

Appendix - Announcement log

Announcement	Time and Date	Category
13/4/2026 8.00pm: Remember to log out by 9pm (AEST). Due to a scheduled technical upgrade the PMHCIS will be unavailable between 9pm and 10pm (AEST) tonight.	2026-04-13 20:00	Deployment
9/4/2026 5.00pm: Due to a scheduled technical upgrade on Monday April 13th, the PMHCIS will be unavailable between 9pm and 10pm (AEST). Please ensure you have arranged your schedule so that you are logged out and don't need the system at that time.	2026-04-09 17:00	Deployment
7/4/2026 8:00pm: The callback request issue is now resolved, and requests now show correctly when they are from the MMH Check In website or the national MMH website.	2026-04-07 20:00	System issue
7/4/2026 5:30pm: The callback request issue is now resolved, and new requests made from now onwards should correctly show whether they are from the MMH Check In website or the national MMH website.	2026-04-07 15:30	System issue
7/4/2026 3:20pm: We have confirmed that the majority of callback requests are for Check In, not the national MMH website. A fix is underway and should be in place by COB tomorrow. We will confirm when the fix is deployed.	2026-04-07 15:20	System issue
7/4/2026 10:30am: Some PHNs may have noticed that there has been a significant increase in callback requests. They were sent through to the PMHCIS flagged as coming from the national MMH website , however we understand it is possible many are actually from the MMH Check In website . We have asked the national website team to investigate and get back to us as soon as possible. In the meantime, please continue to		

process the requests as normal. We will provide an update once the team have responded.	2026-04-07 10:30	System issue
30/3/2026 4.30pm: Medicare Mental Health Check In integration is now live with St Vincent's Health Australia! Remember you can refer help-seekers with a level of care 1 or 2 for online LiCBT. More information is available in the Help Documentation or you can contact pmhcis.support@nwmphn.org.au .	2026-03-30	Deployment
30/3/2026 8.00am: The PMHCIS is now updated with changes to support the Medicare Mental Health Check In service. More information is available in the Help Documentation or you can contact pmhcis.support@nwmphn.org.au .	2026-03-30 08:00	Deployment
27/3/2026 11:00pm: Changes to support Medicare Mental Health Check In, which begins on Monday, have been deployed. More information is available in the Help Documentation or you can contact pmhcis.support@nwmphn.org.au .	2026-03-27 23:00	Deployment
Changes to support the launch of Medicare Mental Health Check In have been deployed to the staging instance of the PMHCIS for you to review and testing as required. We are continuing to finalise changes today. Changes in the live system will be deployed prior to 8:30am AEDT Monday March 30. Further information is available in the Help Documentation or you can contact pmhcis.support@nwmphn.org.au .	2026-03-27 11:50	Deployment
Changes are now deployed to the back-end intended to improve performance in some areas. It also improves our structure to continue on future performance improvements. For more information see the Change Log in the Help Documentation .	2026-01-22 15:10	Deployment
NWMPHN has consulted with CESPHN and with endorsement from DoHDA, have created a 'Bondi Beach' tag to track any engagement with the service and for consumers who may need specific services as a result of the recent incident. This tag has been applied to all PHNs in order to track any identified link to the incident. Please contact pmhcis.support@nwmphn.org.au if you have any questions.	2025-12-16 09:30	Deployment
The temporary unplanned outage affecting the staging instance of		

