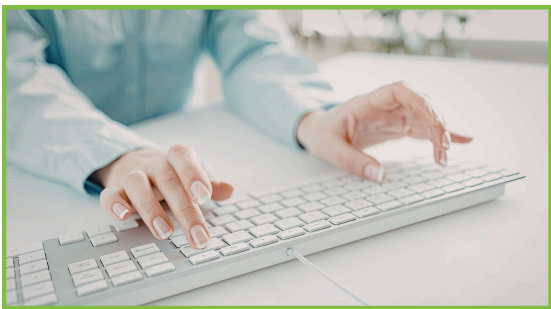




# What's new in mental health performance reporting?

This factsheet summarises the new and updated Primary Mental Health Care indicators and targets that will apply from 1 July 2026 under WAPHA's Performance Management Framework. It is designed to support commissioned providers to understand what has changed and what actions may be required.



## What's new or changed in 2026?

WAPHA's Performance Management Framework has been updated, with Version 2.0 released in April 2026. The Performance Management Framework continues to set out WAPHA's approach to monitoring and managing the performance of Commissioned Service Providers. It provides a structured, transparent, and collaborative model that balances accountability with support, ensuring services deliver value for money, are person-centered, and contribute to healthier communities.

## Refreshed indicators and targets

Several Mental Health indicators have been revised to better reflect how the services that WAPHA commissions are meeting our strategic priorities, with a greater emphasis on data quality, ensuring accurate event dates, correct use of no-show fields, and complete outcomes and Your Experience of Service survey data, and ensuring that individuals at the greatest risk of poor health have access to quality care. The full list of indicators and targets can be found at [Performance Indicators Mental Health](#).

### MH2.2 % Aboriginal Clients

Service-specific targets for this indicator have been reviewed, and some have been updated to better reflect service models and target populations. Contract managers will communicate any changes to service-specific targets and service agreements will reflect these changes.

### MH2.2 % clients had access to this service when they needed it

The definition of this indicator has been updated to measure the time between referral and first attended service contact dates. The target has been updated to **more than 70% of episodes have a wait time of less than 21 days**. Providers should ensure that referral and first contact dates are recorded accurately and monitor wait-times routinely.

## Refreshed indicators and targets (continued)

### MH2.5 % clients where support or care available met their needs - NEW client experience indicator

A new client experience measure has been added to measure whether support or care met the client needs using the Your Experience of Service (YES) survey. The target is **more than 70% of clients reporting 'usually' or 'always'**. Providers should continue to support YES survey participation and use feedback for service improvement.

### MH4.3 % planned service contacts attended by client - NEW cost effectiveness indicator

A new client attendance indicator has been added to measure the percentage of planned service contact where the client attended. This is measured using the PMHC-MDS no-show field. The target is **more than 85% attendance**. Providers should use the no-show field consistently and follow up on missed appointments.

## Indicators that remain unchanged

All other indicators and targets remain unchanged.

## What do commissioned service providers need to do?

Commissioned Service Providers should continue to report their service delivery data into the PMHC-MDS within 31 days of the activity that generated the data, as per their service agreement. For more information about Mental Health reporting, see [Reporting Explained: Mental Health](#) on [WAPHA's Performance Management Framework](#) website.

For any other questions or queries, please discuss these with your contract manager.