

Brisbane North - Urgent Care Clinics Program

2025/26 - 2028/29

Activity Summary View



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 *

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 24 25	FY 25 26	FY 26 27	FY 27 28	FY 28 29
PHN Support Costs – Tranche 2	\$0.00	\$366,226.00	\$120,558.00	\$120,558.00	\$0.00

Totals

Funding Stream	FY 24 25	FY 25 26	FY 26 27	FY 27 28	FY 28 29	Total
PHN Support Costs – Tranche 2	\$0.00	\$366,226.00	\$120,558.00	\$120,558.00	\$0.00	\$607,342.00
Total	\$0.00	\$366,226.00	\$120,558.00	\$120,558.00	\$0.00	\$607,342.00

Funding From Other Sources - Financial Details

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Funding From Other Sources - Organisational Details

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Summary of activity changes for Department

Activity Status

Submitted

Subject	Description	Commented By	Date Created
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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 *

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 24 25	FY 25 26	FY 26 27	FY 27 28	FY 28 29
Capital, signage, and specialist funding	\$0.00	\$906,780.27	\$0.00	\$0.00	\$0.00

Totals

Funding Stream	FY 24 25	FY 25 26	FY 26 27	FY 27 28	FY 28 29	Total
Capital, signage, and specialist funding	\$0.00	\$906,780.27	\$0.00	\$0.00	\$0.00	\$906,780.27
Total	\$0.00	\$906,780.27	\$0.00	\$0.00	\$0.00	\$906,780.27

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details

Specialist equipment funding request (max amount of \$347,908) received mid-April 2026 and in process of review for payment approval



Summary of activity changes for Department

Activity Status

Submitted

Subject	Description	Commented By	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 (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 initially 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 established in Queensland as part of the initial 58 (Tranche 1). The Murrumba Downs Medicare UCC will continue to provide community-based, patient-centred care to eligible patients with urgent, non-life-threatening illnesses and injuries who may have otherwise attended a Queensland ED to seek treatment for Category 4 & 5 issues.

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. As determined by the Commonwealth, the Brisbane North PHN has entered into a Funding Agreement with the Commonwealth Department of Health, Disability and Ageing to coordinate, carry out and perform activities in primary health care services to meet the needs of its local community.

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. The Brisbane North PHN will continue to 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).

Description of Activity *

ForHealth operates Murrumba Downs Medicare UCC from 15 December 2023 to 30 June 2026 and provides community-based, 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. Murrumba Downs Medicare UCC has extended hours of operation (currently 12 hours per day) 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 the Redcliffe Hospital and other hospitals as appropriate (e.g. QLD Children's Hospital).

The Medicare UCC's 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 Murrumba Downs Medicare UCC, ongoing management and clinical care will be handed over to the patient's usual general practitioner, if they have one.

The Murrumba Downs Medicare UCC Service Provider (ForHealth) must enter into a Data Sharing Agreement with the Department of Health, Disability and Ageing, in order to facilitate the collection of de-identified patient episode information from the Service Provider and inform monitoring, reporting and evaluation. ForHealth acknowledges data will be collected weekly by an extraction company commissioned by the Department (PenCS).

As determined by the Australian and Queensland Governments, the Brisbane North PHN commissioned the Medicare UCC which is in the Brisbane North region in the vicinity of the Redcliffe Hospital. The initial phase of this activity (which occurred in FY23-24) covered 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. The PHN will continue to ensure the Medicare UCC is able to meet the Design Principles and Medicare UCC Operational Guidance, support clinics to understand their compliance responsibilities, provide relevant advice and education where required, and support the development of care pathways.

The PHN continues to 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 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 are 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 by the Medicare UCC 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 PHN monitors delivery of the Program Schedule.
Monthly aggregated data is sent to the Department.

Regular monthly meetings are held with ForHealth to discuss service data and delivery.

For FY 26-27 and FY27-28, Murrumba Downs Medicare UCC is expected to receive ongoing funding to continue the operational capacity and offerings in line with the updated Medicare UCC Program Operational Guidance (December 2025). This will also necessitate alignment to a new performance-based funding model.

