

Sending in feedback

[Training videos - Feedback and Support](#)

For urgent issues

Such as complete loss of function, please contact your relevant PHN intake manager, who will escalate the matter to the development team.

For non-urgent issues

The development team are always working to improve the Medicare Mental Health Intake System, your feedback is critical to driving those improvements.

To give feedback, click on the **Feedback & support** link that is at the top-right of the main screen:

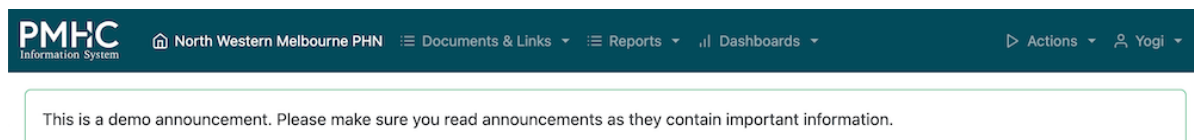
 [Feedback & support](#)

Feedback link

And then click **Send in feedback**

The team regularly reviews the feedback. They may get in touch with you to get more information. Changes may need to take into account the workflow of other organisations. You will be notified of the outcome of the feedback review.

When major changes and updates are implemented, the team may put up an announcement, such as the below example, on the main page to explain the change. Please pay attention to any announcements, as they will always contain important information.



The screenshot shows the top navigation bar of the PMHC Information System. On the left is the PMHC logo. In the center, there are navigation links: North Western Melbourne PHN, Documents & Links, Reports, and Dashboards. On the right, there are user-related links: Actions and a user profile for Yogi. Below the navigation bar is a white announcement box with a green border containing the text: "This is a demo announcement. Please make sure you read announcements as they contain important information."

Example announcement

🕒 January 26, 2026 12:30:49