

Mental Health Check In

Free digital mental health support for their everyday challenges

Fact sheet for health professionals

What is it

Medicare Mental Health Check In is a new digital service offering free and confidential support to help people 16+ manage mild mental health challenges, like stress, anxiety, and low mood.

The service helps people build practical skills to manage and improve their mental health through evidence-based, low-intensity Cognitive Behavioural Therapy (LiCBT).

How Medicare Mental Health Check In can help your patients

Medicare Mental Health Check In supports people to build confidence by teaching skills to help them manage their thoughts, feelings, and behaviours.

LiCBT is delivered through online tools. They can help people with:

- Stress
- Mild anxiety
- Sleep
- Fears and worries
- Low mood.

People can choose to work through the tools independently, or with guidance from a qualified mental health practitioner via telehealth.

More information

To find out more about Medicare Mental Health Check In:

- visit mentalhealthcheckin.gov.au
- call **1800 595 212** (8:30am to 5pm weekdays, excluding public holidays).



Resources are available to support health professionals, including materials to support your conversations with patients about the service.

Where people access guided support with a practitioner, they can submit preferences and will be supported by the same practitioner throughout their LiCBT course to promote continuity and a consistent therapeutic relationship (wherever possible).

The program typically lasts 6 to 8 weeks, depending on individual need and clinical judgement.

Qualified mental health practitioners are trained to deliver LiCBT. They have qualifications as counsellors, social workers, psychologists, registered nurses and occupational therapists.

Who is it for?

Medicare Mental Health Check In is free for people aged 16 and over living in Australia, with no diagnosis or referral needed.

You can recommend Medicare Mental Health Check In to people showing mild mental health symptoms, such as low mood, anxiety, stress, or feeling overwhelmed.

It may suit people who are struggling in their day-to-day lives and would benefit from early support, rather than high-intensity care. There are also additional resources for help-seekers, families, carers, and others wanting to support someone with their mental health.

Who is it not for?

Medicare Mental Health Check In provides low-intensity support, and is not a crisis or emergency service.

This service is not for people with severe mental health symptoms that disrupt normal activities at work, school or at home.

The service cannot support people needing acute, crisis or specialised intervention, or people with severe mental health conditions.

Evidence-based approach

Medicare Mental Health Check In is based on the low-intensity service model of the United Kingdom's (UK) Talking Therapies service, which uses proven LiCBT tools. It has been recognised globally for its clinical effectiveness and strong evidence base.

The service model is based on recommended international evidence-based clinical guidelines, such as the UK's National Institute for Health and Care (NICE) guidelines, which sets national standards for high-quality health and care interventions.

LiCBT has been shown to consistently deliver positive outcomes for people with mild anxiety and depression, as demonstrated through national implementation in the UK and other countries (e.g. Canada, USA, Denmark, and New Zealand).

St Vincent's Health Australia, who delivers Medicare Mental Health Check In on behalf of the Australian Government, is accredited against the National Safety and Quality Digital Mental Health Standards. Self-guided LiCBT tools used in the service meets regulatory requirements and have been assessed as safe and appropriate for their intended use.



Accessing support in another language

The Medicare Mental Health Check In website offers tools and resources translated in the top 10 languages spoken in Australia to support people that speak languages other than English.

People can access interpreting services and Auslan through their guided support. Interpreting services are available in more than 150 languages.

When people call Medicare Mental Health on 1800 595 212, they can ask for an interpreter.

How your patients can access Medicare Mental Health Check In

Talk to your patients about the service and if it's appropriate for their needs.

You can encourage them to call Medicare Mental Health (1800 595 212) or visit mentalhealthcheckin.gov.au for more information.

Everyone who accesses Medicare Mental Health Check In has an initial assessment with a trained professional from Medicare Mental Health to determine if the service is right for them. An escalation protocol supports peoples' needs and preferences by determining if they are at low, high or critical risk for the level of help required.

If it isn't the right fit, people will be connected to a more suitable service, so they don't have to repeat their story.

No referral or diagnosis is needed.

Privacy and information sharing

Medicare Mental Health Check In is a confidential service. Information can only be shared with a nominated third party, external clinician or referrer where consent has been provided, unless there are concerns about a person's safety.

With consent, discharge summaries will be provided to GPs to support continuity of care.

Medicare Mental Health Check In is part of the broader Medicare Mental Health services, which includes the national website (medicarementalhealth.gov.au), Medicare Mental Health phone service (1800 595 212), Medicare Mental Health Centres, and Medicare Mental Health Kids Hubs.

