

# Mental Health

## Stakeholder information kit Medicare Mental Health

July 2025



# Contents

Background .....	2
About this kit .....	2
Contact .....	2
Resources.....	3
Medicare Mental Health Centre resources .....	7
Promoting Medicare Mental Health.....	9
Sample social media posts .....	11
Newsletter article/website content .....	13

## Background

Medicare Mental Health provides free mental health and wellbeing services for anyone in Australia.

Medicare Mental Health can help people find the care that supports their needs and goals. Whether that's via the website, by phone, or face-to-face.

No referral, diagnosis, or appointment is needed to access any of the services.

More information about Medicare Mental Health is available at [medicarementalhealth.gov.au/services](https://medicarementalhealth.gov.au/services).

## About this kit

This stakeholder kit contains information and resources on Medicare Mental Health from the Australian Government Department of Health, Disability and Ageing.

You may like to share these resources with your networks to help raise awareness of Medicare Mental Health services.

The kit includes:

- resources
- logo and description for partner websites
- newsletter article/website content
- social media posts.


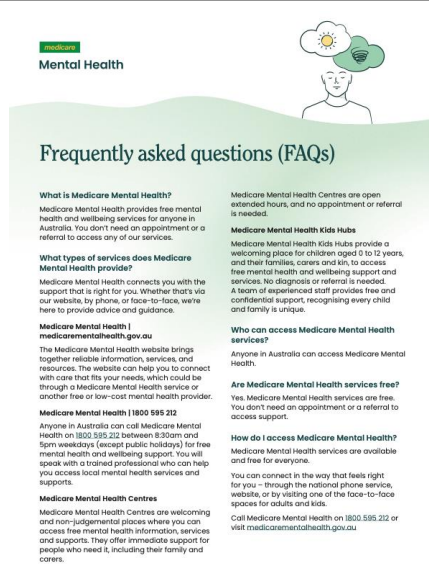
If you are a health professional, more resources are available to support your patients seeking help for their mental health. This includes fact sheets, videos and podcasts, which can be easily accessed at [medicarementalhealth.gov.au/for-health-professionals](https://medicarementalhealth.gov.au/for-health-professionals).

## Contact

If you have questions or enquiries about this kit, you can email the Department of Health, Disability and Ageing: [medicarementalhealth@health.gov.au](mailto:medicarementalhealth@health.gov.au).



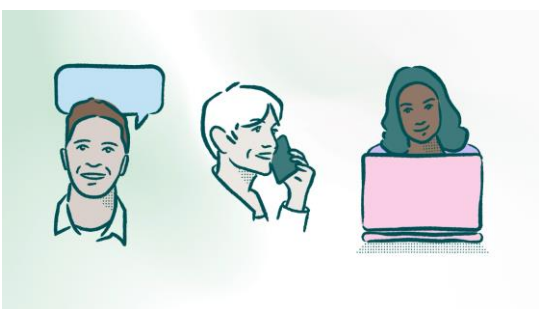
# Resources

These resources about Medicare Mental Health can be shared with your staff, clients, patients, members and local communities.

