

Media release

Thursday 16 October 2025

Official opening of Devonport Medicare Mental Health Centre

People living in the Devonport area have a new option for accessing free and confidential mental health information, services and support.

The Devonport Medicare Mental Health Centre at 11-17 Stewart Street Devonport was officially opened today by the Assistant Minister for Mental Health and Suicide Prevention, the Hon. Emma McBride MP.

It is open Monday to Friday from 10am to 6pm, and people can just walk in – no appointment or referral is needed.

The Australian Government is funding the establishment of Medicare Mental Health Centres across Australia, through local Primary Health Networks (PHNs).

Primary Health Tasmania (Tasmania PHN) has commissioned Stride to establish and deliver services from four Medicare Mental Health Centres in Tasmania. As well as the existing centres in [Launceston](#) and now [Devonport](#), new centres will be established in Burnie and outer Hobart.

Stride's General Manager Services, Integrated, Terri Matanovic, said: "Medicare Mental Health Centres are a welcoming 'no wrong door' entry point for people in distress or crisis who need immediate support, and for family and friends needing information and advice.

"As well as providing on-the-spot support, the centres help connect people with other services for ongoing care.

"This includes health and mental health services as well as social supports like housing and employment.

"We have a very caring and experienced team on site in Devonport who share the goal of helping people feel safe, heard, and supported."

Primary Health Tasmania general manager Alison O'Neill said: "This new centre doesn't replace or duplicate other mental health services – it works alongside and complements them.

"An important feature of Medicare Mental Health services – whether it's walk-in centres or the phone service – is that they connect people with the right services for their needs, and provide support in the meantime."

One of the first people that visitors to the centre are likely to meet is Tony Read, a peer worker who has lived experience of mental health challenges.

Peer workers listen to people and help them access the support they need. Today is Global Peer Support Celebration Day.

Earlier this year, Mr Read attended a Stride workshop seeking input into how the new centre could best support the local community.

“Within five months, I saw Stride was advertising for peer workers, and I jumped at the chance to work in a role I knew would make a real difference,” he said.

“I know from experience that getting help early can be critical, and that’s hard when you don’t know where to start, or when the options you’re aware of have a waiting list, or you just can’t afford them.

“Medicare Mental Health Centres make that so much easier by removing the need for an appointment or referral – and there’s no charge.”

Services available

The Devonport Medicare Mental Health Centre offers:

- immediate, short and medium-term care
- navigation to other suitable mental health services in the local community
- information and advice for carers, family and friends of people experiencing mental illness.

Services are provided by qualified mental health professionals and people with lived experience of mental health (peer workers).

Pending establishment of the new centres in **Burnie** and **outer Hobart**, an interim telehealth service is available for people living in those areas. The service provides telephone-based mental health support and can be accessed by calling 1800 595 212 between 8.30am and 5pm, Monday to Friday.

- ENDS -

Mental health reporting

Please include the following crisis support services for any story regarding mental health or suicide:

Lifeline: 13 11 14 www.lifeline.org.au

Suicide Call Back Service: 1300 659 467 www.suicidecallbackservice.org.au

beyondblue: 1300 22 4636 www.beyondblue.org.au

More information on safely reporting on mental illness or suicide can be found at:

mindframe.org.au