

Brisbane North - Urgent Care Clinics Program

2023/24 - 2027/28

Activity Summary View



UCC -CSS - 1000 - Brisbane Inner - Capital, signage and specialist equipment



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC -CSS

Activity Number *

1000

Activity Title *

Brisbane Inner - Capital, signage and specialist equipment

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Other Program Key Priority Area Description

Aim of Activity *

Description of Activity *

Needs Assessment Priorities *

Needs Assessment

Priorities



Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

Activity End Date

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

Is this activity the result of a previous co-design process?

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

Has this activity previously been co-commissioned or joint-commissioned?

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments



Activity Planned Expenditure

Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28
Capital, signage, and specialist funding	\$0.00	\$0.00	\$906,780.27	\$0.00	\$0.00

Totals

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Capital, signage, and specialist funding	\$0.00	\$0.00	\$906,780.27	\$0.00	\$0.00	\$906,780.27
Total	\$0.00	\$0.00	\$906,780.27	\$0.00	\$0.00	\$906,780.27

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Activity Comments

Activity Status

Submitted

PHN Comments

Subject	Description	Commented By	Date Created
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Comments from the Department

Comment	Date Created
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UCC - PSC - 1000 - 1.0 - PHN Support Costs



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC - PSC

Activity Number *

1000

Activity Title *

1.0 - PHN Support Costs

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area ***Other Program Key Priority Area Description****Aim of Activity *****Description of Activity *****Needs Assessment Priorities *****Needs Assessment****Priorities**



Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

Activity End Date

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No
Continuing Service Provider / Contract Extension: No
Direct Engagement: No
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): No

Is this activity being co-designed?

Is this activity the result of a previous co-design process?

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

Has this activity previously been co-commissioned or joint-commissioned?

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments



Activity Planned Expenditure

Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28
PHN Support Costs – Tranche 2	\$0.00	\$0.00	\$366,226.00	\$120,558.00	\$120,558.00

Totals

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
PHN Support Costs – Tranche 2	\$0.00	\$0.00	\$366,226.00	\$120,558.00	\$120,558.00	\$607,342.00
Total	\$0.00	\$0.00	\$366,226.00	\$120,558.00	\$120,558.00	\$607,342.00

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Activity Comments

Activity Status

Submitted

PHN Comments

Subject	Description	Commented By	Date Created
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Comments from the Department

Comment	Date Created
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UCC-MUCC - 1100 - 1.1 - Redcliffe Medicare Urgent Care Clinics



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC-MUCC

Activity Number *

1100

Activity Title *

1.1 - Redcliffe Medicare Urgent Care Clinics

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description**Aim of Activity ***

A significant number of presentations to public hospital emergency departments (ED's) are for non-life-threatening conditions which places additional pressure on ED resources and staff workload, thereby impacting patient access. As part of the 2022 Federal Election, the Commonwealth Government announced investment over four years to deliver Medicare Urgent Care Clinics (UCCs) to reduce pressure on public EDs and improve access to urgent care.

The Australian Government has invested in 87 Medicare UCCs across all states and territories, to deliver a new model of care to reduce pressure on hospital EDs. Eleven new Medicare UCCs were initially established in Queensland as part of the first 58 announced.

The Medicare UCC will provide community-based and patient-centered care to eligible patients with urgent, non-life-threatening illnesses and injuries who may have otherwise attended a Queensland ED to seek treatment. The Medicare UCC's service is distinguished from care provided by usual general practices and Aboriginal Community Controlled Health Services as they provide short term, episodic care for non-life-threatening urgent conditions requiring same day assessment or treatment. Once a patient has been treated at the Medicare UCC, ongoing management and clinical care will be handed over to the patient's usual general practitioner, if they have one.

As determined by the Australian and Queensland Governments, the Brisbane North Primary Health Network (PHN) has

commissioned ForHealth to operate the Murrumba Downs Medicare UCC which is in the vicinity of Redcliffe Hospital.

The Brisbane North PHN will work closely with the Australian Government, the Queensland Department of Health, Metro North Hospital and Health Service (HHS) and the local health service provider (ForHealth).

The aim of this activity is to oversee the commissioning of the Medicare UCC in the vicinity of Redcliffe Hospital in the Brisbane North region to provide safe and accessible urgent care that is integrated into the healthcare system with the intent of reducing demand on hospital EDs.

Description of Activity *

As determined by the Australian and Queensland Governments, the Brisbane North Primary Health Network (PHN) will commission a Medicare UCC in the Brisbane North region in the vicinity of Redcliffe Hospital. The target region is the Redcliffe, North Lakes, Caboolture and Kilcoy areas for all age groups.

The initial phase of this activity (which occurred in FY23-24) covers the Expression of Interest and formal competitive grant opportunity to identify, commission and manage contracts with a suitable provider in the vicinity of the Redcliffe Hospital, which was awarded to ForHealth at Murrumba Downs to operate from October 2023 to 30 June 2026.

The PHN will ensure the Medicare UCC is able to meet the design principles and Medicare UCC Operational Guidance, support clinics to understand their compliance responsibilities and provide relevant advice and education where required.

The PHN will work with the Commonwealth in the event of any need to change agreed Medicare UCC locations or providers, provide information as soon as possible on critical incidents where there is likely to be significant public interest, including adverse outcomes, notify of any contractual non-compliance, and provide information as soon as possible on systematic and ongoing issues with quality and safety if any concerns arise.

Medicare UCCs will be equipped to treat problems including:

- Minor illnesses (including respiratory illness, gastrointestinal illness, urinary tract infections and sexually transmitted infections)
- Minor injuries including closed fractures, simple lacerations, simple eye injuries and minor burns

Medicare UCCs will be equipped to provide the following procedures:

- Wound management including gluing, suturing and dressings (including for minor burns)
- Incision and drainage of abscesses
- Basic fracture management including application of back slabs and plasters
- Intravenous cannula insertion to allow for IV antibiotics and IV rehydration fluids
- Urinary catheter management and changes for males and females
- Removal of foreign bodies from the ear and nose

The activities undertaken will include:

- Intake and triage
- Escalate life-threatening or out-of-scope conditions (however stabilise the patient in the interim)
- Urgent care provision for conditions listed above
- Discharge summaries, data collection, and uploads to My Health Record
- Facilitated connection back to the patient's usual GP in the community (If they have one)
- Actively participate in a referral network aimed to ensure patients are directed to the most accessible and efficient service for their need

The Medicare UCC has extended hours of operation including weekends, appropriately trained staff, walk-in availability, access to a pooled network of resources and the ability to streamline referrals into the Redcliffe Hospital.

