

## 20-Minute Sessions: Updated format October 2025

My Mirror has traditionally offered 20-minute solution-focused sessions. Feedback has highlighted some confusion among new clients about how best to use these sessions, with some attempting to address more complex matters or request documentation that may not fit this format. However, many have found these sessions helpful as a welcome or introductory experience.

As a result, we have identified that the 20-minute session type is best positioned as a welcome or introduction to therapy session. Updated communications and website information will guide clients to use these sessions for:

- An introduction to psychology or therapy
- Meeting a psychologist to determine if there is a good rapport
- Gaining an overview of how therapy works, including different approaches and how various concerns are addressed
- Setting clear expectations for the client's therapeutic journey
- Discussing bio-psycho-social needs, goals, and motivations for seeking support, leading to recommendations about whether psychological therapy would be beneficial

### Use for Existing and New Clients

For existing clients, 20-minute sessions can continue to serve as brief check-ins, especially when a full 50-minute session is unnecessary or when clients prefer shorter appointments, such as those who benefit from neurodiversity-friendly pacing. The primary focus moving forward, however, will be to communicate the value of these sessions to new clients as an initial introduction or welcome appointment.

For existing clients, you may continue to use these sessions in mutually agreed ways.

However, new bookings will primarily focus on the welcome and introductory elements described above.

If you wish to build your caseload more quickly, we recommend enabling both 20-minute and 50-minute sessions.

### Notes:

- For privately funded clients, they can opt for a 20min sessions with **both** generally registered and clinical psychologists;
- Medicare-rebated funded clients seeking 20min sessions can access them from generally registered psychologists **only**
- **This is an opt-in service** for psychologists: please notify the Clinical team at [clinical@mymirror.com.au](mailto:clinical@mymirror.com.au) if you would like to activate this option on your My Mirror profile