



Frequently asked questions (FAQs)

What is Medicare Mental Health?

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.

What types of services does Medicare Mental Health provide?

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.

Medicare Mental Health | medicarementalhealth.gov.au

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.

Medicare Mental Health | 1800 595 212

Anyone in Australia can call Medicare Mental Health on [1800 595 212](tel:1800595212) 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.

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.

Medicare Mental Health Centres are open extended hours, and no appointment or referral is needed.

Medicare Mental Health Kids Hubs

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.

Who can access Medicare Mental Health services?

Anyone in Australia can access Medicare Mental Health.

Are Medicare Mental Health services free?

Yes. Medicare Mental Health services are free. You don't need an appointment or a referral to access support.

How do I access Medicare Mental Health?

Medicare Mental Health services are available and free for everyone.

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.

Call Medicare Mental Health on [1800 595 212](tel:1800595212) or visit medicarementalhealth.gov.au

How do I know if Medicare Mental Health is right for me?

Medicare Mental Health is a safe place to start. You can call us for free from anywhere in Australia on [1800 595 212](tel:1800595212). We'll listen, understand your needs and goals, and connect you with the mental health and wellbeing information, services and supports that suit you.

If we think you will benefit from the support of another provider, we'll work with you to find an appropriate service in your area. This may involve connecting you with other free or low-cost services.

Other services located in the same building as a Medicare Mental Health Centre or Medicare Mental Health Kids Hubs may charge a fee. Staff will tell you about any fees before providing a service.

I'm worried about a family member or friend, can Medicare Mental Health help?

Yes. Medicare Mental Health provides services for anyone in Australia who is seeking mental health support and guidance, including family members, carers or kin.

Do I need a Medicare card to access Medicare Mental Health services?

You can access services with or without a Medicare card.

Do I have to go to my GP, or another health provider, to get a referral or mental health treatment plan before accessing Medicare Mental Health?

You don't need a referral or a mental health treatment plan to access Medicare Mental Health.

I already see a mental health professional. Can I still access Medicare Mental Health?

Yes. Medicare Mental Health services are free and can be accessed alongside any care you receive from a mental health professional privately, including through a mental health treatment plan.

If you visit a Medicare Mental Health Centre or Medicare Mental Health Kids Hub, please let them know if you are already seeing a relevant mental health professional. This information helps them find the services and support that will work best with the care you already receive.

Will my privacy be respected?

Medicare Mental Health provides free and confidential mental health information, services or support.

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.



I don't speak English. What translating and interpreting services are available?

If you need mental health support in your language, contact us through the [Translating and Interpreting Service \(TIS National\)](#). TIS National covers more than 100 languages and is available 24 hours a day, 7 days a week, for the cost of a local call:

1. Call TIS National on [131 450](#).
2. Tell the operator the language you speak.
3. Ask the interpreter to call [1800 595 212](#).

You may need to wait on the line for the interpreter, or the operator may need to call you back when an interpreter is available. When you are speaking with the interpreter, they will call our phone service for you and interpret your conversation. You can also visit [National Accreditation Authority for Translators and Interpreters \(NAATI\)](#) for more translation and interpretation services.

Can Medicare Mental Health 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](#).

Does Medicare Mental Health provide crisis or emergency support?

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

Where can I find more information about Medicare Mental Health?

To find out more about Medicare Mental Health visit medicarementalhealth.gov.au or call [1800 595 212](#).