Target Cohort: Whole population, all ages, including First Nations peoples and people from 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 2	8
Population Health - Service Needs Level 1	5
Service System - Service Needs Level 1	5



Activity Demographics

Target Population Cohort

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

In Scope AOD Treatment Type *

Indigenous Specific *

Yes

Indigenous Specific Comments

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

Coverage

Whole Region

No

SA3 Name	SA3 Code
Redcliffe	31305



Activity Consultation and Collaboration

Consultation

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. Brisbane North PHN will actively participate in Queensland PHN Medicare UCC Working Groups and Community of Practice.

Collaboration

Pathways were established at a workshop between the Medicare UCC, primary care, Queensland Ambulance Service, and tertiary care services. These referral pathways are reviewed regularly.

Overarching governance groups 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 24 25	FY 25 26	FY 26 27	FY 27 28	FY 28 29
Urgent Care Clinics Program – Interest	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Medicare Urgent Care Clinics	\$1,561,313.21	\$1,587,855.53	\$0.00	\$0.00	\$0.00

Totals

Funding Stream	FY 24 25	FY 25 26	FY 26 27	FY 27 28	FY 28 29	Total
Urgent Care Clinics Program – Interest	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Medicare Urgent Care Clinics	\$1,561,313.21	\$1,587,855.53	\$0.00	\$0.00	\$0.00	\$3,149,168.74
Total	\$1,561,313.21	\$1,587,855.53	\$0.00	\$0.00	\$0.00	\$3,149,168.74

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Summary of activity changes for Department

Activity Status

Submitted

Subject	Description	Commented By	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 (Tranche 1). The Medicare UCC will provide community-based, patient-centred care to eligible patients with urgent, non-life-threatening illnesses and injuries who may have otherwise attended a Queensland ED to seek treatment.

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 *

ForHealth operates Northside (Kedron) Medicare UCC from 15 December 2023 to 30 June 2026. Ongoing funding confirmation is pending. The Northside Medicare UCC provides community-based, 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 clinic has extended hours of operation (14 hours per day) including weekends, appropriately trained staff, walk-in availability, access to a pooled network of resources and the ability to streamline referrals into The Prince Charles Hospital (TPCH) and other hospitals as appropriate. The Medicare UCC's 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 Northside (Kedron) Medicare UCC, ongoing management and clinical care will be handed over to the patient's usual general practitioner, if they have one.

The Northside (Kedron) Medicare UCC Service Provider (ForHealth) must enter into a Data Sharing Agreement with the Department of Health, Disability and Ageing, in order to facilitate the collection of de-identified patient episode information from the Service Provider and inform monitoring, reporting and evaluation. ForHealth acknowledges data will be collected weekly by an extraction company commissioned by the Department (PenCS).

As determined by the Australian and Queensland Governments, the Brisbane North Primary Health Network (PHN) commissioned the Medicare UCC which is in Brisbane North in the vicinity of TPCH. The initial phase of this activity (which occurred in FY22-23) covered 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 continues to meet the Design Principles and Medicare UCC Operational Guidance, support clinics to understand their compliance responsibilities, provide relevant advice and education where required, and support the development of care pathways.

The PHN will continue to 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 are 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 are 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 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

In FY 25-26, Northside Medicare UCC received uplift funding to enhance the operational capacity and offerings in line with the updated Medicare UCC Program Operational Guidance - December 2025. The provider, ForHealth, was granted uplift funding by the Department of Health, Disability and Ageing to cover costs associated with additional workforce, extension of the operation of

ancillary services such as x-ray, and increasing opening hours to 14 hours per day to manage increased patient throughput. The uplift in opening hours to 14 hours per day commenced on 22 January 2026.

As determined by the Commonwealth, the Brisbane North PHN has entered into a Funding Agreement with the Commonwealth to coordinate, carry out and perform activities in primary health care services to meet the needs of its local community. In the new Funding agreement, a new performance-based funding model for the Medicare UCC Program has been introduced. Under the new funding model, 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.

Target Cohort: Whole population, all ages, including First Nations peoples and people from 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 2	8
Service System - Service Needs Level 1	5



Activity Demographics

Target Population Cohort

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

In Scope AOD Treatment Type *

Indigenous Specific *

Yes

Indigenous Specific Comments

First Nations Peoples are a priority population group for the Brisbane North (Kedron) Medicare UCC

Coverage

Whole Region

No

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



Activity Consultation and Collaboration

Consultation

Strategic oversight group established including all key stakeholders.

