

Information for making an appointment

When making the doctor's appointment, inform the receptionist that the appointment is for a referral to a Psychologist/mental health social worker under Medicare item 2715.

It is important that the GP provides an accompanying referral letter which should be attached to the Mental Health Plan for Medicare purposes. Please remind the GP of this.

There is an example referral letter in this pack which you can give to your GP to complete to make it easy.

Please either fax the referral letter and mental health plan directly to 1300 651 580 or email to contact@onpsych.com.au. You can also request your GP to do so.

Information to take to the GP

About SeeWay

SeeWay is a new subsidiary brand of Guide Dogs NSW/ACT and Australia's first comprehensive network of support for people with permanent changes in their vision, their families and carers.

SeeWay bridges the gap for people earlier in their vision loss journey, providing essential guidance and practical support for everyday living, creating connection, building confidence and opening the way to a life full of choice post diagnosis.

If you would like further information about SeeWay, please visit www.SeeWay.com.au.

About our partnership

Adjusting to low vision can present unique challenges. Feelings of frustration, anxiety, isolation, or uncertainty. With the right support, these emotions can be understood, managed and transformed into opportunities for growth and connection.

SeeWay in partnership with OnPsych, provides fully subsidised or no out of pocket professional one-on-one and group sessions to assist in navigating transient situational stress and emotions caused by vision loss, to help normalise the experience and to support any related adjustment.

OnPsych's psychologists and mental health social workers have undertaken specialised training to equip each practitioner to support the unique challenges faced by people with low vision.

With their guidance, patients will gain the tools to embrace change, stay connected, build resilience and a renewed sense of direction to confidently adapt to life with low vision.

About OnPsych

OnPsych is a national organisation based in Australia, comprising a team with expertise from a diverse range of sectors - from education and teaching to social work to psychology - onPsych was founded with a firm dedication to bridging the gap between mental health professionals, psychologists and those in need of these services. As part of our mission, we seek to provide mental health support to individuals with disabilities and spread awareness on their psychosocial needs.

If you would like further information about onPsych, please visit www.onpsych.com.au.

SeeWay's Confidentiality and privacy statement

Patient privacy and confidentiality privileges apply between you and your treating practitioner.

OnPsych and all treating practitioners are bound by the Code of Ethics and scope of practice from Australian Health Practitioner Regulation Agency (Ahpra), Australian Psychological Society (APS) and Australian Association of Social Workers (AASW) and are unable to provide any third party with personal information of the individual.

SeeWay will therefore not receive any identifiable data or information from OnPsych.

Visit SeeWay.com.au for the full Privacy Policy.

OnPsych's Confidentiality and privacy statement

During the course of counselling, sensitive personal information may be collected by the psychologist or mental health Social Worker. Personal information is information, which directly or indirectly identifies a person. Individuals have the legal right to have that information protected.

All clinical files are confidential documents and are the property of OnPsych.

OnPsych recognises that children over the age of 15 have the right to access their personal information. Parents or legal guardians of children under the age of 15 have the right to access the child's personal information about the child's file.

Given we are bound by the Code of Ethics and scope of practice from APHRA and APS and AASW, OnPsych staff are unable to provide any third party with personal information of the individual without explicit written approval.

Under exceptional circumstances, information may be disclosed to a third party to avert risk. Legal compliance requires that if the staff member is concerned about the safety of an individual, or others, then confidentiality may be broken. Only minimum information will be disclosed to avert risk and attempts will be made to discuss this first with the individual. In exceptional circumstances, files may be subpoenaed by the court. Under no other circumstances will confidentiality be broken.

OnPsych's Management Bois

Martin Grigg



As a secondary school teacher, psychologist, and Student Services Coordinator in the Department of Education in Victoria, Martin has dedicated his career to supporting young people and their families. He is passionate about social skills development, disability support, and child psychology, with a dedicated focus on enhancing outcomes for individuals with disabilities.

After transitioning to private practice and consultancy, Martin founded onPsych to enhance the delivery of psychological support services to children, parents, and educators. Through four federal government programs, onPsych has provided over 2,000,000 high-quality services with no out-of-pocket expenses for parents or schools, including tailored support for children with disabilities.

Martin co-authored the PASS—Process Assessment Support System, a comprehensive assessment and support framework widely utilised in special education settings. His work has significantly influenced best practices in disability support, particularly in psychological and educational interventions.

In addition to his leadership at onPsych, Martin has extensive experience in the professional development and training of psychologists, teachers, and Student Welfare Coordinators. He has a special interest in creating innovative business models that leverage cutting-edge technology to improve service delivery and access to care for all children, especially those with additional needs.



Dr Milê Glamcevski

Dr Milê Glamcevski holds a PhD and four master's degrees in psychology, social work, counselling, and business. He was recently awarded a knighthood and named Charles Sturt Alumni of the Year for his contributions to the community. With a career spanning over 30 years across three continents,

Milê has provided mental health services in clinics, educational settings, and community organisations in Australia, Malaysia, Turkey, Cambodia, Nauru, and East Timor.

Milê specialises in supporting individuals with psychosocial disabilities, focusing on tailored interventions that enhance mental health and overall quality of life. His expertise lies in interdisciplinary mental health and education development, with a strong commitment to creating inclusive environments for individuals with diverse needs.

He supervises both domestic and international research projects, regularly publishes across various fields, and presents at conferences worldwide. Milê advocates for early intervention as the cornerstone of mental health, emphasising the vital role of schools and community organisations in fostering well-being and resilience.



Dr. Justine Anne Collins

Dr. Justine Anne Collins is a highly skilled clinical psychologist with over 15 years of experience across Australia and Europe, providing psychological services in hospitals, schools, clinics, and community settings. Her international

work has enriched her clinical practice, allowing her to support diverse populations with culturally sensitive care.

Her PhD research examined the psychological impact of trauma, focusing on how attachment styles and self-concept influence mental health outcomes and how narrative processes can facilitate healing and resilience.

Dr. Collins takes a personalised, integrative approach to therapy, combining modalities such as Psychoanalytic Psychotherapy, CBT, ACT, IPT, and Narrative-Based Therapy to meet each client's unique needs and goals. She strongly advocates for early intervention, particularly in school-based mental health care, believing it critical for long-term well-being.

She also has extensive experience working with individuals living with psychosocial disabilities, including those managing mental disorders. Dr. Collins is committed to helping clients enhance daily functioning, build resilience, and achieve greater community inclusion, empowering them to lead fulfilling lives.

Patient referral letter

Name and Surname:

DOB:

Address:

Medicare Number:

Expiry:

Contact Number:

Email:

Ocular/Vision Diagnosis:

Time Since Ocular/ Vision Diagnosis:

Reasons for referral/Key concerns:

1.

2.

3.

Desired outcomes from mental wellbeing support:

1.

2.

3.

Additional Comments:

Please either fax the referral letter and mental health plan directly to 1300 651 580 or email it to contact@onpsych.com.au.