



Flourish Psychology Outcome Summary



Flourish Psychology is a well-established and trusted psychology practice, with a reputation for excellence in service, consistent outcomes, and for genuine warmth and care.

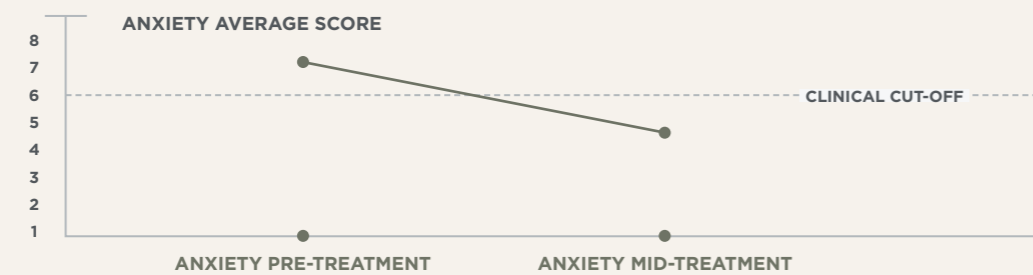
Founded over a decade ago by Dr Gabriel and Dr Gemma Roux, Flourish has grown to a team of almost twenty, highly skilled psychologists. Our shared goal is to see clients receive the highest standard of psychological treatment, achieve consistent therapeutic outcomes, and to make a positive and lasting impact on the mental health of the Sunshine Coast community.

In 2018, we decided to examine the outcomes of this goal more closely, by conducting an internal review of a random sample of over 100 of our clients, assessing treatment outcomes, personal experiences, and satisfaction. This review demonstrated significant improvements in psychological outcomes across the sample, and high levels of perceived client care and positive experiences. It was distributed widely to GPs across the Coast (a copy is available on our website). Six years on, following sizeable expansion in our team, and significant changes in the global healthcare experience, we have repeated this review with the aim of assessing how these outcomes have endured over time. A review of these results follows.

We believe that building trust in a service comes from seeing positive results, time after time.

In May 2024 we reviewed our performance as a team, by analysing a random **sample of 300** of our clients' pre and mid treatment outcomes. We also gathered specific feedback, via a questionnaire, about the standard of care received at Flourish Psychology. Again, we were encouraged by both our clients' outcomes in psychological functioning and their personal feedback, as illustrated below.

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



Clients' feedback scores indicated high levels of satisfaction and positive personal experiences at **Flourish Psychology**.

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	RESPONSES	
Strongly agree	89.6%	269
Agree	9.7%	29
Somewhat agree	0.07%	2
Disagree	0.0%	0
Strongly disagree	0.0%	0
TOTAL		300

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



ANSWER CHOICES	RESPONSES	
Very satisfied	92.6%	278
Satisfied	6.7%	20
Somewhat satisfied	0.7%	2
Dissatisfied	0.0%	0
Very dissatisfied	0.0%	0
TOTAL		300

Overall, I feel I made progress towards my treatment goals.



ANSWER CHOICES	RESPONSES	
Strongly agree	65.2%	196
Agree	27.8%	83
Somewhat agree	7.0%	21
Disagree	0.0%	0
Strongly disagree	0.0%	0
TOTAL		300

Quick facts

100%

of clients agreed that they had built a **strong and supportive relationship** with their treating psychologist.

99%

of clients had a **positive experience with our administrative team.**

87%

of clients **strongly agreed** that Flourish Psychology delivers professional and effective psychological services.

96%

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

99%

of clients would be 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.**

Summary

We believe these results reflect the commitment of the team at Flourish Psychology to building strong rapport with our clients and 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.

Meet the



Dr Gemma Roux
Clinical Psychologist | Director

Gemma is a warm and experienced psychologist, with a special interest in women's health and psychological education. She enjoys working with adults in the areas of postnatal adjustment, identity, burnout and anxiety, and is experienced providing relationship therapy to couples.



