



Health Workforce
Queensland

2025 HWNA Survey Findings by PHN Region:

Addendum Report



About Us

Health Workforce Queensland (HWQ) is a not for profit, non-Government Rural Workforce Agency dedicated to improved health outcomes for remote and rural Queenslanders through equitable and effective health workforce solutions.

We work closely with key health stakeholders such as Primary Health Networks, peak bodies, Hospital and Health Services, Aboriginal Community Controlled Health Services, primary care practices and all levels of government to inform health policy and enhance the implementation of workforce solutions.

Our Vision

To ensure an optimal health workforce to enhance the health of Queensland communities.

Our Purpose

To create sustainable health workforce solutions that meet the needs of remote, rural, regional and Aboriginal and Torres Strait Islander communities by providing access to highly skilled health professionals when and where they need them, now and into the future.

Our Values

Integrity

We behave in an ethical and professional manner at all times showing respect and empathy.

Commitment

We enhance health services in remote and rural Queensland communities.

Equity

We provide equitable access to services based on prioritised need.

Sustainable Growth

We enhance our financial sustainability and provide additional services by leveraging our resources and collaborations.

Acknowledgements

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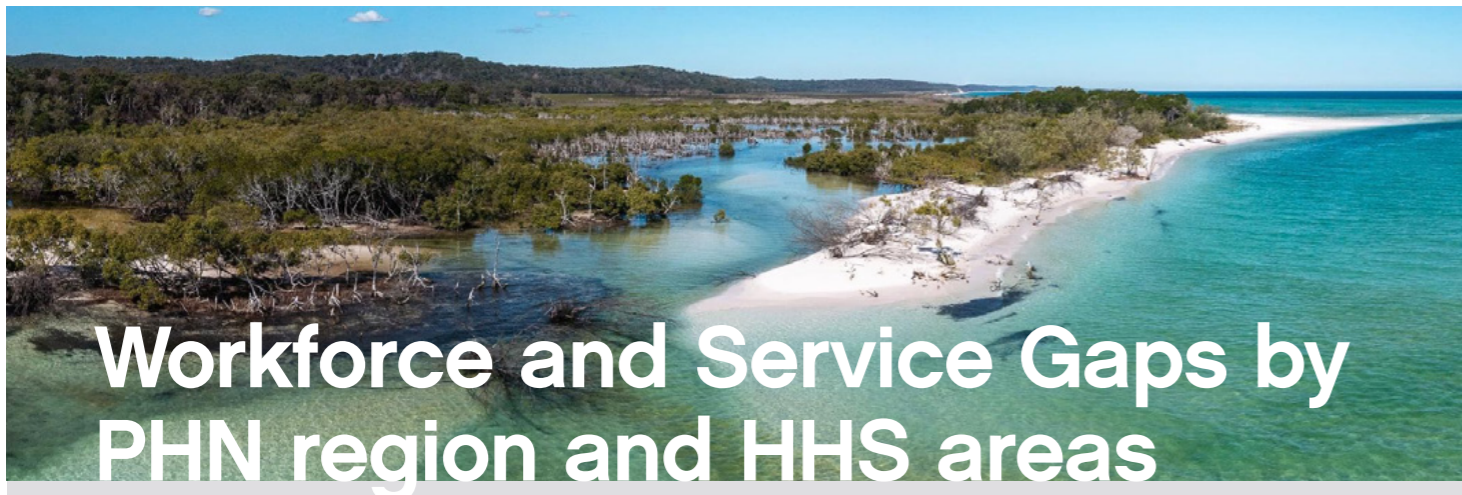
Health Workforce Queensland acknowledges the Traditional Custodians of the land and sea where we live and work, and pay our respects to Elders past, present and future.

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Workforce and Service Gaps by PHN region and HHS areas

This addendum report presents results from the 2025 Health Workforce Needs Assessment (HWNA) survey for workforce and service gaps, as well as themed findings around 'practitioner/manager health and wellbeing' data for each of the four mainly rural Primary Health Network (PHN) regions. Each table has the following components:

1. Results for all participants in remote and rural Queensland based on Modified Monash (MM) 2-7 categorisation (N = 1,013)
2. Results for the subset of participants working in each PHN region
3. Results for each Hospital Health Service (HHS) area within the PHN region
4. Each table has items in the same order, reflecting the highest to lowest mean ratings based on the statewide ranking
5. Colour coding is used to highlight the five highest rating means (ORANGE) and the five lowest rating means (GREEN) for each PHN region and HHS area
6. Important regional differences are noted when GREEN highlight appears in the upper half of a column, and when ORANGE highlight appears towards the middle to bottom of a column. The highest rated factor in each section is in bold.

Survey items were developed to gauge health practitioner and health service manager beliefs about primary care workforce and service gaps in their community(ies). The survey items were phrased as statements (e.g., 'There is a serious gap in the psychology workforce in my community')

and participants were asked to rate their level of agreement. Ratings were from '0 = Strongly disagree' to '100 = Strongly agree'. Higher scores therefore reflect greater agreement that there is a serious workforce gap. A thematic analysis of participant comments was conducted on the full sample in the HWNA report. This report provides a regional breakdown of the thematic analysis and compares findings to the broader state findings.

This report has been developed to support local health service and workforce planning and research activities. If there are specific analyses about individual communities or smaller regions required, further interrogation of the data can occur if there are sufficient numbers to draw meaningful conclusions. To assist your decision making around these requests, the number of participants in each HHS area is presented within the tables. Where the participant number for any HHS area falls below 30, it will be extremely unlikely that meaningful data for an individual community can be provided whilst maintaining the confidentiality agreement with participants. This year's report contains four HHS areas with less than 30 responses, which were West Moreton (n = 19) from the Darling Downs and West Moreton region, Torres and Cape (n = 15) from the Northern Queensland region, and both Central West (n = 7) and North West (n = 25) from the Western Queensland region.

For broader understanding of participant comments and the themes that were identified, please refer to the statewide [2025 Health Workforce Needs Assessment report](#). Requests and feedback can be emailed to data@healthworkforce.com.au

Central Queensland, Wide Bay, Sunshine Coast Region

There were 195 participants (40.5% GPs) within the Central Queensland, Wide Bay, Sunshine Coast (CQWBSC) region who answered items assessing workforce and service gap ratings. There were 88 responses received from the Central Queensland HHS area, 42 responses from the Sunshine Coast HHS area, and 65 responses from the Wide Bay HHS area.

Workforce Gaps for CQWBSC Region

The workforce gap rating results for statewide Queensland, the CQWBSC region, and constituent HHS areas are provided in Table 1.

