medicare

Mental Health

# Stakeholder information kit
# Medicare Mental Health

November 2026



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# Background

Medicare Mental Health provides free, confidential mental health support for people living in Australia.

Medicare Mental Health can help people find the care that supports their needs and goals.

Support is available through:

- the website (medicarementalhealth.gov.au)
- the national phone service (1800 595 212)
- Medicare Mental Health Centres and Medicare Mental Health Kids Hubs where you can see someone face-to-face
- Medicare Mental Health Check In (medicarementalhealthcheckin.gov.au).

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.

# 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
- promotional guidance, including brand and logo use and a service 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.

A stakeholder kit for Medicare Mental Health Check In is also available.

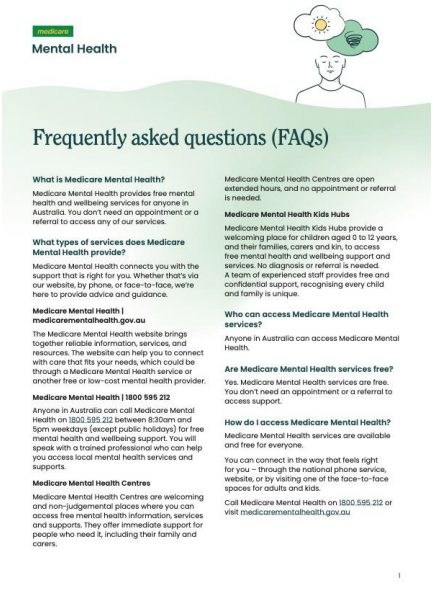
# Contact

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

# Resources

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

More resources are available. Visit the Medicare Mental Health website for the full suite of resources, including Medicare Mental Health Centres and Kids Hubs, First Nations and translated materials.

| Resource title | Description | Preview and link |
|---|---|---|
| Medicare Mental Health – Fact sheet | A fact sheet about Medicare Mental Health | <br>Download the Medicare Mental Health fact sheet |
| Frequently asked questions (FAQ) | Frequently asked questions and answers about Medicare Mental Health | <br>Download the Medicare Mental Health - Frequently asked questions |

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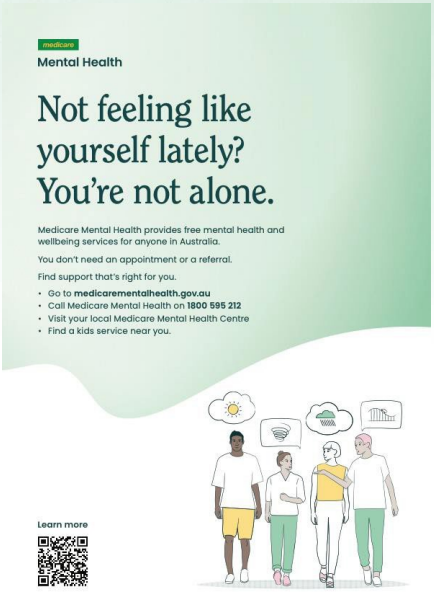
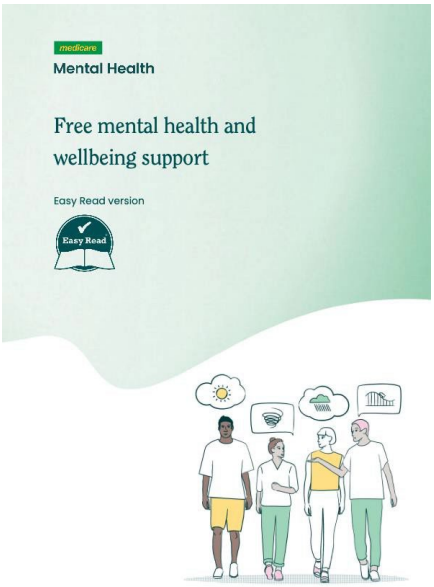
| Medicare Mental Health poster | A poster about Medicare Mental Health | <br>Download the Medicare Mental Health poster |
| Medicare Mental Health – Fact sheet – Easy read | A fact sheet about Medicare Mental Health in an Easy Read format | <br>Download the Medicare Mental Health – Fact sheet – Easy read |

