



Mental Health Support – Medibank Cyber Incident

The Australian Government is committed to helping individuals impacted by the Medibank cybercrime. This factsheet provides contact information for people affected to access a range of mental health supports available for impacted individuals.

The Australian Government recognises that this cybercrime will be distressing for some people. There is help available and resources you can access to get help during this difficult time.

Telephone and online services

To talk to someone, you can call any of the following Government-funded crisis lines:

- [Lifeline](#) on [13 11 14](#)
- [Beyond Blue](#) on [1300 22 4636](#)
- [MensLine](#) on [1300 78 99 78](#)
- [Lifeline Text](#) on [0477 13 11 14](#)
- [Kids Helpline](#) on [1800 551 800](#) (children under 12 years)
- [Open Arms – Veteran Family and Counselling](#) on [1800 011 046](#)
- [Older Persons Advocacy Network](#) on [1800 700 600](#)

Head to Health

Head to Health Phone Service: Anyone in Australia can call the Head to Health Phone Service on **1800 595 212** where you can speak with a mental health professional who will listen and work with you to get the support you need – whether that’s advice, information or referral into an appropriate mental health service.

Head to Health digital: You can also access a range of support and resources through the Head to Health website at www.headtohealth.gov.au. You will find information, advice and links for free and low-cost phone, online and face to face mental health services.

Medicare rebate for mental health services

You can also access Medicare-subsidised mental health services if you or someone you know is experiencing distress or mental health concerns. Eligible people can currently receive Medicare rebates for up to 20 individual and 10 group mental health services per calendar year. Anyone that thinks they may be in need of extra support can speak to their GP, or another referring practitioner (such as a psychiatrist).

Find out more about the [Better Access initiative](#).

Localised Support through Primary Health Networks

The Government provides funding to Primary Health Networks (PHNs) across the country to commission regionally appropriate mental health services. PHNs assess the needs of their

community and commission health services so that people in their region can get coordinated health care where and when they need it.

You can find your local PHN, and contact details at <https://www.health.gov.au/initiatives-and-programs/phn/your-local-phn/find-your-local-phn>

Support for young people

Young people are particularly susceptible to mental health issues following traumatic events. Ongoing mental health problems can result in poorer educational outcomes and a loss of a sense of stability and safety. It is also recognised that young people's mental health has been, and continues to be, acutely affected by the COVID-19 pandemic and multiple natural disasters across the country.

The Government provides funding to headspace to support young people aged 12-25 experiencing, or at risk of experiencing mild to moderate mental illness. A list of headspace services, including online services can be found at: <https://headspace.org.au/>.

Support for international students

International students and their dependants can also access subsidised mental health services under their Overseas Student Health Cover (OSHC). Policy holders can receive OSHC rebates from their insurer for mental health services where there is a corresponding Medicare Benefits Schedule (MBS) item and they are referred by a GP. Anyone that thinks they may be in need of extra support can speak to their GP, or another referring practitioner (such as a psychiatrist).

Medibank – Mental health support

Medibank and ahm customers can also contact Medibank and access dedicated mental health professionals 24/7 over the phone to discuss any mental health questions or issues.

To access this service call 13 23 31