



Free early intervention mental health support available

Consumer fact sheet

6 January 2026

Medicare Mental Health Check In

A new free digital mental health service has launched.

If you're feeling down, overwhelmed, or want to take better care of your wellbeing, Medicare Mental Health Check In offers free support to guide you through life's challenges.

The service is designed to help you build skills to support your mental health, social and emotional wellbeing.

It's completely free for anyone in Australia, with no referral or diagnosis needed.

Getting support early through low-intensity mental health services can help improve your mental 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.

Who's it for

The service is for people who are:

- aged 16 years or older living in Australia
- feeling down, stressed or overwhelmed
- seeking low-intensity mental health and wellbeing support.

Why it's being created

Medicare Mental Health Check In will help people early – before problems get worse and they need more intense care later on.

Medicare Mental Health Check In also makes mental health support easier to access because it's online and free.

Experts and research have recommended services like Medicare Mental Health Check In to improve mental health care across Australia.

Who provides the support

Low-intensity Cognitive Behavioural Therapy (LiCBT) will be provided by trained practitioners who have worked in mental health care or have experience in helping people overcome mental health challenges.

Every practitioner will be fully trained and qualified to deliver LiCBT.

Medicare Mental Health Check In will also provide the flexibility for people to access self-guided tools, anytime, anywhere across Australia.

How you can access Medicare Mental Health Check In

You can visit the Medicare Mental Health Check In website to explore the service, understand what it offers and access a range of mental health resources. You can also register your interest to stay up to date for when more services become available.

From 30 March 2026, you will be able to access free LiCBT that is delivered through phone or video by trained practitioners.

From 30 May 2026, self-guided tools will be available for you to use at your own pace.

To access the service, the first step will be to call the Medicare Mental Health phone service on 1800 595 212 (between 8:30am and 5pm weekdays, except public holidays). The phone service will check whether Medicare Mental Health Check In is suitable for you.

Get help now

If you are in crisis or distress, help is available 24 hours a day, 7 days a week, from anywhere in Australia.

In an emergency, call 000.

If you need help now, call:

Lifeline – 13 11 14

Kids Helpline – 1800 55 1800

Mental Health Crisis Assessment and Treatment Team in your state/territory

Beyond Blue – 1300 224 636.

There is also a **list of services that can help you right now** at **Medicare Mental Health**.