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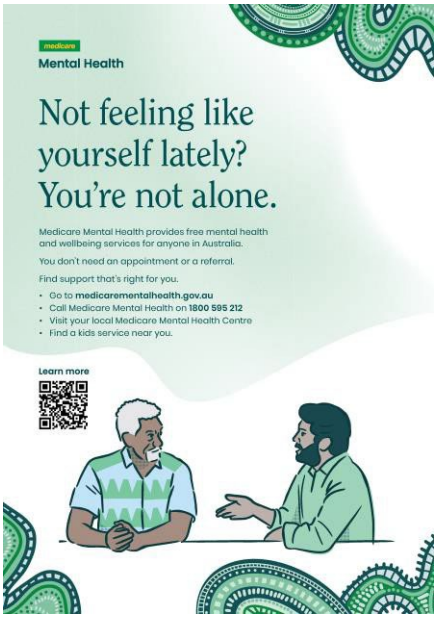
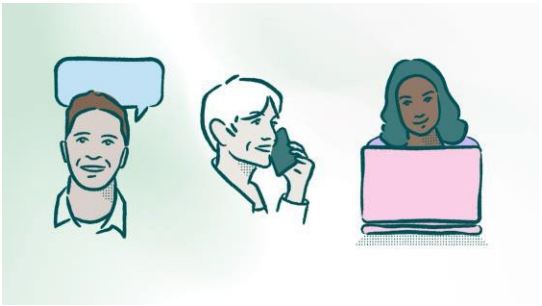
| Medicare Mental Health – First Nations – Fact sheet | An information flyer about Medicare Mental Health for First Nations audiences | <br>Download the Medicare Mental Health – First Nations – Fact sheet |
| Medicare Mental Health – First Nations – poster | A poster about Medicare Mental Health for First Nations audiences | <br>Download the Medicare Mental Health – First Nations – poster |
| Medicare Mental Health – Explainer animation | A short, animated video about Medicare Mental Health | <br>Watch the Medicare Mental Health – Explainer animation |

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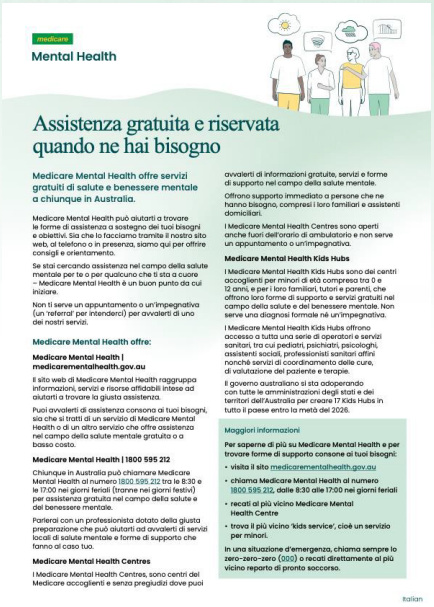
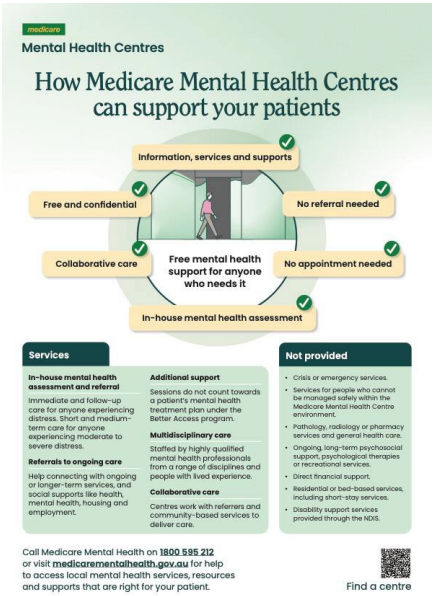
| Translated materials | Translated versions of the poster, fact sheet and FAQs are available in the following languages:<br>• Arabic<br>• Farsi (alt Persian)<br>• Greek<br>• Hindi<br>• Italian<br>• Korean<br>• Simplified Chinese (Mandarin)<br>• Traditional Chinese (Cantonese)<br>• Spanish<br>• Vietnamese. | <br>medicare<br>Mental Health<br>Assistenza gratuita e riservata quando ne hai bisogno<br>Italian<br><br>medicare<br>Mental Health<br>أسئلة شائعة<br>Arabic<br>Access the Medicare Mental Health translated materials |

# 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.

Additional videos with translated captions are available on our YouTube channel.

| Resource title | Description | Preview and link |
|---|---|---|
| Medicare Mental Health Centres – animations (x3) | Short, animated videos about Medicare Mental Health Centres | <br><br>Watch Medicare Mental Health – animation 1<br>Watch Medicare Mental Health – animation 2<br>Watch Medicare Mental Health – animation 3 |
| How Medicare Mental Health Centres can support your patients – Infographic | Infographic about Medicare Mental Health Centres | <br>Download the infographic – How Medicare Mental Health Centres can support your patients |

