



medicare

Mental Health Centres

Free mental health support for your patients

Medicare Mental Health Centres are welcoming, non-judgmental spaces where adults can access free, confidential mental health information, services and support. They offer immediate support for people who need it, including their family and carers.

Who can use Medicare Mental Health Centres

Medicare Mental Health Centres are suitable for adults with moderate and severe mental health needs who require immediate, short-term and medium-term care. They can also connect patients to longer-term care that suits their needs.

Services are free and patients do not need a diagnosis, referral, appointment or Mental Health Treatment Plan. Treatment provided by Centres **does not** count towards the 10 subsidised sessions available under a Mental Health Treatment Plan through the [Better Access](#) initiative.

Family members, carers or friends who are worried about a loved one are also welcome to visit a Medicare Mental Health Centre or call Medicare Mental Health on 1800 595 212 to get advice and guidance.

If your patient speaks another language

Medicare Mental Health Centres have access to the Translating and Interpreting Service (TIS National). A translator will interpret their conversation and help them communicate with staff confidentially.

Alternatively, patients can call 131 450 (TIS National) and ask the interpreter to call 1800 595 212 (Medicare Mental Health) for advice about local mental health supports.

Patients do not need to be an Australian citizen to get support.

How you can help your patients

You may choose to recommend the service to patients based on their level of need.

You can recommend a patient visit a Centre if they are in distress and need to speak to someone quickly and cannot wait for an appointment with their regular healthcare provider.

You might also connect a patient with the Centre as another option to complement care they may already be receiving through a Mental Health Treatment Plan.

Medicare Mental Health Centres are not intended to replace or duplicate mental health services you may already provide, or that are available in your local area.

Centre staff may encourage your patient to discuss any additional advice or support they received through the Centre with you as their GP, or with their other healthcare providers to ensure they receive the best possible care to meet their needs.

The outcome of a patient's referral will be shared with you as their usual GP or referring provider where the patient gives consent.

Your patient can access a Centre without a referral or appointment but if you prefer, you can:

- call **1800 595 212** for information about local mental health supports, or to book an appointment with your nearest Centre
- contact your local Centre directly.

How Medicare Mental Health Centres can help your patients

The Centres are staffed by qualified mental health professionals and people who have experienced mental health challenges. This may include psychologists, mental health nurses, social workers, alcohol and drug workers and peer workers. The mix of staff at each Centre is determined by the needs of local communities.

When someone visits a Centre, a staff member will take the time to talk with them and understand their immediate needs and circumstances. They may go through an intake session, or be booked in for a future in-house assessment consultation.

Centres also offer:

- connection and referral to local services – from physical health to mental health and social supports such as housing and employment
- holistic, evidence-based care, in the short and medium-term, or while they are waiting to be connected to longer-term care
- support for carers and families of people experiencing mental health challenges
- a 'no wrong door' approach to guide people towards support that works for them.

Every Medicare Mental Health Centre will soon provide enhanced services, including free access to a psychologist and psychiatrist in person or via telehealth.

Medicare Mental Health Centres do not provide:

- crisis or emergency services for people who are at risk of causing harm to themselves or others – if you need urgent help, or are in immediate danger, call 000 or access crisis support services
- pathology, radiology or pharmacy services
- ongoing, long-term psychosocial support or recreational services
- direct financial support
- residential or bed-based services, including short-stay services
- child and youth-specific services which could be provided more appropriately by Medicare Mental Health [Kids Hubs](#), Headspace or similar organisations
- disability support services provided through the National Disability Insurance Scheme (NDIS).

Where to find a Medicare Mental Health Centre

To find your nearest Medicare Mental Health Centre and opening hours, visit medicarementalhealth.gov.au/centres.

Hours of operation vary for each Centre. Some have extended operating hours, including on weekends.

More Medicare Mental Health Centres will open over time, giving more communities access to free, walk-in mental health support.

The Australian Government is investing \$361 million to continue to roll out the national network of 61 Medicare Mental Health Centres by 30 June 2026. An additional 31 new and upgraded Centres will be established by mid-2029.



To find out more about Medicare Mental Health Centres:

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