Table 1: Workforce gap rating means for the Central Queensland, Wide Bay, Sunshine Coast region and HHS areas

Workforce Type	Total QLD MM 2-7 (N = 1,013) M (Rank)	CQWBSC Region (n = 195) M (Rank)	Central Queensland HHS (n = 88) M (Rank)	Sunshine Coast HHS (n = 42) M (Rank)	Wide Bay HHS (n = 65) M (Rank)
Psychology	78.64 (1)	79.96 (1)	82.34 (2)	76.17 (1)	79.34 (1)
Speech Pathology	74.99 (2)	78.92 (2)	84.51 (1)	69.58 (3)	76.89 (2)
Social Work	72.37 (3)	74.45 (3)	77.77 (4)	73.32 (2)	70.82 (4)
General Practitioner	72.04 (4)	69.10 (6)	74.60 (6)	62.62 (5)	65.83 (7)
Occupational Therapy	70.88 (5)	73.77 (4)	80.47 (3)	61.24 (6)	71.64 (3)
Registered Counsellor	70.67 (6)	70.99 (5)	75.17 (5)	63.07 (4)	70.81 (5)
Aboriginal & Torres Strait Islander Health Worker/Practitioner	66.10 (7)	61.35 (11)	65.88 (12)	57.75 (8)	58.21 (14)
Podiatry	65.18 (8)	61.27 (12)	67.68 (11)	53.54 (10)	58.21 (15)
Nursing	65.01 (9)	61.93 (10)	63.39 (13)	57.91 (7)	62.29 (8)
Dental Practitioner	64.29 (10)	62.79 (9)	67.85 (10)	53.06 (11)	62.29 (9)
Midwifery	63.01 (11)	63.55 (8)	70.53 (7)	52.04 (13)	61.13 (10)
Radiography/Sonography	62.94 (12)	64.83 (7)	69.35 (8)	46.46 (17)	69.25 (6)
Diabetes Education	62.53 (13)	59.85 (14)	63.09 (14)	54.72 (9)	58.95 (13)
Dietetics	59.51 (14)	59.92 (13)	68.29 (9)	51.19 (14)	55.17 (16)
Audiology	56.82 (15)	50.58 (18)	52.94 (18)	47.11 (16)	49.52 (17)
Exercise Physiology	56.52 (16)	55.55 (15)	54.42 (16)	52.21 (12)	59.02 (12)
Paramedic	55.60 (17)	53.97 (16)	53.05 (17)	45.13 (18)	59.52 (11)
Physiotherapy	54.60 (18)	51.40 (17)	58.87 (15)	47.44 (15)	44.36 (19)
Optometry	50.58 (19)	42.46 (19)	43.54 (19)	35.76 (19)	45.00 (18)
Pharmacy	37.80 (20)	34.12 (20)	35.04 (20)	31.86 (20)	34.67 (20)

The CQWBSC region's top and bottom five workforce gap rankings were similar to the statewide rankings with some minor order differences. The key exception for the top five was the inclusion of **Registered Counsellor** (ranked 5), which displaced **General Practitioner** (ranked 6). This trend was also observed in Central Queensland and Wide Bay HHS areas. For the Sunshine Coast HHS area, the inclusion of **Registered Counsellors** displaced **Occupational Therapy** (ranked 6) from the top five. **Psychology** was ranked first in both the Sunshine Coast and Wide Bay HHS areas, and second in the Central Queensland HHS area.

Speech Pathology and **Social Work** were consistently ranked in the top five across all HHS areas. **Occupational Therapy** was in the top five in Central Queensland and Wide Bay HHS areas (both ranked 3) but was ranked sixth in the Sunshine Coast HHS area.

Sunshine Coast was the only HHS area to rank **Radiography/Sonography** within the bottom five (ranked 17), and Wide Bay was the only HHS area to include **Dietetics** in the bottom five, highlighting regional differences. **Pharmacy** was unanimously ranked the lowest workforce gap across all geographies.

Workforce Gap Comments

The majority of workforce gap comments for the CQWBSC region ($n = 116$) were about **Workforce** ($n = 55$; with sub-themes of *shortages* [$n = 39$] and *attraction/retention* [$n = 11$]), as well as **Access** ($n = 27$; with a sub-theme of *long wait times* [$n = 15$]), which was in broad agreement with the statewide findings.

Service Gaps for CQWBSC Region

The service gap rating results for statewide Queensland, the CQWBSC region, and constituent HHS areas are provided in Table 2.

Table 2: Service gap rating means for Central Queensland, Wide Bay, Sunshine Coast region and HHS areas

Service Type	Total QLD MM 2-7 (N = 1,013) M (Rank)	CQWBSC Region (n = 166) M (Rank)	Central Queensland HHS (n = 77) M (Rank)	Sunshine Coast HHS (n = 36) M (Rank)	Wide Bay HHS (n = 53) M (Rank)
Mental Health	74.86 (1)	78.64 (1)	83.43 (1)	72.22 (5)	76.06 (3)
Community-based Rehabilitation (physical)	74.41 (2)	78.38 (3)	82.86 (2)	77.90 (1)	72.71 (6)
Alcohol & Other Drugs	73.39 (3)	78.44 (2)	80.97 (3)	70.00 (6)	79.23 (1)
Oral Health	73.27 (4)	75.31 (4)	76.12 (5)	69.96 (7)	77.16 (2)
Aged Care	71.99 (5)	74.10 (6)	75.35 (6)	72.25 (4)	73.50 (5)
Social Support	70.53 (6)	74.63 (5)	76.65 (4)	77.78 (2)	70.26 (8)
Disability	70.25 (7)	71.20 (9)	73.11 (9)	76.73 (3)	65.25 (11)
Palliative Care	69.48 (8)	71.67 (8)	72.63 (10)	64.93 (11)	74.16 (4)
Health Prevention/Promotion	68.96 (9)	69.67 (10)	71.12 (11)	68.73 (9)	68.23 (9)
Child Health	68.14 (10)	71.94 (7)	73.64 (8)	69.04 (8)	71.15 (7)
Maternal Health	64.33 (11)	68.53 (11)	75.19 (7)	65.62 (10)	61.24 (12)
Refugee & Immigrant Health	63.17 (12)	65.55 (12)	67.25 (13)	56.55 (13)	67.77 (10)
Aboriginal & Torres Strait Islander Health	62.28 (13)	62.61 (13)	67.38 (12)	60.54 (12)	57.43 (13)

The CQWBSC region's top and bottom five service gap rankings were similar to the statewide rankings with some minor order differences. The key exception for the top five services was the inclusion of **Social Support** (ranked 5), which displaced **Aged Care** (ranked 6). The Central Queensland HHS area ranked **Mental Health** first, which aligned with the CQWBSC region and statewide rankings. The Sunshine Coast HHS area ranked **Community-based Rehabilitation (physical)** first, whilst the Wide Bay HHS area ranked **Alcohol and Other Drugs** first. **Social Support** was ranked a top five service gap in both the Central Queensland (ranked 4) and Sunshine Coast HHS areas (ranked 2).

The Sunshine Coast HHS area ranked **Disability** third despite being ranked a bottom five service gap in both the Central Queensland and Wide Bay HHS areas. Similarly, the Wide Bay HHS area ranked **Palliative Care** fourth despite being a bottom five service gap in the Central Queensland (ranked 10) and the Sunshine Coast (ranked 11) HHS areas. The Central QLD HHS area ranked **Maternal Health** higher (ranked 7) than the Sunshine Coast and Wide Bay HHS areas (ranked 10 & 12, respectively) which both ranked the service in the bottom five service gaps.

Service Gap Comments

There were few service gap comments from the CQWBSC region ($n = 32$). Most service gap comments were about **Lack of Services** ($n = 10$) and **Staff Shortages/Workload/Wait times** ($n = 5$), which generally aligned with the broader statewide themes.

