



**Western Queensland  
Medicare Mental Health Phone Service**

# **Annual Report 2024-2025**

In accordance with approved RHealth delegations, the data in this report has been collated by the RHealth Medicare Mental Health Phone Service Manager and the public release of the report was approved by the RHealth General Manager on 23 July 2025.

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## Definitions

**Intake** – consumers who have completed an intake assessment with the Medicare Mental Health Phone Service intake team

**Non-intake** – contacts from consumers or stakeholders who do not complete an intake assessment but have other general support queries

**Intake Assessment** – is a structured conversation or evaluation conducted to understand a person’s concerns, assess their current situation and relevant history, determine the appropriate level of care or support they may need and help decide the next steps to address identified concerns

**IAR** - Initial Assessment and Referral: is a national framework designed to support consistent, evidence-informed decision-making when assessing a person's mental health needs and referring them to the most appropriate level of care. [Refer to Initial Assessment and Referral Decision Support Tool \(IAR-DST\) – IAR Decision Support Tool v2 documentation](#) for detailed information on IAR Levels.

**“No IAR”** - an intake assessment was not completed with the consumer – see below for reasons an IAR may not be completed

When not to undertake an IAR	<p>Most calls to the Medicare Mental Health Phone Service will require an IAR to be undertaken.</p> <p>The following are examples of when it may not be necessary to utilise the IAR-DST:</p> <ul style="list-style-type: none"> <li>• The caller is seeking information or resources only.</li> <li>• The caller seeking information about relevant or local services only.</li> <li>• <b>An initial assessment has already been undertaken (e.g. by a referrer)</b> and the level of care required has been identified. In this instance, referrer, consumer, carer, family member, or friend may simply require support identifying an appropriate local service (navigational supports only).</li> <li>• The consumer does not give consent for an IAR assessment.</li> <li>• The consumer is identified as requiring immediate referral to specialist, acute or emergency services.</li> <li>• The consumer is identified as being at risk of escalation/psychological harm if an assessment is completed over the phone. Direct referral to a mental health clinician would be completed in these cases.</li> </ul>
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## Intake Data Summary

From 1 July 2024 to 30 June 2025

\*De-identified data sourced from referRHEALTH (<https://www.rhealth.com.au/what-we-do/#referhealth>).

### Referrals summary

- Total Referrals: 482
- Closed Referrals: 464
- Open Referrals: 18

### Referrals by Aboriginal and Torres Strait Islander self-identification

- Neither Aboriginal or Torres Strait Islander: 298
- Aboriginal: 130
- Unknown: 52
- Both Aboriginal and Torres Strait Islander: 1
- Torres Strait Islander: 1

### Referrals by Initial Assessment and Referral (IAR) Recommended Level of Care

- Level 4: 9
- Level 3: 262
- Level 2: 49
- Level 1: 4
- No IAR: 158

Five levels of care are summarised in Figure 5 below.