The PHN monitors delivery of the Program Schedule, monthly aggregated data is sent to the Department and regular monthly meetings with ForHealth are held to discuss service data and delivery.

Target Cohort: Whole population, all ages, including First Nations and CALD backgrounds, people with a disability, and people from LGBTIQ+ background.

Needs Assessment Priorities *

Needs Assessment

North Brisbane and Moreton Bay Joint Regional Needs Assessment 2025-27

Priorities

Priority	Page reference
Population Health - Health Needs Level 1	2-3
Service System - Service Needs Level 1	5
Population Health - Service Needs Level 1	5



Activity Demographics

Target Population Cohort

Whole population, all ages, including First Nations and CALD backgrounds, people with a disability, and people from LGBTIQ+ background.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Redcliffe	31305



Activity Consultation and Collaboration

Consultation

Strategic urgent care oversight group established including all key stakeholders – BNPHN, Metro North Hospital and Health Service (inc. individual hospitals and Satellite Health Centres), Queensland Ambulance Service, Virtual Emergency Care Service, and UCC providers in the Brisbane North region.

Internal PHN working group established for oversight of operational management as per agreement with DOHAC.

Development of procedures and processes for key stakeholders with regards to patient transfers, referrals etc. QPHN Medicare UCC Working groups and Community of Practice will also be implemented including the listed stakeholders and urgent care community providers.

Collaboration

QPHN Medicare UCC Working groups and Community of Practice will also be implemented including the listed stakeholders and urgent care community providers.

Overarching governance group including the membership of all of the below:

- Australian Government, the Queensland Department of Health, Metro North Hospital and Health Service (HHS)
- Queensland Ambulance Service (QAS)
- Metro North/Brisbane North consumers
- Health Contact Centre
- IUIH
- Specific identified key stakeholders from Redcliffe Hospital
- Successful Medicare UCC procurement providers
- QLD PHN Network
- GP Liaison Officers (GPLOs)
- Other health professionals representing the Pharmaceutical Society of Australia (PSA)



Activity Milestone Details/Duration

Activity Start Date

31/05/2023

Activity End Date

29/06/2026

Service Delivery Start Date

01/11/2023

Service Delivery End Date

30/06/2026

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

Pathways were established at a workshop between the Medicare UCC, primary care, Queensland Ambulance Service, and tertiary care services.



Activity Planned Expenditure

Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28
Urgent Care Clinics Program – Interest	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Medicare Urgent Care Clinics	\$0.00	\$1,561,313.21	\$1,587,855.53	\$0.00	\$0.00

Totals

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Urgent Care Clinics Program – Interest	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Medicare Urgent Care Clinics	\$0.00	\$1,561,313.21	\$1,587,855.53	\$0.00	\$0.00	\$3,149,168.74
Total	\$0.00	\$1,561,313.21	\$1,587,855.53	\$0.00	\$0.00	\$3,149,168.74

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Activity Comments

Activity Status

Submitted

PHN Comments

Subject	Description	Commented By	Date Created
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Comments from the Department

Comment	Date Created
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UCC-MUCC - 1200 - 1.2 - Northern Brisbane Medicare Urgent Care Clinics



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC-MUCC

Activity Number *

1200

Activity Title *

1.2 - Northern Brisbane Medicare Urgent Care Clinics

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description

Aim of Activity *

A significant number of presentations to public hospital emergency departments (EDs) are for non-life-threatening conditions which places additional pressure on ED resources and staff workload, thereby impacting patient access. As part of the 2022 Federal Election, the Commonwealth Government announced investment over four years to deliver Medicare Urgent Care Clinics (UCCs) to reduce pressure on public EDs and improve access to urgent care.

The Australian Government has invested in 87 Medicare UCCs across all states and territories, to deliver a new model of care to reduce pressure on hospital EDs. Eleven new Medicare UCCs were initially established in Queensland as part of the first 58 announced.

The Medicare UCC will provide community-based and patient-centered care to eligible patients with urgent, non-life-threatening illnesses and injuries who may have otherwise attended a Queensland ED to seek treatment. The Medicare UCC service is distinguished from usual care general practices and Aboriginal Community Controlled Health Services as they provide short term, episodic care for non-life-threatening, urgent conditions requiring same day assessment or treatment. Once a patient has been treated at the Medicare UCC, ongoing management and clinical care will be handed over to the patient's usual general practitioner, if they have one.

As determined by the Australian and Queensland Governments, the Brisbane North Primary Health Network (PHN) has

commissioned ForHealth to operate the Northside (Kedron) Medicare UCC which is in the vicinity of The Prince Charles Hospital (TPCH).

The Brisbane North PHN will work closely with the Australian Government, the Queensland Department of Health, Metro North Hospital and Health Service (HHS) and the local health service provider (ForHealth).

The aim of this activity is to oversee the commissioning of a Medicare UCC in the vicinity of The Prince Charles Hospital (TPCH) catchment in the Brisbane North region to provide safe and accessible urgent care that is integrated into the healthcare system with the intent of reducing demand on hospital EDs.

Description of Activity *

As determined by the Australian and Queensland Governments, the Brisbane North Primary Health Network (PHN) will commission the Medicare UCC which is in Brisbane North in the vicinity of TPCH. The target region for this UCC is the Brisbane North PHN region within The Prince Charles Hospital catchment for all age groups. The target region is Chermside, Strathpine, Sandgate, Nundah, Bald Hills – Everton Park.

The initial phase of this activity (which occurred in FY22-23) covers the Expression of Interest and formal competitive grant opportunity to identify, commission and manage contracts with a suitable provider in the vicinity of TPCH.

The PHN will ensure the Medicare UCC is able to meet the design principles and Medicare UCC Operational Guidelines, support clinics to understand their compliance responsibilities and provide relevant advice and education where required.

The PHN will work with the Commonwealth in the event of any need to change agreed Medicare UCC locations or providers, provide information as soon as possible on critical incidents where there is likely to be significant public interest, including adverse outcomes, notify of any contractual non-compliance, and provide information as soon as possible on systematic and ongoing issues with quality and safety if any concerns arise.