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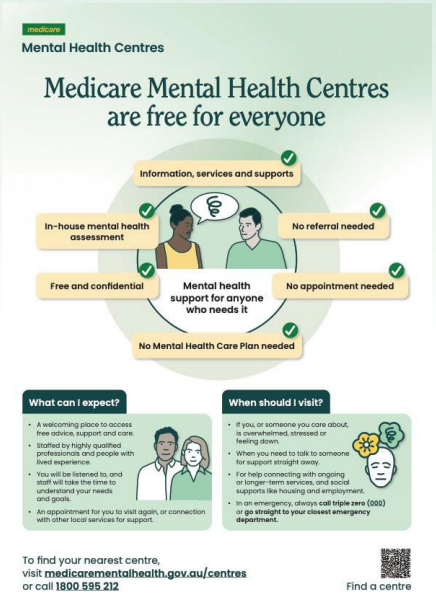
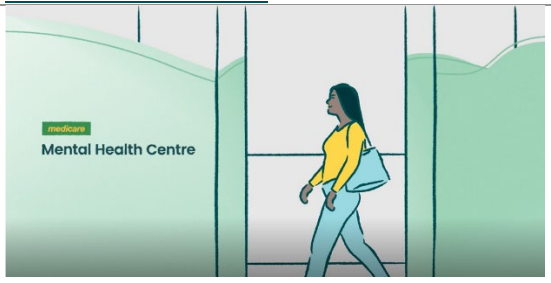
| Medicare Mental Health Centres are free for everyone – Infographic | Infographic about Medicare Mental Health Centres | <br>Download the infographic – Medicare Mental Health Centres are free for everyone |
| Medicare Mental Health Centres – First Nations | A video featuring staff from the Darwin Medicare Mental Health Centre explaining the service | <br>Watch the Medicare Mental Health Centres – First Nations video |
| Medicare Mental Health Centres – Short Version 1 | Introducing Medicare Mental Health Centres with Dr Sophie Davison, Chief Psychiatrist, Department of Health, Disability and Ageing. | <br>Watch the Medicare Mental Health Centres – Short Version 1 video |
| Medicare Mental Health Centres – Health professional explainer | An animation explaining the support offered through Medicare Mental Health Centres. | <br>Watch the Medicare Mental Health Centres – Health professional explainer |

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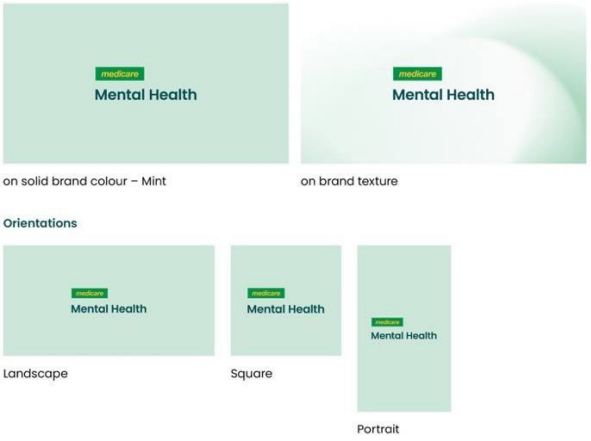
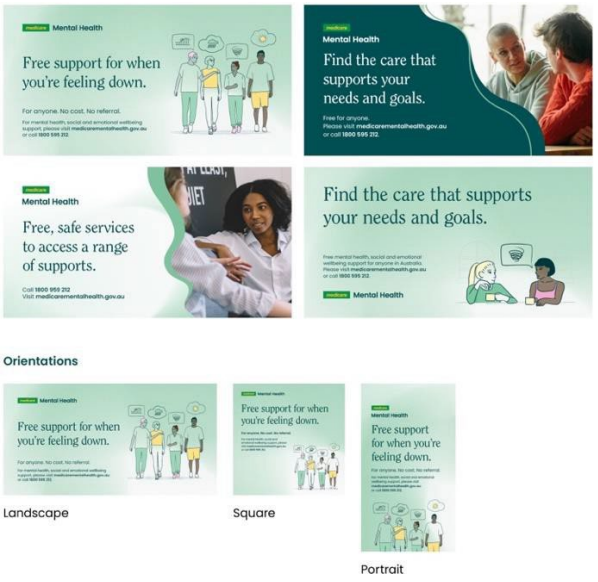
| Medicare Mental Health Centres – Consumer journey | A video featuring a client of a Medicare Mental Health Centre explaining the service experience. | <br>Watch the Medicare Mental Health Centres – Consumer journey video |

