

FAQs - Transfer of Support Coordination Services to One Door Mental Health

1. Why have Support Coordination services moved to One Door Mental Health?

As of 1 July 2025, Mind's Support Coordination services are being delivered by One Door Mental Health. One Door is based in NSW and is a leading mental health service provider offering specialist mental health programs through the NDIS.

One Door became part of Mind Australia following the merger of the two organisations in January 2024. Moving Support Coordination to One Door means people will have more consistent NDIS support, while still receiving the same high-quality, recovery-focused care from both organisations.

2. What does this change mean for me as a current or prospective client?

You will continue to receive the same high standard of support, now delivered by One Door Mental Health. There will be no changes to your services, plan or goals. The only change is the organisation providing your Support Coordination. Your existing supports, such as your support workers or cleaners, will stay the same.

3. Will I need to sign a new service agreement?

Existing clients have been contacted to discuss the transition. If you're a new client, your agreement will be with One Door Mental Health.

4. Are my details still safe and confidential?

Yes, One Door Mental Health is a subsidiary of Mind Australia. Both organisations are bound by the Australian Privacy Act 1988 and follow its Privacy Principles. All information and data are handled in accordance with privacy laws and ethical standards. Clients who have consented to transition to One Door have had their personal information and support plans securely transferred to One Door.

5. Will I still work with the same Support Coordinator?

In most cases, yes. If there are any changes to your support coordinator, One Door will communicate this clearly and ensure a smooth transition. We'll support people through this process to make sure there is no gap in support.

6. Can I still receive support from One Door if I was referred back to the NDIA?

Yes. You will need to submit a new referral through One Door. Referrals are followed up via email and assigned to a Support Coordinator, who will then contact you to assist with your application.

Mind Australia supports

7. Who do I contact now for questions or support?

You can continue to reach out via Mind Connect on 1300 286 463 or directly at SCTeam@onedoor.org.au. Your enquiry will be directed to the appropriate team at One Door Mental Health, who will follow up with you shortly.

8. Where can I learn more about One Door Mental Health?

Visit onedoor.org.au to learn more about their NDIS services, values, and commitment to mental health recovery.