

medicare

**Mental Health**  
1800 595 212

**phn**  
NORTH WESTERN  
MELBOURNE

An Australian Government Initiative

# Medicare Mental Health Phone Service

**A free and confidential phone service that helps people, carers, and health professionals navigate the mental health system.**

## **This service is for:**

- **People feeling anxious, low, or overwhelmed** who are seeking mental health supports.
- **Carers seeking advice** on how to support someone they care for.
- **Health professionals looking for guidance** on local mental health services.

## **What support is provided?**

- Help to understand mental health and wellbeing support options.
- Guidance on the most appropriate services based on individual needs.
- Referrals to local and accessible supports.
- Collaborative care planning with care teams.





### **Do I need a referral?**

Anyone can contact us directly without a referral. We also accept professional referrals, as well as referrals from carers, family, and friends, with the individual's consent.

### **When is the service available?**

Monday to Friday, 8:30am – 5:00pm (excluding public holidays).

### **How long will it take?**

Our team work flexibly, allowing callers to explain their situation, and providing follow-up calls if required. Mental health assessments usually take 30–40 minutes but may vary depending on complexity.

### **Is the service trustworthy?**

Yes. It's funded by the Australian Government and delivered by trained mental health professionals through your local Primary Health Network.

### **Is my information confidential?**

Yes. Your privacy is protected in line with NWMPHN's Privacy Policy. We only collect information needed to support your care, and you can ask to access your information, at any time. We can also provide general information if you wish to remain anonymous.

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### **Feedback**

To provide feedback about your experience with the Medicare Mental Health phone line, use the feedback form on the North Western Melbourne Primary Health Network website at [nwmpnhn.org.au/feedback](http://nwmpnhn.org.au/feedback).

Alternatively, you can reach out to:

- Department of Health, Disability and Ageing: 1800 020 103
- Victorian Mental Health and Wellbeing Commission: 1800 246 054
- Office of the Australian Information Commissioner (for privacy concerns): 1300 363 992

**[medicarementalhealth.gov.au](http://medicarementalhealth.gov.au)**

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