Medicare UCCs will be equipped to treat problems including:

- Minor illnesses (including respiratory illness, gastrointestinal illness, urinary tract infections and sexually transmitted infections)
- Minor injuries including closed fractures, simple lacerations, simple eye injuries and minor burns

Medicare UCCs will be equipped to provide the following procedures:

- Wound management including gluing, suturing and dressings (including for minor burns)
- Incision and drainage of abscesses
- Basic fracture management including application of backslabs and plasters
- Intravenous cannula insertion to allow for IV antibiotics and IV rehydration fluids
- Urinary catheter management and changes for males and females
- Removal of foreign bodies from the ear and nose

The activities undertaken will include:

- Intake and triage
- Escalate life-threatening or out-of-scope conditions (however stabilise the patient in the interim)
- Urgent care provision for conditions listed above
- Discharge summaries, data collection, and uploads to My Health Record
- Facilitated connection back to their GP in the community
- Actively participate in a referral network aimed to ensure patients are directed to the most accessible and efficient service for their need

The Medicare UCC has extended hours of operation including weekends, appropriately trained staff, walk-in availability, access to a pooled network of resources and the ability to streamline referrals into TPCH.

Target Cohort: Whole population, all ages, all marginalised groups.

Needs Assessment Priorities *

Needs Assessment

North Brisbane and Moreton Bay Joint Regional Needs Assessment 2025-27

Priorities

Priority	Page reference
Population Health - Health Needs Level 1	2-3
Service System - Service Needs Level 1	5
Population Health - Service Needs Level 1	5



Activity Demographics

Target Population Cohort

Whole population, all ages, all marginalised groups.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Sandgate	30204
Chermside	30202
Strathpine	31403
Bald Hills - Everton Park	30201
Nundah	30203



Activity Consultation and Collaboration

Consultation

Strategic urgent care oversight group established including all key stakeholders – BNPHN, Metro North Hospital and Health Service (inc. individual hospitals and Satellite Health Centres), Queensland Ambulance Service, Virtual Emergency Care Service, and UCC providers in the Brisbane North region.

Internal PHN working group established for oversight of operational management as per agreement with DOHAC .
Development of procedures and processes for key stakeholders in regards to patient transfers, referrals etc.
QPHN Medicare UCC Working groups and Community of Practice will also be implemented including the listed stakeholders and urgent care community providers.

Collaboration

QPHN Medicare UCC Working groups and Community of Practice will also be implemented including the listed stakeholders and urgent care community providers.

Overarching governance group including the membership of all of the below:

- Australian Government, the Queensland Department of Health, Metro North Hospital and Health Service (HHS)
- Queensland Ambulance Service (QAS)
- Metro North/Brisbane North consumers
- Health Contact Centre
- IUIH
- Specific identified key stakeholders from Redcliffe Hospital and The Prince Charles Hospital.
- Successful Medicare UCC procurement providers
- QLD PHN Network
- GP Liaison Officers (GPLOs)
- Other health professionals representing the Pharmaceutical Society of Australia (PSA).



Activity Milestone Details/Duration

Activity Start Date

31/05/2023

Activity End Date

29/06/2026

Service Delivery Start Date

01/06/2023

Service Delivery End Date

30/06/2026

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: Yes

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): Yes

Other Approach (please provide details): No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

Pathways between the Medicare UCC, primary care, Queensland Ambulance Service, Health Contact Centre, and tertiary care services have been established at a Workshop on 13 December 2024.



Activity Planned Expenditure

Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28
Urgent Care Clinics Program – Interest	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Medicare Urgent Care Clinics	\$0.00	\$2,277,092.41	\$2,315,802.97	\$0.00	\$0.00

Totals

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Urgent Care Clinics Program – Interest	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Medicare Urgent Care Clinics	\$0.00	\$2,277,092.41	\$2,315,802.97	\$0.00	\$0.00	\$4,592,895.38
Total	\$0.00	\$2,277,092.41	\$2,315,802.97	\$0.00	\$0.00	\$4,592,895.38

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Activity Comments

Activity Status

Submitted

PHN Comments

Subject	Description	Commented By	Date Created
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Comments from the Department

Comment	Date Created
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UCC -CSS - 1200 - 1.2 - Narangba - Burpengary Capital, signage and specialist equipment



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC -CSS

Activity Number *

1200

Activity Title *

1.2 - Narangba - Burpengary Capital, signage and specialist equipment

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area ***Other Program Key Priority Area Description****Aim of Activity *****Description of Activity *****Needs Assessment Priorities *****Needs Assessment****Priorities**



Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

Activity End Date

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No
Continuing Service Provider / Contract Extension: No
Direct Engagement: No
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): No

Is this activity being co-designed?

Is this activity the result of a previous co-design process?

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

Has this activity previously been co-commissioned or joint-commissioned?

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments



Activity Planned Expenditure

Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28
Capital, signage, and specialist funding	\$0.00	\$0.00	\$952,367.81	\$0.00	\$0.00

Totals

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Capital, signage, and specialist funding	\$0.00	\$0.00	\$952,367.81	\$0.00	\$0.00	\$952,367.81
Total	\$0.00	\$0.00	\$952,367.81	\$0.00	\$0.00	\$952,367.81

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Activity Comments

Activity Status

Submitted

PHN Comments

Subject	Description	Commented By	Date Created
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Comments from the Department

Comment	Date Created
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UCC-MUCC - 1300 - 1.3 - Morayfield Medicare Urgent Care Clinic



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC-MUCC

Activity Number *

1300

Activity Title *

1.3 - Morayfield Medicare Urgent Care Clinic

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description**Aim of Activity ***

Morayfield Minor Accident and Illness Centre will transition to operate as a Medicare UCC from 1 July 2024 to 30 June 2026 and will provide community-based and patient-centred care to all patients with urgent, non-life-threatening illnesses and injuries who may have otherwise attended a Queensland emergency department (ED) to seek treatment.

The Australian Government has already invested in 58 Medicare Urgent Care Clinics (UCCs) across all states and territories, to deliver a new model of care to reduce pressure on hospital EDs. Eleven of these were established in Queensland before 31 December 2023. The Australian Government then committed to investing in an additional 29 Medicare UCCs. This included transitioning Morayfield Minor Accident and Illness Centre (MAIC) to become a Medicare UCC as of 1 July 2024.

The Medicare UCC will provide community-based and patient-centred care to all patients with urgent, non-life-threatening illnesses and injuries who may have otherwise attended a Queensland ED to seek treatment. The Medicare UCC will have extended hours of operation including weekends and public hospitals, appropriately trained staff, walk-in availability, access to a pooled network of resources and the ability to streamline referrals into the Caboolture Hospital. The Medicare UCCs service is distinguished from usual care general practices and Aboriginal Community Controlled Health Services as they provide short term, episodic care for non-life-threatening urgent conditions requiring same day assessment or treatment. Once a patient has been treated at the Medicare UCC, ongoing management and clinical care will be handed over to the patient's usual general practitioner, if they have one.

