

Stakeholder Information Kit for Health Professionals

New free digital mental health support for your patients

June 2026



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Background

The Department of Health, Disability and Ageing has developed this stakeholder kit for health professionals 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 people 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).

People work through the online tools independently, and if they need support, they can choose to be guided by a qualified mental health practitioner via telehealth. Medicare Mental Health Check In is free for people aged 16 and over living in Australia, with no diagnosis or referral is needed.

[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.

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 in Australia.

How to use this information kit

This kit contains information and resources on Medicare Mental Health Check In to share with health professionals in your community, such as colleagues, staff, members and/or networks, to let them know about the new online service so they can tell patients about it.

This kit includes:

- Website/newsletter article
- Resources for health professionals
- 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).

Organisations, health professionals and patients can also email ask@medicarementalhealthcheckin.gov.au with any questions about the service.

Website/newsletter article

This article can be published on your website or in your newsletter to let health professionals know about Medicare Mental Health Check In, and the services and supports available.

Helping your patients with free digital mental health support

Medicare Mental Health Check In is a new digital service that offers free evidence-based and confidential support to help people manage mild mental health challenges, like stress, anxiety, and low mood.

As a form of early intervention support, it helps people build practical skills, confidence, and improve their mental health through Low-intensity Cognitive Behavioural Therapy (LiCBT).

The service can support people by teaching skills to help them manage their thoughts, feelings, and behaviours, helping with:

- Facing fears
- Lifting their moods
- Managing worries
- Finding solutions to problems
- Sleeping well
- Staying well
- Balanced thinking.

People work through the tools independently, and if they need support, they can choose to be guided by a qualified mental health practitioner via telehealth.

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

Who is Medicare Mental Health Check In for?

Medicare Mental Health Check In is a free service for people aged 16 and over living in Australia, with no GP referral or diagnosis needed. You do not need to be an Australian citizen to access the service.

The service is most appropriate for mild or early-stage mental health challenges. It may suit people who are struggling in their day-to-day lives and would benefit from early support, rather than high-intensity care.

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

It is not suitable for moderate to severe mental illness or people in crisis, and it is not intended to replace clinical assessment, diagnosis or ongoing therapy for more complex or severe mental health conditions.

How your patients can access the service

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.

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

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).

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
- Medicare Mental Health Kids Hubs.

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

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Resources for health professionals

The following resources have been developed for health professionals to provide information about Medicare Mental Health Check In.

Resource title	Description	Preview
Health professional fact sheet	Fact sheet for health professionals about Medicare Mental Health Check In.	 Download here.
Consumer fact sheet	Fact sheet for consumers about Medicare Mental Health Check In.	 Download here.
Clinic posters	Poster about Medicare Mental Health Check In for waiting areas/GP clinics/reception spaces.	 Download here.

Resource title	Description	Preview
		 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 18 years and over, living in Australia. No referral or diagnosis is needed. To find out more: • Call 1800 595 232 (9am–5pm weekdays, excluding public holidays) • Visit menttohealthcheckin.gov.au medicare Mental Health Check In
		Download here .
Video for health professionals	A video for health professionals with GP Dr Walid Jammal explaining the service.	 Dr Walid Jammal General Practitioner
		Watch here .
Video for health professionals – animated explainer	Animation about Medicare Mental Health Check In.	 medicare Mental Health Check In
		Watch here .
Consultation guide for multicultural patients	A guide to support you in having conversations about mental health with people from culturally diverse backgrounds.	 medicare Mental Health Check In Medicare Mental Health Check In Health professionals guide for multicultural patients With over a quarter of people in Australia born overseas or with a general family overseas, it is likely you will have patients from culturally and linguistically diverse backgrounds. Experiences and understanding of mental health, wellbeing and mental illness and diverse culture. Many individuals have a different understanding about mental health and mental challenges shaped by their unique knowledge and experiences. People from different cultural backgrounds can experience mental health differently. This consultation guide is designed to support you in having conversations about mental health with people from a variety of diverse backgrounds, and to consider Medicare Mental Health Check In as a service option as part of a stepped care approach. What is Medicare Mental Health Check In? Medicare Mental Health Check In is a new digital service offering free and confidential support to help people manage mild mental health challenges, like stress, anxiety, and low mood. The service helps people build personal skills to manage and improve their mental health through evidence-based low-intensity Cognitive Behavioural Therapy (CBT). The service is free and is delivered through online tools. People can choose to work through the online tools, or have a personal, face-to-face, and telephone support. Online service People can connect with a qualified mental health professional in a safe and supportive space to talk about what they are experiencing and work through the online tools together. Qualified healthcare providers, including general practitioners, can provide evaluation and professional guidance for people who need a more intensive level of support. Self-guided service For those who prefer to work on their own, or have more flexibility, the online tools can be completed individually, anytime, anywhere. The self-guided pathway helps to empower people, building through online tools that can be used in their daily life for improving sleep, managing worries or solving everyday problems.
		Download here .

Resource title	Description	Preview
Overview of Medicare Mental Health services	A summary of the different types of Medicare Mental Health services available.	 Download here.

Social media posts

Audience	Copy	Image
Health professionals	Do you see people who are facing mild mental health challenges? The new Medicare Mental Health Check In service offers free online support to help people build practical skills and feel more confident day-to-day. 🧩 📞 💻 The digital service delivers evidence-based, Low-intensity Cognitive Behavioural Therapy (LiCBT) through online tools, to guide people through life's challenges. People work through the tools independently, and if they need support, with guidance from a qualified mental health practitioner via telehealth. Support is now available: ✅ to help with managing worries, improving sleep, or lifting moods ✅ free for everyone living in Australia aged 16 and older – no diagnosis or referral needed. If the service is suitable for your patients, encourage them to call 1800 595 212 or visit 📄 mentalhealthcheckin.gov.au.	 A social media post with a white background. At the top left is the Medicare logo and the text 'Mental Health Check In'. The main text reads 'Free digital mental health support for their everyday challenges'. Below this is an illustration of a man with dark hair, wearing a green sweater, sitting at a desk and working on a laptop. At the bottom is a yellow button with the text 'Visit mentalhealthcheckin.gov.au'.
Consumers and carers	Are you, or someone you care about, feeling down, worried, stressed or overwhelmed? Medicare Mental Health Check In is a free new 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, call 1800 595 212 (between 8:30am and 5pm weekdays, excluding public holidays) or visit 📄 mentalhealthcheckin.gov.au.	 A social media post with a light green background. At the top left is the Medicare logo and the text 'Mental Health Check In'. The main text reads 'Free digital mental health support now available'. Below this is an illustration of a woman with blonde hair in a ponytail, wearing a green sweater, sitting at a desk and talking on a laptop while holding a phone to her ear. At the bottom is a yellow button with the text 'Visit mentalhealthcheckin.gov.au'.

Translated resources

A range of translated resources about Medicare Mental Health Check In, including the consumer fact sheet and posters, are available via www.mentalhealthcheckin.gov.au/resources-other-languages.

Resources are available in 10 languages including:

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