

Mental Health 1800 595 212

NWMPHN's role in supporting the National Medicare Mental Health Program

North Western Melbourne Primary Health Network (NWMPHN) supports the national Medicare Mental Health Program through the delivery of key infrastructure, platforms, and services, including:

- National Medicare Mental Health phone service telephony infrastructure
- PMHCIS – The Primary Mental Health Care Information System – an interoperable web-based application designed for clinical workflow management and data collection
- A consumer experience platform
- Shared infrastructure for scalable analytics and reporting
- PHN quality improvement and data communities of practice.

These in-house software and data services were initially launched in Victoria in 2020 in direct response to the increased demand for mental health services during the COVID-19 pandemic. Since then, service delivery has expanded nationwide, with all PHNs now contributing data for national-level reporting.

Impact and outcomes

NWMPHN's services provide a seamless pathway for consumers to receive the right mental health care at the right time.

The development of interoperable software by a PHN for use by the PHN Network realises significant efficiency, collaboration, agility, and economies of scale.

For clinicians and consumers, the services support consistent referral processes. Through system integration it reduces clinician burden and information double-handling, improving workflows.

The consumer experience survey embedded into the intake service pathway informs quality improvements.

PHN and system user feedback



“ Thanks all for your work 😊
You make data collection
incredibly easy for us! ”

“ Pre-announcements,
having visual explanation
and awareness of updates
coming out – great
communication compared
to other outsourced systems
that are used. ”

“ Can I acknowledge the
continuous effort of the
NWMPHN Head to Health
System Support Team? It is
very impressive and we are
very grateful. ”

Better data = better care

180,224
calls
routed
nationally

28
PHNs
use the Data
Management
System

800
active
system
users

135,405
client
contacts
recorded

84,435
mental health
referrals
completed

To 4 Feb 2025

For more information

Contact comms@nwmpnh.org.au
or visit nwmpnh.org.au