As determined by the Australian and Queensland Governments, the Brisbane North Primary Health Network (PHN) has contracted Morayfield Accident and Illness Clinic Pty Ltd to operate the Morayfield Medicare UCC which is in the vicinity of the Caboolture Hospital.

The Brisbane North PHN will work closely with the Australian Government, the Queensland Department of Health, Metro North Hospital and Health Service (HHS) and the local health service provider (Morayfield Accident and Illness Clinic Pty Ltd).

Morayfield Accident and Illness Clinic Pty Ltd at 31 Dickson Rd Morayfield QLD 4506 has represented to the Brisbane North PHN that it has the experience, resources and capability to deliver the Program as per the Commonwealth Urgent Care Clinics Program Description within the local community by performing the services as outlined by the Medicare UCC Operational Guidance and design principles. It aims to target the Moreton Bay North region and Caboolture/Kilcoy hospital catchments for all age groups.

The Medicare UCC Onboarding Pack information and resources assist Medicare UCCs to understand the aims and objectives of the Medicare UCC Program, how to operate a Medicare UCC and to assist Medicare UCCs with their obligations.

As part of the transition process, an Onsite Clinical Readiness Review at Morayfield Medicare UCC has been conducted by QPA. The self-assessment component is designed to familiarise practices with the requirements of the Operational Guidance for Medicare UCCs, which forms the basis of the readiness review.

The Brisbane North PHN will work closely with Morayfield Medicare UCC, the Australian Government Department of Health and Aged Care, the Queensland Department of Health, Metro North Health and local health service providers.

Description of Activity *

Morayfield Minor Accident and Illness Centre will transition to operate as a Medicare UCC from 1 July 2024 to 30 June 2026 and will provide community-based and patient-centered care to all patients with urgent, non-life-threatening illnesses and injuries who may have otherwise attended a Queensland ED to seek treatment.

Morayfield Medicare UCC has extended hours of operation including weekends and public holidays, appropriately trained staff, walk-in availability, access to a pooled network of resources and the ability to streamline referrals into Caboolture and Redcliffe Hospitals.

The Morayfield Medicare UCC service is distinguished from usual care general practices and Aboriginal Community Controlled Health Services as they provide short term, episodic care for non-life-threatening urgent conditions requiring same day assessment or treatment. Once a patient has been treated at Morayfield Medicare UCC (MAIC), ongoing management and clinical care will be handed over to the patient's usual general practitioner, if they have one.

The PHN will work with the Commonwealth in the event of any need to change agreed Medicare UCC locations or providers, provide information as soon as possible on critical incidents where there is likely to be significant public interest, including adverse outcomes, notify of any contractual non-compliance, and provide information as soon as possible on systematic and ongoing issues with quality and safety if any concerns arise.

Medicare UCCs will be equipped to treat problems including:

- Minor illnesses (including respiratory illness, gastrointestinal illness, urinary tract infections and sexually transmitted infections)
- Minor injuries including closed fractures, simple lacerations, simple eye injuries and minor burns

Medicare UCCs will be equipped to provide the following procedures:

- Wound management including gluing, suturing and dressings (including for minor burns)
- Incision and drainage of abscesses
- Basic fracture management including application of backslabs and plasters
- Intravenous cannula insertion to allow for IV antibiotics and IV rehydration fluids

- Urinary catheter management and changes for males and females
- Removal of foreign bodies from the ear and nose

The activities undertaken will include:

- Intake and triage
- Escalate life-threatening or out-of-scope conditions (however stabilise the patient in the interim)
- Urgent care provision for conditions listed above
- Discharge summaries, data collection, and uploads to My Health Record
- Facilitated connection back to the patient's GP in the community (if they have one)
- Actively participate in a referral network aimed to ensure patients are directed to the most accessible and efficient service for their need.

BNPHN will also monitor delivery of Contract Schedule, provide monthly provision of aggregated data to the Department and conduct regular monthly meetings with staff at Morayfield Medicare UCC to discuss service data and delivery.

Target Cohort: Whole population, all ages, all marginalised groups.

Needs Assessment Priorities *

Needs Assessment

North Brisbane and Moreton Bay Joint Regional Needs Assessment 2025-27

Priorities

Priority	Page reference
Population Health - Health Needs Level 1	2-3
Service System - Service Needs Level 1	5
Population Health - Service Needs Level 1	5



Activity Demographics

Target Population Cohort

Whole population, all ages, all marginalised groups.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Caboolture Hinterland	31303
Caboolture	31302



Activity Consultation and Collaboration

Consultation

Strategic urgent care oversight group established including all key stakeholders – BNPHN, Metro North Hospital and Health Service (inc. individual hospitals and Satellite Health Centres), Queensland Ambulance Service, Virtual Emergency Care Service, and UCC providers in the Brisbane North region.

Internal PHN working group established for oversight of operational management as per agreement with DOHAC .

Development of procedures and processes for key stakeholders in regards to patient transfers, referrals etc.

QPHN UCC Working groups and Community of Practice will also be implemented including the listed stakeholders and urgent care community providers.

Collaboration

QPHN Medicare UCC Working groups and Community of Practice will also be implemented including the listed stakeholders and urgent care community providers.

Overarching governance group including the membership of all of the below:

- Australian Government, the Queensland Department of Health, Metro North Hospital and Health Service (HHS)
- Queensland Ambulance Service (QAS)
- Metro North/Brisbane North consumers
- Health Contact Centre
- IUIH
- Specific identified key stakeholders from Redcliffe Hospital and The Prince Charles Hospital.
- Successful Medicare UCC procurement providers
- QLD PHN Network
- GP Liaison Officers (GPLOs)
- Other health professionals representing the Pharmaceutical Society of Australia (PSA).



Activity Milestone Details/Duration

Activity Start Date

30/06/2024

Activity End Date

29/06/2026

Service Delivery Start Date

01/07/2024

Service Delivery End Date

30/06/2026

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): Yes

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

Pathways between the Medicare UCC, primary care, Queensland Ambulance Service, and tertiary care.



Activity Planned Expenditure

Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28
Urgent Care Clinics Program – Interest	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Medicare Urgent Care Clinics	\$0.00	\$3,925,583.77	\$4,027,790.78	\$0.00	\$0.00
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Totals

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Urgent Care Clinics Program – Interest	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Medicare Urgent Care Clinics	\$0.00	\$3,925,583.77	\$4,027,790.78	\$0.00	\$0.00	\$7,953,374.55
Total	\$0.00	\$3,925,583.77	\$4,027,790.78	\$0.00	\$0.00	\$7,953,374.55

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Activity Comments

Activity Status

Submitted

PHN Comments

Subject	Description	Commented By	Date Created
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Comments from the Department

Comment	Date Created
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UCC - PHNUCC - 1400 - 1.4 - Brisbane Inner Medicare Urgent Care Clinic



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC - PHNUCC

Activity Number *

1400

Activity Title *

1.4 - Brisbane Inner Medicare Urgent Care Clinic

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description**Aim of Activity ***

A significant number of Category 4 and 5 presentations to public hospital emergency departments (EDs) are for non-life-threatening conditions which places additional pressure on ED resources and staff workload, thereby impacting patient access.

