



unbound
minds

Breaking The Rules: How We Do Psychology Differently





Table Of Contents

- 1** *Welcome Message*
- 2** *This Is Unbound Minds*
- 3** *Money, Without The Spin*
- 4** *A Sample Day In The Life*
- 5** *Your Workload, Done Right*
- 6** *What KPIs Really Mean Here*
- 7** *Our Values*
- 8** *Our Culture In Action*
- 9** *The Interview Process*
- 10** *Is Unbound Minds Right For You?*
- 11** *What Happens Next?*
- 12** *Final Message*



Welcome Message

Hey there,

We're Monica and Justin, co-founders of Unbound Minds. We built this practice because we both escaped environments that nearly broke us.

As partners in life and business, we've seen each other at our worst - burnt out, disillusioned and wondering if meaningful work was just a fantasy. Together, we decided to build something different: a psychology practice that actually practices what it preaches about wellbeing.

We believe psychologists do their best work when they're at their best. Not exhausted. Not anxious about bills. Not sacrificing their own mental health for their clients'. It sounds obvious, but look around - how many practices actually operate this way? We built Unbound Minds because we believe there's a better way. Where taking care of psychologists isn't seen as soft or indulgent, but as essential to exceptional client care. Where success is measured in sustainable careers, not just session numbers.

We're not perfect. But we're real. And we've built something different because we know what broken looks like.

Ready for the truth about what a psychology career can be when workplace health comes first? Keep reading.

With Unbound respect,



Monica & Justin
Co-Founders, Unbound Minds



This Is Unbound Minds

What We're All About

Unbound Minds is a team of psychologists and client care specialists driven by one goal: to make mental health care smarter, kinder, and more human. We don't just run sessions - we create safe spaces where people feel understood and supported.

Why Our Work Matters

Mental health is one of the biggest challenges of our time, and too many people fall through the cracks. At Unbound Minds, we raise the bar - delivering care that's both evidence-based and deeply compassionate. Our six values guide everything we do, shaping not just the client experience but how we show up for each other as a team.

Why We Do This

Because therapy should feel different. We believe in lasting impact - for clients, their families, and their communities. And we believe in investing in our people. When our team thrives, so do the people we serve.

Joining Unbound Minds isn't just taking a job. It's choosing meaningful work, a supportive culture, and the chance to leave people better than you found them.





Money, Without The Spin

We know the money conversation matters. Too many practices hide behind “competitive salary” lines or make you jump through hoops just to be valued. That’s not us. We believe in paying fairly, investing in your growth, and being upfront about what you actually get when you join our team.

What You Get Here

Fair Pay, No Guesswork

Clear pay scales, regular reviews, and no hidden games. You’ll always know where you stand.

Wellness That’s Yours

An allowance you can actually use - for your own psychologist, gym, massage, or whatever keeps you balanced.

Growth Backed By Dollars

Training, courses, certifications. We fund professional development properly, not just “exposure to cases.”

Long Service Leave - Sooner

Life doesn’t wait ten years - and neither should you. We make leave accessible earlier - at the 3 year mark.

Flexibility That’s Real

We trust you to manage your time and energy. No micromanaging, no pressure to burn out.

A Clear Career Path

From provisional to clinical lead, we’ve mapped growth pathways so you can see your future here.

Recognition That Matters

From wellness leaders to quarterly Unbound Achievement Awards, we celebrate wins properly - not just with words.





A Sample Day In The Life

9:00 AM (or whenever suits you!) - First client (or start later if that's your preference)

50-minute session with 10 minutes built in for notes and reset

10:00 AM - Second client

50-minute session with 10 minutes built in for notes and reset

11:00 AM - Admin hour

Calendar protected admin that floats based on client scheduling)

12:00 PM - Report writing (if you choose to do assessments)

Some days it's sessions, some days it's billable report work

01:00 PM - Lunch

*30 minutes of **protected calendar time** to eat, recharge and connect with the team*

01:30 PM - Admin time

*30 minutes of **calendar protected** admin time - blocked in all calendars - can be used to catch up with colleagues, decompress, prep or chat*

02:00 PM - Third client

50-minute session with 10 minutes built in for notes and reset

03:00 PM - Fourth client

50-minute session with 10 minutes built in for notes and reset

4:00 PM - Fifth client **OR Report writing** (if you choose to do assessments)

Some days it's sessions, some days it's billable report work





Your Workload, Done Right

Maximum 6 billables daily - The key word is flexibility. Some psychologists prefer 6 client sessions. Others thrive with 4 clients plus report writing. The point is you have options - not every day looks the same, and not every psychologist works the same way.

