

medicare

Mental Health Centres

Information kit for multicultural audiences

November 2025



Contents

Introduction	2
Translated resources for consumers	4
Resources for health professionals.....	7

Introduction

The Australian Government, in partnership with states and territories, is establishing a network of 91 Medicare Mental Health Centres by mid-2029.

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

The centres offer immediate, short-term and medium-term care for adults with moderate and severe mental health needs, and their family and carers. They can also connect people to longer-term care that suits their needs.

Medicare Mental Health Centres are open extended hours, and no appointment or referral is needed. Anyone can access Medicare Mental Health Centres. You don't need to be an Australian citizen to access support. The centres are staffed by qualified professionals and people who have experienced mental health challenges.

Every centre will soon have free access to a psychologist and psychiatrist either in person or by telehealth.

The centres are part of the range of free Medicare Mental Health services offered online, by phone, or face-to-face.

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

Visit medicarementalhealth.gov.au/centres for more information, including a map of centre locations.

How to use this information kit

The Department of Health, Disability and Ageing has developed this kit to provide information on the mental health support people from multicultural communities can access at Medicare Mental Health Centres.

This kit includes translated resources, such as frequently asked questions (FAQs), fact sheets and videos, and resources for health professionals/referrers.

You can share information about Medicare Mental Health Centres with your community and networks by:

- displaying resources such as the fact sheet in foyers, public waiting areas
- encouraging people to access the resources online
- referring or encouraging people to visit a centre
- sharing the video on your social channels or in a public waiting area.

Translating and interpreting services for consumers

Medicare Mental Health Centres have access to the national Translating and Interpreting Service (TIS National).

TIS delivers high-quality and secure interpreting services over the phone for people who don't speak English.

Centres will support people to contact TIS when they need it. A TIS interpreter will support conversations and help people communicate with centre staff.

More information

For more information on Medicare Mental Health Centres visit medicarementalhealth.gov.au/centres

If you have any questions or need further information, please email the Department of Health, Disability and Ageing at medicarementalhealth@health.gov.au

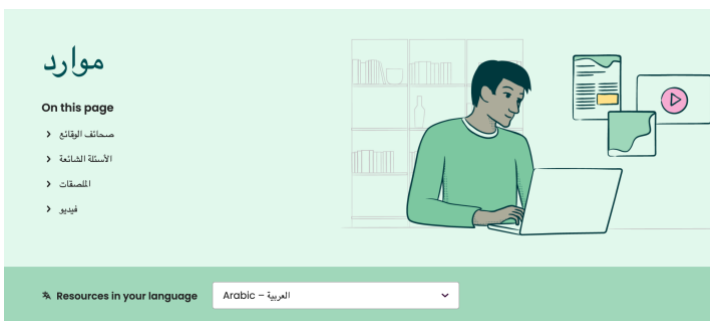
Translated resources for consumers

These resources about Medicare Mental Health Centres are translated for consumers and can be shared with your community and networks.



The resources can be downloaded from medicarementalhealth.gov.au/resources and some are translated into languages including Arabic, Dari, Hindi, Korean, Persian (Farsi), Samoan, Spanish, Thai, and Vietnamese.





There are also resources available about other Medicare Mental Health services, including a fact sheet, FAQs, and a poster.

Click on the language button on the website to access resources in each language (see below).




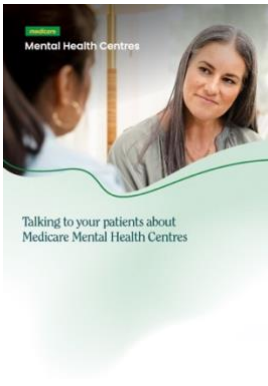
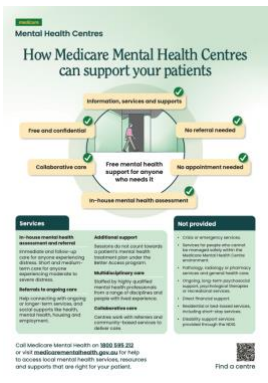
Resource	Description	Preview
Fact sheet	<p>Fact sheet for consumers about Medicare Mental Health Centres.</p> <p>Available in English and translated in a number of languages.</p> <p>View here.</p>	

