



Medicare Mental Health Check In: A consumer roundtable consultation on digital mental health services

Department of Health, Disability and Ageing

EOI submissions due:

What's this about?

Medicare Mental Health Check In is a free Australian Government funded digital mental health service providing early support for those experiencing mild mental health challenges.

Through Medicare Mental Health Check In, people are able to access evidence-based Low-intensity Cognitive Behavioural Therapy (LiCBT), and either work through the online tools at their own pace or with the support of a qualified mental health practitioner via telehealth.

The Department of Health, Disability and Ageing is seeking consumer input to better understand experiences with Medicare Mental Health Check In and views on digital mental health services more broadly (i.e services that are online, other technology or phone based).

The Consumers Health Forum of Australia (CHF) is facilitating a roundtable consultation to explore how consumers learn about Medicare Mental Health Check In, how accessible and easy it is to use, and what factors support or prevent them using it. The consultation group will also discuss levels of trust in digital mental health care, and experiences with different access pathways, including phone, online and referrals through a health professional.

Insights from the roundtable consultation will help identify barriers, enablers and opportunities to strengthen the design and delivery of the Medicare Mental Health Check In service.

Learn more:

- [Medicare Mental Health Check-in service](#)

What's the opportunity?

CHF is inviting **up to 25 health consumers** to join a roundtable consultation to share their thoughts on and experiences with, Medicare Mental Health Check In.

Online roundtable consultation (Wednesday August 26th 1:30-3:00pm (AEST))

The roundtable consultation will explore the following key topics:

- Your perspective on mental health services that are delivered online or over the phone (i.e a digital service and not in person)
- How could a digital mental health service be introduced to consumers to make them feel safer?
- Your awareness of Medicare Mental Health Check In

- Your access preferences for Medicare Mental Health Check In

Who should apply?

You are encouraged to apply if you:

- Feel comfortable sharing your views and experiences.
- Are available for the roundtable date.
- You identify with one of these statements:
 - Have accessed Medicare Mental Health Check In in the last 12 months.
 - Have sought or are a carer for someone who has sought support for mild mental health challenges (e.g., stress, anxiety and low mood) in the last 12 months.
 - Has used a digital mental health service.
 - Have not accessed mental health services but have considered seeking support.

Consumers from diverse cultural backgrounds, ages, genders and metropolitan, regional and rural areas are encouraged to apply.

What is involved

Successful participants will be asked to:

- Complete up to 1 hour of pre-reading
- Join and participate in the 1.5 hours online consultation
- Share your experiences and views about Medicare Mental Health Check In
- The roundtable consultation report will be shared with participants for (optional) feedback.

You will need access to a computer and reliable internet. If this is a barrier, please contact the CHF Consumer Engagement team: admin@chf.org.au.

Remuneration

- Participants will be remunerated at the CHF standard rate of \$95.20 per hour for up to 1 hour preparation and pre-reading, and up to 1.5 hours for the roundtable consultation session.

How to apply

To be considered for appointment, you **MUST** [complete an online application](#) that will ask questions including:

1. Please confirm availability to join the Roundtable session:
Date: Wednesday August 26th
Time: (by state)

- VIC/NSW/ACT/TAS/QLD: 1:30-3:00pm
 - SA/NT: 13:00pm-2:30pm
 - WA: 11:30am-13:00pm
2. Why do you want to join the consultation about Medicare Mental Health Check In? (Maximum 1000 characters)
 3. Select the option(s) that best describe your situation:
 - I, someone I provide care for, or my dependant:
 - has accessed the Medicare Mental Health Check In service in the last 12 months.
 - have considered accessing online or phone based (i.e. digital) mental health support services but not done so yet.
 - has accessed digital mental health support services (but not Medicare Mental Health Check In)
 - Prefer not to say
 4. What do you think supports people to feel comfortable and confident to access digital (not in-person) mental health services? (Maximum 1000 characters)
 5. Do you have a computer/laptop and reliable internet access to join the Zoom call?

To submit your application:

- Submit your EOI applications online: [Consumer Engagement Opportunities: Expressions of Interest Form \(2026\) – Fill out form](#)
- **Submission deadline:**
 - **Date:** Thursday, 13 August 2026
 - **Time:**
 - ACT/NSW/QLD/TAS/VIC: 12.00PM
 - SA/NT: 11:30am
 - WA: 10:00am

Late or incomplete applications will not be considered.

Questions?

- If you have questions about applying, please email admin@chf.org.au