



## We welcome you to join a therapy practice redesigned for both **therapists** and **clients**.

- Our mission is to improve the mental health experience for clients and professionals.
- We want therapists to feel more connected, supported and fairly compensated.
- We want clients to have a more transparent experience of therapy with better outcomes.
- We aim to stay highly focused on improving the experience for both therapists and clients.

[Home](#)[About](#)[Contact](#)[📞 | 0408 202 680](#)

IN CLINIC & ONLINE | Book effective therapy

# We are Kiin Health

A psychology clinic on the Northern Beaches of Sydney, Australia providing individual, couples and family therapy for a range of mental health concerns.

[Book An Appointment](#)



## We aim to solve some of the problems experienced by **therapists**.

- We conducted 14 interviews with psychologists ranging from those in their first year of work to those with over 30 years in private practice.
- The most common problems for early career psychologists were related to adequate support, training and supervision as well as fair remuneration.
- The most common problems for mid career psychologists were related to wanting more connection with peers and a involvement in a collaborative, learning environment.



## We are committed to enhancing **connection, interaction and support.**

### A therapist community focused on **interaction**

A co-working space to come to and chat with colleagues between sessions or to write up notes

Shared lunch hours

Group trainings and PD

Regular paid lunches and dinners with colleagues

Online chat room (Slack) to interact with colleagues and seek advice

### High quality **supervision** and **training**

Individual and group supervision included with the option of fully paid supervision with an external supervisor

Group and individual trainings with a focus on trainings that lead to accreditation (Schema, IFS, DBT etc)

Peer study groups + case reviews

### Full **support** for crisis and high-stress situations

Crisis Duty Officer

On demand support for high risk clients, such as a fully managed referral to inpatient admission, suicide risk follow up or similar

Debriefing/check ins/on-the-spot supervision for high-stress situations



## We aim to solve some of the problems experienced by our **clients**.

- We did a paid survey of people who have previously been in therapy.
- The most severe problems included a lack of transparency, needing to 'shop' for a therapist and the cost of therapy.
- **As part of solving these problems, we're asking for your collaboration and cooperation to trial some potential solutions...**



## To solve the **cost** problem, we will trial **clinician-guided online treatments**.

- Clinician-guided online psychological treatments [can be as effective as face-to-face therapy](#) but cost less for the client.
- They typically involve the client participating in an online course that teaches CBT, ACT or another treatment while receiving coaching via phone, chat or both from a clinician or trained layperson.
- The founders of Kiin Health previously designed and run large scale trials of online treatments and we plan to implement this approach in the clinic. We plan to deliver this service at-cost (not-for-profit), and for it to be an adjunct to individual therapy (not a replacement) in order to extend support beyond the 10 Medicare-rebated sessions.
- Coaching will be delivered by an intern ([evidence supports this approach as safe and effective](#)) and not an experienced clinician. **If you have concerns about collaborating with a coach as part of your client treatments, please let us know so we can hear you and discuss together.**

# Clinician-guided online treatment protocol



1

**Assessment by clinician.  
Decision to start therapy or  
prescribe an online course.**

Initial assessment by experienced clinician. The clinician may commence therapy and recommend an online course after 10 sessions, or prescribe an online course depending on the financial situation.

2

**Clinician prescribes  
evidence-based online course**

Client is sent a link to commence an online course to teach CBT, ACT or DBT via an app or website.

3

**Coach provides chat- and  
phone-based support to learn  
course**

Client is linked with a coach, most likely an intern psychologist for weekly or biweekly 15-30 min call (or in person, on site) plus chat based support to progress them through the course.

4

**Clinician adjusts course  
content as needed**

The coach collaborates with the primary clinician to check progress and change the course content based on client needs.



## To solve the **transparency** problem, we will trial routine **assessments**

- We understand that psychotherapy is a relational art and it's very hard to quantify personal growth.
- We also acknowledge that there are significant problems when routine assessment is done poorly.
- However, we are convinced by two things: (1) That clients see the lack of transparency in our field as a major problem; and (2) That the evidence for regular outcome assessments to improve outcomes is strong enough to warrant it.
- Therefore, we are committed to designing and implementing an outcome measurement approach that is sensitive to both the needs of our clinicians and our clients. **If you have concerns about this approach, please let us know so we can hear you and discuss together.**





# To improve outcomes for clients, we will trial artificial intelligence-**informed clinical support tools.**

- There is a growing body of evidence supporting use of artificial intelligence to guide clinical decision making to improve clinical outcomes ([1,2,3](#)).
- There are also important ethical considerations for the proper use of AI technology with clients ([4](#)).
- Evidence-based AI software, originally developed in academic settings, is starting to appear for use by clinicians. EG: <https://www.lyssn.io/>
- In order to utilise these approaches we plan to trial routine audio and/or video recording of sessions (unless otherwise agreed to be against client's best interests). We have also undergone years of supervision ourselves in various models and our experience has been that reviews of recorded sessions are the most likely to lead to improvement. This is another reason we're interested in trialling recorded sessions. Finally, our plan is to collaborate with the University of New South Wales on a research project that would involve the session recordings. The study would be designed with a human research ethics committee to ensure that all recordings are managed with the considerations of the therapists and clients involved in the work with appropriate opt-outs as indicated.
- **If you have concerns about this approach, please let us know so we can hear you and discuss together.**



We aim to **offer you more\*** than a standard practice in return for the time and effort you give to the practice and clients.