the PMHCIS has now been resolved and the staging instance is now accessible again. Apologies for the inconvenience.	2025-09-23 16:10	System Issue
We are aware of a temporary unplanned outage affecting the staging instance of the PMHCIS. Our technical team are working to resolve this, and we will provide another update before COB today. Apologies for the inconvenience.	2025-09-23 15:25	System Issue
A technical bug affecting client addresses on a limited number of referrals submitted via eReferral (both Healthlink and the external Webform) has been identified and resolved. For in-progress referrals received via eReferral/external webform, please confirm the client's street address is correct before finalising and sending. At this stage, the impact appears minimal. We are continuing to review and will contact any affected PHNs if required.	2025-09-09 09:58	System Issue
Thank you all for your patience last week as we managed challenges in accessing and using the PMHCIS. Critical issues are now resolved, but we are continuing to monitor performance and make improvements. We appreciate your understanding.	2025-08-28 14:56	System Issue
An issue that held up referrals moving to external client managements systems via API is now resolved. The systems' vendors have all been notified and to re-request the data. If you're made aware of a referral not being imported, please try unsending and sending again, or contact us at pmhcis.support@nwmphn.org.au. Apologies for the inconvenience and thank you for your understanding.	2025-08-26 10:26	System Issue
Work is ongoing and we are actively monitoring the system. Some recent changes have been rolled back over the weekend to improve performance, they will progressively be restored today.	2025-08-25 09:16	System Issue
We are finalising the solution for system to be restored to normal on Monday. We appreciate your patience and understanding.	2025-08-22 17:24	System Issue
We are aware of the slowed system responsiveness this afternoon. We also note challenges with the referral print screen, which we		

expect to be resolved with server upgrades being made this evening	2025-08-21 16:37	System Issue
The system is currently under high demand and this is impacting on the responsiveness of the database. We are working on resolving the performance issues.	2025-08-20 12:03	System Issue
We are experiencing a high level of use of the Referral > Reports screen. We are currently investigating how to manage the usage, but in the meantime we recommend avoiding use of the screen unless necessary.	2025-08-18 14:59	System Issue
The system may become unavailable tonight from 10:15pm (AEST). If you intend to work around that time, make sure you're logged off by 10:10pm, and try again from 10:20pm.	2025-08-11 21:52	System Issue
Referrals sent since last Wednesday (23/07/2025) may not have had the follow up date automatically set. A fix has now been implemented. The follow up date now takes into account the multiple outcomes and will be set based on the sent status of all outcomes. Reach out to us at pmhcis.support@nwmphn.org.au if you have any questions.	2025-08-01 08:35	System Issue
You can now record sent and acceptance for each outcome of a referral. The help documentation has been updated, and communications have been sent to PHN and Intake leads. Please reach out to them or pmhcis.support@nwmphn.org.au if you have any questions.	2025-07-24 08:49	Deployment
The 'Feedback & Support' icon within the PMHCIS has now been moved to the menu bar in the top right and will be accessible on all pages of the webform. The 'Request support' button will generate an email template that has a reminder not to include personally identifiable information and includes the referral link when generated from a specific referral.	2025-06-18 08:24	Deployment
To ensure you're accessing the most up-to-date version of the PMHCIS Intake Module, please update your bookmark to:		

<p>pmhcis.intake.org.au.</p>	<p>2025-05-21 11:02</p>	<p>Deployment</p>
<p>The Head to Health intake system has been rebranded to the Primary Mental Health Care Information System (PMHCIS). Please update your bookmark to: pmhcis.intake.org.au. This change has only affected the visual display of the webform. There are no functionality changes, and all historical records are accessible as usual. More information is available here, or you can contact pmhcis.support@nwmphn.org.au if you have any queries.</p>	<p>2025-05-14 10:26</p>	<p>Deployment</p>
<p>The issue with access to a Site referral transferred from another PHN is now resolved. We're aware that when searching on those records, only the initials will appear in search results. However, the records can be accessed as expected. We're now working on this issue.</p>	<p>2025-02-10 16:30</p>	<p>Deployment</p>
<p>We are currently working to resolve a known issue where some intake staff may lose access to a referral. This only occurs if a referral was transferred from another PHN and is now referred to a Site. If this happens and you need access, please contact Head to Health Support at h2hsystemsupport@nwmphn.org.au. A fix to other reported issues was made on 6/2/2025.</p>	<p>2025-02-06 15:33</p>	<p>System Issue</p>
<p>We have made a change to the way that user account roles are managed. Roles are now set per each organisation assigned to the user account, rather than for all their organisations at once. See the Change Log for more information. Note that there may be referrals listed that are owned by another organisation. This is by design, because the change includes displaying referrals created in your organisation, not just those that are owned by your organisation. If you encounter an issue, notice a discrepancy, or need support managing these referrals, please report it to the Head to Health support team at h2hsystemsupport@nwmphn.org.au.</p>	<p>2025-01-29 11:57</p>	<p>Deployment</p>
<p>A new document titled 'Protecting PII in the Head to Health Data Management System' has been uploaded to the Head to Health Intake System under 'Document and Links'. It outlines essential</p>		