Figure 5: Schematic representation of levels of care

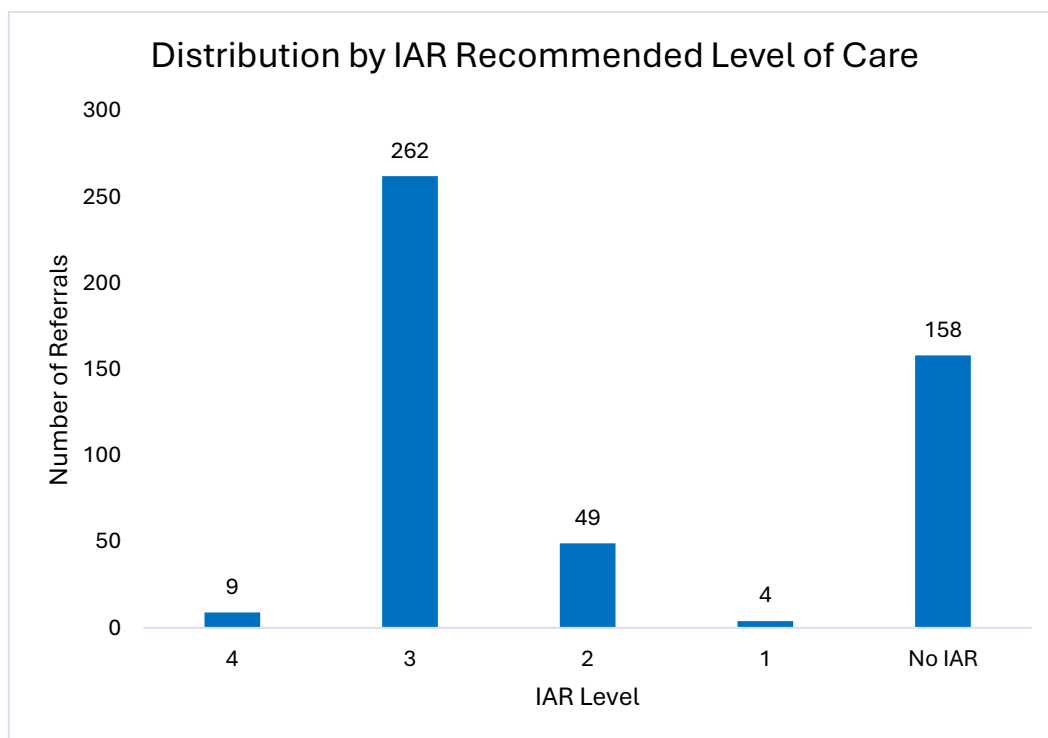
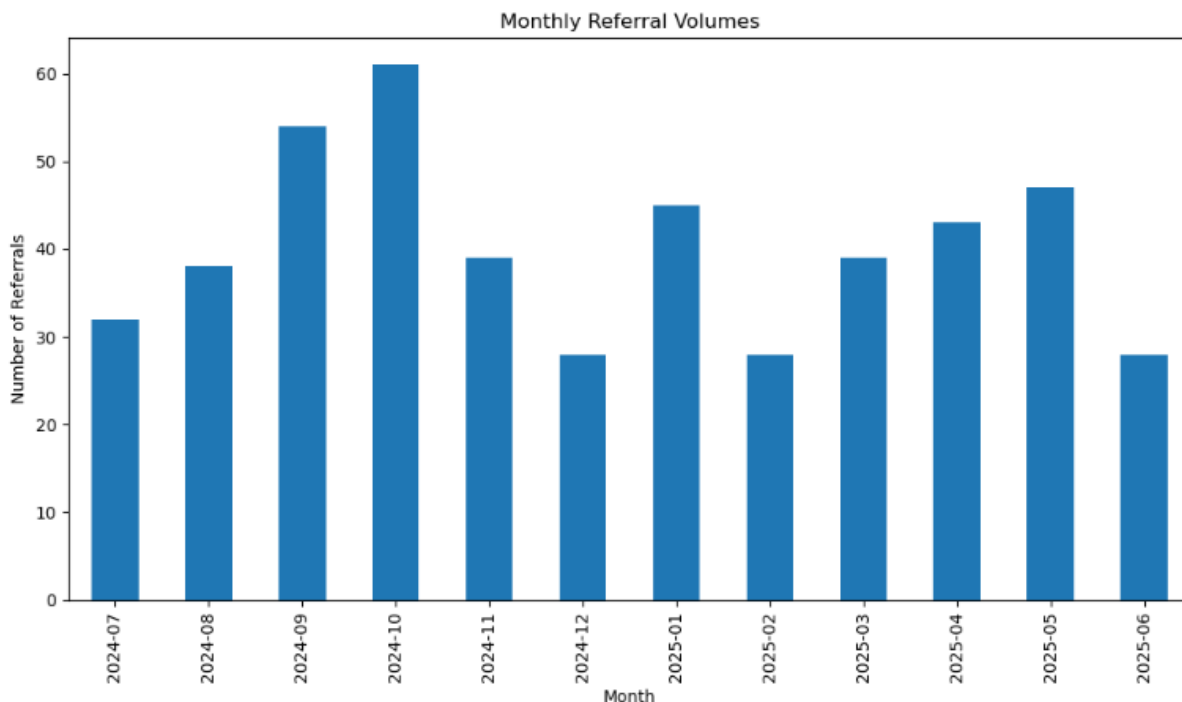


### Top Modalities of Contact

- eReferral – eg online referral form: 329
- Phone – call through national number: 86
- Email: 40
- Phone – other/1300: 14
- referRHEALTH: 11
- Phone message: 2

## Intake Referral Volume and IAR Level

From 1 July 2024 to 30 June 2025



## Non-Intake Data Summary

From 1 July 2024 to 30 June 2025

Overall Contact Total		Breakdown of Contacts by Region (Top 5)	
• Total number of contacts: 227		• Longreach:	49
		• Jundah:	45
		• Mount Isa:	35
		• Other:	13
		• Roma:	12
Breakdown by Contact Modality		Breakdown by Contact Type	
• eReferral:	85	• Self-referral:	85
• Walk-in/Face to face:	67	• Justice and/or Forensic:	83
• Phone - H2H Line:	32	• Other:	32
• Email:	30	• Community Support Organisation NFP:	10
• Phone - Other:	12	• Public mental health service:	4
• referRHEALTH:	1		
Breakdown by Contact Type			
• Self-referral:	85		
• Justice and/or Forensic:	83		
• Other:	32		
• Community Support Organisation NFP:	10		
• Public mental health service:	4		
Breakdown by Contact Purpose			
• General enquiry:	139		
• Mental health service navigation:	82		
• Requesting service on behalf of someone else:	3		
• Mental health assessment (e.g. IAR):	2		
• Mental health professional enquiry:	1		
Breakdown by Contact Outcome			
• Information provided (written):	118		
• Information provided (verbally):	73		
• No action taken:	14		
• Referred to external service:	11		
• Unable to be contacted:	5		
• Call directly transferred to other service:	4		
• Converted to Head to Health intake:	1		
• Escalation to acute service (e.g. Mental Health Unit):	1		

## Distribution of the Referrals made to WQPHN Commissioned Service Providers (CSPs) by Suburb

From 1 July 2024 to 30 June 2025

The "Regional area" below represents where the Phone Service caller resides. Number of referrals indicates the number of people from the associated regional area that were supported by the Phone Service to access a support service based on their identified needs.

