

Welcome

We are passionate about mental health and wellbeing. We know that it is essential for you to flourish in all areas of your life - from your relationships to your work, from your physical health to your sense of purpose and meaning.

The cornerstone of our approach is the delivery of accessible, progressive, high quality psychological therapy. This work is underpinned by genuine collaboration with a range of other health professionals, such as our Mental Health GPs, to deliver what we see as whole body mental health - a head-to-toe approach involving lifestyle interventions such as nutrition, exercise, and broader health improvement. We offer this comprehensive approach to support meaningful and sustainable change - all delivered to you online, wherever you may be.

Although we do provide other therapies, we primarily use strategies drawn from Cognitive-Behavioural Therapy (CBT). CBT is an active therapy, requiring people to work in collaboration with their therapist. In this way, you will learn skills that aim to assist you in overcoming your current difficulties and those that you might face in the future. CBT focuses very much on the 'here and now', whilst developing an understanding of past styles of thinking and behaviour that have emerged over time. As CBT is an evidenced based therapy, through extensive research it has been shown to be effective for many problems.

Appointments

Consultations are usually 50-minutes to one hour; however, under certain circumstances, 30-minute appointments can be arranged.

We conduct appointments predominantly via Google Meet and our admin will support you to troubleshoot any technical issues before your first appointment.

Please note that we have very limited capacity to reschedule appointments, and as such, cancellations should be made only as a last resort. Indeed, psychological therapy requires commitment and an investment of time, so try to prioritise attendance to the best of your ability.

Cancellations

We require 24 business hours' notice minimum of any cancellation of appointment in order to contact other clients on the waitlist and make changes to the day's schedule. Thank you in advance for your consideration. The following fees apply to cancellations:

- 24+ business hours' notice = No fee
- Less than 24 business hours notice = 50% of the session fee
- 'No show' = Full session fee

The invoice must be paid before further bookings can be made. Please note, where two non-attendances of appointments occur without sufficient notice, no further appointments will be offered.

Fees

- Our fee for a **standard consultation with a General Psychologist** is \$212.00 per 50-minute session, payable on the day.
- Our fee for a **standard consultation with a Clinical Psychologist** is \$260.00 per 50-minute session, payable on the day.
- Our fee for a **standard consultation with a Mental Health Social Worker** is \$200.00 per 50-minute session, payable on the day.

Medicare: Medicare rebates are available for therapy with a psychologist and/or a mental health social worker for up to 10 sessions per calendar year; however, you must obtain a referral and a mental health care plan from a GP or psychiatrist. You will then be eligible to receive a rebate from Medicare for your first 6 sessions with your clinician. If further sessions are required, you must return to your doctor to seek re-referral after session 6, which then releases a further 4 sessions.

- The Medicare rebate for each 50-minute session with a General Psychologist is currently **\$101.55. Your out-of-pocket costs will therefore be \$110.45 per session.**
- The Medicare rebate for each 50-minute session with a Clinical Psychologist is currently **\$149.05. Your out-of-pocket cost will therefore be \$110.95 per session.**
- The Medicare rebate for each 50-minute session with a Mental Health Social Worker is currently **\$89.50. Your out-of-pocket cost will therefore be \$110.50 per session.**

If you have attended sessions with a clinician external to Collected Minds within the past calendar year, we strongly recommend that you confirm the number of appointments attended with Medicare through your MyGov account, or by calling Medicare on 132 011. Please ensure you pass this information on to our Practice Manager prior to your first session. If you have inadvertently exceeded your referral limits, we may not be able to process a Medicare claim for the service we provide. As such, you will be out-of-pocket the entire session fee.

Private Health Insurance Rebates may be available through private health insurance. We suggest you contact your provider prior to your first appointment, if you intend to make a claim.

If your sessions are to be paid for by a Third-Party Insurer, such as *NDIS*, *WorkSafe* or *TAC*, you will require a referral from your General Practitioner. Please note that you will need to pay for your session on the day, and then seek reimbursement from the insurer yourself. Note that you are likely to be left out-of-pocket, and should seek clarification of the amount prior to commencing treatment.

If your sessions are to be paid for by your workplace EAP, you will not need to pay for your session upfront. We will invoice your EAP provider.

- Our fee for **EAP, NDIS, WorkSafe, or TAC funded consultations** is \$255.00 per 50-minute session.

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Relationships & Family counselling

Our Mental Health Social Workers, Dan King and Tania Ruddick, offer relationships counselling and family counselling. Our fee for sessions is \$255.00 per 75 minute session. Note that Medicare does not currently provide a rebate for relationships or family counselling.

Continuous Quality Improvement

Collected Minds endeavour to maintain high standards of performance, and as such we welcome your feedback. This can be provided to your therapist in session, or directed to our email admin@collectedminds.com.au. We may also contact you during your treatment, and at the conclusion of your treatment, in order to survey your satisfaction with our service. If you do not want to provide feedback, please feel free to ignore these emails.

Contact

If you need to contact us, please email admin@collectedminds.com.au or call (03) 5753 6621 to speak with our practice manager and admin team. Please contact other services in the event of an emergency (e.g., your GP; ambulance 000; Lifeline: 13 11 14).