Resource	Description	Preview
		
<p>Frequently asked questions (FAQs)</p>	<p>FAQs for consumers about Medicare Mental Health Centres. Available in English and translated in a number of languages. View here.</p>	

Resource	Description	Preview
Video	<p>Short video about Medicare Mental Health Centres.</p> <p>Available in English and a captioned version in a number of languages.</p> <p>View here.</p>	
Overview video	<p>Introducing Medicare Mental Health Centres with Dr Sophie Davison. View here.</p>	
Poster	<p>Poster about Medicare Mental Health Centres. View here.</p>	
Easy Read fact sheet	<p>Fact sheet in an Easy Read format. View here.</p>	

Resources for health professionals

These materials and resources about Medicare Mental Health Centres can be shared with health professionals.

Resource	Description	Preview
Fact sheet	Fact sheet for health professionals about Medicare Mental Health Centres. View here .	 <p>Mental Health Centres</p> <p>Free mental health support for your patients</p> <p>Medicare Mental Health Centres are non-judgmental spaces where adults can receive free, confidential mental health information, services and support. They offer immediate support for people who need it, including their family and carers.</p> <p>Who can use Medicare Mental Health Centres? Anyone aged 16 and over who is eligible for Medicare and lives in Australia. You can also contact Medicare if you need help with your Medicare card.</p> <p>How can Medicare Mental Health Centres help? They offer a range of services, including: - Free mental health support for anyone who needs it - Free Medicare card renewal services - Free Medicare card replacement services - Free Medicare card replacement services for people with a Medicare card that is about to expire - Free Medicare card replacement services for people with a Medicare card that is about to expire</p> <p>Free patient specific language support We have a range of languages and dialects available. We can also provide an interpreter if you need one.</p> <p>Additional support We offer a range of services, including: - Free Medicare card renewal services - Free Medicare card replacement services - Free Medicare card replacement services for people with a Medicare card that is about to expire - Free Medicare card replacement services for people with a Medicare card that is about to expire</p> <p>Not provided We do not provide: - Clinical or emergency services - Services for people who are not eligible for Medicare - Services for people who are not eligible for Medicare</p> <p>Call Medicare service health on 1800 895 222 or visit medicare.gov.au/mentalhealth for help. To access local mental health services, resources and supports find one near you for your patient.</p> <p>Find a centre</p>
Patient conversation guide	A conversation guide for GPs and health professionals for talking to patients about Medicare Mental Health Centres. View here .	 <p>Mental Health Centres</p> <p>Talking to your patients about Medicare Mental Health Centres</p>
Infographic - how centres can support your patients	An infographic for health professionals about Medicare Mental Health Centres, and how they can support their patients. View here .	 <p>Mental Health Centres</p> <p>How Medicare Mental Health Centres can support your patients</p> <p>Information, services and supports</p> <p>Free and confidential</p> <p>Collaborative care</p> <p>Free mental health support for anyone who needs it</p> <p>In-house mental health assessment</p> <p>No referral needed</p> <p>No appointment needed</p> <p>Services</p> <ul style="list-style-type: none"> Free Medicare card renewal services Free Medicare card replacement services Free Medicare card replacement services for people with a Medicare card that is about to expire Free Medicare card replacement services for people with a Medicare card that is about to expire <p>Additional support</p> <ul style="list-style-type: none"> Free Medicare card renewal services Free Medicare card replacement services Free Medicare card replacement services for people with a Medicare card that is about to expire Free Medicare card replacement services for people with a Medicare card that is about to expire <p>Not provided</p> <ul style="list-style-type: none"> Clinical or emergency services Services for people who are not eligible for Medicare Services for people who are not eligible for Medicare <p>Call Medicare service health on 1800 895 222 or visit medicare.gov.au/mentalhealth for help. To access local mental health services, resources and supports find one near you for your patient.</p> <p>Find a centre</p>