Darling Downs and West Moreton Region

There was a total of 170 responses (37.7% GPs) from participants in the Darling Downs and West Moreton (DDWM) region who answered items assessing workforce and service gap ratings. There were 146 responses from the Darling Downs HHS area and 24 responses from the West Moreton HHS area.

Workforce Gaps for DDWM Region

The workforce gap rating results for statewide Queensland, the DDWM region, and constituent HHS areas are provided in Table 3.

Table 3: Workforce gap rating means for the Darling Downs and West Moreton region and HHS areas

Workforce Type	Total QLD MM 2-7 (N = 1,013) M (Rank)	DDWM Region (n = 170) M (Rank)	Darling Downs HHS (n = 146) M (Rank)	West Moreton HHS (n = 24) M (Rank)
Psychology	78.64 (1)	81.00 (1)	79.91 (1)	87.38 (1)
Speech Pathology	74.99 (2)	72.42 (3)	70.85 (3)	83.19 (4)
Social Work	72.37 (3)	71.67 (5)	69.34 (5)	85.50 (2)
General Practitioner	72.04 (4)	75.09 (2)	76.43 (2)	66.96 (12)
Occupational Therapy	70.88 (5)	72.09 (4)	70.30 (4)	82.37 (5)
Registered Counsellor	70.67 (6)	70.62 (6)	68.50 (6)	83.24 (3)
Aboriginal & Torres Strait Islander Health Worker/Practitioner	66.10 (7)	66.59 (7)	64.66 (9)	78.47 (6)
Podiatry	65.18 (8)	65.17 (9)	66.25 (7)	58.18 (18)
Nursing	65.01 (9)	65.18 (8)	64.19 (10)	72.31 (7)
Dental Practitioner	64.29 (10)	59.21 (15)	57.07 (17)	71.58 (8)
Midwifery	63.01 (11)	60.75 (13)	59.32 (13)	70.14 (9)
Radiography/Sonography	62.94 (12)	60.81 (12)	60.54 (12)	62.11 (14)
Diabetes Education	62.53 (13)	64.99 (10)	64.68 (8)	67.25 (11)
Dietetics	59.51 (14)	61.90 (11)	61.32 (11)	65.81 (13)
Audiology	56.82 (15)	49.74 (18)	47.60 (19)	61.71 (15)
Exercise Physiology	56.52 (16)	58.95 (16)	58.91 (14)	59.29 (17)
Paramedic	55.60 (17)	59.24 (14)	57.08 (16)	68.81 (10)
Physiotherapy	54.60 (18)	58.49 (17)	58.18 (15)	60.35 (16)
Optometry	50.58 (19)	47.89 (19)	47.87 (18)	48.00 (19)
Pharmacy	37.80 (20)	39.45 (20)	38.63 (20)	44.75 (20)

The DDWM region's top five workforce gap rankings were similar to the statewide rankings with some minor order differences. The DDWM region's bottom five deviated slightly from the statewide rankings by including **Audiology** (ranked 18) and excluding **Paramedic** (ranked 14) from the bottom five.

Despite some minor order differences, the Darling Downs HHS area and West Moreton HHS area top five were almost aligned. However, the West Moreton HHS area excluded **General Practitioner** (ranked 12) from the top five workforce gaps and included **Registered Counsellor** (ranked 3).

Audiology ranked nineteenth in the Darling Downs HHS area, slightly lower than in the broader DDWM region (ranked 18). The Darling Downs HHS area ranked **Dental Practitioner** in the bottom five (ranked 17), and the West Moreton HHS area ranked **Podiatry** as a bottom five workforce gap (ranked 18). The Darling Downs HHS area excluded **Exercise Physiology** (ranked 14) and **Physiotherapy** (ranked 15) from the bottom five.

Workforce Gap Comments

The majority of workforce gap comments from the DDWM region ($n = 121$) were about **Workforce** ($n = 65$; with sub-themes of *shortages* [$n = 47$] and *attraction/retention* [$n = 10$]) and **Access** ($n = 20$; with sub-theme of *long wait times* [$n = 16$]), which was in broad agreement with the statewide findings.

Service Gaps for DDWM Region

The service gap rating results for statewide Queensland, the DDWM region, and constituent HHS areas are provided in Table 4.

Table 4: Service gap rating means for the Darling Downs and West Moreton region and HHS areas

Service Type	Total QLD MM 2-7 (N = 1,013) M (Rank)	DDWM Region (n = 143) M (Rank)	Darling Downs HHS (n = 124) M (Rank)	West Moreton HHS (n = 19) M (Rank)
Mental Health	74.86 (1)	74.21 (1)	72.73 (2)	82.95 (2)
Community-based Rehabilitation (physical)	74.41 (2)	74.17 (2)	73.25 (1)	80.29 (6)
Alcohol & Other Drugs	73.39 (3)	71.10 (3)	69.15 (3)	81.94 (3)
Oral Health	73.27 (4)	69.01 (6)	66.91 (7)	80.47 (5)
Aged Care	71.99 (5)	70.02 (4)	68.90 (4)	78.18 (9)
Social Support	70.53 (6)	68.32 (7)	66.39 (8)	83.55 (1)
Disability	70.25 (7)	67.36 (9)	64.89 (9)	80.11 (7)
Palliative Care	69.48 (8)	64.55 (11)	63.12 (10)	72.76 (12)
Health Prevention/Promotion	68.96 (9)	69.98 (5)	68.42 (5)	80.93 (4)
Child Health	68.14 (10)	68.19 (8)	67.02 (6)	74.00 (11)
Maternal Health	64.33 (11)	64.62 (10)	62.21 (11)	78.19 (8)
Refugee & Immigrant Health	63.17 (12)	63.01 (12)	61.86 (12)	70.14 (13)
Aboriginal & Torres Strait Islander Health	62.28 (13)	58.80 (13)	56.39 (13)	76.20 (10)

Note: West Moreton HHS had a small sample size and results may not be representative

The DDWM region's top five service gap rankings mostly aligned with the statewide rankings, with **Mental Health** ranked first, **Community-based Rehabilitation (physical)** second, and **Alcohol and Other Drugs** third. However, a major deviation was observed in the DDWM region which excluded **Oral Health** from the top five (ranked 6) and instead included **Health Prevention/Promotion** (ranked 5), a bottom five service gap statewide (ranked 9). Further differences in the bottom five rankings were observed, with the DDWM region excluding **Child Health** (ranked 8), instead ranking **Disability** (ranked 9) and **Palliative Care** (ranked 11) as bottom five service gaps.

The Darling Downs HHS area ranked **Community-based Rehabilitation (physical)** first which was slightly higher than the DDWM region and statewide rankings (both ranked 2), and much higher than the West Moreton HHS area where it was ranked sixth. Uniquely, **Social Support** ranked first in the West Moreton HHS area. The Darling Downs HHS area and West Moreton HHS area both ranked **Mental Health** second, and **Alcohol and Other Drugs** third. The West Moreton HHS area ranked **Oral Health** fifth, which aligned more with the statewide rankings (ranked 4) than the Darling Downs HHS area (ranked 7) and DDWM region (ranked 6). The West Moreton HHS area ranked **Health Prevention/Promotion** fourth, one position higher than the Darling Downs HHS area (ranked 5).

Aged Care was a bottom five service gap in the West Moreton HHS area (ranked 9) but a top five service gap in the Darling Downs HHS area (ranked 4).

