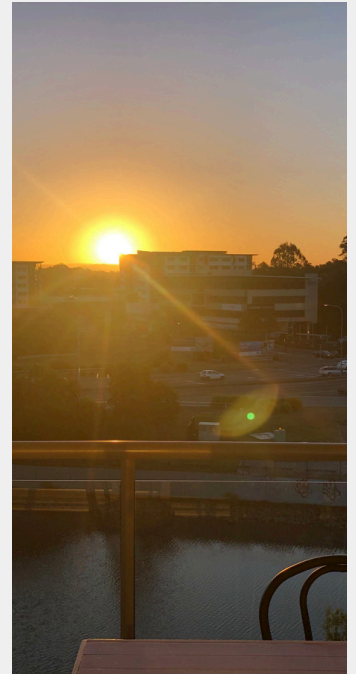


Capability Statement

Supporting your emotional wellbeing at every stage



Quality | Inclusive | Collaborative | Innovative

Business Overview

Lifespan Health is a mental health service provider, led by two female directors, offering quality, evidence-based psychological services since 2018.

Operating from clinics in Maroochydore, Gympie, and Caloundra, with a nationwide reach via telehealth, ensuring access for clients across the lifespan in regional, rural, and remote areas.



Our core services include clinical assessments, therapeutic interventions, mental health training, and clinical supervision, with a proven track record supporting individuals, universities, schools, and public-sector programs. We offer end-to-end support, guiding clients through their full care journey. Our services are underpinned by strong clinical governance, focusing on a commitment to meaningful client engagement and measurable outcomes.

Core Capabilities



- **Therapeutic Interventions:** Evidence-based treatment for a range of mental health issues across children, adolescents, adults, and older adults.
- **Comprehensive Psychology Assessments:** Tailored and detailed diagnostic assessments reviewing neurodevelopmental disorders (e.g., ASD, ADHD, IDD, Specific Learning Disorders)
- **Workforce Training & Development:** Tailored training for educators, carers, health professionals, and government service providers.
- **Clinical Supervision:** Accredited supervision for provisional and registered psychologists, and allied health teams.



What makes us different?

Lifespan Health offers a unique combination of clinical experience, service accessibility, and a commitment to quality that sets us apart in the mental health sector.



Nationwide reach

Through secure, flexible telehealth systems

Inclusive and person-centred care

with experience supporting diverse and marginalised populations

Proven government experience

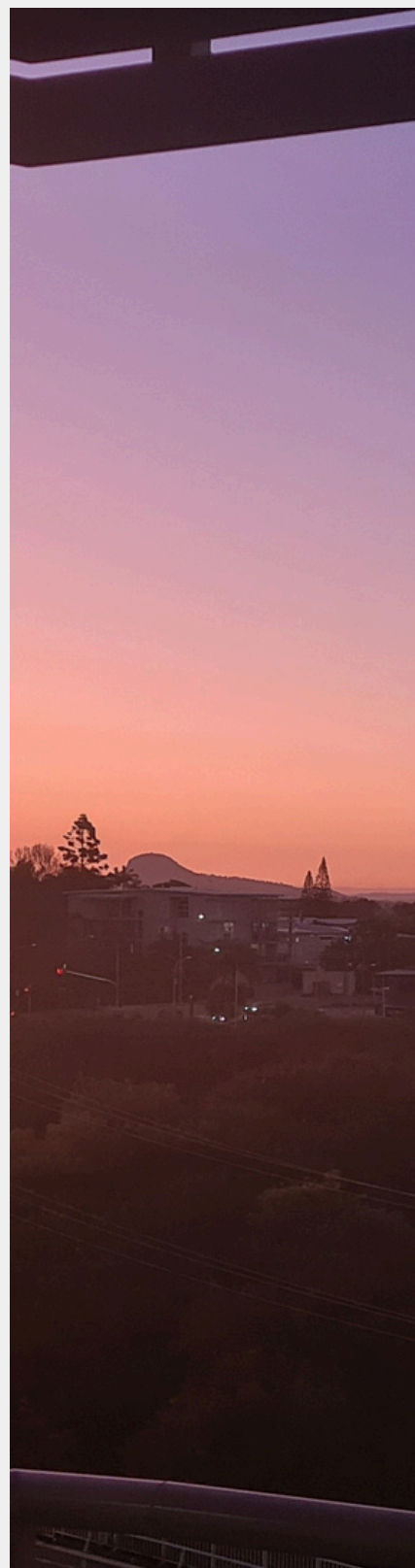
including working with primary health networks, schools, disability services, and community programs