The Australian Government has committed up to \$644.3 million to establish a further 50 Medicare Urgent Care Clinics (Medicare UCCs) over 3 years (2025-26 to 2027-28), throughout Australia, bringing the total number of Medicare UCCs to 137.

The Medicare UCC Program aims to ease the pressure on hospitals and give Australian families more options to see a healthcare professional when they have an urgent, but not life threatening, need for care. This measure delivers on the Government's 2025-26 Budget commitment to strengthen Medicare and improve health care access and affordability for all Australians.

Strengthening Medicare and ensuring all Australians have access to affordable, high quality primary care, when and where they need it, is a key priority for the Australian Government. A key objective of this commitment is to expand access to bulk billing services, both through the Medicare UCC Program and across the broader network of private care providers.

The Department of Health, Disability and Ageing will provide funding enabling Primary Health Networks (PHNs) to commission, establish, manage and support the operations of Medicare UCCs in their regions to meet the needs of their local community.

Description of Activity *

As determined by the Australian Government, the Brisbane North PHN will commission, establish, manage and support the operations of a Medicare UCC in the Brisbane-Inner SA3 (north of the Brisbane River) and bordering suburbs.

Brisbane North PHN worked with Deloitte to look at urgent care data analysis by SA3 and SA2 level, as well as geographic need based on low-urgency flow for Category 4 and 5 ED presentations from patient residency into the top five hospitals (by volume) across Metro North Health and Children's Health Queensland. This information was used to support liaison with the Department of Health, Disability and Ageing to expand the geographical scope of the announced location and to support the Tender Assessment Panel's considerations.

The commissioning phase of this activity (which occurred in FY25-26) included a Registration of Interest (ROI) (closed 25/8/25) followed by a closed Invitation to Tender (closed 29/9/25). Panel recommendations, Executive approval and contract finalisation are pending.

The Brisbane - Inner Medicare UCC will provide community-based, episodic care that is bulk-billed and patient-centered care to all patients with urgent, non-life-threatening illnesses and injuries who may have otherwise attended a Queensland ED to seek treatment. The Medicare UCC will have extended hours of operation, 14 hours per day, 365 days per year, appropriately trained staff, walk-in availability, access to a pooled network of resources and the ability to streamline referrals into nearby and other hospitals and services as appropriate.

Brisbane PHN will ensure the Medicare UCC meets the Design Principles and updated Medicare UCC Operational Guidance, support the Contracted Provider to understand their compliance responsibilities, provide relevant advice and education where required, and support the development of care pathways.

The Medicare UCC service is distinguished from usual care general practices and Aboriginal Community Controlled Health Services as it will provide short-term, episodic care for non-life-threatening urgent conditions requiring same day assessment or treatment.

All Medicare UCCs will bulk-bill resulting in no out-of-pocket costs for Medicare eligible patients. Medicare UCCs are encouraged to triage and treat Medicare ineligible patients. Any service provided must be free of charge to patients. Where Medicare UCCs make a decision to not routinely treat Medicare ineligible patients, they must facilitate patient referral to appropriate care. While acknowledging that the specific operating model of clinics can vary across locations and is dependent on local conditions including workforce availability, any Medicare UCC operational components which vary from the Medicare UCC Operational Guidance must be approved in writing by the Department.

Medicare UCCs are staffed by highly trained medical professionals and support staff and provide quality, culturally safe, equitable and accessible care to people of all ages, including vulnerable and young people.

Medicare UCCs are equipped to provide the following treatment:

- Minor illnesses (including respiratory illness, gastrointestinal illness, urinary tract infections, acute mental health conditions where safe and sexually transmitted infections)
- Minor injuries including closed fractures, simple lacerations, simple eye injuries, acute mental health conditions and minor burns.
- Provide opportunistic vaccinations during an acute visit

Medicare UCCs are equipped to provide the following procedures:

- Wound management including gluing, suturing and dressings (including for minor burns)
- Treatment of urgent chronic wound care needs
- Incision and drainage of abscesses
- Basic fracture management including application of back slabs and plasters
- Intravenous cannula insertion to allow for IV antibiotics and IV rehydration fluids
- Urinary catheter management and changes for males and females
- Removal of foreign bodies from the ear and nose
- Capacity to provide resuscitation and stabilize life-threatening presentations until transfer.

The activities to be undertaken by the Contracted Provider include:

- Patient intake and triage
- Urgent care provision for conditions listed above
- Escalation of life-threatening conditions
- Provision of summaries to the patient, data upload to My Health Record and facilitate follow up with the patient's regular GP.
- For out-of-scope conditions, patients are directed to the most accessible and efficient service for their need.

Ancillary or support services such as x-ray and pathology will be available across all hours of operation ideally on-site or easily accessible and within close proximity of the Medicare UCC. Ultrasound, CT and pharmacy will be available across the majority of opening hours, be easily accessible and within close proximity of the Medicare UCC.

Brisbane North PHN will continue to work closely with the Australian Government, the Queensland Department of Health, Metro North Health (MNH), Children's Health Queensland, local health service providers, the Contracted Provider and the local community to ensure a successful urgent care service is commissioned, established and managed.

The PHN will also work with the Australian Government in the event of any need to change agreed Medicare UCC locations or providers, provide information as soon as possible on critical incidents where there is likely to be significant public interest, including adverse outcomes, notify of any contractual non-compliance, and provide information as soon as possible on systematic and ongoing issues with quality and safety if any concerns arise.

A new performance-based funding model has been introduced for the Medicare UCC Program, under which Brisbane North PHN has an enhanced role in managing the Provider's contract and to oversee performance outcomes more directly, ensuring alignment with strategic objectives and accountability.

Outcomes:

The intended outcomes of the Medicare UCCs are to:

- Improve access to urgent care in a non-hospital setting particularly for vulnerable groups. This includes the aim of changing consumer behaviour about options for appropriate care for urgent conditions that are not immediately life-threatening.
- Reduce the pressure on emergency department presentations in partner hospitals by providing patients with short-term, episodic care for urgent conditions that are not immediately life-threatening.
- Support integration with existing local health services and complement general practice.

