

Central Queensland, Wide Bay, Sunshine Coast - Urgent Care Clinics Program

2024/25 - 2027/28

Activity Summary View



UCC-MUCC - 1 - Urgent Care Clinic – Bundaberg



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC-MUCC

Activity Number *

1

Activity Title *

Urgent Care Clinic – Bundaberg

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Population Health

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

Establish and embed the Bundaberg Medicare Urgent Care Clinic as an accessible, high-quality service provider of urgent health services, ensuring it complements and integrates with the broader local health system.

Description of Activity *

Support the successful implementation of the newly reopened Bundaberg Medicare Urgent Care Clinic (UCC), in alignment with national UCC design principles and program guidelines. This includes:

- Establishing strong operational foundations with the service provider, including systems for triage, referral, data collection, and clinical governance.
- Embedding the UCC within local care pathways through engagement and collaboration with general practices, partner

emergency departments, Hospital and Health Services, Queensland Ambulance Service, Aboriginal Medical Services, and other local health providers.

- Coordinating local stakeholder engagement activities, such as GP information sessions and service walkthroughs, to build trust, encourage referrals, and clarify the role of the clinic within the local health services system.
- Promoting community awareness and appropriate use of the UCC to ensure the service is well-understood and optimally utilised.
- Monitoring service performance and collecting feedback to identify immediate challenges, support service refinement, and ensure alignment with community needs.
- Providing tailored guidance and oversight to ensure compliance with contractual obligations, and maintaining communication with the Commonwealth in line with reporting and quality requirements.

Needs Assessment Priorities *

Needs Assessment

Country to Coast -NA-2023/24-2025/26

Priorities

| Priority | Page reference |
|---|----------------|
| Access to primary healthcare, including affordable, quality, timely and during the after hours | 202 |
| Appropriate and safe primary healthcare for priority populations, including persons identifying as CALD, with a disability, LGBTIQ+, Aboriginal and Torres Strait Islander, experiencing homelessness | 202 |
| Workforce shortages, maldistribution and models of care | 202 |
| Injury and poisoning | 201 |



Activity Demographics

Target Population Cohort

Bundaberg community

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

| SA3 Name | SA3 Code |
|-----------|----------|
| Bundaberg | 31901 |



Activity Consultation and Collaboration

Consultation

General practice
Partner emergency departments
Hospital and Health Services
Queensland Ambulance Service
Aboriginal Medical Services / Aboriginal Community Controlled Health Organisations

Collaboration

Queensland Ambulance Service
Partner emergency department
Queensland Health (Reform Branch)



Activity Milestone Details/Duration

Activity Start Date

31/05/2023

Activity End Date

29/06/2026

Service Delivery Start Date

04/02/2025

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: No

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

Implementation of the Bundaberg Urgent Care Clinic is being informed by ongoing collaboration with local stakeholders, including general practices, the local HHS, community health providers, and other service partners. Engagement activities are supporting alignment with local service pathways, ensuring the model is responsive to community needs and complements existing health system capacity.



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 | \$2,366,989.22 | \$1,922,708.52 | \$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 | \$2,366,989.22 | \$1,922,708.52 | \$0.00 | \$0.00 | \$4,289,697.74 |

| | | | | | | |
|-------|--------|----------------|----------------|--------|--------|----------------|
| Total | \$0.00 | \$2,366,989.22 | \$1,922,708.52 | \$0.00 | \$0.00 | \$4,289,697.74 |
|-------|--------|----------------|----------------|--------|--------|----------------|

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 - 2 - Urgent Care Clinic – Rockhampton



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC-MUCC

Activity Number *

2

Activity Title *

Urgent Care Clinic – Rockhampton

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Population Health

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

Strengthen the maturity and long-term sustainability of the Rockhampton Medicare Urgent Care Clinic through deep system integration, continuous improvement, and innovation in urgent care delivery.

Description of Activity *

Support the continued delivery and optimisation of the Rockhampton Medicare Urgent Care Clinic (UCC), ensuring it remains a high-performing, accessible, and system-connected service. This includes:

- Managing and monitoring the clinic's performance against national UCC program guidelines, with a focus on safety, quality, and patient outcomes.
- Strengthening partnerships with local providers and health services to support coordinated care, appropriate referrals, and seamless patient journeys.
- Promoting ongoing use of the clinic for urgent, non-life-threatening care, and supporting strategies that sustain appropriate service utilisation.
- Using local data and stakeholder feedback to inform continuous improvement efforts and explore opportunities to trial innovative service elements.
- Supporting the provider to enhance their model of care in areas such as digital health, workforce capability, or partnerships with Aboriginal Medical Services and community organisations.
- Maintaining Commonwealth reporting, compliance, and engagement requirements, including critical incident reporting and

system performance feedback.

Needs Assessment Priorities *

Needs Assessment

Country to Coast -NA-2023/24-2025/26

Priorities

| Priority | Page reference |
|---|----------------|
| Access to primary healthcare, including affordable, quality, timely and during the after hours | 202 |
| Appropriate and safe primary healthcare for priority populations, including persons identifying as CALD, with a disability, LGBTIQ+, Aboriginal and Torres Strait Islander, experiencing homelessness | 202 |
| Workforce shortages, maldistribution and models of care | 202 |
| Injury and poisoning | 201 |



Activity Demographics

Target Population Cohort

Rockhampton

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

| SA3 Name | SA3 Code |
|-------------|----------|
| Rockhampton | 30803 |



Activity Consultation and Collaboration

Consultation

General practice
Partner emergency departments
Hospital and Health Services
Queensland Ambulance Service
Aboriginal Medical Services / Aboriginal Community Controlled Health Organisations

Collaboration

Queensland Ambulance Service
Partner emergency department
Queensland Health (Reform Branch)

**Activity Milestone Details/Duration****Activity Start Date**

30/05/2023

Activity End Date

28/06/2026

Service Delivery Start Date

01/10/2023

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): 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

The Rockhampton Medicare Urgent Care Clinic model has been developed in close collaboration with local stakeholders and continues to evolve through ongoing engagement. Partnerships with general practices, Hospital and Health Services, Queensland Ambulance Service, Aboriginal Medical Services, and other providers support continuous refinement of service delivery, informed by system feedback and community needs. This collaborative approach ensures the clinic remains responsive, integrated, and aligned with local priorities.