<p>'Personally Identifiable Information' (PII) guidelines and protocols. Please read it and share it with your Head to Health teams.</p>	<p>2024-11-22 09:01</p>	<p>Deployment</p>
<p>Starting September 9th, the term 'Hub' has changed to 'Site' in the Referral outcome drop down box in the system. This is a text-only update and does not affect workflows. Please select 'Site' instead of 'Hub' in the Referral outcome when referring to a Pop-up, Satellite or MMHC. The Help document will be updated accordingly.</p>	<p>2024-09-09 09:34</p>	<p>Deployment</p>
<p>For people using email to receive their MFA notifications, please note that from 5th August 2024, the system sender email address will be changed to support@intake.org.au. Please check your spam if no notification is received or contact h2hsystemsupport@nwmphn.org.au for any issues.</p>	<p>2024-07-30 08:44</p>	<p>Deployment</p>
<p>A bug was identified this week that caused files added to Contact records to be removed. System-wide, this impacted about 50 records entered between 18/6/2024 and 24/6/2024. It did not impact on Contacts converted to Clients. Users who uploaded PDFs to Contact records during that timeframe are advised to check records and re-upload if needed. For further information or support please log a support request at h2hsystemsupport@nwmphn.org.au.</p>	<p>2024-06-27 07:29</p>	<p>System Issue</p>
<p>The Suggested consent wording has changed to include information about data linkage. Please review the updated wording.</p>	<p>2024-06-03 09:06</p>	<p>Deployment</p>
<p>The multiple referral function is now enabled. After a Referral Outcome (the primary outcome) is saved, you can add another, secondary, outcome. For more information about this function see the Help Documentation - Status of referrals/referral timeline section.</p>	<p>2024-05-06 17:09</p>	<p>Deployment</p>
<p>Please note: as per the guidelines from DoHAC, we have revised the suggested wording for Consent 2 – to share de-identified data with DoHAC with effect from 1st May 2024. These changes are explained in more detail in the Help Documentation. Please familiarise yourself with the changes.</p>	<p>2024-04-30 16:58</p>	<p>Deployment</p>

<p>Update tonight: At 9:20pm (AEST) tonight the system will be updated, which will cause you to be logged out. We recommend you finish up your work at around 8:45pm. The update will take only a minute or so. When the update is done you will be able to log in as normal and this message will no longer appear.</p>	<p>2024-04-15 21:15</p>	<p>Deployment</p>
<p>A problem was discovered with the function to Show assigned referrals on the Incomplete referrals tab. It would incorrectly either show no assigned referrals or only one. This problem is now fixed. When you assign a staff member to a referral note, it will now correctly appear when the due date is past.</p>	<p>2024-03-19 16:56</p>	<p>System Issue</p>
<p>You can now add documentation to contacts. If converted to a client, files will automatically transfer to the referral record. For more information, click on the (?) icon next to the "Additional documentation" header on the Contact screen.</p>	<p>2023-12-20 09:13</p>	<p>Deployment</p>
<p>Users of the Microsoft Edge web browser are reporting they are unable to print a referral to a PDF file. The download hangs and a file named "unconfirmed nnnnn.crdownload" appears where the referral PDF normally would. The problem is not occurring with other browsers. Until the problem is resolved, we recommend you switch to another browser such as Google Chrome.</p>	<p>2023-12-12 15:33</p>	<p>System Issue</p>
<p>The layout of the print view of the Referral screen is now changed so that the IAR-DST domains are easier to read. Each domain and its notes now appear on a separate row.</p>	<p>2023-10-26 17:24</p>	<p>Deployment</p>
<p>A new option is now available for Gender: "Gender diverse". The location of the Intersex and Sexual orientation fields have been swapped around (so that Sexual orientation now comes after Date of birth).</p>	<p>2023-10-17 17:35</p>	<p>Deployment</p>
<p>Full name can now be displayed in lists. This is an option set at the team level. If your team would prefer to see the full name rather than first initial and surname, send your request to h2hsystemsupport@nwmphn.org.au.</p>	<p>2023-08-23 08:29</p>	<p>Deployment</p>
<p>Changes have been made to the Contact screen. As covered in the "Contacts" section in the Help Documentation, some changes are</p>		