Service Gap Comments

Few comments were received from participants in the DDWM region ($n = 22$). Most service gap comments were about **Long Wait Times** ($n = 6$), and **Lack of Services** ($n = 5$), which partially aligned with the statewide themes.

Northern Queensland Region

There were 273 participant responses (46.2% GPs) from within the Northern Queensland (NQ) region relevant to workforce and service gap rating items. There were 124 responses received from the Cairns and Hinterland HHS area, 58 responses from the Mackay HHS area, 16 responses from the Torres and Cape HHS area, and 75 responses from the Townsville HHS area.

Workforce Gaps for NQ Region

The workforce gap rating results for statewide Queensland, the NQ region, and constituent HHS areas are provided in Table 5.

Table 5: Workforce gap rating means for the Northern Queensland region and HHS areas

Workforce Type	Total QLD MM 2-7 (N = 1,013) M (Rank)	NQ Region (n = 273) M (Rank)	Cairns & Hinterland HHS (n = 124) M (Rank)	Mackay HHS (n = 58) M (Rank)	Torres & Cape HHS (n = 16) M (Rank)	Townsville HHS (n = 75) M (Rank)
Psychology	78.64 (1)	78.07 (1)	76.04 (4)	81.83 (1)	80.38 (4)	77.97 (1)
Speech Pathology	74.99 (2)	75.56 (2)	80.27 (1)	73.67 (4)	76.54 (7)	68.87 (8)
Social Work	72.37 (3)	73.08 (4)	73.60 (7)	70.44 (7)	73.75 (11)	74.12 (4)
General Practitioner	72.04 (4)	74.77 (3)	76.15 (3)	76.57 (2)	76.25 (8)	70.76 (5)
Occupational Therapy	70.88 (5)	70.97 (7)	76.60 (2)	69.63 (9)	74.29 (10)	61.39 (14)
Registered Counsellor	70.67 (6)	72.39 (5)	70.52 (8)	74.11 (3)	66.36 (14)	75.81 (2)
Aboriginal & Torres Strait Islander Health Worker/ Practitioner	66.10 (7)	70.83 (8)	75.81 (5)	65.33 (11)	67.19 (12)	67.95 (9)
Podiatry	65.18 (8)	70.04 (9)	66.92 (10)	69.83 (8)	75.00 (9)	74.46 (3)
Nursing	65.01 (9)	71.21 (6)	73.83 (6)	71.90 (5)	47.73 (18)	70.26 (6)
Dental Practitioner	64.29 (10)	66.81 (10)	65.68 (12)	61.17 (12)	82.67 (1)	69.05 (7)
Midwifery	63.01 (11)	65.74 (12)	68.90 (9)	60.74 (13)	58.18 (16)	66.38 (11)
Radiography/Sonography	62.94 (12)	60.70 (15)	66.13 (11)	50.73 (19)	37.27 (20)	64.13 (13)
Diabetes Education	62.53 (13)	66.39 (11)	61.52 (13)	71.59 (6)	78.92 (6)	67.75 (10)
Dietetics	59.51 (14)	60.89 (14)	58.63 (15)	67.78 (10)	65.77 (15)	57.35 (15)
Audiology	56.82 (15)	60.92 (13)	57.35 (17)	58.05 (14)	80.00 (5)	65.83 (12)
Exercise Physiology	56.52 (16)	56.15 (17)	58.98 (14)	53.81 (18)	80.45 (3)	49.38 (18)
Paramedic	55.60 (17)	56.48 (16)	58.57 (16)	56.50 (16)	57.86 (17)	51.89 (17)
Physiotherapy	54.60 (18)	54.87 (18)	55.10 (18)	54.13 (17)	66.92 (13)	52.30 (16)
Optometry	50.58 (19)	53.84 (19)	52.39 (19)	56.83 (15)	80.83 (2)	46.26 (19)
Pharmacy	37.80 (20)	37.80 (20)	39.98 (20)	40.02 (20)	46.27 (19)	30.00 (20)

Note: Torres and Cape HHS had a small sample size and results may not be representative

The NQ region's top and bottom five workforce gap rankings were similar to the statewide rankings with some minor order differences. The exception in the top five was the inclusion of **Registered Counsellor** (ranked 5), with **Occupational Therapy** dropping to seventh. **Psychology** was ranked first in the NQ region which mirrored the statewide rankings.

The Torres and Cape's workforce rankings deviated notably from all other HHS areas. For example, **Dental Practitioner** was uniquely ranked first, while **Optometry** (ranked 2), **Exercise Physiology** (ranked 3), and **Audiology** (ranked 5) were ranked in the top five, despite being bottom five workforce gaps in the NQ region and/or other HHS areas. Across the four HHS areas, **Psychology** was a top five workforce gap, ranked first in

the Mackay HHS area and Townsville HHS area. **Speech Pathology** was ranked first in the Cairns and Hinterland HHS area, and fourth in the Mackay HHS area, in contrast to the Torres and Cape and Townsville HHS areas (ranked 7 & 8, respectively). The Townsville HHS area was the only HHS area to include **Social Work** in the top five (ranked 4). Cairns and Hinterland was the only HHS area to include **Occupational Therapy** in the top five (ranked 2). Both the Townsville and Mackay HHS areas ranked **Registered Counsellor** in the top five (ranked 2 and 3, respectively) which differed from Cairns and Hinterland (ranked 8) and the Torres and Cape HHS areas (ranked 14). **Aboriginal and Torres Strait Islander Health Worker/Practitioner** ranked fifth in the Cairns and Hinterland HHS area.

Radiography/Sonography was a bottom five workforce gap in both the Mackay (ranked 19) and Torres and Cape (ranked 20) HHS areas. **Nursing** was ranked fifth in the Mackay HHS area but eighteenth in the Torres and Cape HHS area. Also, **Midwifery** was uniquely a bottom five workforce gap (ranked 16) in the Torres and Cape HHS area. However, the small sample size should be acknowledged when interpreting results.

Workforce Gap Comments

The majority of workforce gap comments from the NQ region ($n = 190$) were about **Workforce** ($n = 101$; with sub-themes *shortages* [$n = 72$] and *attraction/retention* [$n = 18$]) and **Access** ($n = 45$; with sub-theme *long wait times* [$n = 26$]) which is representative of the broader state results.

Service Gaps for NQ Region

The service gap rating results for statewide Queensland, the NQ region, and constituent HHS areas are provided in Table 6.

