
Welcome to Collected Minds

At Collected Minds, we provide high-quality psychological and psychiatric care to people living in rural, regional and remote areas across Australia.

Our team includes psychologists, mental health social workers and a psychiatrist. We work collaboratively and take the time to understand each person's individual circumstances, providing thoughtful, evidence-based care that is tailored to their needs.

Most of our services are provided by telehealth, allowing you to access care from wherever you are.

For those who prefer in-person support, we offer a limited number of face-to-face appointments in Mansfield, Victoria.

Our Psychology and Mental Health Social Work Services

Our psychologists and mental health social workers provide evidence-based psychological therapy for a broad range of personal, emotional, relationship and workplace concerns.

Our clinicians draw from a range of therapeutic approaches according to your individual needs. These may include Cognitive Behavioural Therapy (CBT), Acceptance and Commitment Therapy (ACT), Emotion-Focused Therapy, Dialectical Behaviour Therapy (DBT), Eye Movement Desensitisation and Reprocessing (EMDR) and somatic approaches.

Therapy is collaborative and may involve developing new skills, understanding patterns of thinking, feeling and behaviour, and working towards meaningful goals in your life.

Standard individual therapy appointments are 50 minutes.

Medicare

Eligible patients can access Medicare rebates for up to 10 individual mental health treatment services per calendar year.

To access a Medicare rebate, you will need an appropriate referral. Depending on your circumstances, this may be provided by a GP, psychiatrist or paediatrician, in accordance with Medicare requirements.

Under Better Access, the initial course of treatment can include up to 6 individual services. If further treatment is required, your referring practitioner can assess whether you need a subsequent course of treatment using the remaining services available within the 10-session annual limit.

If you have already used Medicare-rebated mental health sessions with another clinician during the calendar year, please let us know. You can check your Medicare claiming history through your Medicare online account in myGov.

Medicare rebates are subject to eligibility, referral requirements and the relevant Medicare item requirements.

Other funding

Our clinicians also provide services through NDIS, TAC, WorkCover, Employee Assistance Programs (EAP) and private appointments.

Our Psychiatry Service

Our psychiatry service is available to adults aged 18 and over.

Psychiatry involves medical assessment and treatment of mental health conditions. Depending on your needs, this may include diagnostic clarification, review of previous and current treatments, medication review and management, and development of an ongoing treatment plan.

Our usual three-appointment approach

Where appropriate, our psychiatrist, Dr Steph Dimitrieski, generally works with new patients over an initial series of three appointments.

We prefer this approach because we believe that good psychiatric care takes time. Allowing assessment and treatment planning to unfold over several appointments provides an opportunity to develop a more comprehensive understanding of each person and their individual circumstances, while also allowing time to establish a therapeutic relationship, discuss treatment options and begin supporting meaningful change.

Appointment 1 – Initial consultation

A 50-minute comprehensive initial appointment to understand your current concerns, mental and physical health history, previous treatment and medications, and begin assessment and treatment planning.

Appointments 2 and 3 – Follow-up consultations

Depending on your needs, these appointments will be 50 or 30 minutes in length. They allow further assessment where required, discussion of diagnosis and treatment recommendations, review of medication or other interventions, and development or refinement of your ongoing treatment plan.

Not everyone will require exactly the same approach. The number and type of appointments will always be guided by your clinical needs and relevant Medicare requirements.

One-off psychiatric assessment – Medicare item 291

We also offer psychiatric assessment under Medicare item 291 (telehealth item 92435) where this is the appropriate service requested by your referring GP.

This is generally a single comprehensive assessment, after which the psychiatrist provides your referring practitioner with a detailed assessment report and management plan for your ongoing care.

Fees and Medicare Rebates

The following are our current fees. We take full payment on the day of your appointment and process any applicable Medicare rebate at the end of your session.