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

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

Queensland PHN Medicare UCC Working Groups and a Community of Practice exists.

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.

Collaboration

Pathways between the Medicare UCC, primary care, Queensland Ambulance Service, tertiary care services and community care services have been established at a Workshop 13 December 2024. These referral pathways are reviewed regularly.

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 24 25	FY 25 26	FY 26 27	FY 27 28	FY 28 29
Urgent Care Clinics Program – Interest	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Medicare Urgent Care Clinics	\$2,277,092.41	\$3,018,999.97	\$0.00	\$0.00	\$0.00

Totals

Funding Stream	FY 24 25	FY 25 26	FY 26 27	FY 27 28	FY 28 29	Total
Urgent Care Clinics Program – Interest	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Medicare Urgent Care Clinics	\$2,277,092.41	\$3,018,999.97	\$0.00	\$0.00	\$0.00	\$5,296,092.38
Total	\$2,277,092.41	\$3,018,999.97	\$0.00	\$0.00	\$0.00	\$5,296,092.38

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Summary of activity changes for Department

Activity Status

Submitted

Subject	Description	Commented By	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 *

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 24 25	FY 25 26	FY 26 27	FY 27 28	FY 28 29
Capital, signage, and specialist funding	\$0.00	\$952,367.81	\$0.00	\$0.00	\$0.00

Totals

Funding Stream	FY 24 25	FY 25 26	FY 26 27	FY 27 28	FY 28 29	Total
Capital, signage, and specialist funding	\$0.00	\$952,367.81	\$0.00	\$0.00	\$0.00	\$952,367.81
Total	\$0.00	\$952,367.81	\$0.00	\$0.00	\$0.00	\$952,367.81

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details

Specialist equipment funding request (max amount of \$347,908) received mid-April 2026 and in process of review for payment approval



Summary of activity changes for Department

Activity Status

Submitted

Subject	Description	Commented By	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 *

Modified



Activity Priorities and Description

Program Key Priority Area *

Population Health

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

The Australian Government initially invested in 87 Medicare Urgent Care Clinics (UCCs) across all states and territories, to deliver a new model of care to reduce pressure on hospital emergency departments (EDs). Eleven of these were established in Queensland as part of the initial 58 (Tranche 1) before 31 December 2023. The Australian Government then committed to investing in an additional 29 Medicare UCCs (Tranche 2). This included transitioning Morayfield Minor Accident and Illness Centre (MAIC) to become a Medicare UCC as of 1 July 2024.

As determined by the Commonwealth, the Brisbane North Primary Health Network (PHN) has entered into a Funding Agreement with the Commonwealth to coordinate, carry out and perform activities in primary health care services to meet the needs of its local community.

Morayfield Accident and Illness Clinic Pty Ltd at 31 Dickson Rd Morayfield QLD 4506, which is in the vicinity of Caboolture Hospital, 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 "Operational Guidance for Urgent Care Clinics" and the "Design Principles for UCCs".

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 (MAIC) has been conducted by QPA. The self-assessment is designed to familiarise practices with the requirements of the Operational Guidance for Medicare UCCs, which formed the basis of the Readiness Review.

The Brisbane North PHN will continue to work closely with Morayfield Medicare UCC, the Australian Government Department of Health, Disability and Ageing (DHDA), the Queensland Department of Health, Metro North Health and local health service providers to embed the Medicare UCC into the health ecosystem.

Description of Activity *

Morayfield MAIC transitioned to operate as a Medicare UCC from 1 July 2024 to 30 June 2026 and provides community-based, 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. Ongoing funding confirmation is pending.

Morayfield Medicare UCC has extended hours of operation (currently 12 hours per day) 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, ongoing management and clinical care will be handed over to the patient's usual general practitioner, if they have one.

The Morayfield Medicare UCC Service Provider (Morayfield Accident and Illness Clinic Pty Ltd) must enter into a Data Sharing Agreement with the Department of Health, Disability and Ageing, in order to facilitate the collection of de-identified patient episode information from the Service Provider and inform monitoring, reporting and evaluation. Morayfield Accident and Illness Clinic Pty Ltd acknowledges data will be collected weekly by an extraction company commissioned by the Department (PenCS).