configurable, such as the Summary note type, which always appears at the top.	2023-08-07 08:32	Deployment
Some changes will be made to the Contact screen on Monday (7th August). The main change is to make the notes work as they do on the Referral screen. The "Contacts" section in the Help Documentation now includes the updates.	2023-08-03 09:07	Deployment
The wording for the consent questions is now updated. Click the Suggested consent wording box in the Consent section of the referral/IAR-DST screen. Also, a new consent wording prompt will appear on the new Contact screen.	2023-05-21 17:34	Deployment
There is now a new Abandon reason option available when you abandon a referral. The new option is: "Unable to contact client".	2023-05-04 09:01	Deployment
An important security patch is now available for Google Chrome. If you are using Chrome, you should update it now. To update, go to Chrome > Settings > About Chrome. Wait for it to check for and install updates. Click the Restart button when it appears, to complete the process.	2023-04-17 08:49	Deployment
The Suicide Referral field is now required before a referral record can be completed. Previously it had a default value of "Unknown". It will now be blank by default.	2023-03-27 08:44	Deployment
Administrators can now share IAR-DST comment templates with other PHNs from the Actions > Manage organisation screen.	2023-02-28 08:28	Deployment
In the Incomplete contacts list, the last note that was added to the Contact Notes table is now included. Look for the Most recent note column.	2023-02-25 10:13	Deployment
If you're getting your verification code by email when you log on, did you know you can choose a different method that is probably quicker? From your Profile details screen you can click the 2FA		

Settings button to set up getting your code by SMS or by an authenticator app on your phone.	2022-12-16 21:00	Deployment
Important: Multi Factor Authentication (MFA) will become mandatory at 5pm on Friday 9th December. You can set it up earlier by accessing your Profile details screen and clicking the button labelled Turn 2FA On. If you don't set it up before that time, then when you next log on you will be sent a verification code to your email address. You can change the verification method at any time from your Profile details screen.	2022-12-08 08:05	Deployment
Multi Factor Authentication (MFA) is now available. Use of MFA further protects client data by requiring an extra verification code when you log in. To activate MFA, go to your Profile details and click the button labelled Turn 2FA On.	2022-11-25 09:25	Deployment
The error with the Contact form is now resolved. We've reviewed the cause of the error and have taken steps to prevent it from happening again.	2022-11-16 17:59	Deployment
Multi-Factor Authentication (MFA) is now enabled in the System. You have the option to turn MFA on from your Profile details screen. Instructions are in the Help Documentation (look for the User profile settings section, or search on "MFA"). An email advising of this change and other security updates has been sent to all administrator users of the System.	2022-11-15 09:48	Deployment
A new referral note type is now available: Assessment. This for intake teams that would like to monitor time spent on assessments.	2022-11-10 13:27	Deployment
When emailing H2H System Support, please use the Referral URL or Client ID or Contact ID. Do not share personal or sensitive client information (even in a screenshot) as this is considered a data breach.	2022-11-02 15:28	Deployment
You can now search on phone numbers with the spaces removed. For example, you will be able to find a phone number of "0419 999 999" if your search is "041999". Don't forget that our main support		

email address is always available under the Feedback & support link on the right hand side of this screen (directly below). Use this address if you need support for a task that your PHN Admin isn't able to do.	2022-10-19 16:43	Deployment
The system now has the function to create reminders (referrals to be actioned). More information about this function is in the Help Documentation (refer to the Setting reminders and assigning to a staff member section).	2022-08-12 14:26	Deployment
On the referral Print view you now have more choice over which notes are included. You can choose to show or hide any combination of Clinical, Follow Up, and Documentation notes. By default, Clinical notes appear when you open the screen.	2022-07-15 13:14	Deployment
A new Directory function is now available from the Documents & Links menu. It has all the PHN intake teams around Australia and their phone numbers. It also lists the Head to Health centres, Hubs and Pop-ups.	2022-07-07 12:10	Deployment

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