

Incident Management 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.

COMMITMENT

Life Matters Psychologists' commitment is to ensure that full and accurate records of all activities and decisions are created, managed and retained or disposed of appropriately, and in accordance with good management practice. This will enable Life Matters Psychologists staff to achieve information accessibility, business enhancement and improvement. It will also meet its obligations for accountability while ensuring that it protects the rights and interests of the organisation, Life Matters Psychologists staff and Life Matters Psychologists clients.

TYPES OF EVENTS

These events are considered hazards, incidents or injuries requiring immediate attention:

- IT malfunction
- Serious injury, illness, or death
- Suicide
- A missing person
- Severe verbal or psychological aggression
- Severe aberrant behaviour which may cause significant alarm
- Physical assault or violence
- Natural disaster, for example, earthquake, flood, windstorm, hailstorm or extremes of temperature
- Conflict of Interest – whether actual, perceived or potential
- Fire, bomb (actual or threat), explosion, gas or chemical hazard
- Serious damage to property or environment
- Adverse media exposure
- Child Protection or abuse or neglect
- Inappropriate relationships
- Property malfunction
- Exploitation
- Discrimination

WHAT WILL LIFE MATTERS PSYCHOLOGISTS DO?

Life Matters Psychologists' Incident Management Policy & Procedures ensures that Life Matters Psychologists has:

- an effective approach in responding to all critical incidents;
- appropriate support available to all those affected; and
- appropriate training and information provided to all employees.

FURTHER INFORMATION

For further information:

by mail: Life Matters Psychologists 29 Donald St Hamilton NSW 2303

by email: info@lifematters.com.au

by visiting our website: www.lifematters.com.au