Dr Gabriel Roux
Clinical Psychologist | Director

Gabriel is an experienced practitioner, with a warm and flexible approach, who enjoys working with teenagers and adults facing difficulties such as anxiety and addictions. He has a special interest in treating work and health-related stress and burnout, along with performance coaching.



Melanie Webley
Clinical Psychologist

Melanie is an experienced psychologist, who enjoys providing treatment for children, adolescents and adults. She is experienced in supporting both children and adults with neurodevelopmental delays, and in helping individuals manage acute and chronic health conditions and their impact on mental health.



Andrew Gatus
Clinical Psychologist

Andrew has a relaxed and flexible approach to therapy, and extensive experience working with children, teenagers and adults and treating symptoms of stress, anxiety, trauma and depression. He enjoys working with posttraumatic-stress, social skills difficulties, addictions and anger management.



Graham Kell
Clinical Psychologist

Graham is an experienced clinical psychologist and advanced certified Schema Therapist. He enjoys helping children, adolescents, adults, couples, and parents navigate a wide range of mental health and relationship challenges.



Amy Schultz
Clinical Psychologist

Amy is a warm and compassionate psychologist, who enjoys working across all age groups, and treating stress, anxiety and mood disorders, adjustment and relationship difficulties, and grief and loss.



Christopher Garoni
Clinical Psychologist

Christopher provides a warm and safe approach, and is experienced working with adolescents and adults. He enjoys providing treatment across the lifespan for all psychological difficulties.



Karen McCulloch
Clinical Psychologist

Karen has experience treating adults presenting with a range of psychological difficulties including stress, anxiety disorders, depression and posttraumatic stress. She has a special interest in supporting life transitions, including career changes and retirement, and in working with relationship and interpersonal difficulties.



Kyla Reid
Clinical Psychologist

Kyla enjoys working with adolescents and adults presenting with a range of difficulties. She has experience in treating anxiety, stress, depression, trauma, adjustment difficulties, low self-esteem, grief and loss.



Chloe Lafon
Clinical Psychologist Registrar

Chloe enjoys working with adults across a range of difficulties including Post-traumatic Stress Disorder, complex trauma, depression, anxiety, low self-esteem, assertiveness difficulties, emotion regulation difficulties, relationship difficulties, adjustment issues and stress.

Flourish team



Genevieve Whybird
Clinical Psychologist

Genevieve has a warm and compassionate approach to therapy, and enjoys helping adolescents and adults experiencing symptoms of depression, stress, anxiety, trauma, substance misuse, adjustment or role transition difficulties and interpersonal challenges.



Melanie Parkes
Clinical Psychologist

Melanie is a warm and compassionate psychologist, and enjoys working across the lifespan with children, adolescents and adults. She is experienced treating symptoms of anxiety, depression, chronic health conditions, substance misuse, relationship difficulties, eating disorders, and affirmation of gender and sexual diversity.



Jala Atkinson-Nolte
Clinical Psychologist

Jala is a compassionate and kind psychologist, who enjoys working with clients across the lifespan. She has experience working with difficulties including anxiety, depression, complex trauma, along with communication and relationship difficulties.



Dr Jacqui Trüter
Clinical Psychologist

Jacqui is a skilled psychologist with a passion for working with children and families, supporting child mental health and effective parenting skills. She has experience working across the lifespan with individuals experiencing a range of mental health difficulties including anxiety, low self esteem, trauma, grief and loss and identity development.



Clare Allen
Provisional Psychologist

Clare is a warm and engaging psychologist who enjoys working with individuals across the lifespan, and providing support in the areas of stress, anxiety, mood disorders, and identity development.



Dr Dana Wyner
Clinical Psychologist

Dana is an experienced psychologist, who has worked in the US and Australia with clients across the lifespan. She has an open-minded and non-judgmental approach to therapy, and works across a variety of difficulties including anxiety, depression, identity development, life transitions, burnout, chronic pain and trauma.



Cecilie O'Toole
Clinical Psychologist

Cecilie is an experienced psychologist who has worked in Norway and Australia, with a wide range of psychological difficulties, across the lifespan. She has a calm and compassionate approach, and a special interest in stress, anxiety, and trauma, along with personality and relational issues. She is trained and highly skilled in the delivery of EMDR therapy.



