

1 April 2025

Head to Health evolves to Medicare Mental Health

Head to Health has evolved to Medicare Mental Health, making face-to-face, digital and phone service initiatives more consistent with other trusted health services funded by the Australian Government.

Medicare Mental Health helps people access the mental health and wellbeing services that are right for them. It also makes it easier for GPs and other health professionals to support the mental health of the people they look after, and those who support them, through improving access to, and coordination of, mental health services in their local community.

Medicare Mental Health includes:

- A [digital platform](#) – This website includes evidence based digital mental health resources, apps and online programs, along with dedicated online forums, peer support services, chat and email services.
- National phone service (1800 595 212) – Offers free confidential assessment and referral for anyone seeking help for their mental and emotional wellbeing and/or wanting to support a patient, or someone they care about.
- A network of Medicare Mental Health Centres – These services are free and confidential for people aged 18 and over. No referral, appointment or Medicare card is needed.
- A network of Kids Hubs – Provide a welcoming, inclusive place for children aged 0-12 experiencing mild to moderate developmental, emotional, relational and/or behavioural challenges, while also providing support to their families.

Medicare Mental Health Centres offer a free walk-in service providing advice, support and, if needed, assessment and treatment for people 18 years and over experiencing emotional and psychological distress. Services include support for family, carers and friends. The centres offer immediate, short-term and medium-term care, and help connect people to ongoing services, when required.

WA Primary Health Alliance, as the operator of WA's three Primary Health Networks, has worked closely with the Australian Government Department of Health and Aged Care and the operators of WA's Medicare Mental Health services to ensure a smooth transition of the phone service and local centres in [Midland, Armadale, Mirrabooka, Gosnells and Northam](#).



medicare

Mental Health

ENDS

Media Contact – Caela Del-Prete, 08 6272 4936, caela.del-prete@wapha.org.au

MEDIA RELEASE



About Us: WA Primary Health Alliance shapes, strengthens and sustains primary health care through partnerships and strategies that improve people's access and health outcomes. As the operator of WA's three Primary Health Networks – part of the Australian Government national PHN program – we help communities and people most at risk of poor health to get better access to care closer to home. We achieve this by supporting general practice to deliver the highest quality patient care, funding local primary health care services based on community needs and connecting local services to simplify the health care system. Along with our strong partnerships, our statewide structure allows us to deliver better health, together for the benefit of the WA community. For more information, visit www.wapha.org.au