Table 6: Service gap rating means for the Northern Queensland region and HHS areas

Service Type	Total QLD MM 2-7 (N = 1,013) M (Rank)	NQ Region (n = 239) M (Rank)	Cairns & Hinterland HHS (n = 111) M (Rank)	Mackay HHS (n = 49) M (Rank)	Torres & Cape HHS (n = 15) M (Rank)	Townsville HHS (n = 64) M (Rank)
Mental Health	74.86 (1)	74.58 (3)	74.07 (6)	76.78 (3)	68.85 (10)	75.03 (2)
Community-based Rehabilitation (physical)	74.41 (2)	74.72 (1)	78.36 (1)	77.43 (2)	81.46 (5)	65.43 (8)
Alcohol & Other Drugs	73.39 (3)	73.50 (5)	73.80 (7)	75.11 (4)	67.36 (13)	73.17 (3)
Oral Health	73.27 (4)	74.59 (2)	74.98 (5)	69.32 (9)	85.13 (1)	75.17 (1)
Aged Care	71.99 (5)	74.53 (4)	75.64 (3)	78.16 (1)	82.17 (4)	68.37 (7)
Social Support	70.53 (6)	72.17 (8)	75.01 (4)	73.73 (6)	85.08 (2)	63.35 (11)
Disability	70.25 (7)	72.19 (7)	71.68 (8)	74.00 (5)	79.86 (7)	69.98 (5)
Palliative Care	69.48 (8)	72.61 (6)	76.42 (2)	66.68 (10)	84.36 (3)	68.91 (6)
Health Prevention/Promotion	68.96 (9)	70.56 (9)	71.66 (9)	71.70 (8)	80.21 (6)	65.41 (9)
Child Health	68.14 (10)	68.93 (10)	70.09 (10)	64.80 (11)	68.08 (11)	70.18 (4)
Maternal Health	64.33 (11)	65.12 (12)	68.03 (12)	63.41 (13)	73.33 (8)	59.51 (12)
Refugee & Immigrant Health	63.17 (12)	63.73 (13)	68.63 (11)	64.08 (12)	72.38 (9)	52.93 (13)
Aboriginal & Torres Strait Islander Health Worker/ Practitioner	62.28 (13)	66.42 (11)	65.16 (13)	72.02 (7)	67.57 (12)	63.57 (10)

Note: Torres and Cape HHS had a small sample size and results may not be representative

The NQ region's top and bottom five service gap rankings were similar to the statewide rankings with some minor order differences. The main difference observed was that **Community-based Rehabilitation (physical)** was ranked first in the NQ region, whereas **Mental Health** was ranked first in the statewide rankings.

Substantial differences were observed among the HHS areas with no one service gap receiving a top five ranking in all HHS areas. Like the NQ region findings, **Community-based Rehabilitation (physical)** was ranked first in the Cairns and Hinterland HHS area and was a top five service gap across every HHS area except

Townsville (ranked 8). **Aged Care** was ranked seventh in Townsville, which was the only HHS area to not include the service in the top five service gaps. Both the Torres and Cape and Townsville HHS areas ranked **Oral Health** first, aligning more with the Cairns and Hinterland HHS area, who ranked the service fifth, as opposed to Mackay HHS area, where the service was in the bottom five service gaps (ranked 9). The Townsville and Mackay HHS areas ranked **Mental Health** second and third respectively, in contrast to the Torres and Cape HHS area ranking of tenth. Notably, Torres and Cape was the only HHS area with not one, but six service gap means above 80 points, substantially higher than the other HHS areas.

Alcohol and Other Drugs ranked seventh in the Cairns and Hinterland HHS area and thirteenth in the Torres and Cape HHS area which differed from the Townsville (ranked 3) and Mackay (ranked 4) HHS areas. **Palliative care** was ranked second in the Cairns and Hinterland HHS area and third in the Torres and Cape HHS area, in contrast to being a bottom five service gap in the Mackay HHS area (ranked 10). **Child Health** was ranked fourth in the Townsville HHS area despite being a bottom five service gap across all other HHS areas. **Disability** was ranked fifth in both the Mackay and Townsville HHS areas. **Social Support** was in the top five in both the Torres and Cape HHS area (ranked 2) and the Cairns and Hinterland HHS area (ranked 4), but a bottom five service gap in the Townsville HHS area (ranked 11).

Service Gap Comments

Most service gap comments from the NQ region ($n = 43$) were about **Lack of Services** ($n = 13$) and **Long Wait Times** ($n = 9$), which is congruent with the statewide themes.



Western Queensland Region

There was a total of 82 participants (30.5% GPs) from the Western Queensland (WQ) region who answered items relevant to workforce and service gap items. There were seven responses from the Central West HHS area, 27 responses from the North West HHS area, and 48 responses from the South West HHS area. Due to the small sample size, the results from the Central West HHS may not be representative of the whole region.

Workforce Gaps for WQ Region

The workforce gap rating results for statewide Queensland, the WQ region, and constituent HHS areas are provided in Table 7.

Table 7: Workforce gap rating means for the Western Queensland region and HHS areas

Workforce Type	Total QLD MM 2-7 (N = 1,013) M (Rank)	WQ Region (n = 82) M (Rank)	Central West HHS (n = 7) M (Rank)	North West HHS (n = 27) M (Rank)	South West HHS (n = 48) M (Rank)
Psychology	78.64 (1)	74.26 (3)	61.50 (8)	87.00 (2)	70.93 (3)
Speech Pathology	74.99 (2)	71.34 (5)	62.14 (7)	86.90 (3)	65.73 (7)
Social Work	72.37 (3)	68.14 (7)	70.00 (4)	81.89 (4)	61.88 (8)
General Practitioner	72.04 (4)	70.10 (6)	31.00 (19)	87.07 (1)	66.25 (6)
Occupational Therapy	70.88 (5)	62.55 (11)	52.17 (14)	78.16 (6)	57.23 (12)
Registered Counsellor	70.67 (6)	66.89 (9)	58.14 (11)	69.60 (15)	67.36 (5)
Aboriginal & Torres Strait Islander Health Worker/Practitioner	66.10 (7)	61.86 (12)	46.40 (17)	70.52 (14)	59.22 (11)
Podiatry	65.18 (8)	67.57 (8)	61.33 (9)	81.00 (5)	61.27 (9)
Nursing	65.01 (9)	60.55 (13)	48.20 (16)	72.00 (13)	55.11 (14)
Dental Practitioner	64.29 (10)	75.19 (2)	75.00 (3)	78.00 (8)	73.91 (2)
Midwifery	63.01 (11)	60.25 (14)	59.00 (10)	72.19 (12)	55.42 (13)
Radiography/Sonography	62.94 (12)	76.69 (1)	65.00 (5)	78.11 (7)	77.23 (1)
Diabetes Education	62.53 (13)	54.12 (18)	49.00 (15)	65.14 (17)	49.21 (19)
Dietetics	59.51 (14)	54.34 (17)	55.00 (12)	63.24 (18)	49.68 (18)
Audiology	56.82 (15)	73.58 (4)	91.43 (1)	77.81 (9)	68.88 (4)
Exercise Physiology	56.52 (16)	58.51 (16)	53.50 (13)	72.65 (11)	52.63 (15)
Paramedic	55.60 (17)	52.24 (19)	38.75 (18)	62.00 (19)	50.03 (17)
Physiotherapy	54.60 (18)	60.23 (15)	62.57 (6)	74.82 (10)	52.19 (16)
Optometry	50.58 (19)	64.62 (10)	79.71 (2)	67.95 (16)	60.23 (10)
Pharmacy	37.80 (20)	48.29 (20)	25.00 (20)	55.19 (20)	48.15 (20)

Note: Central West HHS had a small sample size and results may not be representative

The WQ region's top and bottom five workforce gap rankings exhibited some major differences to the statewide rankings. Only two of the top five workforces showed some alignment. These were **Psychology**, which was ranked first statewide and third in the WQ region, and **Speech Pathology**, which ranked second statewide and fifth in the WQ region. In the WQ region, **Radiography/Sonography** (ranked 1), **Dental Practitioner** (ranked 2), and **Audiology** (ranked 4) were top five workforces deviating from the top five statewide rankings. In the WQ region, **Dietetics** (ranked 17) and **Diabetes Education** (ranked 18) were bottom five workforce gaps which deviated from the statewide findings.