Scalable workforce

with systems to manage growth, compliance, and service quality

Strong governance

aligned with AHPRA's Code of Conduct and all relevant Australian legislation



Our Leadership

Dr Diane Corser

Director

Clinical & Gero- Psychologist



Jessica Murray

Director

Clinical Psychologist

Lifespan Health is led by Directors Di and Jess, both with extensive experience in mental health service delivery across the lifespan. Di has a long-standing background supporting adults and older people, particularly in promoting wellbeing within community and residential aged care. Jess is committed to supporting children and young people, with a strong focus on psychological assessment and early intervention. Together, they provide strategic leadership that supports sustainable growth, workforce development, and service quality. Lifespan Health's management systems for environmental management, risk, safety, and quality are aligned with our organisational vision and values, ensuring a coordinated and purpose-driven approach to everything we do.



Chloe Jardine

**Clinical Operations Manager
Psychologist**

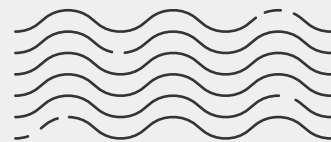


Jazmin Haney

Accounts Manager

Chloe is our Clinical Operations Manager, leading our admin and clinical triage teams to ensure a smooth and supportive experience for every client. With a strong understanding of both clinical needs and service flow, she reduces wait times, resolves issues quickly, and ensures clients are matched with the right clinician from the start. Her work behind the scenes alleviates stress for clients and clinicians alike. She turns complex systems into clear, caring pathways.

Jazmin is our Accounts Manager, overseeing billing, funding compliance, and quality control to keep our operations running smoothly. She plays a key role in upholding clinical governance by ensuring our systems and documentation support safe, ethical, and high-quality care. With a focus on accuracy and accountability, Jazmin helps us meet our targets while maintaining a service clients and clinicians can trust.

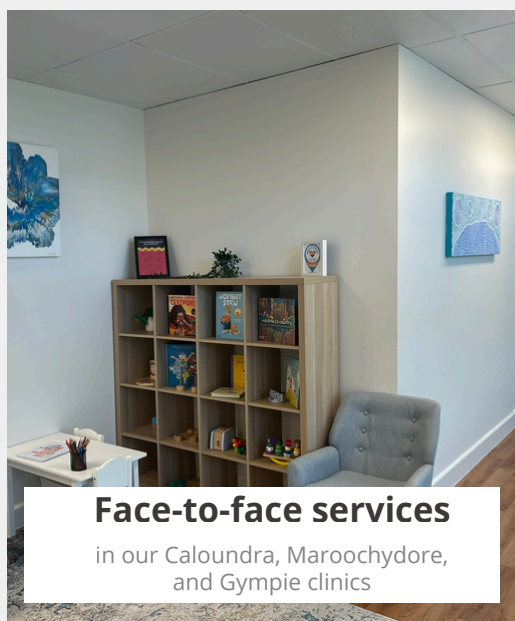


Our People

Lifespan Health employs a large team of AHPRA-registered psychologists with experience working across the lifespan. As an employee-based organisation, we offer a stable and accountable workforce, supported by robust clinical governance, clear operational procedures, and a well-trained administrative and triage team. This structure enables consistent service delivery, reduced access times, and strong alignment with quality and safety standards. We are also committed to workforce development through the supervision and training of provisional and early-career psychologists, contributing to the long-term sustainability of the mental health sector.

Our Service Delivery

Lifespan Health delivers flexible, accessible mental health services designed to meet the needs of individuals, families, and organisations across Australia.