Resource title	Description	Preview and link
Fact sheet	A fact sheet about Medicare Mental Health	 <p><b>Free and confidential support when you need it</b></p> <p>Medicare Mental Health provides free mental health and wellbeing services for anyone in Australia.</p> <p>Medicare Mental Health can help you find the care that supports your needs and goals. Whether that's via our website, by phone, or face-to-face, we're here to provide advice and guidance.</p> <p>If you are looking for mental health support for yourself or someone you care about – Medicare Mental Health is a good place to start. You don't need an appointment or a referral to access any of the services.</p> <p><b>Medicare Mental Health provides:</b></p> <p><b>Medicare Mental Health   medicarementalhealth.gov.au</b></p> <p>The Medicare Mental Health website brings together reliable information, services, and resources to help you find the right support. Connect with care that fits your needs, whether that's with a Medicare Mental Health service or another free or low-cost mental health provider.</p> <p><b>Medicare Mental Health   1800 595 212</b></p> <p>Anyone in Australia can call Medicare Mental Health on 1800 595 212 between 8.30am and 5pm weekdays (except public holidays) for free mental health and wellbeing support. You will speak to a trained professional who can help you access local mental health services and supports that are right for you.</p> <p><b>Medicare Mental Health Centres</b></p> <p>Medicare Mental Health Centres are welcoming and non-judgemental places where you can access free mental health information, services and supports.</p> <p><b>Medicare Mental Health Kids Hubs</b></p> <p>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 support and services. No diagnosis or referral is needed.</p> <p>Medicare Mental Health Kids Hubs offer access to a range of health professionals and services, including paediatricians, psychiatrists, psychologists, social workers, allied health workers, care coordination, assessment and treatment.</p> <p>The Australian Government is working with all state and territory governments to establish 17 Kids Hubs across the country by mid-2026.</p> <p><b>More information</b></p> <p>To learn more about Medicare Mental Health, and find support that suits you:</p> <ul style="list-style-type: none"> <li>• go to <a href="https://medicarementalhealth.gov.au">medicarementalhealth.gov.au</a></li> <li>• call Medicare Mental Health on 1800 595 212, 8.30am to 5pm weekdays</li> <li>• visit a local Medicare Mental Health Centre</li> <li>• find a kids service near you.</li> </ul> <p>In an emergency, always call triple zero (000) or go straight to your closest emergency department.</p>
Frequently asked questions (FAQ)	Frequently asked questions and answers about Medicare Mental Health	 <p><b>Frequently asked questions (FAQs)</b></p> <p><b>What is Medicare Mental Health?</b></p> <p>Medicare Mental Health provides free mental health and wellbeing services for anyone in Australia. You don't need an appointment or a referral to access any of our services.</p> <p><b>What types of services does Medicare Mental Health provide?</b></p> <p>Medicare Mental Health connects you with the support that is right for you. Whether that's via our website, by phone, or face-to-face, we're here to provide advice and guidance.</p> <p><b>Medicare Mental Health   medicarementalhealth.gov.au</b></p> <p>The Medicare Mental Health website brings together reliable information, services, and resources. The website can help you to connect with care that fits your needs, which could be through a Medicare Mental Health service or another free or low-cost mental health provider.</p> <p><b>Medicare Mental Health   1800 595 212</b></p> <p>Anyone in Australia can call Medicare Mental Health on 1800 595 212 between 8.30am and 5pm weekdays (except public holidays) for free mental health and wellbeing support. You will speak with a trained professional who can help you access local mental health services and supports.</p> <p><b>Medicare Mental Health Centres</b></p> <p>Medicare Mental Health Centres are welcoming and non-judgemental places where you can access free mental health information, services and supports. They offer immediate support for people who need it, including their family and carers.</p> <p><b>Medicare Mental Health Kids Hubs</b></p> <p>Medicare Mental Health Kids Hubs provide a welcoming place for children aged 0 to 12 years, and their families, carers and kin, to access free mental health and wellbeing support and services. No diagnosis or referral is needed. A team of experienced staff provides free and confidential support, recognising every child and family is unique.</p> <p><b>Who can access Medicare Mental Health services?</b></p> <p>Anyone in Australia can access Medicare Mental Health.</p> <p><b>Are Medicare Mental Health services free?</b></p> <p>Yes. Medicare Mental Health services are free. You don't need an appointment or a referral to access support.</p> <p><b>How do I access Medicare Mental Health?</b></p> <p>Medicare Mental Health services are available and free for everyone.</p> <p>You can connect in the way that feels right for you – through the national phone service, website, or by visiting one of the face-to-face spaces for adults and kids.</p> <p>Call Medicare Mental Health on 1800 595 212 or visit <a href="https://medicarementalhealth.gov.au">medicarementalhealth.gov.au</a></p>

<p>Poster</p>	<p>A poster about Medicare Mental Health</p>	 <p>The poster features the Medicare logo and the text 'Mental Health'. The main headline reads 'Not feeling like yourself lately? You're not alone.' Below this, it states: 'Medicare Mental Health provides free mental health and wellbeing services for anyone in Australia. You don't need an appointment or a referral. Find support that's right for you.' A list of services includes: 'Go to medicarementalhealth.gov.au', 'Call Medicare Mental Health on 1800 595 212', 'Visit your local Medicare Mental Health Centre', and 'Find a kids service near you.' At the bottom, there is a QR code labeled 'Learn more' and an illustration of four diverse people walking, with thought bubbles above them containing icons for a sun, a Wi-Fi symbol, a cloud with rain, and a bar chart.</p> <p>Website <a href="#">link</a>.</p>
<p>Easy Read fact sheet</p>	<p>A fact sheet about Medicare Mental Health in an Easy Read format</p>	 <p>The fact sheet features the Medicare logo and the text 'Mental Health'. The main headline reads 'Free mental health and wellbeing support'. Below this, it states 'Easy Read version' and includes an 'Easy Read' icon (a book with a checkmark). At the bottom, there is an illustration of four diverse people walking, with thought bubbles above them containing icons for a sun, a Wi-Fi symbol, a cloud with rain, and a bar chart.</p> <p>Website <a href="#">link</a>.</p>



