

Medicare Mental Health - Help Documentation

We acknowledge the traditional owners of the land on which we work and live. We pay our respects to their Elders past, present and emerging, and extend that respect to all Aboriginal and Torres Strait Islander people.

Foreword

[Training videos - Introduction](#)

[Training videos - Documents and links](#)

Medicare Mental Health centres operate throughout the Primary Health Network (PHN) Network, an Australian Government initiative.

Medicare Mental Health is a mental health service available funded by the Commonwealth government. The Medicare Mental Health phone line offers mental health service navigation for people unsure of where to seek appropriate services and supports for themselves, or a person they care for (e.g. G.P).

The Medicare Mental Health phone line is a free centralised phone number that prompts the caller to enter their postcode to be directed to the local intake for their Primary Health Network (PHN) catchment.

If appropriate, the caller will undertake an intake assessment, exploring their mental health history, risk, preferences and other factors which will indicate an appropriate level of care.

This care may be delivered by one of the Medicare Mental Health Hubs, from other PHN commissioned services, or external services such as digital mental health services (including those available through [Medicare Mental Health](#)), hospital-based care, Better Access, Community Managed Organisations, or specialist treatment options. The Medicare Mental Health service can support the person to access that care.

This document is to ensure consistency across the Medicare Mental Health intake points so that a consumer will experience the same intake approach, regardless of their first point of contact.

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