

Compliments, Complaints & Feedback Fact Sheet

ABOUT LIFE MATTERS PSYCHOLOGISTS

Life Matters Psychologists believes in helping people to thrive. Our mission is to provide timely and accessible care of the highest quality to kids, adults and organisations. We offer a range of health and wellbeing services including psychological assessment and counselling, educational and online therapy programs as well as corporate leadership and workplace services. Committed to quality in all that we do, we help people cultivate self-worth, build resilience and grow in mental wellness in order to thrive.

We are committed to delivering best practice ethical standards in all areas of our business.

For the individual we provide the following psychological services:

- psychological assessment and counselling in many clinical areas;
- Cognitive Behaviour Therapy (CBT), Acceptance and Commitment Therapy (ACT), Dialectical Behaviour Therapy (DBT), Mindfulness, Eye Movement Desensitisation Reprocessing and other evidence-based therapies;
- psychological assessment and counselling for workers compensation related rehabilitation;
- Employee Assistance Programs (EAPs);
- Behaviour Assessment and Behaviour Management Plans;
- social and emotional development programs for children;
- online mental health assessments and cognitive assessments; and
- workshops in resilience, well-being, insomnia management, stress management and Building Effective Workplace Relationships.

Conveniently located in Hamilton, NSW, we are pleased to advise that we can see clients within five days and more than 95% of clients recommend our practice.

HAPPY OR UNHAPPY WITH OUR SERVICE?

We very much appreciate feedback – positive and otherwise. Life Matters Psychologists is keen to hear about your recent service experience. Have you had a positive experience with one of our team members or services? If you have please let us know by emailing us at info@lifematters.com.au

Despite our best intentions, however, we know that sometimes things can go wrong and we would like to hear from you if this happens. If you have feedback or a complaint about any of the services that we provide, the standard of service or the actions of any of our staff, please let us know.

CLIENTS

Clients of Life Matters Psychologists fall into one of the following categories:

- NDIS Participant;
- Private self-funded client;
- Private health insurance clients;
- Medicare clients;
- Client Organisation funded EAP clients;
- Clients covered by iCare or Work Cover;
- DVA-funded clients; and
- Victims Service and other publicly funded clients.

WHAT IF IT'S A COMPLAINT?

If your complaint relates to an issue, form or process managed by the National Disability Insurance Scheme (NDIS) contact the NDIS by:

- using the website: www.ndis.gov.au
- emailing: feedback@ndis.gov.au
- phoning: 1800 800 110

If your complaint relates to a Life Matters Psychologists service issue, then contact Life Matters Psychologists by:

- emailing: info@lifematters.com.au
- mailing: 29 Donald Street, Hamilton NSW 2303
- phoning: 02 4965 3530 (8:30am to 5.00pm Monday to Friday)

WHAT DO WE NEED TO KNOW FROM YOU?

When you first provide feedback or make a complaint by email, mail or telephone we will need to know:

- your name;
- where and how we can contact you;
- the details of your feedback, positive experience or complaint, including the date it occurred and the name of any of our staff who you have already talked to or who may know about this matter;
- the outcome you are seeking; and
- whether you have raised this or a similar matter with Life Matters Psychologists before.

WHAT WILL WE DEAL WITH YOUR FEEDBACK OR COMPLAINT?

We will acknowledge your feedback, compliment or complaint and, in the event of a complaint, carry out a complaint management process. You will receive a response from Life Matters Psychologists within 30 days.