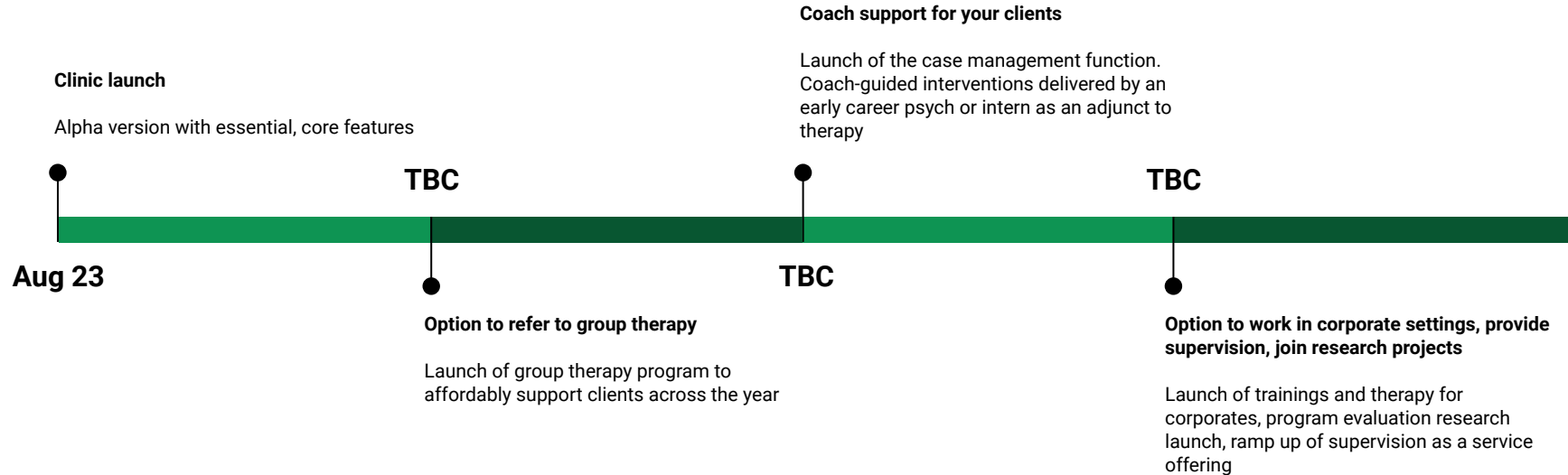
	Connection & Support +	Training & Extras
Fully furnished rooms + Full time receptionist + Back office support + Practice management software + Office facilities + Telehealth software + Outcome tracking software	Weekly individual supervision* + Crisis duty officer + Peer online chat room + Shared lunchtimes + Paid monthly lunches or dinners	Matching clients to your preferences + Monthly group training + Paid CPD training + Peer study groups/case review

[www.kinhealth.com.au](http://www.kinhealth.com.au) | [team@kinhealth.com.au](mailto:team@kinhealth.com.au)

\* We aren't here yet but we are building all of it now. Right now we have some of these features but not all. Please get in touch with us to hear where we are up to.



# Roadmap for the Clinic





## About the founders



### Karen Spence

- Masters of Clinical Psychology (Golden Key Award)
- Published digital health researcher with several research awards.
- Registered clinical psychologist. 7 years experience in private practice.
- (Soon to be) Fully accredited schema therapy supervisor



### Dr. Jay Spence

- Masters of Clinical Psychology, PhD (online mental health treatments)
- Published digital health researcher with several research awards.
- Chairman of the board - Australian Recovery Centres.
- Registered clinical psychologist. 10 years experience in private practice.
- Founded a mental health technology business in 2016, with customers including Westpac, Lendlease, PayPal and Allianz.
- Built and scaled the company from scratch to 30 staff and 1000 customers before it was successfully acquired in 2021.
- C-level executive experience including Chief Product Officer and Chief Strategy Officer in the US acquiring company. Drove transformation of the business from service-based to a digitally led company.



# Join Our Team

We're seeking expressions of interest from clinical psychologists, psychologists and provisional psychologists who are close (< 1 month) from their registration.

We currently work in separate clinics in Manly, Frenchs Forest and Narrabeena on the northern beaches in Sydney and are looking for new rooms (with lots of light) probably in the Frenchs Forest area. We are looking for therapists open to working from the clinic part time to build a community of practice. You can also work from home virtually and/or work in other clinics or jobs.

We have some flexibility with start dates anytime from October 2023.

We'd love to chat with you, explain our ideas and answer your questions.

To get in touch, please email [jay@kiinhealth](mailto:jay@kiinhealth), call Jay on 0408 202 680 or use the email below.