As determined by the Australian and Queensland Governments, the Brisbane North PHN contracted the Morayfield Medicare UCC which is in Moreton Bay in the vicinity of Caboolture Hospital. The initial phase of this activity (which occurred in FY22-23) involved the re-opening of MAIC. Subsequently, Morayfield MAIC transitioned to operate as a Medicare UCC from 1 July 2024. The PHN will ensure the Medicare UCC continues to meet the Design Principles and Medicare UCC Operational Guidance, support clinics to understand their compliance responsibilities, provide relevant advice and education where required, and support the development of care pathways.

The PHN will continue to 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 are 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 are 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 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

Monitor delivery of Contract Schedule.
Monthly provision of aggregated data to the Department.
Regular monthly meetings with staff at Morayfield Medicare UCC to discuss service data and delivery.

For FY 26-27 and FY27-28, Morayfield Medicare UCC is expected to receive ongoing funding to continue the operational capacity and offerings in line with the updated Medicare UCC Program Operational Guidance (December 2025). This will also necessitate alignment to a new performance-based funding model.

Co-design:
Pathways between the Medicare UCC, primary care, Queensland Ambulance Service, and tertiary care services have been established at a Workshop on 26 March 2025

A follow up Referral Pathways Workshop took place on 15 April 2026 to revisit pathways in and out of the Morayfield Medicare UCC, and to address any challenging areas the clinic has faced.

Target Cohort: Whole population, all ages, including First Nations peoples and people from 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 2	8
Service System - Service Needs Level 1	5



Activity Demographics

Target Population Cohort

Whole population, all ages, including First Nations peoples and people from 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
Caboolture Hinterland	31303
Caboolture	31302



Activity Consultation and Collaboration

Consultation

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

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

Queensland PHN Medicare UCC Working Groups and a Community of Practice exists.

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.

Collaboration

Pathways between the Medicare UCC, primary care, Queensland Ambulance Service, and tertiary care services have been established at a Workshop 26 March 2025.

A follow up Referral Pathways Workshop took place on 15 April 2026 to revisit pathways in and out of the Morayfield Medicare UCC, and to address any challenging areas the clinic have faced

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, Health Contact Centre and tertiary care services have been established at a Workshop on 26 March 2025 and a follow up Referral Pathways Workshop on 15 April 2026.



Activity Planned Expenditure

Planned Expenditure

Funding Stream	FY 24 25	FY 25 26	FY 26 27	FY 27 28	FY 28 29
Urgent Care Clinics Program – Interest	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Medicare Urgent Care Clinics	\$3,925,583.77	\$4,027,790.78	\$0.00	\$0.00	\$0.00

Totals

Funding Stream	FY 24 25	FY 25 26	FY 26 27	FY 27 28	FY 28 29	Total
Urgent Care Clinics Program – Interest	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Medicare Urgent Care Clinics	\$3,925,583.77	\$4,027,790.78	\$0.00	\$0.00	\$0.00	\$7,953,374.55
Total	\$3,925,583.77	\$4,027,790.78	\$0.00	\$0.00	\$0.00	\$7,953,374.55

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Summary of activity changes for Department

Activity Status

Submitted

Subject	Description	Commented By	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 *

Modified



Activity Priorities and Description

Program Key Priority Area *

Population Health

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

As determined by the Australian Government, the Brisbane North Primary Health Network (PHN) has commissioned and established a Medicare Urgent Care Clinic (UCC) in the Brisbane-Inner SA3 (north of the Brisbane River) and bordering suburbs (at Kelvin Grove) that opened on 29 January 2026 and will continue to manage and support the operations of this Medicare UCC.

The Inner Brisbane Medicare UCC at Kelvin Grove will provide community-based, episodic care that is bulk-billed and patient-centred 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 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 North PHN will ensure the Medicare UCC meets the Design Principles and latest Medicare UCC Operational Guidance (December 2025), support the Contracted Provider to understand their compliance responsibilities, provide relevant advice and education where required, and support the development of care and referral 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.

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.

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 ED 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.

