

Medicare Mental Health Centres: Information Sheet

Name of service: Medicare Mental Health Centre

Who provides it: Stride Mental Health

Date of last update: July 2025

Date completed: July 2025

1. Is this service right for me?

1.1 What can the service help with?

This service can help with things like stress, anxiety, depression, suicidal thoughts, and other mental health concerns. It can also help with alcohol or drug problems and physical health needs.

1.2 Who is the service for?

It's for adults. Families, carers, and support people are also welcome.

1.3 What help is offered?

- Support from mental health professionals and peer workers (people with lived experience).
- Talking therapy and wellbeing programs
- Help to connect you with other services.
- Support for families and carers.
- Online tools and resources.

1.4 How do I get help?

You can:

- Walk into a centre.
- Call 1800 595 212 (Monday to Friday, 8:30am–5pm).

You don't need an appointment or a referral.

1.5 Are qualified professionals involved?

Yes. The team includes psychologists, social workers, nurses, peer workers and others.

1.6 When is the service open?

Hours vary by location, but centres are open late and usually on weekends and public holidays.

Opening hour information is available on our website at <https://stride.com.au/what-we-do/centres/>

1.7 How much does it cost?

It's free.

1.8 Do I need a referral?

No. You can come on your own or be referred by a GP or other service.

1.9 Can I stay anonymous?

You can speak to staff without giving your full details, but some information is needed if you want ongoing care.

1.10 Can a family member or carer support me to use the service?

Yes. We welcome families and carers to be involved if you want them to be.

2. Will this service help me?**2.1 Has the service been shown to help?**

Yes. It is based on good evidence and offers support that works for many people.

2.2 Is it supported by government?

Yes. It is funded by the Australian Government and follows the *National Standards for Mental Health Services*.

3. Is it safe to use?**3.1 Are there any risks?**

The service is safe and designed to help. It's not a crisis service. If you are in immediate danger, call 000 or go to the nearest hospital.

3.2 Have there been any serious problems with the service?

No serious issues have been reported.

4. Can I trust this service?**4.1 Who runs it?**

Stride Mental Health is a not-for-profit organisation and runs this service in select locations.

4.2 How is it paid for?

The service is fully funded by the Australian Government.

5. Is the service easy to use?**5.1 Has anyone checked how easy it is to use?**

The service is designed to be easy and welcoming. Feedback is collected regularly.

5.2 How long does it take to use?

Some people visit once, others come for several sessions. It depends on what you need.

5.3 When will I start to feel better?

You might feel some relief quickly. Full support may take several sessions. In some cases, you may need support from alternate service providers.

5.4 Were people with lived experience involved in making the service?

Yes. People with experience of mental health challenges helped design the service.

5.5 What do other people think of the service?

Most feedback is positive. Staff are friendly and helpful.

5.6 Will this link with other services I use?

Yes. Staff can help you connect to GPs, hospitals, and other support.

6. What happens to my personal information?**6.1 What information is collected?**

Your name, contact details, your mental health concerns, and any care plans.

6.2 Who owns my data?

Stride Mental Health. De-identified information is shared with the Federal Government as part of our funding requirements.

6.3 Who sees my information?

Only staff involved in your care, unless you agree to share it with others.

6.4 Where is it stored?

In a secure online system.

6.5 Can I share my info with someone else?

Yes, just ask staff for help.

6.6 Will anything I type on my own device be shared?

No, not unless you choose to share it.

6.7 Can I see or delete my data?

Yes. Talk to staff about how to do this.

6.8 Is there a privacy policy?

Yes. You can read it at <https://stride.com.au/privacy-policy>

6.9 Is my data safe?

Yes. Staff follow strict rules to keep your information private and safe.

7. Who can I talk to if I have questions or concerns?**7.1 How do I contact the service?**

Call 1800 595 212 or visit our website for specific centre information at <https://stride.com.au/who-we-help/adults/>

7.2 Who else can I contact?

Privacy concerns: www.oaic.gov.au

Health complaints: www.ahpra.gov.au

Complaints or Concerns: <https://www.medicarementalhealth.gov.au/about-us#complaints-or-concerns>