<p>First Nations fact sheet</p>	<p>An information flyer about Medicare Mental Health for First Nations audiences</p>	 <p>The fact sheet features a header with the Medicare logo and the title 'Mental Health'. Below this is an illustration of three diverse people. The main heading reads 'Free and private help when you need it'. The text explains that Medicare Mental Health provides free help for anyone who needs support with their mental health and feelings. It lists four ways to get help: 1. A website with useful information and links to free services (medicarementalhealth.gov.au). 2. A free phone line you can call for mental health support (1800 985 212). 3. Mental Health Centres you can visit in person. 4. Kids Hubs (for children 0-12 years old). A 'Need help?' section provides contact information and emergency advice. The bottom of the fact sheet features a decorative green and white pattern.</p> <p>Website <a href="#">link</a>.</p>
<p>First Nations poster</p>	<p>A poster about Medicare Mental Health for First Nations audiences</p>	 <p>The poster has a header with the Medicare logo and the title 'Mental Health'. The main heading reads 'Not feeling like yourself lately? You're not alone.' Below this, it states that Medicare Mental Health provides free mental health and wellbeing services for anyone in Australia. It lists four ways to get help: 1. Go to medicarementalhealth.gov.au. 2. Call Medicare Mental Health on 1800 985 212. 3. Visit your local Medicare Mental Health Centre. 4. Find a kids service near you. A QR code is provided for more information. The bottom of the poster features an illustration of two people talking and a decorative green and white pattern.</p> <p>Website <a href="#">link</a>.</p>
<p>Animated explainer video</p>	<p>A short, animated video about Medicare Mental Health</p>	 <p>The video shows three people interacting with Medicare Mental Health services: a man with a speech bubble, a man on a phone, and a woman at a laptop. The video is set against a light blue background with a decorative green and white pattern at the bottom.</p> <p>Video <a href="#">link</a>.</p>

## Translated materials

Translated versions of the poster, fact sheet and FAQs are available in the following languages:

- Arabic
- Farsi (alt Persian)
- Greek
- Hindi
- Italian
- Korean
- Simplified Chinese (Mandarin)
- Traditional Chinese (Cantonese)
- Spanish
- Vietnamese.

### Assistenza gratuita e riservata quando ne hai bisogno

Medicare Mental Health offre servizi gratuiti di salute e benessere mentale a chiunque in Australia.

Medicare Mental Health può aiutarti a trovare le forme di assistenza o sostegno dei tuoi bisogni e desideri. Sia che lo facciamo tramite il nostro sito web, al telefono o in presenza, siamo qui per offrire consigli e orientamento.

Se stai cercando assistenza nel campo della salute mentale per te o per qualcuno che ti sta a cuore - Medicare Mental Health è un buon punto da cui iniziare.

Non ti serve un appuntamento o un'impegnativa (un "referral" per intendere) per avvalerti di uno dei nostri servizi.

**Medicare Mental Health offre:**

**Medicare Mental Health | medicarementalhealth.gov.au**

Il sito web di Medicare Mental Health raggruppa informazioni, servizi e risorse affidabili intese ad aiutarti a trovare la giusta assistenza.

Puoi avvalerti di assistenza conosciuta ai tuoi bisogni, sia che si tratti di un servizio di Medicare Mental Health o di un altro servizio che offre assistenza nel campo della salute mentale gratuita o a basso costo.

**Medicare Mental Health | 1800 595 212**

Chiamare in Australia può chiamare Medicare Mental Health al numero 1800 595 212 tra le 8:30 e le 17:00 nei giorni feriali (tranne nei giorni festivi) per assistenza gratuita nel campo della salute e del benessere mentale.

Parlarci con un professionista dotato della giusta preparazione che può aiutarti ad avvalerti di servizi locali di salute mentale e forme di supporto che fanno al caso tuo.

**Medicare Mental Health Centres**

Medicare Mental Health Centres sono centri del Medicare accoglienti e senza pregiudizi dove puoi

avvalerti di informazioni gratuite, servizi e forme di supporto nel campo della salute mentale.

