

medicare

Mental Health Centres

Stakeholder Information Kit for Health Professionals

November 2025



Contents

Introduction	2
Website/newsletter article	3
Resources for health professionals.....	4
Resources for patients	5
Sample social media posts.....	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 support.

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 patients to longer-term care that suits their needs.

Medicare Mental Health Centres are open extended hours, and no appointment or referral is needed. They are staffed by qualified professionals and people with lived experience of mental health challenges.

Medicare Mental Health Centres will soon also provide enhanced services, ensuring every centre has free access to a psychologist and psychiatrist either in person or via telehealth.

Medicare Mental Health Centres have access to the national Translating and Interpreting Service (TIS National). A translator can interpret conversations and help people communicate with staff.

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

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 Medicare Mental Health Centres to health professionals.

You may like to share the information and resources in this kit with the health professionals in your community, such as your members, staff and/or networks, to let them know about the free mental health services and support available at Medicare Mental Health Centres across Australia.

This kit includes:

- website/newsletter article
- resources for health professionals and patients
- sample social media posts.

More information

You can direct health professionals to find out more about Medicare Mental Health Centres at medicarementalhealth.gov.au/centres

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

Website/newsletter article

This article can be published on your website or in your newsletter to let health professionals know about Medicare Mental Health Centres and the information, services, and supports available.

Medicare Mental Health Centres providing free, walk-in mental health support across Australia

Medicare Mental Health Centres provide access to free and confidential mental health information, services, and support. They are open extended hours, and no appointment or referral is needed.

Medicare Mental Health 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 patients to longer-term care that suits their needs.

“A Medicare Mental Health Centre is a safe, welcoming place where people can get free support if they’re in distress or feeling overwhelmed,” said Dr Sophie Davison, the Australian Government’s Chief Psychiatrist.

More Medicare Mental Health Centres will open over time, with a network of 91 to be established by mid-2029.

The centres are part of the range of free [Medicare Mental Health](#) services, available online, by [phone](#), or face-to-face.

Medicare Mental Health Centres have access to the national Translating and Interpreting Service (TIS National). An interpreter can support conversations and help people communicate with staff.

Dr Davison encouraged health professionals to learn more about Medicare Mental Health and consider referring patients to these services if they suit their level of need.

“General practitioners and other health professionals are often the first point of contact for people seeking help for mental health challenges. They play an important role in helping patients access information, services, and support,” Dr Davison said.


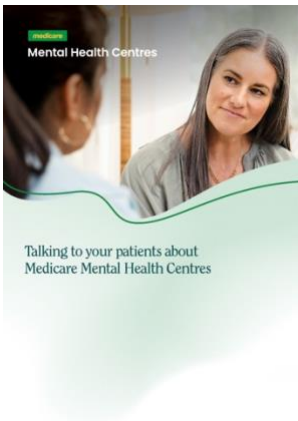
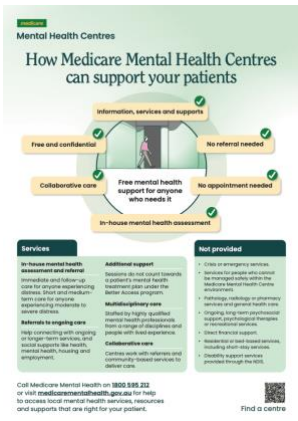
“Medicare Mental Health can be a great option if patients need to speak to someone quickly and cannot wait for an appointment with their regular healthcare provider. The services can also complement care patients may already be receiving through a Mental Health Treatment Plan,” she said.

More information





For more information about Medicare Mental Health Centres, including locations and resources, visit medicarementalhealth.gov.au/centres or call 1800 595 212 (8:30am to 5pm weekdays).

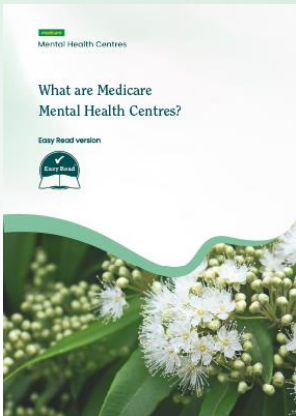


Resources for health professionals

These resources about Medicare Mental Health Centres are designed for health professionals. You can download the materials and share them with your health professional members and community.

Resource	Description	Preview
Fact sheet	Fact sheet for health professionals about Medicare Mental Health Centres. View here .	
Patient conversation guide	A conversation guide for GPs and health professionals for talking to patients about Medicare Mental Health Centres. View here .	
Infographic - how centres can support your patients	An infographic with information for health professionals about Medicare Mental Health Centres, and how they can support their patients. View here .	




