

**PRESS RELEASE**

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Family Services Australia and Stockland Delivers a 30year Community Facility

***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 that following Stockland and FSA mutual due diligence since 2017, it had secured a 15+15year contract to provide a multi-disciplined community services hub. A community support offering through client referral and clinically informed Central Triage, six integrated health and wellbeing service streams for children, young people, adults and families.

In making the announcement, **FSA's Managing Director and Company Secretary, Mr. Gary Jackson said**, *"This is an outstanding staff achievement for our community, developing national service infrastructure and high-quality human services jobs in the Illawarra-Shoalhaven, core to providing a trusted place to go when our community and families need support"*.

Mr. Jackson said, *"Our whole team are thrilled that we could centralise therapeutic support services in one easily accessible place with new A-Grade facilities that enable staff, our clients, NGO partners and government agencies to meet and collaborate as one, addressing the needs of our community."*

Ms. Michelle Abbey, Stockland Head of Retail said, *"We're pleased to partner with Family Services Australia to support the delivery of this essential service for the Illawarra. We take pride in creating community places and spaces and we look forward to watching this precinct at Stockland Shellharbour Civic Plaza thrive"*.

Mr. Jackson added, *"While maintaining client continuity of care and reducing referral pathways, we can now truly scale support to more locations in Australia through this national headquarters based in the Illawarra"*.

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

With an official opening planned in 2020, building works are nearing completion that includes a welcoming Community Café, 'Babi' and a leading edge dedicated 100Mbps upload/download speed Telstra Fibre to the premises link, supported onsite by Virtual IT Services, a Telstra Platinum partner.

Family Services House is also home to a Registered Training Organisation (RTO), SCA and FSA's six integrated child and family service streams available to clients through referrals to FSA 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. Mental Health Support and Wellbeing (MHS&W) – Child, Adolescent and Adult psychological services and Online e-Consult Child Mental Health Services (CMHS) age 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 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.

2016-2019 FSA has expanded its community service Occasions of Service (OoS) from 1,000 to 17,468 OoS per annum and will well exceed 20,000 OoS under its Strategic Plan to 2025.

Currently **FSA Client Satisfaction (CSAT)** is 94.08% 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 Warehouse – Child and Adolescent Mental Health Support and Wellbeing

Established in 2012 and now reaching more than 7,476 Occasions of Service (OoS) per annum, our 'Warehouse' provides a range of counselling and personal development services in a friendly environment for kids, teens and families in the Illawarra-Shoalhaven and in 2020 e-Consults Online, helping to protect and promote their wellbeing.

Warehouse 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 Warehouse 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.