Offrono supporto immediato a persone che ne hanno bisogno, compresi i loro familiari e assistenti domiciliari.

I Medicare Mental Health Centres sono aperti anche fuori dell'orario di consultazione e non serve un appuntamento o un'impegnativa.

**Medicare Mental Health Kids Hubs**

Medicare Mental Health Kids Hubs sono dei centri accoglienti per minori di età compresa tra 5 e 12 anni, e per i loro familiari, tutori o parenti, che offrono loro forme di supporto e servizi gratuiti nel campo della salute e del benessere mentale. Non serve una diagnosi formale né un'impegnativa.

I Medicare Mental Health Kids Hubs offrono accesso a tutta una serie di operatori e servizi sanitari, tra cui psittori, psichiatra, psicologi, assistenti sociali, professionisti sanitari offre nonché servizi di coordinamento delle cure, di valutazione del paziente e terapia.

Il governo australiano li sta addeperando con tutte le amministrazioni degli stati e dei territori dell'Australia per creare 17 Kids Hubs in tutto il paese entro la metà del 2025.

**Maggiori informazioni**

Per saperne di più su Medicare Mental Health e per trovare forme di supporto conosciute ai tuoi bisogni:

- visita il sito [medicarementalhealth.gov.au](http://medicarementalhealth.gov.au)
- chiama Medicare Mental Health al numero 1800 595 212, dalle 8:30 alle 17:00 nei giorni feriali
- recati al più vicino Medicare Mental Health Centre
- trova il più vicino "kids service", cioè un servizio per minori.

In una situazione d'emergenza, chiama sempre lo zero-uno-zero (000) o recati direttamente al più vicino reparto di pronto soccorso.

### أسئلة شائعة

ما هو برنامج "مدير الصحة العقلية"؟

يوفر برنامج "مدير الصحة العقلية" خدمات مجانية في مجال الصحة العقلية والعافية لأي شخص في أستراليا ولا تحتاج إلى موعد مسبق لإرجاع الاستفادة من أي من خدماتنا.

ما هي أنواع الخدمات التي نقدمها

برنامج "مدير الصحة العقلية" إلى الدعم المناسب لك. بوجهات برامج "مدير الصحة العقلية" وروايتك تتواصل معنا عبر موقعنا الإلكتروني أو عبر الهاتف أو وجهاً لوجه. إننا موجودون لتقديم المشورة والدعم.

**مدير الصحة العقلية | medicarementalhealth.gov.au**

يجمع موقع "مدير الصحة العقلية" معلومات وخدمات وموارد يمكن الوصول إليها بسهولة مع خدمة مجانية التي تشتمل على استشارات وأدوات يمكن استخدامها في المنزل. "مدير الصحة العقلية" أو أي جهة أخرى لتقديم خدمات الصحة العقلية المجانية أو منخفضة التكلفة.

**مدير الصحة العقلية | 1800 595 212**

يمكن لأي شخص في أستراليا الاتصال ببرنامج "مدير الصحة العقلية" على الرقم 1800 595 212 بين الساعة 8:30 صباحاً و5:00 مساءً على أيام الأسبوع لاستشارة الممارسين (معالجين) للحصول على دعم مجاني للصحة العقلية والعافية. تستخدم مع الخدمات المجانية للمساعدة في الحصول على خدمات الصحة العقلية المجانية أو منخفضة التكلفة.

**مركز مدير الصحة العقلية**

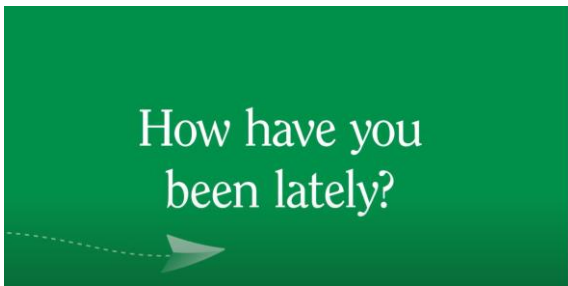


"مركز مدير الصحة العقلية" هي أماكن مجهزة لتأهيل على مهارات الشخص، حيث يمكنك الحصول على المعلومات والخدمات وأنواع الدعم المجانية في مجال الصحة العقلية. وهي مكاناً مناسباً للقاء أخصائيين مختصين. ولها بديل علاقتهم وفهمهم الفريد لهم.