The North West HHS area had the greatest alignment with top five statewide workforce rankings, despite including **Podiatry** (ranked 5) into the top five and some minor order differences. **Radiography/Sonography**

was ranked first in the South West HHS area and fifth in the Central West HHS area. **Audiology** was ranked first in the Central West HHS area and fourth in the South West HHS. Similarly, **Dental Practitioner** ranked second in the South West HHS area and third in the Central West HHS area. Central West ranked **Optometry** second, in contrast to the neighbouring North West HHS area which ranked the workforce in the bottom five (ranked 16). **Registered Counsellor** (ranked 5) was uniquely a top five workforce gap in the South West HHS area.

The bottom five for both the North West and South West HHS areas included **Dietetics** (ranked 17 and 19, respectively) and **Diabetes Education** (both ranked 18), aligning with the WQ region but deviating from the statewide rankings.

Workforce Gap Comments

The majority of workforce gap comments from the WQ region (n = 60) were about **Workforce** (n = 35; with sub-themes *shortages* [n = 21] and *attraction/retention* [n = 8]) and **Access** (n = 12; with sub-theme *inconsistent access* [n = 4]) which is representative of the statewide findings.

Service Gaps for WQ Region

The service gap rating results for statewide Queensland, the WQ region, and constituent HHS areas are provided in Table 8.

Table 8: Service gap rating means for the Western Queensland region and HHS areas

Service Type	Total QLD MM 2-7 (N = 1,013) M (Rank)	WQ Region (n = 76) M (Rank)	Central West HHS (n = 8) M (Rank)	North West HHS (n = 25) M (Rank)	South West HHS (n = 43) M (Rank)
Mental Health	74.86 (1)	72.68 (2)	58.50 (6)	81.80 (1)	69.83 (2)
Community-based Rehabilitation (physical)	74.41 (2)	70.51 (3)	66.25 (4)	74.50 (6)	69.10 (3)
Alcohol & Other Drugs	73.39 (3)	65.08 (7)	57.33 (7)	65.70 (13)	65.97 (4)
Oral Health	73.27 (4)	73.42 (1)	47.83 (9)	81.16 (2)	73.57 (1)
Aged Care	71.99 (5)	65.56 (6)	45.80 (10)	79.00 (4)	61.60 (6)
Social Support	70.53 (6)	63.92 (9)	79.40 (1)	72.82 (7)	57.89 (10)
Disability	70.25 (7)	67.79 (4)	75.17 (3)	80.05 (3)	60.05 (7)
Palliative Care	69.48 (8)	67.02 (5)	79.00 (2)	72.56 (8)	63.98 (5)
Health Prevention/Promotion	68.96 (9)	64.94 (8)	60.14 (5)	78.67 (5)	58.24 (9)
Child Health	68.14 (10)	61.84 (10)	53.00 (8)	71.63 (10)	58.34 (8)
Maternal Health	64.33 (11)	57.32 (13)	43.20 (12)	68.81 (12)	54.17 (12)
Refugee & Immigrant Health	63.17 (12)	57.54 (12)	34.25 (13)	69.00 (11)	54.83 (11)
Aboriginal & Torres Strait Islander Health	62.28 (13)	57.54 (11)	45.80 (11)	72.48 (9)	49.85 (13)

Note: Central West HHS had a very small sample size and results may not be representative

The WQ region's top and bottom five service gap rankings were similar to the statewide rankings. The exceptions were the inclusion of **Disability** (ranked 4) and **Palliative Care** (ranked 5) into the top five, displacing **Aged Care** (ranked 6) and **Alcohol and Other Drugs** (ranked 7). **Oral Health** was ranked first in the WQ region, slightly higher than the statewide rankings where the service gap was ranked fourth. The WQ region included **Social Support** in the bottom five (ranked 9), displacing **Health Prevention/Promotion** (ranked 8) and deviating from the statewide rankings.

Mental Health was ranked first in the North West HHS area and second in the South West HHS area. Similarly, **Community-based Rehabilitation (physical)** was a top five service gap in both the South West (ranked 3) and Central West HHS areas (ranked 4). The South West HHS area ranked **Alcohol and Other Drugs** fourth, much higher than the North West HHS area (ranked 13), where it was the lowest ranked service gap. **Oral Health** was ranked first in the South West HHS area and second in the North West HHS area, which differed from the Central West HHS area, with the service ranking in the bottom five service gaps (ranked 9).

Aged Care was ranked fourth in the North West HHS area, slightly higher than the statewide rankings (ranked 5) but six positions higher than the Central West HHS area (ranked 10). **Social Support** was ranked first in the Central West HHS area in contrast to being a bottom five service gap in the South West HHS area (ranked 10). **Disability** was ranked seventh in the South West HHS area and exhibited a mean 20 points lower than the North West HHS area (ranked 3) and was 15 points lower than the Central West HHS area (ranked 3). **Health Prevention/Promotion** ranked fifth in both the Central West and North West HHS areas, despite being a bottom five service gap in South West HHS area (ranked 9).

Maternal Health, Refugee and Immigrant Health, and Aboriginal and Torres Strait Islander Health services were consistently ranked in the bottom five service gaps across all HHS areas, which aligned with the WQ region and statewide rankings.

Service Gap Comments

There were few service gap comments received from the WQ region ($n = 11$). However, comments mentioned **Lack of Services** ($n = 5$), as well as specific references to issues with **Mental Health** and **Alcohol and Other Drugs** services ($n = 5$).

Practitioner/Manager Health and Wellbeing by PHN Regions

The Issue in Focus for this year was the health and wellbeing of the remote and rural health workforce. Findings in the HWNAs over the last five to six years have highlighted that mental health and access to mental health professionals have consistently been to the fore amongst the highest rated workforce gaps and primary care service gaps identified as impacting care in remote and rural communities.

This year it was decided to focus on how practitioners and managers viewed their own mental health, how supportive their organisation was, and whether they perceived their personal health and wellbeing to have changed over the last two years. Another goal was to identify what the barriers were to accessing mental health support and what would promote better access to mental health support for practitioners, managers and their families.

Health and wellbeing of health practitioners/managers is a concern for remote, rural and regional communities in Queensland. Practitioners/managers that have a good sense of wellbeing will be more likely to remain in the community. It has been proposed, by Swarbrick (1997), that "Wellbeing" encompasses **eight** mutually interdependent dimensions.

Swarbrick's wellbeing dimensions are:

1. **Physical** (Physical activity, sleep and nutrition)
2. **Intellectual** (Creative abilities, expanding knowledge and skills)
3. **Emotional** (Coping effectively with life, creating satisfying relationships)
4. **Social** (Connections, dependable support systems)
5. **Spiritual/Cultural*** (Sense of purpose, meaning in life)*
6. **Occupational** (Satisfaction and enrichment from work)
7. **Financial** (Satisfaction with current/future financial situations)
8. **Environmental** (Pleasant environments that support wellbeing)

Given the importance of cultural wellbeing for many Aboriginal and Torres Strait Islander people and others, we have added the word '**Cultural***' to the Spiritual dimension.

