

medicare

Mental Health






How Medicare Mental Health can help - a free service to support people across Australia

Medicare Mental Health provides a range of free mental health and wellbeing services – with options to access support face-to-face, by phone, or online.

Visit [medicarementalhealth.gov.au](https://www.medicarementalhealth.gov.au) or call 1800 595 212 (8:30am to 5pm weekdays, except public holidays) for more information.

For support in another language

People can call 131 450 (TIS National) and ask the interpreter to call Medicare Mental Health on 1800 595 212 for advice about local mental health supports. You do not need to be an Australian citizen and support is available in more than 150 languages.

	 Mental Health 1800 595 212	 Mental Health Check In	 Mental Health Centres	 Mental Health Kids Hubs	 Mental Health medicarementalhealth.gov.au
What is the service?	Medicare Mental Health provides free and confidential mental health advice, support and guidance.	Medicare Mental Health Check In is a new digital service offering free evidence-based support to help people build practical skills and learn tools to manage life's challenges.	Medicare Mental Health Centres provide a welcoming place where everyone can access free and confidential walk-in mental health information, services, and supports.	Medicare Mental Health Kids Hubs provide a safe and welcoming place where children and their families, carers, and kin, can access free mental health and wellbeing supports and services.	The Medicare Mental Health website provides information about Medicare Mental Health initiatives, and access to other trusted mental health providers and their services, information and support.
Who is the service for?	Anyone in Australia can call Medicare Mental Health either for themselves or on behalf of someone they care for to find the best mental health and wellbeing support for them.	Medicare Mental Health Check In is free and confidential for people aged 16 years and over, living in Australia, and experiencing mild mental health challenges.	Centres offer immediate support for people in distress, including their family and carers. They are staffed by qualified professionals and people with lived experience of mental health challenges.	Kids Hubs are designed for children aged 0 to 12 years who are experiencing mild to moderate developmental, emotional, relational and/or behavioural challenges.	The website is for anyone seeking mental health information and guidance, including family members and carers, and health professionals.
What types of supports are provided?	Experienced staff can help connect people with the right support, whether that's with one of the Medicare Mental Health services or from another free or low-cost mental health provider.	The service helps people build practical skills to manage and improve their mental health through evidence-based, low-intensity Cognitive Behavioural Therapy (LiCBT). It can help with: <ul style="list-style-type: none"> • stress, mild anxiety and fears • worries and low mood • sleep. The LiCBT is delivered through online tools. People can choose to work through the tools independently, and those who prefer guidance can access telehealth support with a qualified mental health practitioner.	Centres offer: <ul style="list-style-type: none"> • support for people with mental health concerns • support for carers and families of people experiencing mental health distress • help connecting people with other services to support them in the future, from health to mental health, and social supports like housing and employment. 	A variety of services and programs are available to support the healthy development and emotional wellbeing of children and their families, including: <ul style="list-style-type: none"> • care coordination • treatments and therapies • initial assessments • diagnostic services • parenting, attachment, relationship and family system support. The services and supports provided at each Kids Hub are set up to meet local community needs and can differ depending on location.	The website provides information about mental health and wellbeing service options for people to connect with: <ul style="list-style-type: none"> • multi-purpose support • crisis support • helplines and web chats • clinician-supported online therapy • self-directed education programs and tools • moderated peer support forums.
How to access services?	Call Medicare Mental Health on 1800 595 212 (8:30am to 5pm weekdays, except public holidays). Medicare Mental Health is not a crisis service. For urgent help, call 000 or access crisis support services	Call Medicare Mental Health on 1800 595 212 (8:30am to 5pm weekdays, except public holidays) or visit mentalhealthcheckin.gov.au for more information.	People can walk into their nearest Medicare Mental Health Centre. No appointment, referral or Mental Health Treatment Plan is needed. To find the nearest centre, call 1800 595 212 or visit medicarementalhealth.gov.au/centres	No diagnosis or referral is needed to access a Medicare Mental Health Kids Hub. To find the nearest hub, call 1800 595 212 or visit medicarementalhealth.gov.au/kidshubs	Visit medicarementalhealth.gov.au for more information.