Target populations:

As per the updated Medicare UCC Operational Guidance item 3.3, Medicare UCCs must ensure that they are welcoming, accessible, and safe spaces for priority population groups, in accordance with RACGP Standards for general practices – Criterion C2.1, Respectful and culturally appropriate care; Australian Commission for Safety and Quality in Healthcare's Primary and Community Healthcare Standards.

This Medicare UCC will target the population of Brisbane Inner SA3 and surrounding suburbs including the following priority populations:

- 3.3.1. Providing culturally safe health services for the First Nations community
- 3.3.2. Partnering with First Nations groups in a culturally safe and responsive manner when planning initiatives that may have a significant impact on the needs of Medicare UCC patients
- 3.3.3. Providing culturally sensitive and safe care for those from Culturally and Linguistically Diverse and non-English Speaking Backgrounds
- 3.3.4. Ensuring services are accessible and inclusive for people with disabilities (both physical and intellectual) of all ages
- 3.3.5. Ensuring services are welcoming and inclusive for people identifying as Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Intersex, Asexual and more (LGBTQIA+)
- 3.3.6. Ensuring that presenting victims of violence are provided with care that minimises the possibility of exacerbating any existing trauma and includes the provision of appropriate support and referral to other services and specialist care.

Needs Assessment Priorities *

Needs Assessment

North Brisbane and Moreton Bay Joint Regional Needs Assessment 2025-27

Priorities

Priority	Page reference
Population Health - Health Needs Level 1	2-3
Service System - Service Needs Level 1	5
Population Health - Service Needs Level 1	5



Activity Demographics

Target Population Cohort

As per the updated Operational Guidance item 3.3, Medicare UCCs must ensure that they are welcoming, accessible, and safe spaces for priority population groups, in accordance with RACGP Standards for general practices – Criterion C2.1, Respectful and culturally appropriate care; Australian Commission for Safety and Quality in Healthcare's Primary and Community Healthcare Standards. This Medicare UCC will target the population of Brisbane Inner SA3 and surrounding suburbs including the following priority populations:

- 3.3.1. Providing culturally safe health services for the First Nations community.
- 3.3.2. Partnering with First Nations groups in a culturally safe and responsive manner when planning initiatives that may have a significant impact on the needs of Medicare UCC patients.
- 3.3.3. Providing culturally sensitive and safe care for those from Culturally and Linguistically Diverse and non-English Speaking Backgrounds.
- 3.3.4. Ensuring services are accessible and inclusive for people with disabilities (both physical and intellectual) of all ages.
- 3.3.5. Ensuring services are welcoming and inclusive for people identifying as Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Intersex, Asexual and more (LGBTQIA+).
- 3.3.6. Ensuring that presenting victims of violence are provided with care that minimises the possibility of exacerbating any existing trauma and includes the provision of appropriate support and referral to other services and specialist care.

In Scope AOD Treatment Type *

Indigenous Specific *

Yes

Indigenous Specific Comments

First Nations Peoples are a priority population group for the Brisbane Inner Medicare UCC

Coverage

Whole Region

No

SA3 Name	SA3 Code
Brisbane Inner	30501
Brisbane Inner - West	30504
Brisbane Inner - North	30503



Activity Consultation and Collaboration

Consultation

-Strategic urgent care oversight group established including key stakeholders – Brisbane North PHN, Metro North Health (inc. individual hospitals and Satellite Health Centres), Children’s Health Queensland, Queensland Ambulance Service, Virtual Emergency Care Service, priority population service providers, and Medicare UCC providers in the Brisbane North region.

-Internal PHN working group established for oversight of operational management as per agreement with the Department of Health, Disability and Ageing.

-Development of procedures and processes for key stakeholders with regards to patient transfers, referral pathways etc.

-Queensland PHN Medicare UCC Working Groups and Community of Practice will also be implemented including the listed stakeholders and urgent care community providers

Collaboration

-Brisbane North PHN will continue to work closely with the Australian Government, the Queensland Department of Health, Metro North Health, Children’s Health Queensland, local health service providers and the Contracted Provider as the program progresses

-Pathways between the Medicare UCC, primary care, Queensland Ambulance Service, relevant community groups, axillary services and tertiary care services will be established as close as possible to opening.



Activity Milestone Details/Duration

Activity Start Date

13/08/2025

Activity End Date

29/06/2028

Service Delivery Start Date

29/12/2025

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: Yes
 Expression Of Interest (EOI): No
 Other Approach (please provide details): Yes

Is this activity being co-designed?

Yes

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

Pathways between the Medicare UCC, primary care, Queensland Ambulance Service, and tertiary care services will be established as close as possible to opening and will be reviewed regularly.



Activity Planned Expenditure

Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28
PHN Medicare UC Clinics – Tranche 2	\$0.00	\$0.00	\$2,119,000.00	\$2,119,000.00	\$2,119,000.00

Totals

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
PHN Medicare UC Clinics – Tranche 2	\$0.00	\$0.00	\$2,119,000.00	\$2,119,000.00	\$2,119,000.00	\$6,357,000.00
Total	\$0.00	\$0.00	\$2,119,000.00	\$2,119,000.00	\$2,119,000.00	\$6,357,000.00

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Activity Comments

Activity Status

Submitted

PHN Comments

Subject	Description	Commented By	Date Created
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Comments from the Department

Comment	Date Created
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UCC - PHNUCC - 1500 - 1.5 - Narangba-Burpengary Medicare Urgent Care Clinic



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC - PHNUCC

Activity Number *

1500

Activity Title *

1.5 - Narangba-Burpengary Medicare Urgent Care Clinic

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description**Aim of Activity ***

A significant number of Category 4 and 5 presentations to public hospital emergency departments (EDs) are for non-life-threatening conditions which places additional pressure on ED resources and staff workload, thereby impacting patient access.

The Australian Government has committed up to \$644.3 million to establish a further 50 Medicare Urgent Care Clinics (Medicare UCCs) over 3 years (2025-26 to 2027-28), throughout Australia, bringing the total number of Medicare UCCs to 137.

The Medicare UCC Program aims to ease the pressure on hospitals and give Australian families more options to see a healthcare professional when they have an urgent, but not life threatening, need for care. This measure delivers on the Government's 2025-26 Budget commitment to strengthen Medicare and improve health care access and affordability for all Australians.

Strengthening Medicare and ensuring all Australians have access to affordable, high quality primary care, when and where they need it, is a key priority for the Australian Government. A key objective of this commitment is to expand access to bulk billing services, both through the Medicare UCC Program and across the broader network of private care providers.

