

In-person, phone and video mental health support



Australian Government

Department of Health,
Disability and Ageing

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 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), scan the QR code or visit the website at 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, scan the QR code or visit 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

Use these icons to find services that suit your needs



face to face



telephone



video

Beyond Blue



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



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.

Additionally, you can connect with a mental health clinician via phone from 3pm to 10pm every day on 1800 650 890.



Medicare Mental Health Centres



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 Check In



Launching from 1 January 2026, Medicare Mental Health Check In will offer free support if you're feeling down, overwhelmed, or want to take better care of your wellbeing. You can access simple online tools, either at your own pace or with the support of a trained practitioner via phone or video. You'll grow the confidence and skills to feel more prepared for life's ups and downs.

Use these icons to find services that suit your needs



face to face



telephone



video

Medicare Mental Health Kids Hubs

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

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



Red Nose Grief and Loss Support Services



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 rednose.org.au/grief-and-loss-support/find-support/live-chat).