Each table presented has similar components to the workforce and service gap sections presented in the HWNA Report:

1. Results for all participants in remote and rural Queensland based on MM 2-7 categorisation ($N = 1,013$)
2. Results for the subset of participants working in the relevant PHN region
3. Each table has items in the same order, reflecting the highest to lowest mean ratings for all remote and rural participants
4. Colour coding is used to highlight the three highest rating means (**GREEN**; two highest in Table 12) and the three lowest rating means (**ORANGE**; two lowest in Table 12) for each PHN. Important regional differences are highlighted when **GREEN** highlight appears towards the middle to bottom of a column, and when **ORANGE** highlight appears in the upper half of a column. The highest rated factor in each section is in bold.

Practitioner/Manager Current Health and Wellbeing

To assess practitioner/manager current health and wellbeing, participants were asked to 'rate **how well** they are currently along each of the eight dimensions of wellbeing' ('0 = Not at all well', to '100 = Extremely well').

There were 877 (40.6% GPs) participants within MM 2-7 statewide Queensland who answered the relevant health and wellbeing items. There were 228 responses received from CQWBSC (45.2% GPs), 194 from DDWM (35.6% GPs), 306 from NQ (46.7% GPs), and 96 from the WQ region (27.1% GPs). Results for statewide Queensland and each of the four mainly rural PHN regions are provided in Table 9.

Table 9: Mean ratings for current personal health and wellbeing across the eight dimensions of health and wellbeing by PHN region

Wellbeing Dimension	Total QLD MM 2-7 (N = 877) M (Rank)	CQWBSC Region (n = 228) M (Rank)	DDWM Region (n = 194) M (Rank)	NQ Region (n = 306) M (Rank)	WQ Region (n = 96) M (Rank)
Intellectual	74.86 (1)	76.43 (1)	72.26 (2)	75.35 (1)	73.66 (1)
Environmental	73.43 (2)	73.24 (3)	72.92 (1)	75.03 (2)	70.76 (3)
Spiritual/Cultural	72.99 (3)	74.70 (2)	70.12 (4)	74.51 (3)	70.87 (2)
Occupational	70.91 (4)	72.32 (4)	71.27 (3)	69.54 (5)	70.56 (4)
Emotional	70.19 (5)	72.31 (5)	69.28 (5)	70.65 (4)	65.42 (7)
Social	68.91 (6)	69.51 (6)	68.03 (6)	69.03 (7)	68.94 (5)
Physical	68.01 (7)	69.37 (7)	66.06 (7)	69.21 (6)	64.05 (8)
Financial	64.86 (8)	64.53 (8)	63.88 (8)	65.20 (8)	66.46 (6)

Intellectual wellbeing was ranked first in all regions, except for the DDWM region (ranked 2), and aligned with the statewide rankings. The top three rankings from the NQ region aligned perfectly with the statewide rankings which included **Environmental** (ranked 2) and **Spiritual/Cultural** wellbeing (ranked 3). Rankings from the CQWBSC and WQ regions were aligned, with both placing **Spiritual/Cultural** wellbeing second and **Environmental** wellbeing third. The DDWM region was unique with **Occupational** wellbeing (ranked 3) included in the top three, displacing **Spiritual/Cultural** wellbeing (ranked 4).

The CQWBSC and DDWM regions both ranked **Social** (ranked 6), **Physical** (ranked 7), and **Financial** (ranked 8) wellbeing in the bottom three, which aligned perfectly with the statewide rankings. The NQ region results were consistent with these rankings, with a minor order difference swapping the rank of **Physical** (ranked 6) and **Social** (ranked 7). The WQ region deviated from the other regions through the inclusion of **Emotional** wellbeing (ranked 7), which displaced the **Social** dimension (ranked 5) out of the bottom three.

Practitioner/Manager Perceived Workplace Support

Participants were asked to 'rate **how well** they believed their current **workplace supports** them' along each of the health and wellbeing dimensions ('0 = Not at all well', '100 = Extremely well').

There were 811 participants (40.2% GPs) within MM 2-7 statewide Queensland who answered the relevant health and wellbeing items. There were 210 responses received from CQWBSC (43.8% GPs), 177 from DDWM (35.2% GPs), 287 from NQ (46.7% GPs), and 89 from the WQ region (27.0% GPs). Results for statewide Queensland and each of the four mainly rural PHN regions are provided in Table 10.

Table 10: Mean ratings for perceived support by practitioner/manager workplace across health and wellbeing dimensions by PHN region

Wellbeing Dimension	Total QLD MM 2-7 (N = 811) M (Rank)	CQWBSC Region (n = 210) M (Rank)	DDWM Region (n = 177) M (Rank)	NQ Region (n = 287) M (Rank)	WQ Region (n = 89) M (Rank)
Intellectual	73.51 (1)	75.71 (1)	72.23 (1)	73.68 (1)	71.76 (1)
Occupational	71.64 (2)	74.70 (2)	71.09 (2)	70.40 (4)	71.40 (2)
Environmental	70.85 (3)	73.08 (3)	69.85 (3)	71.48 (2)	67.21 (5)
Social	70.21 (4)	72.17 (5)	68.56 (4)	70.48 (3)	70.31 (3)
Emotional	68.37 (5)	72.08 (6)	66.92 (6)	68.51 (5)	63.84 (6)
Financial	68.27 (6)	69.62 (8)	67.81 (5)	67.77 (6)	69.47 (4)
Physical	67.27 (7)	72.79 (4)	66.82 (7)	65.89 (8)	61.40 (8)
Spiritual/Cultural	66.47 (8)	71.60 (7)	62.16 (8)	66.72 (7)	63.21 (7)

Intellectual wellbeing was ranked first in all four regions which aligned with the statewide rankings. The top three rankings in the CQWBSC region and DDWM region aligned perfectly with the statewide rankings which placed **Occupational** wellbeing second and **Environmental** wellbeing third. The **Social** dimension was ranked third in both the NQ and WQ regions.

Spiritual/Cultural wellbeing was the only dimension to be consistently rated in the bottom three across all regions and the statewide rankings. **Emotional** wellbeing ranked sixth in the DDWM, WQ, and CQWBSC regions which deviated from the statewide rankings. Its inclusion in the bottom three displaced **Financial** wellbeing in the DDWM (ranked 5) and WQ regions (ranked 4), and **Physical** wellbeing (ranked 4) in the CQWBSC region. **Financial** wellbeing was a bottom three dimension in the NQ region (ranked 6) and the CQWBSC region (ranked 8), which partially aligned with the statewide rankings where it was ranked sixth. **Physical** wellbeing was ranked seventh in the DDWM region, and last in both the NQ and WQ regions.

Practitioner/Manager Health and Wellbeing Compared to Two Years Ago

Participants were asked to rate each dimension for 'whether it is **better or worse** than it was two years ago' ('0 = **Much worse** than 2 years ago', '50 = **Neither**', '100 = **Much better** than 2 years ago'). Therefore, a score below 50 indicates a perceived worsening compared to two years ago, while a score above 50 suggests an improvement over the same period.

