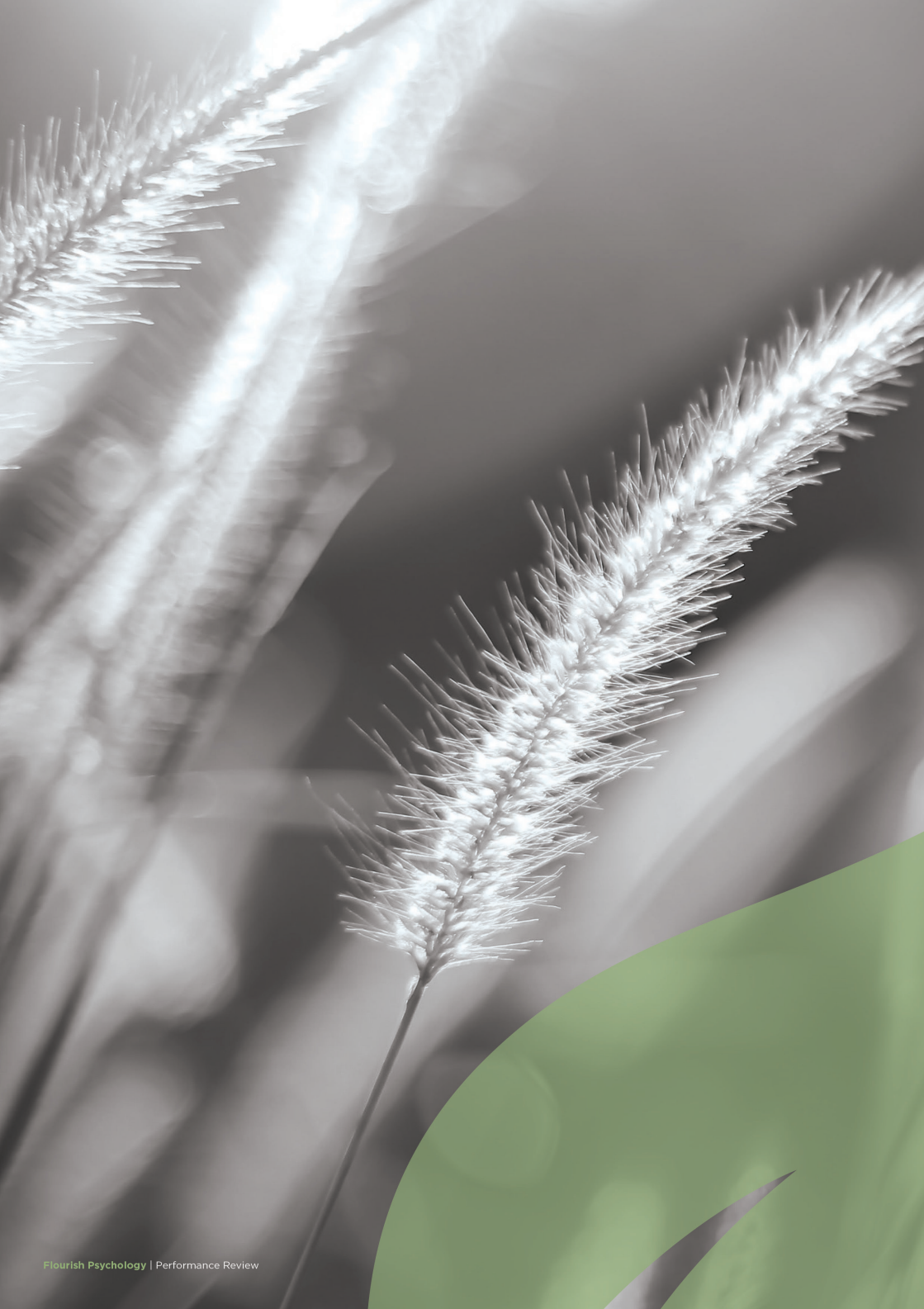


Flourish Psychology **Performance Review.**



We are dedicated to building strong, supportive relationships with our clients and providing evidence-based treatments to enhance well-being.

