

Rights and Responsibilities 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.

Life Matters Psychologists is 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.

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 WorkCover; DVA-funded clients; and Victims Service and other publicly funded clients.

Your Rights

Life Matters Psychologists has a commitment to ethical practice and supports all our Client's rights to:

- participate in community life;
- be treated fairly and with respect;
- receive quality services that are good value for money;
- make comments, offer suggestions or raise issues or complaints about your services, the policies or operations of Life Matters Psychologists;
- change the way we are providing your supports or to change to a different service provider if you are not satisfied with our services; and
- receive information in a format that is clear and that makes sense to you.

YOUR RESPONSIBILITIES

In receiving services from Life Matters Psychologists we appreciate your assistance through:

- open communication with Life Matters Psychologists to develop a plan for the delivery of your supports to meet your needs and provide information necessary for the safe and efficient delivery of your supports.;
- informing Life Matters Psychologists as soon as possible of any problems, concerns or complaints with staffing, supports and/or activities provided;
- informing Life Matters Psychologists if your NDIS plan is suspended or replaced with a new NDIS plan, if your plan payment method changes or if you stop being a Participant in the NDIS;
- respecting and treating staff and others well and encouraging your friends, visitors, guests and other family members to treat workers with respect and courtesy;
- refraining from offering gifts to staff members or making loans of money or goods and abiding by Life Matters Psychologists' policies and procedures;
- taking reasonable care to not damage property or assets of Life Matters Psychologists; and
- notifying Life Matters Psychologists within the required notice period if a service is no longer required (either in a one-off or ongoing basis).

FEEDBACK

Feedback can always be provided:

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