# Promoting Medicare Mental Health

## Medicare Mental Health branded assets

Medicare Mental Health branded assets have been developed for 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.

| Description | Application | Asset |
|---|---|---|
| **Logo only on solid brand colour or texture** | Suitable for simple application requirements such as directories.<br>Approval is required for use of this asset. Stakeholders must email **medicarementalhealth@health.gov.au** to request access and discuss the intended use. |  |
| **Higher-branded layouts** | Suitable for communications that require more information or visual impact, such as eDMs or web banners.<br>Approval is required for use of different versions of this asset. Stakeholders must email **medicarementalhealth@health.gov.au** to request access and discuss the intended use. |  |

## 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, confidential mental health support for people living 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 through Medicare Mental Health Check In.

Call 1800 595 212 or visit 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 a referral, diagnosis, or Mental Health Treatment Plan to use the services.

Support is available through:

- the website at medicarementalhealth.gov.au
- the national phone service on 1800 595 212
- Medicare Mental Health Centres and Medicare Mental Health Kids Hubs where you can see someone face-to-face
- Medicare Mental Health Check In at medicarementalhealthcheckin.gov.au.

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 |
|---|---|
| Not feeling like yourself lately? You're not alone.<br>Medicare Mental Health provides free, confidential mental health support for people living in Australia.<br>If something doesn't feel right, you can contact Medicare Mental Health and talk it through.<br>💻 Go to medicarementalhealth.gov.au<br>📞 Call us on 1800 595 212<br>📍 Visit your local Medicare Mental Health Centre or Kids Hub<br>#MedicareMentalHealth #MentalHealth | <br>Download the social tile - not feeling like yourself lately? |
| Medicare Mental Health provides free, confidential mental health support for people living in Australia.<br>It can be overwhelming finding the right help. Medicare Mental Health can make it easier by guiding you to the right support.<br>You can access help over the phone, online, or face to face at a Medicare Mental Health Centre.<br>💻 Go to medicarementalhealth.gov.au or call 1800 595 212<br>#MedicareMentalHealth #MentalHealth | <br>Download the social tile - more ways to support your mental health |
| You don't need to wait until you're struggling to ask about support. Medicare Mental Health can help you understand your options.<br>When you contact Medicare Mental Health, a trained professional can talk things through and help you find support that suits you.<br>💻 Go to medicarementalhealth.gov.au or call 1800 595 212<br>#MedicareMentalHealth #MentalHealth | <br>Download the social tile - A good place to start when you're looking for help |

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| Medicare Mental Health is here to make it easier for GPs and other health professionals to support the mental health of their patients.<br><br>Share information about Medicare Mental Health with your patients to help them take the first step.<br><br>Find out more at<br><br>💻 medicarementalhealth.gov.au/for-health-professionals<br><br>#MedicareMentalHealth #MentalHealth | <br>Download the social tile - help to support your patients |

# Newsletter copy

*This article can be published in your newsletters.*

## Support for your mental wellbeing

Looking after your mental wellbeing is an important part of staying healthy at every stage of life.

Medicare Mental Health can help you find information, tools and support for your mental wellbeing. It's free, confidential and available to everyone in Australia.

You don't need a referral, diagnosis or Mental Health Treatment Plan to access Medicare Mental Health.

Medicare Mental Health can help you access support in a way that works for you, including language support and accessible information.

Learn more or get support through:

- the Medicare Mental Health website
- the Medicare Mental Health phone service
- Medicare Mental Health Check In
- Medicare Mental Health Centres and Medicare Mental Health Kids Hubs.

Medicare Mental Health is not a crisis service. If you need urgent help or are in immediate danger, call triple zero (000) or contact a crisis support service.

# Website copy

*This information can be published 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). An interpreter will help you communicate with staff. TIS National interpreters are required to keep your information confidential.

Medicare Mental Health includes:

### Medicare Mental Health website | 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 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

### Medicare Mental Health Check In | medicarementalhealthcheckin.gov.au

Medicare Mental Health Check In has digital programs to help you work on your wellbeing whenever and wherever suits you, with tools and guidance at your fingertips. It is a safe, evidence-based approach to help you manage early mental health challenges. You can do the programs on your own or with support from one of our qualified mental health practitioners.

### More information

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

- go to medicarementalhealth.gov.au
- call 1800 595 212 (8:30am to 5pm weekdays, excluding public holidays)
- visit a local Medicare Mental Health Centre
- find a Medicare Mental Health Kids Hub near you.

Access information and resources about Medicare Mental Health in your language.