

medicare

Mental Health Check In

Stakeholder Information Kit – Medicare Mental Health Check In

Free digital mental health support for life's ups and downs

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Introduction

The Department of Health, Disability and Ageing has developed this Community Information Kit to provide information about **Medicare Mental Health Check In**.

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

The service uses a safe, evidence-based approach to help people build practical skills to manage and improve their mental health and feel more in control. It is designed to support people to:

- manage their worries
- improve their mood
- sleep better
- reframe unhelpful thoughts
- face fears
- solve problems more effectively.

People can choose to work through the tools independently in a way that fits into their busy lives and routines, and with guidance from a qualified mental health practitioner via telehealth if extra help is needed.

Qualified mental health practitioners are trained to deliver the evidence-based approach, and include counsellors, social workers, psychologists, registered nurses and occupational therapists.

The service is funded by the Australian Government and delivered in partnership with St Vincent's Health Australia.

Who this service is for

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

It is designed to help people who are:

- feeling stressed or under pressure
- worrying more than usual
- experiencing increased anxiety or low mood
- finding it hard to stay motivated
- feeling flat, tired or emotionally drained
- having trouble keeping to routines
- wanting support before things become more difficult.

There's no wrong door – part of a broader network of free Medicare Mental Health services

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.

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

Medicare Mental Health Check In follows strict confidentiality processes and meets all National Safety and Quality Digital Mental Health Standards.

The Medicare Mental Health Check In website, services and providers proudly operate within Australia and all information is securely stored within Australia.

How to use this information kit

This kit includes information and resources on Medicare Mental Health Check In to share with your local community, such as staff, clients, patients, members and social media networks, to let them know about the new service, and the services and supports available.

This kit includes:

- Website/newsletter article
- Resources
- Sample social media posts.

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).

If you have questions or enquiries about the service, you can email ask@medicarementalhealthcheckin.gov.au.

Newsletter/website article

This article can be shared on your website, or in newsletters or other publications, to let your community know about Medicare Mental Health Check In.

Take care of your mental health with free online and telehealth support

If you're feeling down, worried, stressed, or overwhelmed, Medicare Mental Health Check In offers free support to guide you through life's challenges. No referral or diagnosis is needed.

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

The online service supports you to build practical skills and give you tools you can use every day to help manage worries, improve sleep, or lift your mood.

Choose the type of support that works for you – you can work through the online tools on your own, or get extra help from a qualified mental health practitioner via telehealth.

There are also resources available for people looking for help, such as families, carers, and others wanting to support someone with their mental health.

Medicare Mental Health Check In is for people aged 16 years and over living in Australia. You don't need to be an Australian citizen to access support.

To find out if the service is right for you, call Medicare Mental Health on 1800 595 212 (between 8:30am and 5pm weekdays, excluding public holidays) or visit mentalhealthcheckin.gov.au.

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Resources

These resources about Medicare Mental Health Check In are available to share with your community.

These are also available for download at mentalhealthcheckin.gov.au/resources.

Resource title	Description	Preview
Fact sheet: Free digital mental health support for life's ups and downs	Fact sheet about Medicare Mental Health Check In.	 Download the fact sheet here.
Posters: Free digital mental health support for everyday challenges	Posters about Medicare Mental Health Check In for community noticeboards or waiting areas/clinics/reception spaces.	 Download the poster here.

		 Free digital mental health support for everyday challenges If you're feeling down, worried, stressed or overwhelmed, Medicare Mental Health Check In offers tools to support your mental wellbeing. You can work through the online tools in your own time, and get support from a qualified mental health practitioner via telehealth if you need it. Learn skills you can use every day – to manage worries, improve sleep or lift your mood. Free and confidential for anyone aged 16 years and over, living in Australia. No referral or diagnosis is needed. To find out more: • Call 1800 199 212 (9:30am–5pm weekdays, excluding public holidays) • Visit mentalhealthcheckin.gov.au medicare Mental Health Check In
		Download the poster here.
Video: Free digital mental health support	This video explains how to access practical tools, build everyday skills, and get support that fits your life.	 Online Free Confidential High-quality  Tools you can use every day
		Watch the video here.
Video: What is Low-intensity Cognitive Behavioural Therapy?	This video explains how LiCBT programs and tools can help you build practical skills to support your wellbeing and feel more in control.	 medicare Mental Health Check In What is Low-intensity Cognitive Behavioural Therapy?
		Watch the video here.
Video: Recognising early signs you might need support	This video shows some early signs that you may benefit from support, and explains how Medicare Mental Health Check In can help you feel better.	 medicare Mental Health Check In Recognising early signs of distress
		Watch the video here.

