

You in Mind - FAQs

How does You in Mind work?

You in Mind is commissioned by South Western Sydney Primary Health Network (SWSPHN) and offers eligible clients twelve free structured psychological sessions per calendar year with an accredited mental health clinician such as a Psychologist, Counsellor, Mental Health Occupational Therapist, Credentialed Mental Health Nurse, or Mental Health Accredited Social Worker.

What is the eligibility?

You in Mind is for people aged 12 years and over who live in South Western Sydney with moderate to severe mental ill health and are experiencing significant barriers to accessing support through the Medicare Better Access initiative. Clients must also identify with one of SWSPHN targeted population groups.

Further information regarding eligibility can be found at <https://swsphn.com.au/what-we-do/mental-health/you-in-mind/>

What is the referral pathway?

Please book an appointment with your General Practitioner who can refer you directly to the You in Mind program through the SWSPHN Mental Health Central Intake. A Mental Health Treatment Plan is also required to be eligible for the 12 full sessions.

How long will I need to wait until I can see a mental health clinician?

Clients can expect to wait approximately four weeks for an appointment with a mental health clinician.

How do I make an appointment?

Once your referral is received and processed by the SWSPHN Mental Health Central Intake, a You in Mind team member will contact you to schedule your first appointment.

Where will my appointment take place?

Depending on your preferred Local Government Area (LGA), our intake team will match you with a You in Mind clinician based in the Bankstown, Camden, Campbelltown, Fairfield, or Liverpool areas. Once you have been assigned and contacted by your You in Mind clinician, the location of your appointment will be disclosed.

How are the sessions delivered?

The You in Mind program was created to reduce barriers to accessing treatment, so sessions can be conducted through various modalities, including telehealth and face-to-face.

Additional sessions of therapy beyond twelve may be considered upon assessment from a You in Mind clinician.

Will my doctor receive regular reports?

Yes, your doctor can expect to receive regular correspondence from your You in Mind clinician.

How does the Peer Support Program work?

Once treatment has commenced, a You in Mind clinician may discuss with you the option of working with a You in Mind Peer Support Worker. A Peer Support Worker is someone who identifies with a lived experience of mental ill health. The Peer Support Worker will work collaboratively with both you and your clinician to maximise treatment outcomes, as well as providing ongoing psychosocial support throughout the duration of your time with the You in Mind program.

What is expected of me?

We ask that you attend your appointments and engage with the therapeutic process. We require at least 24 hours' notice to cancel or reschedule your appointment. There is a strict no-show policy that may lead to the termination of your involvement with the program.

How can I provide feedback?

From time to time, you will be offered the opportunity to provide feedback through the Your Experience of Service Survey (YESS). You can also contact our You in Mind admin team at any time to discuss any concerns throughout your engagement with the program.

How can I register as a You in Mind clinician?

If you would like to consider coming onboard as a subcontractor with the You in Mind program, please send your expression of interest via email to healthcare@onedoor.org.au.

Group Therapy

You in Mind offer group therapy at various locations in South-Western Sydney. Please contact the One Door Health Care email to enquire about attending one of our groups.

Important Information

Please note the You in Mind program is not designed for clients requiring psychiatric assessments, diagnosis, and any reports requested to be written as supporting evidence for external matters. Additionally, this service is not for the treatment of neurodevelopmental disorders as a primary reason for referral – such as ADD/ADHD or Autism Spectrum Disorders.

For further information, please contact our You in Mind team at One Door Mental Health on **02 9199 6143** or via email healthcare@onedoor.org.au.