90 minutes of admin time daily - One floating hour plus 30 minutes after lunch. You don't need to fight for this time - it's **protected** in your calendar.

Everything substantial gets billed - Reports, phone calls over 20 minutes, case conferences. You're not donating your time.

All note-taking included - Because spending your evening on case notes is last century's problem. All note taking tools are supplied by the practice, and clients have consents built into their intake forms.

50-minute sessions - Those 10 minutes matter. Notes, bathroom, reset. No marathons.

Flexible hours - Start early, start late and finish when it makes sense. We care about sustainable practice, not clock watching.

What We Don't Do:

- Back-to-back sessions for 8 hours
- Lunchtime sessions that mean you don't eat
- Booking clients outside of your area of competence
- Weekend work disguised as "flexibility"





What KPIs Really Mean Here

Let's be clear: KPIs are not a stick to beat you with. They're a way to make sure our practice is healthy, sustainable, and fair for everyone.

What Our KPI Is:

We work on the basis of 6 **billable** hours a day. That's it. It's aligned with international best practice for clinician wellbeing. Anything more isn't sustainable. This doesn't mean 6 client hours every day if you don't want it to - it may mean a mix of report writing and long client calls.

Why We Use It:

- To protect against burnout.
- To make sure everyone carries a fair load (so it's not the same people overbooked while others underdeliver).
- To keep the business strong - so we can keep investing in you, our clients, and our growth.
- To help us identify any deeper underlying issues with client dissatisfaction or retention.

What It Isn't:

- It's not a tool to force you to "make up" your KPIs by seeing more than 6 billables to make up for client cancellations.
- It's not a "numbers game." We don't reduce you to stats.
- It's not micro-tracking. We don't breathe down your neck.
- It's not used to punish or pressure you.

How It Works In Practice:

We track KPIs transparently. If you're consistently hitting them, you're on track. If you're not, it's a conversation about support - not a warning letter. Maybe you need caseload adjustment, PD, or better referral matching. We fix the system, not blame the individual.

Our Promise:

KPIs here exist to keep the practice sustainable and to make sure workloads are fair. They're a safety net, not a whip.



Our Values

Principled

We do the right thing, even if it hurts.

The best interests of the client trump absolutely everything - including our convenience, comfort, or profits.

Meticulous

How we do anything is how we do everything.

Excellence is a habit, not an accident. Sloppy work in one area predicts sloppy work everywhere.

Evidence-based

Our decisions are guided by evidence, not convention.

"We've always done it this way" isn't an argument here. If research shows a better approach, we adopt it.

Authentic

We don't play internal politics.

No backstabbing. No favorites. No toxic office politics. We uplift and support each other, fullstop.

Empowered

We're empowered and accountable.

Set your hours, choose your approach, veto referrals. But with freedom comes responsibility.

Learners

We're continuously curious and learning.

Curiosity keeps us sharp and our clients safe. We're open to new ideas and admit what we don't know.



Our Culture In Action

Culture isn't what we say in team meetings - it's what we do, every day. At Unbound Minds, our values come to life in ways you can actually feel.

Unbound Achievement Awards

Every quarter, we recognise team members who live our values. Winners don't just get a crystal award and cash prize - they get celebrated by the whole team for the impact they've made.

Wellness & Vitality Leads

Each location has a dedicated Wellness Lead - someone whose job is to keep a pulse on team wellbeing, check in with colleagues, and create small but meaningful moments of care.

Support Without Ego

From client handovers to covering during leave, we step up for each other. Nobody's left scrambling. We're a team, not just a group of private practices sharing space.

Learning Together

Whether it's group supervision, CPD, or in-house training, we invest in learning as a team. We share resources, challenge each other, and celebrate breakthroughs.

Celebrating The Wins

Big or small - a tricky client breakthrough, a new qualification, a work anniversary - we pause to acknowledge it. Because the work is heavy sometimes, and the wins matter.

Keeping It Real

No forced "fun", no tokenistic culture events. Team lunches, birthday leave, and coffee runs happen naturally because people want to connect, not because HR made it mandatory.





The Interview Process

Step 1 Real Conversation (20-30 mins)

Not a interrogation. We want to know what you're looking for and be honest about whether we can provide it.

