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In-person, phone and video mental health support

The services captured in this fact sheet include options for one-on-one support with a trained mental health professional. Some of these services will be available in person depending on your location. Others are available via phone or video.

These services are designed to help anyone in need of support, including First Nations people, people from culturally and linguistically diverse communities and the LGBTQIA+ community. Those who need interpreting assistance can visit <https://www.tisnational.gov.au/> (charges may apply).

The services listed in this fact sheet are free or low cost to you because they are funded by the Australian Government. This list is not exhaustive, and your state or territory may also offer suitable free or low-cost services delivered in person or by phone or video. Community and private mental health settings may also have appropriate services available, although costs may vary. Services available to you may vary depending on where you live.

# Need help finding a service?

Seeking support can sometimes feel overwhelming. If you need help, the services below can assist you in finding support in your area.

The **Medicare Mental Health phone service** can help you find free or low-cost mental health support services near you, including supports funded by your state or territory government and those in local community and private mental health settings. Call
**1800 595 212** during weekdays 8:30am-5:00pm (excl. public holidays), visit the website at [www.medicarementalhealth.gov.au](http://www.medicarementalhealth.gov.au).

Your local **Primary Health Network** (PHN) can also direct you to a suitable free or low-cost service near you. To find your local PHN and a list of locally available services, visit [www.health.gov.au/our-work/phn/your-local-PHN](http://www.health.gov.au/our-work/phn/your-local-PHN).

**If you need immediate support, call one of these 24/7 crisis lines:**

**13YARN** - 13 92 76

**Beyond Blue** - 1300 22 46 36

**Kids Helpline** (ages 5-25) - 1800 55 1800

**Lifeline** - 13 11 14 or text 0477 13 11 14

**MensLine Australia** - 1300 78 99 78

**Red Nose Australia Grief and Loss Support Services** - 1300 308 307

**Suicide Call Back Service** - 1300 659 467

# Beyond Blue

[www.beyondblue.org.au/get-support/newaccess-mental-health-coaching](http://www.beyondblue.org.au/get-support/newaccess-mental-health-coaching)

For help coping with the stress of everyday life, you may be eligible for Beyond Blue’s NewAccess program, which offers a free 6-session mental health coaching program. The program includes an option for small business owners. Check your eligibility by visiting the website. This service is currently only available in Queensland and NSW.

# headspace

<https://headspace.org.au/headspace-centres/>

headspace has centres located throughout Australia that are staffed by people trained and ready to help if you are aged between 12 and 25 years. Find your nearest centre by visiting the website.

# Medicare Mental Health Centres

[www.medicarementalhealth.gov.au](http://www.medicarementalhealth.gov.au)

Medicare Mental Health Centres provide free, confidential mental health and wellbeing support for anyone in Australia, including children aged up to 12 years through Kids Hubs (see below). You can access in-person support for immediate mental health needs, as well as short- to medium-term care through multidisciplinary teams. Find your nearest centre by calling 1800 595 212 or visiting the website.

# Medicare Mental Health Kids Hubs

[www.medicarementalhealth.gov.au/finding-help/kids-hubs](http://www.medicarementalhealth.gov.au/finding-help/kids-hubs)

Medicare Mental Health Kids Hubs provide free, confidential mental health and wellbeing support for children aged up to 12 years. You can access in-person support for immediate mental health needs, as well as short- to medium-term care through multidisciplinary teams. Find your nearest centre by calling 1800 595 212 or visiting the website.

# MindSpot

[www.mindspot.org.au/what-we-do](http://www.mindspot.org.au/what-we-do)

MindSpot offers online self-assessment, followed by telephone sessions with a therapist.

# National Early Intervention Service (NEIS)

Starting in early 2026, the NEIS will offer free support if you are feeling stressed, down or are going through a hard time. You will have access to low-intensity cognitive behavioural therapy (LiCBT) via phone or video with trained professionals. Online self-guided tools and resources will also be available whenever you need.

# Red Nose Grief and Loss Support Services

<https://rednose.org.au/grief-and-loss-support/overview/>

Red Nose provides free bereavement support if you have been affected by the death of a baby or child during pregnancy, birth, infancy or childhood. Individual, couple and family counselling sessions are available in person, by phone or via video call. Call
1300 308 307, email support@rednose.org.au or access the live chat on the website
(for available hours, visit <http://rednose.org.au/grief-and-loss-support/find-support/live-chat>).