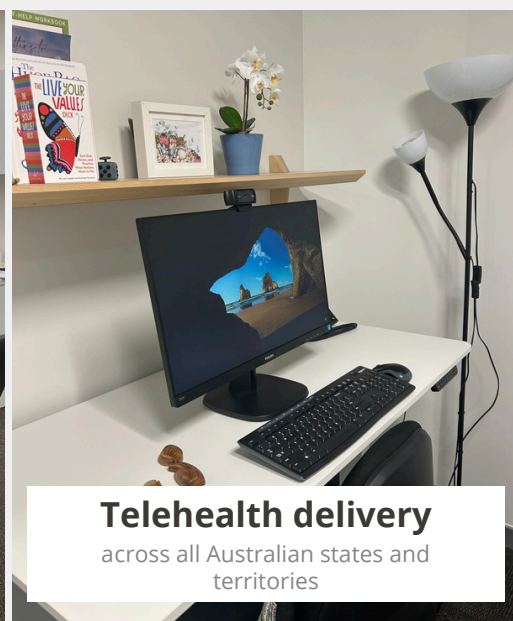
Face-to-face services

in our Caloundra, Maroochydore, and Gympie clinics



Digital Platform Development

to expand access to training and mental health programs



Telehealth delivery

across all Australian states and territories





Success Stories

Psychology In Aged Care Program

Lifespan Health was awarded the tender to deliver the Psychology in Aged Care program (\$665,000 annually; May 2019 - Sep 2024), with Dr Diane Corser as the consultant and program developer. Our team of psychologists delivered individual and group psychological therapies across 32 residential aged care facilities in the Sunshine Coast and Gympie region, while also providing staff training to strengthen capacity in recognising and responding to residents' mental health needs. We met all contractual KPIs, built strong networks with aged care providers, hospitals, and allied health services, and contributed to workforce growth through student placements, training, and supervision. When COVID-19 restrictions limited access to facilities, we adapted quickly by implementing digital solutions and training staff to support residents via telehealth, before successfully advocating for the return of essential face-to-face services.

Low Intensity and Psychological Therapies for Underserved and Hard to Reach Groups

Lifespan Health delivered individual psychology services within clinic and via telehealth for the Gympie community (Nov 2023 - Sep 2024), responding to high regional demand in an area with significant mental health needs and limited psychology workforce. We successfully engaged GPs and NGOs to reach priority groups including First Nations people, LGBTQI+ communities, and those experiencing financial disadvantage. Clients were triaged to clinicians best suited to their needs, with services spanning low-intensity parenting programs through to complex and severe presentations. Despite high demand, Lifespan Health maintained equity of access through a priority triage system, well-trained administrative support, and time-limited care models, while operating within budget. We built workforce capability by training eight provisional psychologists to full registration, and ensured continuity of care by collaborating with other agencies and sourcing alternative funding when program allocations were exhausted.

Compliance and Insurance

Lifespan Health maintains full compliance with regulatory requirements and holds appropriate insurance to deliver safe, high-quality services.



Fully insured

Public Liability, Professional Indemnity, Workers Compensation



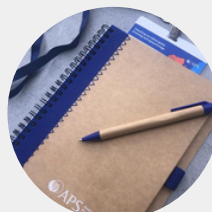
Regulatory and legal compliance

Compliant with legislative and professional standards, such as the Privacy Act 1988 (Cth), AHPRA Code of Conduct, and child protection obligations



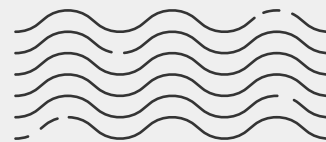
Internal governance

Formal risk and incident management procedures, clear complaints and feedback policy, secure client data management systems



Staff development

All psychologists maintain current AHPRA registration and complete ongoing CPD. Regular internal supervision is provided.



Company Details



www.lifespanhealth.com.au



admin@lifespanhealth.com.au



(07) 5406 0820

Gympie Clinic

Friendlyes Pharmacy Building
5/70 Channon Street
Gympie, QLD, 4570

Maroochydore Clinic

Kon Tiki Business Centre
T1.411, 55 Plaza Parade
Maroochydore, QLD, 4558

Caloundra Clinic

Centrepont Shopping Plaza
15/50 Bulcock Street
Caloundra, QLD, 4551



Business Name: Lifespan Health

Company Name: JMDC Company Pty Ltd

ABN: 79629657389

Established: 2018

Key Contacts: Dr Diane Corser and
Jessica Murray (Directors)



Quality | Inclusive | Collaborative | Innovative