# Medicare Mental Health Centre resources




These resources about Medicare Mental Health Centres can be shared with your staff, clients, patients, members and local communities.

To find a local centre, visit [medicarementalhealth.gov.au/centres](https://medicarementalhealth.gov.au/centres).

Additional videos with translated captions are available [here](#).

Resource title	Description	Preview and link
<p>Explainer animations (x3)</p>	<p>Short, animated videos about Medicare Mental Health Centres</p>	  <p>Animation 1 <a href="#">link</a></p> <p>Animation 2 <a href="#">link</a></p> <p>Animation 3 <a href="#">link</a>.</p>
<p>A guide to Medicare Mental Health Centres for health professionals</p>	<p>Infographic about Medicare Mental Health Centres</p>	 <p>Call Medicare Mental Health on 1800 595 212 or visit <a href="https://medicarementalhealth.gov.au">medicarementalhealth.gov.au</a> for help to access local mental health services, resources and supports that are right for your patient.</p> <p>Find a centre</p> <p>Website <a href="#">link</a>.</p>















<p>A guide to Medicare Mental Health Centres for consumers</p>	<p>Infographic about Medicare Mental Health Centres</p>	 <p>Website <a href="#">link</a>.</p>
<p>First Nations video</p>	<p>A video featuring staff from the Darwin Medicare Mental Health Centre explaining the service</p>	 <p>Video <a href="#">link</a>.</p>
<p>Overview video</p>	<p>Introducing Medicare Mental Health Centres with Dr Sophie Davison.</p>	 <p>Website <a href="#">link</a>.</p>

# Promoting Medicare Mental Health

## Medicare Mental Health branded assets

Medicare Mental Health branded assets have been developed for third-party stakeholders to use to promote Medicare Mental Health services.

These assets are available in a range of sizes including portrait, square and/or landscape formats. To request the files and guidance for using them, please email the Department of Health, Disability and Ageing: [medicarementalhealth@health.gov.au](mailto:medicarementalhealth@health.gov.au).

Description	Application	Asset
<b>Logo only on solid brand colour or texture</b>	<p>Suitable for simple application requirements such as directories.</p> <p>Approval is required for use of this asset. Stakeholders must email <b><a href="mailto:medicarementalhealth.gov.au">medicarementalhealth.gov.au</a></b> to request access and discuss the intended use.</p>	 <p>on solid brand colour – Mint</p>  <p>on brand texture</p> <p><b>Orientations</b></p>  <p>Landscape</p>  <p>Square</p>  <p>Portrait</p>
<b>Higher-branded layouts</b>	<p>Suitable for communications that require more information or visual impact, such as eDMs or web banners.</p> <p>Approval is required for use of different versions of this asset. Stakeholders must email <b><a href="mailto:medicarementalhealth.gov.au">medicarementalhealth.gov.au</a></b> to request access and discuss the intended use.</p>	    <p><b>Orientations</b></p>  <p>Landscape</p>  <p>Square</p>  <p>Portrait</p> <p>Square 1080x1080 <a href="#">link</a>.</p>

## Medicare Mental Health service description

The following short and long descriptions can be used to describe and promote Medicare Mental Health services on websites, in directories or other communication resources.

### Short

Medicare Mental Health provides free mental health, social and emotional wellbeing support for anyone in Australia. They help you find the care that supports your needs and goals – whether that's at a Medicare Mental Health Centre or Kids Hub, over the phone or online.

Call [1800 595 212](tel:1800595212) or visit [medicarementalhealth.gov.au](https://medicarementalhealth.gov.au) for support.

### Long

Medicare Mental Health provides free mental health, social and emotional wellbeing support for anyone in Australia.

You don't need an appointment or referral.




Find support that's right for you.

- Go to [medicarementalhealth.gov.au](https://medicarementalhealth.gov.au)
- Call Medicare Mental Health on [1800 595 212](tel:1800595212) (between 8.30am and 5pm weekdays, except public holidays)
- Visit your local Medicare Mental Health Centre
- Find a Medicare Mental Health Kids Hub near you.

If you're looking for mental health support for yourself or someone you care about, Medicare Mental Health is a good place to start.

## Sample social media posts

These posts about Medicare Mental Health can be published on your social channels.

