices.org.au)  
(Office) +61.2. 1800 FSA 000 (1800 372 000)

**FSA Expands Employment Services for Regional Communities**

**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 the Department of Education, Skills and Employment (DESE)**, FSA today announced the expansion of its Disability and Employment Service Stream (D&ES) with contract awards that followed the New Employment Services Model (NESM) tender for the Wivenhoe and Gold Coast Tweed regions and sub-panel appointment for the Illawarra-South Coast region for future business reallocation, services now known as Workforce Australia.

**FSA's General Manager, Community Services, Sharlene Beikoff** said, *"We are excited to be building on our Disability Employment Services in the Ipswich, Gold Coast QLD and Tweed Heads NSW Employment Service Areas (ESAs), with Workforce Australia sites in these regions we provide individual tailored support, engaging employers and securing jobs for our clients."*

**FSA's Managing Director and Company Secretary, Mr. Gary Jackson** said, *"Through our clinically informed central triage of client needs and holistic therapeutic care response, our teams are well suited to create inner capacity for our clients, achieving real life changing health, training and employment outcomes for all walks of life."*

**Mr. Jackson added**, *"Across 19 new sites we are thrilled to be supporting whole of community including Aboriginal Community Engagement and Culturally and Linguistically Diverse needs where we have a presence, that reverses inter-generational challenges out of our clients' control."*

FSA has been awarded Workforce Australia contracts from 1/7/21 to 30/6/28, during which its clients can be helped through other multi-disciplined services, reducing client referral pathways and maintaining continuity of care across an integrated therapeutic service model:

- ❖ **Early Intervention (EI)** – Park and Play / All About Play Child and Play Facilitation, Children's Services, Group Work, and Home Interaction Program for Parents and Youngsters (HIPPY);

- ❖ **Child Youth and Family Support (CYFS);**
- ❖ **FSA Psychology (FSAP)** – Child, Youth and Adult Mental Health Services, including Head to Health Pop-Up Clinic in person or via Telehealth;
- ❖ **Disability and Employment Services** – Including **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).**

Family Services Australia (FSA) has been recognized as the 8<sup>th</sup> 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.

**Ends ###**

## **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.

In 2022 **FSA Client Satisfaction (CSAT)** is 90.3% and **Employee Satisfaction (ESAT)** 89.3%, representing our values of **Compassion, Accountability, Respect, Empowerment (CARE) with Integrity and Positivity.**

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](http://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](http://www.FSApsychology.org.au) or call 1800 FSA 000 (1800 372 000) Option 2.