

Mental Health Kids Hubs



Frequently asked questions (FAQs)

What are Medicare Mental Health Kids Hubs?

Medicare Mental Health Kids Hubs provide a welcoming place where children aged 0 to 12 years, and their families, carers, and kin, can access free mental health and wellbeing supports and services.

If a child you care about needs support, experienced Kids Hub staff are here to listen and help guide your family forward.

Who are Medicare Mental Health Kids Hubs for?

They are for children (aged 0 to 12 years), and their families and carers, who are experiencing mild to moderate developmental, emotional, relational and/or behavioural challenges.

You don't need a diagnosis or referral to access Medicare Mental Health Kids Hubs.

What services do Medicare Mental Health Kids Hubs provide?

In a friendly and supportive environment, Kids Hubs provide a range of services to meet the individual needs of the child and their family, supporting their healthy development and emotional wellbeing.

They can provide free services such as:

- care coordination
- treatments and therapies
- initial assessments
- diagnostic services
- parenting, attachment, relationship and family system support.

Kids Hubs can also link you with other services you might find helpful, depending on your needs and preferences.

What types of health professionals will I have access to?

Kids Hubs provide access to a range of health professionals such as:

- paediatricians
- psychiatrists
- psychologists
- social workers
- speech pathologists
- occupational therapists
- Aboriginal health workers
- dieticians
- nursing staff
- peer workers
- family services workers.

Do all Medicare Mental Health Kids Hubs offer the same services?

Services and supports may vary across locations. This is because they are designed with, and for, their local community.

How can I access Medicare Mental Health Kids Hubs?

To find a Medicare Mental Health Kids Hub, call [1800 595 212](tel:1800595212) or visit medicarementalhealth.gov.au/kidshubs

Do I need a GP referral or diagnosis to access a Medicare Mental Health Kids Hub?

No. You don't need a GP referral or a diagnosis to access the services.

Are Medicare Mental Health Kids Hubs free?

Yes. Medicare Mental Health Kids Hub services are free for everyone.

Do I need a Medicare card to access Medicare Mental Health Kids Hubs?

You can access a Kids Hub service with or without a Medicare card.

Can Medicare Mental Health Kids Hubs help me with a new Medicare card or a Medicare claim?

No. If you have specific enquiries about Medicare cards, claims and payments, call Medicare on [132 011](tel:132011).

Where are Medicare Mental Health Kids Hubs located?

To find your nearest Medicare Mental Health Kids Hub visit medicarementalhealth.gov.au/kidshubs or call [1800 595 212](tel:1800595212) (8:30am to 5pm weekdays, except public holidays).

More Kids Hubs will open over time. The Australian Government is working with all state and territory governments to establish 17 locations across the country by mid-2026.

Do Medicare Mental Health Kids Hubs provide a crisis or emergency service?

No. Medicare Mental Health Kids Hubs are not a crisis or emergency service. For urgent support, call Lifeline on [13 11 14](tel:131114) or the Suicide Call Back Service on [1300 659 467](tel:1300659467). If you need immediate help or are at risk of harm to yourself or others, call triple zero ([000](tel:000)) now.

Where can I find more information about Medicare Mental Health Kids Hubs?

- Go to medicarementalhealth.gov.au/kidshubs
- Call Medicare Mental Health on [1800 595 212](tel:1800595212) (8:30am to 5pm weekdays, except public holidays).
- Visit your nearest Medicare Mental Health Kids Hub and talk to experienced staff who will take the time to understand and help with your immediate needs. No diagnosis or referral is needed.

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