

## Mental Health Centres

# Frequently Asked Questions (FAQs)

### What are Medicare Mental Health Centres?

Medicare Mental Health Centres provide a welcoming place where everyone can access free and confidential mental health information, services, and supports.

They offer immediate support for people in distress, including their family and carers.

Medicare Mental Health Centres are free for everyone who walks in the door, are open extended hours and no appointment or referral is needed.

### What type of support can I receive at a Medicare Mental Health Centre?

Whether you have experienced mental health challenges in the past or this is your first time reaching out for support, everyone is welcome.

Medicare Mental Health Centres offer:

- immediate help and follow-up for people who are in distress;
- 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.

Medicare Mental Health Centres will soon also provide enhanced services, ensuring every centre has free access to a psychologist and psychiatrist either in person or via telehealth.

### What can I expect when I visit a Medicare Mental Health Centre?

Inside every Medicare Mental Health Centre are professionals who can listen and help people to deal with whatever they are going through.

When you arrive, a qualified professional or person with lived experience of mental ill health will take the time to talk to you and understand your immediate needs. They may also make an appointment for you to visit again.

Medicare Mental Health Centres are a normal part of everyday health care, offering a welcoming place to get free and confidential mental health support.

Medicare Mental Health Centre staff understand that everyone is different and has their own challenges. They will address your concerns with empathy, understanding and acceptance.

### Who can access support and services at a Medicare Mental Health Centre?

Anyone can access Medicare Mental Health Centres. No appointment or referral is needed. You can access services with or without a Medicare card. You don't need to be an Australian citizen to access support.



### **Are Medicare Mental Health Centre services free?**

Yes, all Medicare Mental Health Centre services are free.

### **Will my privacy be respected and clearly explained?**

If you consent, we can share all or parts of any advice and plans with your GP or other health care providers. If you prefer not to share this information with your current health providers, that is fine as well.

To make sure we can link you to the best services possible and meet all your needs, we will encourage you to discuss any additional advice or support you receive from us with your GP or other health care providers.

### **What interpreter services are available?**

If you need mental health support in your language, Medicare Mental Health Centres have access to the Translating and Interpreting Service (TIS National). TIS delivers high quality and secure interpreting services over the phone for people who do not speak English.

Medicare Mental Health Centres will support you to contact TIS when you need it. A TIS translator will interpret your conversation and help you communicate with centre staff.

### **How can I find out more information about Medicare Mental Health Centres?**

To find out more about Medicare Mental Health Centres:

- visit [medicarementalhealth.gov.au/centres](https://medicarementalhealth.gov.au/centres)
- call 1800 595 212, 8:30am to 5pm weekdays.

In an emergency, always call triple zero (000) or go straight to your closest emergency department.



**Find a centre**