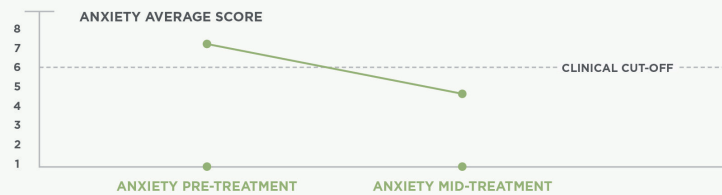
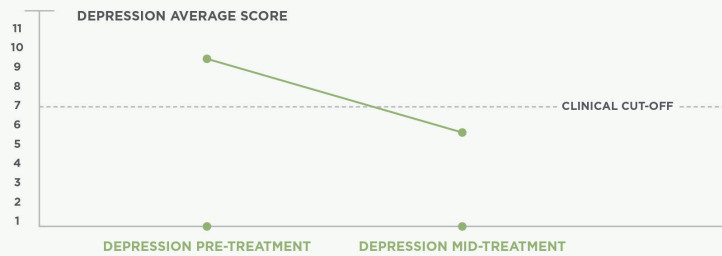
Flourish Psychology was founded in 2012 by husband and wife team, Dr Gabriel and Dr Gemma Roux. Over the last 5 years Flourish has grown to a team of nine highly-skilled and experienced psychologists, with a broad range of expertise. Flourish has built a strong culture of excellence in care; delivering a high-quality service in a warm and positive environment.

Our psychologists have the highest qualification in their field, having completed postgraduate degrees in clinical psychology. They are trained in psychological assessment and diagnosis, research and evaluation, along with the delivery of evidence-based therapies, treating all psychological and behavioural difficulties across the lifespan. Clients with a GP referral who are seen by our clinical psychologists receive the highest level of care and the most generous Medicare rebate available.

We believe that building trust in a service comes from seeing real results.

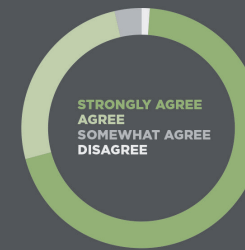
We recently reviewed our performance as a team, by analysing a random sample of over 100 of our clients' pre- and mid- treatment outcomes. We also gathered specific feedback about the standard of care received at Flourish, via an online survey. We were encouraged by both our clients' improvements in psychological functioning and their personal feedback which are illustrated below.

Across the sample of clients assessed, on average, there was a clinically significant reduction in their ratings of depression, anxiety and stress after only six sessions, as indicated by scores on the DASS-21 (Lovibond and Lovibond, 1995) at pre-treatment, and at the point of mid-treatment review.



Clients' survey feedback reflected high levels of client care and largely positive personal experiences at Flourish Psychology.

1. At Flourish Psychology we strive to provide a warm, professional and supportive environment. How strongly do you agree that we have achieved this goal?



ANSWER CHOICES	PERCENTAGE	COUNT
Strongly agree	70.7%	75
Agree	26.4%	28
Somewhat agree	1.8%	2
Disagree	0.9%	1
Strongly disagree	0.0%	0
TOTAL		106

2. How satisfied are you with the care that you received from your treating psychologist?



ANSWER CHOICES	PERCENTAGE	COUNT
Very satisfied	77.1%	81
Satisfied	18.1%	19
Somewhat satisfied	2.8%	3
Dissatisfied	1.9%	2
Very dissatisfied	0.0%	0
TOTAL		105

3. How strongly do you agree that we deliver professional and effective psychological services?



ANSWER CHOICES	PERCENTAGE	COUNT
Strongly agree	73.3%	77
Agree	22.8%	24
Somewhat agree	2.8%	3
Disagree	0.9%	1
Strongly disagree	0.0%	0
TOTAL		105

Quick facts

96%

of clients, when asked, believed they were able to **build a strong and supportive relationship** with their treating psychologist.

96%

of clients believed that Flourish Psychology was a **valuable service for the Sunshine Coast community**.

83%

of clients reported that they would be **highly likely to refer a friend or family member to Flourish Psychology**.

9.25

On a scale of 1-10 (where 1 represented 'poor' and 10 'excellent') on average **clients rated their overall experience at Flourish Psychology at 9.25**.

Our Commitment

We believe these results reflect the commitment of the team at Flourish Psychology to building a strong rapport with our clients and to providing a gold-standard psychological service in a warm, professional and authentic environment. We are committed to developing good working relationships with our referrers and to encouraging a collaborative and transparent approach to treatment, in order to bring about lasting positive change in the lives of individuals on the Sunshine Coast. We hope that these results will give you confidence when referring to Flourish, or when visiting our practice.

Conveniently
located in the heart
of Maroochydore.



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flourish
PSYCHOLOGY