The Department of Health, Disability and Ageing will provide funding enabling Primary Health Networks (PHNs) to commission, establish, manage and support the operations of Medicare UCCs in their regions to meet the needs of their local community.

Description of Activity *

As determined by the Australian Government, the Brisbane North PHN will commission, establish, manage and support the operations of a Medicare UCC in the Narangba-Burpengary SA3 and bordering suburbs.

Brisbane North PHN worked with Deloitte to look at urgent care data analysis by SA3 and SA2 level, as well as geographic need based on low-urgency flow for Category 4 and 5 ED presentations from patient residency into the top five hospitals (by volume) across Metro North Health and Children's Health Queensland. This information was used to support liaison with the Department of Health, Disability and Ageing to expand the geographical scope of the announced location and to support the Tender Assessment Panel's considerations.

The commissioning phase of this activity (which occurred in FY25-26) included a Registration of Interest (ROI) (closed 25/8/25) followed by a closed Invitation to Tender (closed 29/9/25). Panel recommendations, Executive approval and contract finalisation are pending.

The Narangba-Burpengary Medicare UCC will provide community-based, episodic care that is bulk-billed and patient-centered care to all patients with urgent, non-life-threatening illnesses and injuries who may have otherwise attended a Queensland ED to seek treatment. The Medicare UCC will have extended hours of operation, 14 hours per day, 365 days per year, appropriately trained staff, walk-in availability, access to a pooled network of resources and the ability to streamline referrals into nearby and other hospitals and services as appropriate.

Brisbane PHN will ensure the Medicare UCC meets the Design Principles and updated Medicare UCC Operational Guidance, support the Contracted Provider to understand their compliance responsibilities, provide relevant advice and education where required, and support the development of care pathways.

The Medicare UCC service is distinguished from usual care general practices and Aboriginal Community Controlled Health Services as it will provide short-term, episodic care for non-life-threatening urgent conditions requiring same day assessment or treatment.

All Medicare UCCs will bulk-bill resulting in no out-of-pocket costs for Medicare eligible patients. Medicare UCCs are encouraged to triage and treat Medicare ineligible patients. Any service provided must be free of charge to patients. Where Medicare UCCs make a decision to not routinely treat Medicare ineligible patients, they must facilitate patient referral to appropriate care. While acknowledging that the specific operating model of clinics can vary across locations and is dependent on local conditions including workforce availability, any Medicare UCC operational components which vary from the Medicare UCC Operational Guidance must be approved in writing by the Department.

Medicare UCCs are staffed by highly trained medical professionals and support staff and provide quality, culturally safe, equitable and accessible care to people of all ages, including vulnerable and young people.

Medicare UCCs are equipped to provide the following treatment:

- Minor illnesses (including respiratory illness, gastrointestinal illness, urinary tract infections, acute mental health conditions where safe and sexually transmitted infections)
- Minor injuries including closed fractures, simple lacerations, simple eye injuries, acute mental health conditions and minor burns.
- Provide opportunistic vaccinations during an acute visit

Medicare UCCs are equipped to provide the following procedures:

- Wound management including gluing, suturing and dressings (including for minor burns)
- Treatment of urgent chronic wound care needs
- Incision and drainage of abscesses
- Basic fracture management including application of back slabs and plasters
- Intravenous cannula insertion to allow for IV antibiotics and IV rehydration fluids
- Urinary catheter management and changes for males and females
- Removal of foreign bodies from the ear and nose
- Capacity to provide resuscitation and stabilise life-threatening presentations until transfer.

The activities to be undertaken by the Contracted Provider include:

- Patient intake and triage
- Urgent care provision for conditions listed above
- Escalation of life-threatening conditions

- Provision of summaries to the patient, upload to My Health Record and facilitate follow up with the patient's regular GP.
- For out-of-scope conditions, patients are directed to the most accessible and efficient service for their need.

Ancillary or support services such as x-ray and pathology will be available across all hours of operation ideally on-site or easily accessible and within close proximity of the Medicare UCC. Ultrasound, CT and pharmacy will be available across the majority of opening hours, be easily accessible and within close proximity of the Medicare UCC.

Brisbane North PHN will continue to work closely with the Australian Government, the Queensland Department of Health, Metro North Health (MNH), Children's Health Queensland, local health service providers, the Contracted Provider and the local community to ensure a successful urgent care service is commissioned, established and managed.

The PHN will also work with the Australian Government in the event of any need to change agreed Medicare UCC locations or providers, provide information as soon as possible on critical incidents where there is likely to be significant public interest, including adverse outcomes, notify of any contractual non-compliance, and provide information as soon as possible on systematic and ongoing issues with quality and safety if any concerns arise.

A new performance-based funding model has been introduced for the Medicare UCC Program, under which Brisbane North PHN has an enhanced role in managing the Provider's contract and to oversee performance outcomes more directly, ensuring alignment with strategic objectives and accountability.

Outcomes:

The intended outcomes of the Medicare UCCs are to:

- Improve access to urgent care in a non-hospital setting particularly for vulnerable groups. This includes the aim of changing consumer behaviour about options for appropriate care for urgent conditions that are not immediately life-threatening.
- Reduce the pressure on emergency department presentations in partner hospitals by providing patients with short-term, episodic care for urgent conditions that are not immediately life-threatening.
- Support integration with existing local health services and complement general practice.

Target populations:

As per the updated Medicare UCC Operational Guidance item 3.3, Medicare UCCs must ensure that they are welcoming, accessible, and safe spaces for priority population groups, in accordance with RACGP Standards for general practices – Criterion C2.1, Respectful and culturally appropriate care; Australian Commission for Safety and Quality in Healthcare's Primary and Community Healthcare Standards.

This Medicare UCC will target the population of Narangba-Burpengary SA3 and surrounding suburbs including the following priority populations:

- 3.3.1. Providing culturally safe health services for the First Nations community
- 3.3.2. Partnering with First Nations groups in a culturally safe and responsive manner when planning initiatives that may have a significant impact on the needs of Medicare UCC patients
- 3.3.3. Providing culturally sensitive and safe care for those from Culturally and Linguistically Diverse and non-English Speaking Backgrounds
- 3.3.4. Ensuring services are accessible and inclusive for people with disabilities (both physical and intellectual) of all ages
- 3.3.5. Ensuring services are welcoming and inclusive for people identifying as Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Intersex, Asexual and more (LGBTQIA+)
- 3.3.6. Ensuring that presenting victims of violence are provided with care that minimises the possibility of exacerbating any existing trauma and includes the provision of appropriate support and referral to other services and specialist care.