Service	Fee	Medicare rebate	Out-of-pocket cost
Clinical Psychologist – standard consultation	\$260	\$149.05*	\$110.95
General Psychologist – standard consultation	\$212	\$101.55*	\$110.45
Mental Health Social Worker – standard consultation	\$200	\$89.50*	\$110.50
Relationships counselling	\$255	n/a	\$255
Psychiatrist – initial consultation	\$700	\$268.90*	\$431.10
Psychiatrist – follow-up consultation 50 minutes	\$500	\$189.70*	\$310.30
Psychiatrist – follow-up consultation 30 minutes	\$430	\$137.45*	\$292.55
Psychiatrist – follow-up consultation 15 minutes	\$200	\$89.30*	\$110.70
Psychiatrist – one-off consultation with GP report and management plan (291)	\$1100	\$467.45*	\$632.55
Psychiatrist – review of 291 management plan	\$650	\$292.20*	\$357.80

* Medicare rebates are subject to eligibility, referral requirements and the relevant Medicare item requirements. Rebate amounts are subject to change.

Third-party funding

If your sessions are to be paid for by a third-party insurer or funding body, such as NDIS, WorkCover or TAC, you will require the relevant referral and funding arrangements before commencing.

Our standard fee for third-party funded consultations is \$255 per 50-minute session.

Depending on the funding arrangement, you may need to pay for your session on the day and seek reimbursement from the insurer or funding body yourself. You may be left out-of-pocket, so we recommend confirming the amount covered before commencing treatment.

Workplace EAP

If your sessions are provided through your workplace Employee Assistance Program (EAP), you will not generally need to pay for your session upfront. We will invoice your EAP provider in accordance with the agreed EAP arrangement.

Private health insurance

Rebates may be available through private health insurance for some services. We suggest contacting your provider before your first appointment if you intend to make a claim.

Appointments and Telehealth

Most Collected Minds appointments are provided by Google Meet. Our Admin Team can assist you with any technical questions before your first appointment and can arrange a brief test session if needed.

Please attend from a private location where you feel comfortable speaking openly. A reliable internet connection and a device with a sufficiently large screen are recommended.

If you need to cancel or reschedule an appointment, please provide as much notice as possible so that we have an opportunity to offer the appointment to someone else. Our cancellation policy is outlined below.

Cancellations and Non-Attendance

We understand that sometimes plans need to change. If you need to cancel or reschedule, please give us as much notice as possible.

- 24 or more business hours' notice: no cancellation fee
- Less than 24 business hours' notice: 50% of the consultation fee
- Non-attendance without notice: 100% of the consultation fee

Cancellation fees are not eligible for Medicare rebates and must be paid before further appointments can be booked.

Where two appointments are missed without sufficient notice, we may not be able to offer further appointments.

Support Between Appointments

We want you to feel comfortable contacting us when you need to arrange or change an appointment, provide information relevant to your care, or ask an administrative question.

Please keep in mind that Collected Minds is not a crisis or emergency service, and our clinicians are generally unable to provide therapeutic or medical advice outside a scheduled appointment. This includes clinical guidance or medical support provided via phone calls, emails or messages, as our practitioners cannot assess new symptoms or adjust treatment plans outside scheduled sessions.

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PO Box 308 MANSFIELD 3724



Emails and phone messages are attended to during our usual business hours, but may not receive a response on the same day. Please do not use email or voicemail for urgent mental health or medical concerns.

If you need urgent medical or mental health support, please contact an appropriate local service, such as your GP or local mental health service. In an emergency or if there is an immediate risk to your safety or someone else's safety, call 000 or attend your nearest emergency department. Lifeline is available 24 hours a day on 13 11 14.

Continuous Quality Improvement

We are committed to providing high-quality, compassionate care and welcome your feedback.

You are welcome to discuss feedback directly with your clinician or our Director, Olivia Clayton, by contacting Collected Minds at admin@collectedminds.com.au.

From time to time, we may also invite you to complete a feedback survey about your experience with our service. Participation is entirely voluntary.

Contact Us

If you have questions about appointments, fees, referrals or our services, please contact our friendly Admin Team between 9.30am and 3pm weekdays.

Phone: (03) 5753 6621

Email: admin@collectedminds.com.au