Resources for patients

Resource	Description	Preview
Overview video	Introducing Medicare Mental Health Centres with Dr Sophie Davison. View here .	 <p>Dr Sophie Davison Chief Psychiatrist, Department of Health and Aged Care</p>
Poster	Poster about Medicare Mental Health Centres. View here .	 <p>Mental Health Centres</p> <p>A safe place to share what's on your mind.</p> <p>Medicare Mental Health Centres offer free and confidential mental health support.</p> <p>No referral or appointment needed. Just walk in.</p> <p>For more information, visit medicarementalhealth.gov.au/centres or call 1800 995 332.</p> <p>Find a centre</p>
Fact sheet	Fact sheet for consumers about Medicare Mental Health Centres. View here .	 <p>Mental Health Centres</p> <p>Free and confidential support when you need it</p> <p>Medicare Mental Health Centres provide a welcoming place where everyone can discuss free and confidential mental health information, services, and supports.</p> <p>They offer immediate support for people in distress, including their family and carers.</p> <p>Medicare Mental Health Centres are free for consumers who walk in to the clinic, or apply for Medicare card or a government, veteran or Medicare card if needed.</p> <p>Some Medicare Mental Health Centres offer extra free, giving free communication services to the public in mental health support.</p> <p>Medicare Mental Health Centres are here to help</p> <p>Whether you have experienced mental health challenges in the past or this is your first time reaching out for support, everyone is welcome. Medicare Mental Health Centres offer:</p> <ul style="list-style-type: none"> • immediate help and follow-up for people who are in distress • support for people with mental health concerns • support for carers and families of people experiencing mental health distress • help connecting people with other services to support them in the future from health to mental health, and social supports like housing and employment <p>Medicare Mental Health Centres are staffed by qualified professionals and people with lived experience of mental health. These centres provide the free support you need, you and the family.</p> <p>Medicare Mental Health Centres will also provide emergency services, ensuring every centre has the services for a psychologist and psychiatrist either in person or via telehealth.</p> <p>To find out more about Medicare Mental Health Centres:</p> <ul style="list-style-type: none"> • visit health.gov.au/medicare-mental-health-centres • call 1800 995 332, 8:30am to 5pm weekdays, to get emergency services call triple zero (000) or go straight to your closest emergency department. <p>Queensland Government Department of Health and Aged Care</p>
Frequently asked questions (FAQs)	FAQs for consumers about Medicare Mental Health Centres. View here .	 <p>Mental Health Centres</p> <p>Frequently Asked Questions (FAQs)</p> <p>What are Medicare Mental Health Centres?</p> <p>Medicare Mental Health Centres provide a welcoming place where everyone can discuss free and confidential mental health information, services, and supports.</p> <p>They offer immediate support for people in distress, including their family and carers.</p> <p>Medicare Mental Health Centres are free for consumers who walk in to the clinic, or apply for Medicare card or a government, veteran or Medicare card if needed.</p> <p>What type of support can I receive at a Medicare Mental Health Centre?</p> <p>Whether you have experienced mental health challenges in the past or this is your first time reaching out for support, everyone is welcome. Medicare Mental Health Centres offer:</p> <ul style="list-style-type: none"> • immediate help and follow-up for people who are in distress • support for people with mental health concerns • support for carers and families of people experiencing mental health distress • help connecting people with other services to support them in the future from health to mental health, and social supports like housing and employment <p>Medicare Mental Health Centres will also provide emergency services, ensuring every centre has the services for a psychologist and psychiatrist either in person or via telehealth.</p> <p>What can I expect when I visit a Medicare Mental Health Centre?</p> <p>Medicare Mental Health Centres are staffed by qualified professionals and people with lived experience of mental health, who will take the time to talk to you and understand your circumstances. This also means an appointment is not required.</p> <p>Medicare Mental Health Centres are a caring, safe and confidential space where you can get the support you need to get the best and confidential mental health support.</p> <p>Medicare Mental Health Centres staff understand that everyone is different and has their own challenges. They will address your concerns with empathy, understanding and acceptance.</p> <p>Who can access support and services at a Medicare Mental Health Centre?</p> <p>Anyone can access Medicare Mental Health Centres. No appointment, referral or Medicare card is needed, and you don't need to be an Australian citizen to access support.</p> <p>Queensland Government Department of Health and Aged Care</p>

<p>Easy Read fact sheet</p>	<p>Fact sheet in an Easy Read format. View here.</p>	
<p>First Nations resources</p>	<p>Social tiles, poster, videos and fact sheets. View here.</p>	
<p>Translated resources</p>	<p>Fact sheet and FAQs for consumers translated into languages including Arabic, Dari, Farsi, Hindi, Korean, Samoan, Spanish, Thai, and Vietnamese. View here.</p>	

Sample social media posts

These posts about Medicare Mental Health Centres can be shared on your social media channels.

Channel	Copy	Image or video
Facebook / Instagram	<p>Medicare Mental Health Centres offer free and confidential mental health information, services and supports for adults, including their family and carers.</p> <p>Medicare Mental Health Centres are open extended hours, and no referral, appointment or diagnosis is needed.</p> <p>Talk to your patients about the support available through Medicare Mental Health Centres, and whether the service might suit their level of need.</p> <p>Find out more at medicarementalhealth.gov.au/centres</p>	 <p>View here.</p>
Facebook / Instagram	<p>Medicare Mental Health Centres are designed to support adults with moderate to severe mental health needs.</p> <p>They are open extended hours, and no referral, appointment, or diagnosis is needed.</p> <p>The centres are part of the range of free Medicare Mental Health services offered online, by phone, or face-to-face, delivered by qualified professionals and people with lived experience of mental health challenges.</p> <p>Find out more at medicarementalhealth.gov.au/centres</p>	 <p>View here.</p>
Facebook / Instagram	<p>The Department of Health, Disability and Ageing has launched a series of new resources for health professionals about Medicare Mental Health Centres.</p> <p>The resources include fact sheets and a patient conversation guide, to help you talk with your patients about the services and supports available at Medicare Mental Health Centres, and whether it might suit their needs and goals.</p> <p>Find out more at medicarementalhealth.gov.au/centres</p>	 <p>View here.</p>