Needs Assessment Priorities *

Needs Assessment

North Brisbane and Moreton Bay Joint Regional Needs Assessment 2025-27

Priorities

Priority	Page reference
Population Health - Health Needs Level 1	2-3
Service System - Service Needs Level 1	5
Population Health - Service Needs Level 1	5



Activity Demographics

Target Population Cohort

As per the updated Operational Guidance item 3.3, Medicare UCCs must ensure that they are welcoming, accessible, and safe spaces for priority population groups, in accordance with RACGP Standards for general practices – Criterion C2.1, Respectful and culturally appropriate care; Australian Commission for Safety and Quality in Healthcare's Primary and Community Healthcare Standards. This Medicare UCC will target the population of Brisbane Inner SA3 and surrounding suburbs including the following priority populations:

- 3.3.1. Providing culturally safe health services for the First Nations community.
- 3.3.2. Partnering with First Nations groups in a culturally safe and responsive manner when planning initiatives that may have a significant impact on the needs of Medicare UCC patients.
- 3.3.3. Providing culturally sensitive and safe care for those from Culturally and Linguistically Diverse and non-English Speaking Backgrounds.
- 3.3.4. Ensuring services are accessible and inclusive for people with disabilities (both physical and intellectual) of all ages.
- 3.3.5. Ensuring services are welcoming and inclusive for people identifying as Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Intersex, Asexual and more (LGBTQIA+).
- 3.3.6. Ensuring that presenting victims of violence are provided with care that minimises the possibility of exacerbating any existing trauma and includes the provision of appropriate support and referral to other services and specialist care.

In Scope AOD Treatment Type *

Indigenous Specific *

Yes

Indigenous Specific Comments

First Nations Peoples are a priority population group for the Narangba-Burpengary Medicare UCC

Coverage

Whole Region

No

SA3 Name	SA3 Code
Caboolture Hinterland	31303
North Lakes	31402
Narangba - Burpengary	31304
Bribie - Beachmere	31301



Activity Consultation and Collaboration

Consultation

-Strategic urgent care oversight group established including key stakeholders – Brisbane North PHN, Metro North Health (inc. individual hospitals and Satellite Health Centres), Children’s Health Queensland, Queensland Ambulance Service, Virtual Emergency Care Service, priority population service providers, and Medicare UCC providers in the Brisbane North region.

-Internal PHN working group established for oversight of operational management as per agreement with the Department of Health, Disability and Ageing.

-Development of procedures and processes for key stakeholders with regards to patient transfers, referral pathways etc.

-Queensland PHN Medicare UCC Working Groups and Community of Practice will also be implemented including the listed stakeholders and urgent care community providers

Collaboration

-Brisbane North PHN will continue to work closely with the Australian Government, the Queensland Department of Health, Metro North Health, Children’s Health Queensland, local health service providers and the Contracted Provider as the program progresses

-Pathways between the Medicare UCC, primary care, Queensland Ambulance Service, relevant community groups, axillary services and tertiary care services will be established as close as possible to opening.



Activity Milestone Details/Duration

Activity Start Date

13/08/2025

Activity End Date

29/06/2028

Service Delivery Start Date

15/12/2025

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: Yes

Expression Of Interest (EOI): No

Other Approach (please provide details): Yes

Is this activity being co-designed?

Yes

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

Pathways between the Medicare UCC, primary care, Queensland Ambulance Service, and tertiary care services will be established as close as possible to opening and will be reviewed regularly.



Activity Planned Expenditure

Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28
PHN Medicare UC Clinics – Tranche 2	\$0.00	\$0.00	\$2,299,000.00	\$2,299,000.00	\$2,299,000.00

Totals

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
PHN Medicare UC Clinics – Tranche 2	\$0.00	\$0.00	\$2,299,000.00	\$2,299,000.00	\$2,299,000.00	\$6,897,000.00
Total	\$0.00	\$0.00	\$2,299,000.00	\$2,299,000.00	\$2,299,000.00	\$6,897,000.00

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Activity Comments

Activity Status

Submitted

PHN Comments

Subject	Description	Commented By	Date Created
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Comments from the Department

Comment	Date Created
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UCC-PSF - 2000 - 2.0 - Program Support Funding



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC-PSF

Activity Number *

2000

Activity Title *

2.0 - Program Support Funding

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area ***Other Program Key Priority Area Description****Aim of Activity *****Description of Activity *****Needs Assessment Priorities *****Needs Assessment****Priorities**



Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

Activity End Date

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No
Continuing Service Provider / Contract Extension: No
Direct Engagement: No
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): No

Is this activity being co-designed?

Is this activity the result of a previous co-design process?

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

Has this activity previously been co-commissioned or joint-commissioned?

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments



Activity Planned Expenditure

Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28
Urgent Care Clinics Program – Interest	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
PHN Support	\$0.00	\$425,778.03	\$425,598.23	\$0.00	\$0.00

Funding					
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Totals

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Urgent Care Clinics Program – Interest	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
PHN Support Funding	\$0.00	\$425,778.03	\$425,598.23	\$0.00	\$0.00	\$851,376.26
Total	\$0.00	\$425,778.03	\$425,598.23	\$0.00	\$0.00	\$851,376.26

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Activity Comments

Activity Status

Submitted

PHN Comments

Subject	Description	Commented By	Date Created
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Comments from the Department

Comment	Date Created
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UCC-SE - 3000 - 3.0 - Specialist Equipment



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC-SE

Activity Number *

3000

Activity Title *

3.0 - Specialist Equipment

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area ***Other Program Key Priority Area Description****Aim of Activity *****Description of Activity *****Needs Assessment Priorities *****Needs Assessment****Priorities**



Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

Activity End Date

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No
Continuing Service Provider / Contract Extension: No
Direct Engagement: No
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): No

Is this activity being co-designed?

Is this activity the result of a previous co-design process?

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

Has this activity previously been co-commissioned or joint-commissioned?

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments



Activity Planned Expenditure

Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28
Urgent Care Clinics Program – Interest	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Specialist	\$0.00	\$118,362.00	\$0.00	\$0.00	\$0.00

Equipment					
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Totals

Funding Stream	FY 23 24	FY 24 25	FY 25 26	FY 26 27	FY 27 28	Total
Urgent Care Clinics Program – Interest	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Specialist Equipment	\$0.00	\$118,362.00	\$0.00	\$0.00	\$0.00	\$118,362.00
Total	\$0.00	\$118,362.00	\$0.00	\$0.00	\$0.00	\$118,362.00

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Activity Comments

Activity Status

Submitted

PHN Comments

Subject	Description	Commented By	Date Created
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Comments from the Department

Comment	Date Created
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