

Product Information for Digital Mental Health Services

Name of digital mental health service	Medicare Mental Health phone service
Name of service provider	Wentworth Healthcare Limited
Date of last service update	1 June 2025
Date this form was completed	1 June 2025

1. Is this service for me?

Medicare Mental Health services provide free, confidential mental health and wellbeing support for anyone in Australia. Anyone can use these services, even if you have never reached out for mental health support before and you don't need a referral or appointment.

The Medicare Mental Health phone service might be for you if you, a family member or someone you care for, are looking for mental health support. Our trained mental health clinicians can help to connect you with a local service to meet your needs by providing an initial assessment and/or information on available resources and services for your needs.

We can also provide you with a supported referral to a local mental health service, so you don't need to repeat your story.

You can access our services with your support person on the call to help you and, if you prefer, you can remain anonymous.

You can access the service by calling 1800 595 212 between the hours of 8:30am to 5:00pm Monday to Friday (excluding public holidays). This service is free of charge.

This is not a crisis service. If there is an immediate risk of harm to yourself or others, you should contact 000.

2. Will I benefit from using this service?

The mental health system is complex - while we can't guarantee contacting the Medicare Mental Health phone service will benefit everyone, we can help you navigate the options that are available and connect you with local services that are the best fit for your needs.

We adhere to National Safety & Quality Digital Mental Health Standards, prioritising high quality standards and the safety of those who access our service.

The Department of Health, Disability and Ageing funds the service.

3. Could this service do me harm?

Our service is delivered in a safe and transparent manner however we can't guarantee that all everyone will achieve expected outcomes by contacting the service.

- The service does not provide direct treatment services.
- We can provide an initial assessment and connection to local services.



- You decide if the recommended service meet your needs, and if not, alternate options can be explored.

4. Should I trust this service?

We are a not-for-profit service, funded by the Department of Health, Disability and Ageing.

Our trained mental health clinicians provide you with information so that you can make an informed decision regarding the right care for your needs.

5. Is the service easy to use? Will I keep using it?

The service is easy to use. When you call, our clinicians will assess your needs and if required, guide you through the process of assessment and referral. This process can take anything from a few minutes to an hour depending on your needs.

At the end of the call, you should have access to resources and/or a referral for further support.

We will contact you within seven days of your call to check that the referral meets your needs, however beyond that, there is no ongoing contact with the service unless you require further support to access additional services.

6. Who will have access to my personal data?

If you choose to access the Medicare Mental Health phone service, we will need to collect personal information about you. Where we collect information, we will do so in accordance with our [Privacy Policy](#).

If you choose to remain anonymous, we will not record any of your personally identifiable information in our systems, however we can still support you with information and resources regarding local services.

7. Who can I contact with questions or concerns about this service?

You can contact us with any questions or queries.

- If you have any concerns regarding our service, you can contact us on 1800 595 212 between the hours of 8:30am to 5:00pm Monday to Friday (excluding public holidays or via [Have Your Say](#)).
- For privacy or security issues contact the [Office of the Australian Information Commissioner \(OAIC\)](#).
- For complaints against a health service contact [your state or territory health complaints organisation](#).
- For complaints against an individual registered health professional contact the [Australian Health Practitioners Regulatory Authority \(AHPRA\)](#).
- For complaints about misleading claims contact [Australian Competition and Consumer Commission \(ACCC\)](#).