Charlotte Martin
General Psychologist

Charlotte is a compassionate and non-judgmental therapist who has experience across a broad range of psychological difficulties including mood and anxiety disorders, adjustment disorders, trauma, acute and chronic pain, grief and loss and risk management. She has a special interest in the transition to parenthood, and experience working with military and veteran populations.



Sabine Breitreuz
Counsellor

Sabine is a dedicated and compassionate counsellor, with a warm and empathic approach, and a passion for helping individuals navigate life's challenges, including anxiety, stress, depression, attachment issues and low self-esteem. Sabine strives to support her clients to achieve positive change and improved resilience.



Nicole Ehrlich
Practice Manager

Nicole is highly experienced in office management and business administration. She is warm, professional and approachable and believes strongly in the importance of seeking psychological support to overcome challenges and enhance wellbeing.

Flourish Psychology operates from two central locations in the Maroochydore CBD and Kawana Health Precinct. Our team of psychologists provide expert support across the lifespan to children, teens, adults and couples facing difficulties in the areas of:

Anxiety and Depression

Stress Management

Trauma

Bipolar and Psychosis

Personality Disorders

Addictions

Anger Management

Self-Esteem

Identity and Sexuality

Relationships

Parenting

Health and Disease Management

Disability Support (NDIS)

Workplace Issues

Life Adjustments

Burnout

Grief and Loss



Two central locations.

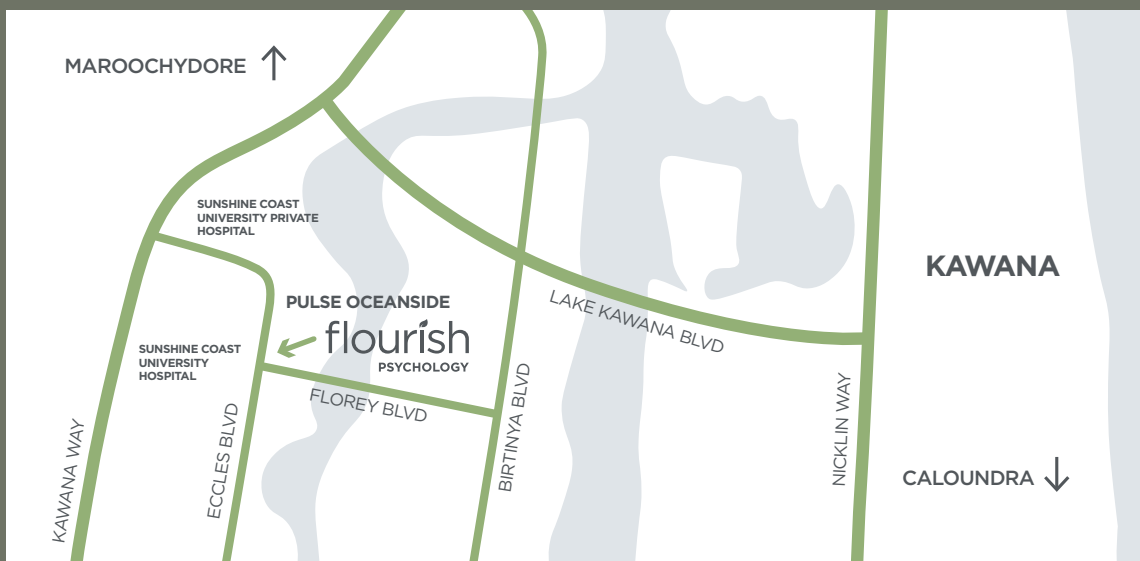
MAROOCHYDORE CBD

301/3 Emporio Place, Maroochydore



KAWANA HEALTH PRECINCT

Suite 601, Pulse Oceanside Medical, 11 Eccles Blvd, Birtinya



P 07 5370 8125

flourishpsychology.com.au

flourish
PSYCHOLOGY