Copy	Image or video
<p>Not feeling like yourself lately? You're not alone.</p> <p>Medicare Mental Health provides free mental health and wellbeing services for anyone in Australia.</p> <p>If you're feeling down, stressed or overwhelmed, or if you're worried about someone you care about – Medicare Mental Health is a good place to start.</p> <p>🖥️ Go to <a href="https://medicarementalhealth.gov.au">medicarementalhealth.gov.au</a></p> <p>☎️ Call us on 1800 595 212</p> <p>📍 Visit your local Medicare Mental Health Centre</p> <p>👶 Visit a Medicare Mental Health Kids Hub.</p> <p>#MedicareMentalHealth #MentalHealth</p>	 <p>Website <a href="https://medicarementalhealth.gov.au">link</a>.</p>
<p>Medicare Mental Health provides free, confidential mental health support for anyone in Australia.</p> <p>You can access face-to-face spaces for adults or kids, our national phone service, or our website.</p> <p>We're here to provide advice and guidance that is specific to your needs.</p> <p>Visit 🖥️ <a href="https://medicarementalhealth.gov.au">medicarementalhealth.gov.au</a> or call 1800 595 212.</p> <p>#MedicareMentalHealth #MentalHealth</p>	 <p>Website <a href="https://medicarementalhealth.gov.au">link</a>.</p>
<p>Are you looking for mental health support for yourself, someone you care about, or just trying to improve your wellbeing?</p> <p>The Medicare Mental Health website is a good place to start.</p> <p>The Medicare Mental Health website brings together reliable information, services, and resources that help you find the right support.</p> <p>Visit 🖥️ <a href="https://medicarementalhealth.gov.au">medicarementalhealth.gov.au</a></p> <p>#MedicareMentalHealth #MentalHealth</p>	 <p>Website <a href="https://medicarementalhealth.gov.au">link</a>.</p>

Medicare Mental Health is here to make it easier for GPs and other health professionals to support the mental health of their patients.

Share mental health resources and services with your patients.

Find out more at

 [medicarementalhealth.gov.au/for-health-professionals](https://medicarementalhealth.gov.au/for-health-professionals)

#MedicareMentalHealth #MentalHealth



Website [link](#).



## Newsletter article/website content

*This article can be published in your newsletter or on your website.*

### **Not feeling like yourself lately? You're not alone.**

Medicare Mental Health provides free mental health and wellbeing services for anyone in Australia.

If you're feeling down, stressed or overwhelmed, or if you're worried about someone you care about – Medicare Mental Health is a good place to start.

Medicare Mental Health can help you find the care that supports your needs and goals. Whether that's via the website, by phone, or face-to-face.

If you need mental health support in your language, Medicare Mental Health has access to the Translating and Interpreting Service (TIS National). A translator will interpret your conversation and help you communicate with staff.

Medicare Mental Health includes:

**Medicare Mental Health website | [medicarementalhealth.gov.au](https://medicarementalhealth.gov.au)**

The Medicare Mental Health website brings together reliable information, services, and resources to make it easier to connect with the care that fits your needs.

**Medicare Mental Health | 1800 595 212**

Anyone in Australia can call Medicare Mental Health on 1800 595 212 between 8:30am and 5pm weekdays (except public holidays) for free mental health and wellbeing support. You will speak to a trained professional who can help you access local mental health services and supports that are right for you.

**Medicare Mental Health Centres**

Medicare Mental Health Centres are welcoming and non-judgemental places where you can access free mental health information, services and supports. They offer immediate support for people who need it, including their family and carers. Centres are open extended hours, and no referral, diagnosis or appointment is needed. Visit [medicarementalhealth.gov.au/centres](https://medicarementalhealth.gov.au/centres) to find your nearest centre.

**Medicare Mental Health Kids Hubs**

Medicare Mental Health Kids Hubs provide a safe and welcoming place where children aged 0 to 12 years, and their families, carers or kin, can access free mental health and wellbeing supports and services. No diagnosis or referral is needed. For more information visit [medicarementalhealth.gov.au/kidshubs](https://medicarementalhealth.gov.au/kidshubs)

## More information

To learn more about Medicare Mental Health, and find support that's right for you:

- go to [medicarementalhealth.gov.au/services](https://medicarementalhealth.gov.au/services)
- call Medicare Mental Health on 1800 595 212 (8:30am to 5pm weekdays)
- visit a [local Medicare Mental Health Centre](#)
- find a [Medicare Mental Health Kids Hub](#) near you.

Find mental health support [in your language](#).