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 | \$1,669,419.99 | \$1,471,505.42 | \$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 | \$1,669,419.99 | \$1,471,505.42 | \$0.00 | \$0.00 | \$3,140,925.41 |
| Total | \$0.00 | \$1,669,419.99 | \$1,471,505.42 | \$0.00 | \$0.00 | \$3,140,925.41 |

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 - 5 - Urgent Care Clinic - Hervey Bay



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC-MUCC

Activity Number *

5

Activity Title *

Urgent Care Clinic - Hervey Bay

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 ***

Establish and embed the Hervey Bay Medicare Urgent Care Clinic as an accessible, high-quality service provider of urgent health services, ensuring it complements and integrates with the broader local health system.

Description of Activity *

Support the successful implementation of the newly established Hervey Bay Medicare Urgent Care Clinic (UCC), in alignment with national UCC design principles and program guidelines. This includes:

- Establishing strong operational foundations with the service provider, including systems for triage, referral, data collection, and clinical governance.
- Embedding the UCC within local care pathways through engagement and collaboration with general practices, partner emergency departments, Hospital and Health Services, Queensland Ambulance Service, Aboriginal Medical Services, and other local health providers.
- Coordinating local stakeholder engagement activities, such as GP information sessions and service walkthroughs, to build trust, encourage referrals, and clarify the role of the clinic within the local health services system.
- Promoting community awareness and appropriate use of the UCC to ensure the service is well-understood and optimally utilised.
- Monitoring service performance and collecting feedback to identify immediate challenges, support service refinement, and ensure alignment with community needs.
- Providing tailored guidance and oversight to ensure compliance with contractual obligations, and maintaining communication

with the Commonwealth in line with reporting and quality requirements.

Needs Assessment Priorities *

Needs Assessment

Country to Coast -NA-2023/24-2025/26

Priorities

| Priority | Page reference |
|---|----------------|
| Access to primary healthcare, including affordable, quality, timely and during the after hours | 202 |
| Appropriate and safe primary healthcare for priority populations, including persons identifying as CALD, with a disability, LGBTIQ+, Aboriginal and Torres Strait Islander, experiencing homelessness | 202 |
| Workforce shortages, maldistribution and models of care | 202 |
| Injury and poisoning | 201 |



Activity Demographics

Target Population Cohort

Hervey Bay

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

| SA3 Name | SA3 Code |
|------------|----------|
| Hervey Bay | 31904 |



Activity Consultation and Collaboration

Consultation

General practice
Partner emergency departments
Hospital and Health Services
Queensland Ambulance Service
Aboriginal Medical Services / Aboriginal Community Controlled Health Organisations

Collaboration

Queensland Ambulance Service
Partner emergency department
Queensland Health (Reform Branch)

**Activity Milestone Details/Duration****Activity Start Date**

31/05/2023

Activity End Date

29/06/2026

Service Delivery Start Date

11/12/2024

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): 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

The establishment of the Hervey Bay Medicare Urgent Care Clinic has been informed by early engagement with key local stakeholders, including general practices, the HHS, Queensland Ambulance Service, Aboriginal Medical Services, and other community providers. Ongoing collaboration will support the integration of the clinic into the local service system, ensuring the model of care remains responsive to community needs and aligned with broader health system priorities.



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 | \$1,737,712.54 | \$1,275,157.89 | \$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 | \$1,737,712.54 | \$1,275,157.89 | \$0.00 | \$0.00 | \$3,012,870.43 |
| Total | \$0.00 | \$1,737,712.54 | \$1,275,157.89 | \$0.00 | \$0.00 | \$3,012,870.43 |

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 - 3 - Urgent Care Clinic – PHN support funding



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC-PSF

Activity Number *

3

Activity Title *

Urgent Care Clinic – PHN 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 | \$419,778.03 | \$191,670.92 | \$0.00 | \$0.00 |

| | | | | | |
|---------|--|--|--|--|--|
| Funding | | | | | |
|---------|--|--|--|--|--|

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 | \$419,778.03 | \$191,670.92 | \$0.00 | \$0.00 | \$611,448.95 |
| Total | \$0.00 | \$419,778.03 | \$191,670.92 | \$0.00 | \$0.00 | \$611,448.95 |

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 - 4 - Urgent Care Clinic – Specialist equipment



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC-SE

Activity Number *

4

Activity Title *

Urgent Care Clinic – 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 | \$640,785.64 | \$0.00 | \$0.00 | \$0.00 |

| | | | | | |
|-----------|--|--|--|--|--|
| Equipment | | | | | |
|-----------|--|--|--|--|--|

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 | \$640,785.64 | \$0.00 | \$0.00 | \$0.00 | \$640,785.64 |
| Total | \$0.00 | \$640,785.64 | \$0.00 | \$0.00 | \$0.00 | \$640,785.64 |

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 |
|---------|-------------|--------------|--------------|
|---------|-------------|--------------|--------------|

Comments from the Department

| Comment | Date Created |
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