Description of Activity *

The Australian Government has committed up to \$644.3 million to establish a further 50 Medicare UCCs (Tranche 3) over three 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. Pursuant to this Program Schedule, the Contractor is being engaged to deliver the Inner Brisbane Medicare UCC at Level 2, 44 Musk Avenue, Kelvin Grove Qld 4059 or any other location as agreed between the parties.

As defined in the Medicare UCC Operational Guidance, the Contractor must ensure that the Medicare UCC will:

- Be based in existing general practice clinics, community health centres or Aboriginal Community Controlled Health Services (ACCHS)
- Operate extended business hours and accept walk-in patients
- Be bulk billed resulting in no out-of-pocket costs to the patient
- Be flexible and diverse, responding to the needs of the local community
- Be high quality, safe and effective, and
- Treat conditions that do not require a hospital admission (i.e., broken bones, wounds, and minor burns).

Medicare UCCs support people to connect to pathways of care within the broader health system, including ensuring referrals and appropriate handover back to a patient's regular General Practitioner (GP) or care provider to ensure that the patient receives continuity of care. All referral pathways into and out of the Medicare UCC should be driven by local need and co-designed with relevant stakeholders to ensure connectivity to existing community health services, GPs, non-government sector, state funded services, hospital and ambulatory services, and other support services.

The purpose of this funding is to support the establishment and management of an additional Medicare UCC in the Brisbane North PHN region (Brisbane Inner SA3, north of the Brisbane River and bordering suburbs) and make it easier for Australians to see a healthcare professional when they have an urgent, but not life-threatening, need for healthcare.

As determined by the Commonwealth, the Brisbane North PHN has entered into a Funding Agreement with the Commonwealth to coordinate, carry out and perform activities in primary health care services to meet the needs of its local community.

A new performance-based funding model for the Medicare UCC Program has been introduced. Under the new funding model, 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.

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.

Target Cohort:

Whole population, all ages, including First Nations peoples and people from 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 2	8
Service System - Service Needs Level 1	5



Activity Demographics

Target Population Cohort

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

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 - North	30503
Brisbane Inner - West	30504



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, tertiary care services and community services were established at a Referral and Pathways Workshop held on 11 March 2026.



Activity Milestone Details/Duration

Activity Start Date

13/08/2025

Activity End Date

29/06/2028

Service Delivery Start Date

29/01/2026

Service Delivery End Date

30/06/2028

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, tertiary care services and community services were established at a Referral and Pathways Workshop held on 11 March 2026.



Activity Planned Expenditure

Planned Expenditure

Funding Stream	FY 24 25	FY 25 26	FY 26 27	FY 27 28	FY 28 29
PHN Medicare UC Clinics – Tranche 2	\$0.00	\$2,119,000.00	\$2,119,000.00	\$2,119,000.00	\$0.00

Totals

Funding Stream	FY 24 25	FY 25 26	FY 26 27	FY 27 28	FY 28 29	Total
PHN Medicare UC Clinics – Tranche 2	\$0.00	\$2,119,000.00	\$2,119,000.00	\$2,119,000.00	\$0.00	\$6,357,000.00
Total	\$0.00	\$2,119,000.00	\$2,119,000.00	\$2,119,000.00	\$0.00	\$6,357,000.00

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Summary of activity changes for Department

Activity Status

Submitted

Subject	Description	Commented By	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 *

Modified



Activity Priorities and Description

Program Key Priority Area *

Population Health

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

As determined by the Australian Government, the Brisbane North PHN has commissioned and established a Medicare UCC in the Narangba - Burpengary SA3 and bordering suburbs area (at Deception Bay) that opened on 15 December 2025 and will continue to manage and support the operations of this Medicare UCC.

The Deception Bay Medicare UCC will provide community-based, episodic care that is bulk-billed and patient-centred 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 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 (December 2025), support the Contracted Provider to understand their compliance responsibilities, provide relevant data, 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.

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.

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 ED 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.

Description of Activity *

The Australian Government has committed up to \$644.3 million to establish a further 50 Medicare UCCs (Tranche 3) over three 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. Pursuant to this Program Schedule, the Contractor is being engaged to deliver the Deception Bay Medicare UCC at 75-79 Bailey Road, Deception Bay Qld 4508 or any other location as agreed between the parties.