Step 2 Interview With Two Psychologists (60 minutes)

Meet team members who'll give you the unfiltered truth about working here. We want radical transparency - they'll share their real experiences so you (and we) can properly assess fit.

Step 3 Final Interview with Different Team Members (60 minutes)

Meet 1-2 other psychologists for fresh perspectives. By the end, you'll have talked to multiple team members with different experiences and viewpoints. No echo chamber here.

What You Should Ask Us:

Don't hold back. The interview is as much about you evaluating us as the reverse. Here's what we expect you to dig into:

- How we handle the reality of psychologist burnout
- Specific examples of when we've adapted to team feedback
- What support looks like during personal crises
- The gap between our promises and daily reality
- Why people stay (and why some don't)

We'd rather lose a good candidate who realises we're not the right fit than hire someone who feels misled three months in. Ask the uncomfortable questions. Push for real answers. Your future self will thank you.





Is Unbound Minds Right For You?

Some practices try to be everything to everyone. We don't. We've built something specific for psychologists who believe there's a better way to do this work - where taking care of yourself isn't at odds with taking care of clients, where being kind matters more than being clever, and where success looks like sustainable careers, not just survived ones.

This checklist isn't about perfection. It's about fit. Read it honestly, and trust your gut.

You'll Thrive Here If:

- ✓ You believe exceptional clinical work requires a psychologist who isn't running on empty
- ✓ You're done pretending that self-care is selfish when it's actually how we serve others best
- ✓ You see vulnerability as strength - in therapy rooms and team meetings alike
- ✓ You understand that "evidence-based" means evolving when the evidence does
- ✓ You want to be known for the lives you've changed, not the hours you've billed
- ✓ You believe the best therapy happens when psychologists are seen, supported, and whole
- ✓ You're genuinely kind - we hire nice humans and protect that culture fiercely

Look Elsewhere If:

- ✗ You think struggling in silence makes you professional
- ✗ You need your workplace to stay exactly the same for the next five years
- ✗ You believe asking for help is weakness
- ✗ You're here for the resume line, not the mission
- ✗ You think boundaries are for difficult clients, not for protecting yourself
- ✗ You wear exhaustion like a medal of honor
- ✗ You play politics, undermine colleagues, or think kindness is optional - that behaviour doesn't survive here.





What You Really Get

Beyond the obvious perks, here's what actually makes the difference:

Life Happens Support: When life happens (and it will), we've got systems to support you without the bureaucracy. Sick kid? Client crisis while you're away? Car breaks down? We handle it.

Interest-Based Caseloads: Love working with eating disorders? Passionate about ADHD? We actively match referrals to your interests and expertise. You're not just getting random clients - you're building a client load that you actually want.

The Reality Of Mistakes: When things go wrong (and they will), we handle it together. Proper procedures, clinical support, and no blame games. We problem-solve as a team because pretending mistakes don't happen helps nobody.

Team Supervision That's Actually Useful: Monthly group supervision where you can bring your hardest cases without fear of judgment, as well as 1 on 1 supervision. Share struggles, celebrate breakthroughs, learn from each other's expertise.

A Clear Career Path

From provisional to clinical lead, we've mapped growth pathways so you can see your future here.

Genuine Team Cohesion: This isn't forced fun or mandatory bonding. It's colleagues who genuinely give a damn - who jump in and help without making you feel guilty, share resources without keeping score, and check in because they actually care.





What Happens Next?

Three Ways Forward:

1. Ready To Apply?

Skip the generic application. Email us directly at careers@unboundminds.com.au with:

- Why this guide resonated (or didn't)
- What you're looking for in your next role
- Your biggest question we haven't answered

2. Need More Information?

Reply to this email with your specific questions. Real person, real answers, usually within 48 hours.

3. Not Right Now?

No worries. We'll check in down the line if any opportunities pop up. No spam, just substance. Unsubscribe anytime without hurt feelings.



Final Thoughts

We wrote this guide because we're tired of the recruitment dance where everyone pretends everything is perfect. It's not. Working in mental health is hard. But it doesn't have to be unsustainable.

At Unbound Minds, we're building the practice we wished existed when we were where you are now. It's not perfect, but it's honest, it's growing, and it's genuinely different.

Whether you join us or not, we hope this guide helps you find what you're looking for.

Because the mental health field needs psychologists who aren't just surviving – it needs psychologists who are thriving.

Thanks for reading. Now go make the decision that's right for you.

The Unbound Minds Team





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