There were 726 participants (41.8% GPs) within MM 2-7 Queensland who answered the relevant health and wellbeing items. There were 187 responses received from CQWBSC (46.0% GPs), 161 from DDWM (37.3% GPs), 265 from NQ (48.3% GPs), and 85 from the WQ region (24.7% GPs). Results for statewide Queensland and each of the four mainly rural PHN regions are provided in Table 11.

Table 11: Mean ratings of health and wellbeing dimensions compared to two years ago by PHN region

Wellbeing Dimension	Total QLD MM 2-7 (N = 726) M (Rank)	CQWBSC Region (n = 187) M (Rank)	DDWM Region (n = 161) M (Rank)	NQ Region (n = 265) M (Rank)	WQ Region (n = 85) M (Rank)
Intellectual	66.94 (1)	69.83 (2)	66.12 (1)	65.97 (1)	65.20 (3)
Environmental	66.41 (2)	70.20 (1)	65.08 (3)	65.68 (2)	63.25 (4)
Occupational	65.84 (3)	68.13 (3)	65.99 (2)	64.00 (3)	66.82 (2)
Financial	64.28 (4)	64.77 (6)	64.99 (4)	62.75 (5)	67.22 (1)
Emotional	63.69 (5)	67.05 (4)	61.45 (5)	63.74 (4)	61.27 (5)
Spiritual/Cultural	62.98 (6)	66.54 (5)	60.28 (7)	62.55 (6)	61.18 (6)
Social	60.85 (7)	63.32 (7)	60.36 (6)	59.42 (8)	58.83 (7)
Physical	60.63 (8)	62.26 (8)	59.59 (8)	61.36 (7)	58.23 (8)

The top three rankings in the CQWBSC, DDWM, and NQ regions aligned with the statewide rankings with some minor order differences. **Intellectual** wellbeing was ranked first in the DDWM and NQ regions whilst the CQWBSC region ranked **Environmental** wellbeing first. The WQ region uniquely ranked **Financial** wellbeing first, which displaced **Environmental** wellbeing (ranked 4) out of the top three.

The bottom three rankings were consistent across the DDWM, NQ, and WQ regions which aligned with the statewide rankings with some minor order differences. The CQWBSC region uniquely ranked **Financial** wellbeing (ranked 6) in the bottom three which displaced **Spiritual/Cultural** wellbeing (ranked 5).

Practitioner/Manager Preferred Mental Health Service Delivery Options

Participants were asked 'If you and/or a family member were to require access to services to support mental health and wellbeing, rate how likely you would be to use each of the following options' (from '0 = Not at all likely' to '100 = Extremely likely'). The response options were:

- Local face-to-face services
- Local online or virtual services
- Regional face-to-face services not in my community
- Regional online or virtual services not in my community
- Metropolitan face-to-face services
- Metropolitan online/virtual services

There were 810 (40.1% GPs) participants within MM 2-7 Queensland who answered the relevant health and wellbeing items. There were 210 responses received from CQWBSC (41.9% GPs), 185 from DDWM (34.6% GPs), 275 from NQ (47.6% GPs), and 92 from the WQ region (26.1% GPs). Results for statewide Queensland and each of the four mainly rural PHN regions are provided in Table 12.

Table 12: Mean ratings for preferred mental health service delivery options by PHN region

Mental health delivery options	Total QLD MM 2-7 (N = 810) M (Rank)	CQWBSC Region (n = 210) M (Rank)	DDWM Region (n = 185) M (Rank)	NQ Region (n = 275) M (Rank)	WQ Region (n = 92) M (Rank)
Local Face-To-Face Services	63.95 (1)	68.24 (1)	61.58 (1)	67.08 (1)	45.12 (5)
Metropolitan Online/Virtual Services	58.84 (2)	62.87 (2)	56.15 (2)	54.91 (4)	64.42 (1)
Regional Online or Virtual Services Not in My Community	56.28 (3)	60.99 (3)	48.66 (6)	56.78 (2)	60.44 (2)
Local Online or Virtual Services	55.25 (4)	60.63 (4)	49.47 (5)	56.41 (3)	49.87 (3)
Regional Face-To-Face Services Not in My Community	52.06 (5)	55.61 (5)	51.68 (3)	53.38 (5)	42.11 (6)
Metropolitan Face-To-Face Services	50.01 (6)	51.20 (6)	50.71 (4)	45.42 (6)	48.09 (4)

The top two rankings for mental health service delivery options in the CQWBSC and DDWM region aligned perfectly with the statewide rankings, placing **Local Face-To-Face Services** as the preferred option, with **Metropolitan Online/Virtual Services** second. **Local Face-To-Face Services** was also ranked first in the NQ region, however **Regional Online/Virtual Services** was ranked second, displacing **Metropolitan Online/Virtual Services** (ranked 4). **Metropolitan Online/Virtual Services** was ranked first in the WQ region and **Regional Online/Virtual Services** was ranked second.

The CQWBSC and NQ regions least preferred mental health service delivery options aligned perfectly with the statewide rankings. The DDWM region uniquely ranked **Local Online/Virtual Services** (ranked 5) and **Regional Online/Virtual Services** (ranked 6) as the least preferred mental health service delivery options. In contrast, **Regional Online/Virtual Services** was ranked second in both the NQ and WQ regions. Interestingly, the WQ region ranked **Local Face-To-Face Services** second last in contrast with the otherwise unanimous first rankings in the other regions.

Although there were some order differences observed across the regions, an interesting trend emerged which suggested that after **Local Face-To-Face Services**, any online service was preferred over **Regional** and **Metropolitan Face-To-Face Services**. Exceptions were observed in the WQ region which ranked **Metropolitan Online/Virtual Services** first and preferred any online delivery option (ranked 1, 2, & 3) over any face-to-face option (ranked 4, 5, & 6), and in the DDWM region, which preferred **Regional** and **Metropolitan Face-To-Face Services** delivery (ranked 3 & 4) over **Local** and **Regional Online/Virtual Services** delivery methods (ranked 5 & 6).

Mental Health Barrier Comments

Participants were asked to outline what would make/has made it difficult to access health and mental health services for them and/or their family in their community.

Comments were received from 637 participants (37.99% GPs). A thematic analysis was undertaken which identified three main themes:

- Workforce Shortages (n = 341)
- Privacy/Confidentiality Concerns (n = 154)
- Cost (n = 73)

There was a consensus among the CQWBSC, DDWM, NQ, and WQ regions which all reported the same main theme order as the statewide findings which are reported in the full [2025 Health Workforce Needs Assessment report](#).

Improve Mental Health Comments

Participants could comment on what they believed to be the most important factor(s) that would improve mental health and wellbeing among health practitioners in their community.

Comments were received from 632 participants (38.77% GPs) about how mental health could be improved for them and their family members. A thematic analysis was undertaken which identified four main themes:

- Increase Staffing (n = 241)
- Management and Policies (n = 191)
- Networking and Collaboration (n = 108)
- Financial Support (n = 97)

The order of the main themes in the DDWM and WQ regions aligned with the statewide findings. However, the order of the main themes in CQWBSC and NQ regions differed slightly from the statewide findings with **Financial Support** being the third theme and **Networking and Collaboration** being the fourth theme. You can find out more about the thematic analysis and the emergent themes from the full [2025 Health Workforce Needs Assessment report](#).



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