Regional area	Referrals	Regional area	Referrals	Regional area	Referrals
Roma QLD 4455	143	Menzies QLD 4825	5	Eulo QLD 4491	1
Longreach QLD 4730	35	Winton QLD 4735	5	Stonehenge QLD 4730	1
Mount Isa QLD 4825	34	Doomadgee QLD 4830	4	Jackson North QLD 4426	1
Saint George QLD 4487	33	Parkside QLD 4825	4	Lanskey QLD 4825	1
Mitchell QLD 4465	22	Boulia QLD 4829	4	Wyandra QLD 4489	1
Cunnamulla QLD 4490	20	Mornington QLD 4825	4	Mungallala QLD 4467	1
Charleville QLD 4470	19	Winston QLD 4825	4	Bungil QLD 4455	1
Normanton QLD 4890	12	Adavale QLD 4474	4	Bedourie QLD 4829	1
Wallumbilla QLD 4428	10	Aramac QLD 4726	3	Moore QLD 4306	1
Barcaldine QLD 4725	9	Bollon QLD 4488	3	Ward QLD 4470	1
Happy Valley QLD 4825	9	Wallumbilla North QLD 4428	3	Miles End QLD 4825	1
Yuleba QLD 4427	9	Tambo QLD 4478	3	Springside QLD 4401	1
Amby QLD 4462	8	Thallon QLD 4497	2	Wycombe QLD 4455	1
Surat QLD 4417	8	Karumba QLD 4891	2	Toowoomba QLD 4350	1
Healy QLD 4825	7	Ilfracombe QLD 4727	2	Noorindoo QLD 4417	1
Pioneer QLD 4825	7	Wellesley Islands QLD 4892	2	Beilba QLD 4454	1
Blackall QLD 4472	7	Burketown QLD 4830	2	Barcaldine QLD 4455	1
Dirranbandi QLD 4486	7	Augathella QLD 4477	2	Somma River QLD 4470	1
Morven QLD 4468	6	Mungindi QLD 2406	2	Mica Creek QLD 4825	1
Injune QLD 4454	6	Hodgson QLD 4455	2	Gunnewin QLD 4455	1
Sunset QLD 4825	6	Isisford QLD 4731	2	Upper Dawson QLD 4454	1
Quilpie QLD 4480	6	The Gap QLD 4825	2	Tingun QLD 4455	1
Townview QLD 4825	6	Blackall QLD 4455	1	Taroom QLD 4420	1
Soldiers Hill QLD 4825	5	Alpha QLD 4724	1	Windorah QLD 4481	1
Cloncurry QLD 4824	5				

## Feedback (received through Cemplicity)

From 1 July 2024 to 30 June 2025

Cemplicity is a digital platform used by Medicare Mental Health Phone Services to facilitate the collection of consumer experience information on the service support they received.

Intake Experience questions are on a 5-point Likert scale with response options ranging from Strongly disagree to Strongly agree. The average score (0-10) for a service is calculated and compared against a national average for all phone services. The higher the score the more satisfied the consumer was.

In the feedback results reported below:

- “WQ MMHPS Average Score” represents the average score reported for Western Queensland Medicare Mental Health Phone Service clients
- “National Medicare Mental Health Average” represents the national average across all Phone Services
- Western Queensland Medicare Mental Health Phone Service scores are generally higher than the national average, showing higher than average satisfaction with the Western Queensland Medicare Mental Health Phone Service phone service

To assess trends associated with the reasons why people access the service, a record is also made on contributing factors to help ensure services are accessible to vulnerable cohorts. The average score (0-10) for a service is calculated and compared against a national average for all phone services. The higher the score the more often a contributing factor was apparent.

Survey Questions	WQ MMHPS Average Score	National Medicare Mental Health Average
You felt comfortable using this service	8.5	7.9
You were listened to in all aspects of your support needs	8	7.8
Information was appropriate for needs	8.5	7.5
Overall you felt that contacting Medicare Mental Health was worthwhile	8.5	8

### Contributing factors for contacting the Medicare Mental Health Service

Other external factors	4.7	6.4
Flood/Fire/Natural disaster	3.3	1.2
Financial hardship/economic issues	2.7	4.5
COVID	2	1