As defined in the Medicare UCC Operational Guidance (Annexure 1), the Contractor must ensure that the Medicare UCC will:

- Be based in existing general practice clinics, community health centres or Aboriginal Community Controlled Health Services (ACCHS)
- Operate extended business hours and accept walk-in patients
- Be bulk billed resulting in no out-of-pocket costs to the patient
- Be flexible and diverse, responding to the needs of the local community
- Be high quality, safe and effective, and
- Treat conditions that do not require a hospital admission (i.e., broken bones, wounds, and minor burns).

Medicare UCCs support people to connect to pathways of care within the broader health system, including ensuring referrals and appropriate handover back to a patient's regular General Practitioner (GP) or care provider to ensure that the patient receives continuity of care.

All referral pathways into and out of the Medicare UCC should be driven by local need and co-designed with relevant stakeholders to ensure connectivity to existing community health services, GPs, non-government sector, state funded services, hospital and ambulatory services, and other support services.

The purpose of this funding is to support the establishment of an additional Medicare UCC in the Brisbane North PHN region (Narangba-Burpengary SA3 and bordering suburbs) and make it easier for Australians to see a healthcare professional when they have an urgent, but not life-threatening, need for healthcare.

As determined by the Commonwealth, the Brisbane North PHN has entered into a Funding Agreement with the Commonwealth to coordinate, carry out and perform activities in primary health care services to meet the needs of its local community.

A new performance-based funding model for the Medicare UCC Program has been introduced. Under the new funding model, 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.

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.

Target Cohort:

Whole population, all ages, including First Nations peoples and people from 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 2	8
Service System - Service Needs Level 1	5



Activity Demographics

Target Population Cohort

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

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, tertiary care services and community services were established at a Referral and Pathways Workshop held on the 12 February 2026 and will be reviewed regularly.



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

30/06/2028

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, tertiary care services and community services were established at a Referral and Pathways Workshop held on 12 February 2026 and will be reviewed regularly.



Activity Planned Expenditure

Planned Expenditure

Funding Stream	FY 24 25	FY 25 26	FY 26 27	FY 27 28	FY 28 29
PHN Medicare UC Clinics – Tranche 2	\$0.00	\$2,299,000.00	\$2,299,000.00	\$2,299,000.00	\$0.00

Totals

Funding Stream	FY 24 25	FY 25 26	FY 26 27	FY 27 28	FY 28 29	Total
PHN Medicare UC Clinics – Tranche 2	\$0.00	\$2,299,000.00	\$2,299,000.00	\$2,299,000.00	\$0.00	\$6,897,000.00
Total	\$0.00	\$2,299,000.00	\$2,299,000.00	\$2,299,000.00	\$0.00	\$6,897,000.00

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Summary of activity changes for Department

Activity Status

Submitted

Subject	Description	Commented By	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 24 25	FY 25 26	FY 26 27	FY 27 28	FY 28 29
Urgent Care Clinics Program – Interest	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
PHN Support	\$425,778.03	\$461,295.45	\$0.00	\$0.00	\$0.00

Funding					
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Totals

Funding Stream	FY 24 25	FY 25 26	FY 26 27	FY 27 28	FY 28 29	Total
Urgent Care Clinics Program – Interest	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
PHN Support Funding	\$425,778.03	\$461,295.45	\$0.00	\$0.00	\$0.00	\$887,073.48
Total	\$425,778.03	\$461,295.45	\$0.00	\$0.00	\$0.00	\$887,073.48

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



Summary of activity changes for Department

Activity Status

Submitted

Subject	Description	Commented By	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 24 25	FY 25 26	FY 26 27	FY 27 28	FY 28 29
Urgent Care Clinics Program – Interest	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Specialist	\$118,362.00	\$0.00	\$0.00	\$0.00	\$0.00

Equipment					
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Totals

Funding Stream	FY 24 25	FY 25 26	FY 26 27	FY 27 28	FY 28 29	Total
Urgent Care Clinics Program – Interest	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Specialist Equipment	\$118,362.00	\$0.00	\$0.00	\$0.00	\$0.00	\$118,362.00
Total	\$118,362.00	\$0.00	\$0.00	\$0.00	\$0.00	\$118,362.00

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details

Specialist equipment funding request received and approved was less than the total amount available.



Summary of activity changes for Department

Activity Status

Submitted

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