Video: Medicare Mental Health Check In – Why getting support early matters	This video explains why getting support for your mental health early can make a difference.	 Dr Walid Jammal General Practitioner Watch the video here.
Service overview: How Medicare Mental Health can help - a free service to support people across Australia	A summary of the different types of Medicare Mental Health services available.	 Download the service overview here.

Translated resources

Translated resources in 10 languages are also available here:

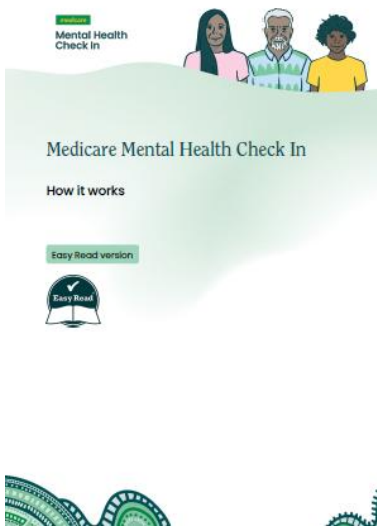
<http://www.mentalhealthcheckin.gov.au/resources-other-languages>

Languages include:

- Arabic
- Chinese (Simplified)
- Chinese (Traditional)
- Filipino
- Greek
- Hindi
- Italian
- Punjabi
- Spanish
- Vietnamese.

First Nations resources

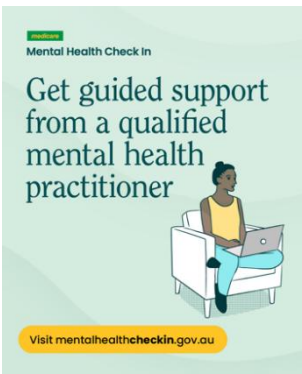
Tailored materials are also available to support conversations with Aboriginal and Torres Strait Islander peoples.

Resource title	Description	Preview
Poster: Free online mental health support	Poster about Medicare Mental Health Check In.	 Download the poster here.
Easy Read explainer: Medicare Mental Health Check In – How it works	Easy read document for First Nations help-seekers about Medicare Mental Health Check In in simple, accessible language supported by illustrations.	 Download the document here.

Video: Explainer for First Nations help-seekers	Video overview of Medicare Mental Health Check In for First Nations help-seekers.	 Watch the video here.
Video: Low-intensity Cognitive Behavioural Therapy – First Nations Peoples	Video about Low-intensity Cognitive Behavioural Therapy, for First Nations help-seekers.	 Watch the video here.

Social media content

The following social media posts and tiles are available to be published on your social media channels. These are also available to be downloaded [here](#).

Copy	Images
Are you, or someone you care about, feeling down, worried, stressed or overwhelmed? Medicare Mental Health Check In is a new free online service to guide you through life's challenges. 🤝 You can connect with a qualified mental health practitioner via telehealth to talk about your challenges and use online tools together, or you can work through the tools on your own. Support is now available: ✅ to help with managing worries, improving sleep and lifting your mood ✅ for everyone living in Australia aged 16 and older – no diagnosis or referral is needed. To find out if the service is right for you, visit mentalhealthcheckin.gov.au or call 1800 595 212 (between 8:30am and 5pm weekdays, excluding public holidays).	  

Feeling a bit off, unfocused or overwhelmed? It doesn't have to get worse before you do something about it.

Free mental health support is available to help you manage the small things early – in a way that suits you.

Medicare Mental Health Check In is a new free online service to guide you through life's challenges. 🤝

To find out if the service is right for you, visit mentalhealthcheckin.gov.au or call 1800 595 212 (between 8:30am and 5pm weekdays, excluding public holidays).



Busy and overwhelmed? You can still make time for your mental wellbeing.

Free mental health support that fits around your busy life – choose what works for you between self-guided or with a qualified mental health practitioner.

Medicare Mental Health Check In is a new free online service to guide you through life's challenges. 🤝

To find out if the service is right for you, visit mentalhealthcheckin.gov.au or call 1800 595 212 (between 8:30am and 5pm weekdays, excluding public holidays).



Stressed? Poor sleep? Feeling stuck? A bit down?

Free online mental health support can help you take care of yourself – in your own time and in your own way.

Find what works for you.

Medicare Mental Health Check In is a new free online service to guide you through life's challenges. 🤝

To find out if the service is right for you, visit mentalhealthcheckin.gov.au or call 1800 595 212 (between 8:30am and 5pm weekdays, excluding public holidays).

