

Eastern Melbourne - Urgent Care Clinics Program

2023/24 - 2027/28

Activity Summary View



UCC - PSC - 1 - UCC – PSC – 1 – PHNUCC Support Costs (October 2025)



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC - PSC

Activity Number *

1

Activity Title *

UCC – PSC – 1 – PHNUCC Support Costs (October 2025)

Existing, Modified or New Activity *

New Activity



UCC -CSS - 1 - Diamond Creek & Surrounds PHNUCC – Capital, Signage and Specialist Equipment (October 2025)



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC -CSS

Activity Number *

1

Activity Title *

Diamond Creek & Surrounds PHNUCC – Capital, Signage and Specialist Equipment (October 2025)

Existing, Modified or New Activity *

New Activity



UCC - PHNUCC - 1 - PHN Medicare Urgent Care Clinic – Diamond Creek & Surrounds (October 2025)



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC - PHNUCC

Activity Number *

1

Activity Title *

PHN Medicare Urgent Care Clinic – Diamond Creek & Surrounds (October 2025)

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

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

The Medicare Urgent Care Clinic (Medicare UCCs) program aims to:

- Provide accessible, no-cost urgent care for conditions requiring prompt attention but not an emergency department attendance.
- Alleviate pressure on hospital emergency departments by offering a community-based alternative for urgent care.
- Enhance continuity of care by ensuring patients are connected to their usual General Practitioner (GP) for follow-up and ongoing management.
- Support health equity by delivering culturally safe, inclusive, and accessible services for priority populations.

Description of Activity *

Medicare UCCs provide short-term, episodic care for urgent but non-life-threatening conditions. All services are bulk-billed and accessible to walk-in patients of all ages, including infants.

Medicare UCCs are equipped and staffed to manage a wide range of minor illnesses – such as respiratory infections, gastrointestinal conditions, and urinary tract infections – and minor injuries – such as closed fractures, lacerations, eye injuries, and burns.

Services adhere to nationally consistent minimum standards while allowing for adaptations to meet local community needs and health system contexts.

The PHN will support the timely commissioning, establishment, and operation of a Medicare UCC in Diamond Creek & Surrounds. This activity aims for operation by mid December 2025.

The PHN will support the ongoing service delivery and evaluation activity for the Diamond Creek & Surrounds MUCC, including the implementation of a performance-based contract in line the DHDA funding guidelines.

Needs Assessment Priorities *

Needs Assessment

EMPHN's Needs Assessment 2024/25 - 2026/27

Priorities

Priority	Page reference
Health Conditions (HC)	138
Primary health care (PHC)	140



Activity Demographics

Target Population Cohort

The Medicare UCCs are welcoming, inclusive, and accessible to patients of all ages, including infants, and cater to those seeking urgent care for non-life-threatening conditions.

In Scope AOD Treatment Type *

Indigenous Specific *

Yes

Indigenous Specific Comments

The Medicare UCCs provide culturally safe care that is inclusive of First Nations. Mandatory training on priority populations is provided to all staff working within the Medicare UCCs.

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

EMPHN has adopted the International Association for Public Participation (IAP2) framework to inform how consumers, clinicians, service providers, peak bodies and other interested parties can work together to inform PHN activities, including (but not limited to) commissioned services and other support activities. IAP2 methods legitimise differing levels of participation dependent on the

goals, timeframes, resources and levels of concern in the decision to be made. At EMPHN consultation is the minimum threshold for engagement. This occurs via relevant committees, such as the Aboriginal Consultative Council, Clinical Council and Consumer Advisory Committee, and through other groups and mechanisms as appropriate. In addition to Advisory councils and committees, EMPHN has established "WiseCrowd", a consumer and community panel who have a personal or professional interest in improving healthcare within the catchment, to consult and co-design programs and services – they are engaged as needed.

A consumer representative participated in the Request for Tender (RFT) process for the Diamond Creek and Surrounds Medicare UCC as a non-voting member, providing feedback and perspectives to inform the selection process.

Collaboration

As noted, EMPHN has adopted the IAP2 framework to inform stakeholder participation. Wherever possible, EMPHN will attempt to work with consumers, clinicians and other stakeholders throughout more elaborate participation levels, such as involvement, collaboration and empowerment. EMPHN has mapped a range of workflows and processes that support bringing stakeholders into the processes of needs assessments, topic prioritisation, design, and evaluation planning. EMPHN considers that the shared construction and interpretation of complex health problems with stakeholders creates stronger and more effective interventions. Commissioned services are regularly engaged to inform any decision making.

A health service representative from Austin Hospital participated in the RFT process for the Diamond Creek and Surrounds Medicare UCC as a voting member of the evaluation panel, actively contributing to decision-making and provider selection.

 Activity Milestone Details/Duration
Activity Start Date
31/08/2025
Activity End Date
29/06/2028
Service Delivery Start Date
01/12/2025
Service Delivery End Date
30/06/2028
Other Relevant Milestones
Department milestones:
30.10.2025 Activity Work Plan
07.01.2026 Activity Performance Indicator Reporting
07.03.2026 Activity Performance Indicator Reporting
30.04.2026 Activity Work Plan
07.07.2026 Activity Performance Indicator Reporting
30.09.2026 12 Month Performance Report
30.09.2026 Financial Acquittal Report
07.10.2026 Activity Performance Indicator Reporting

15.11.2026 Other Report – Confirm with DOHAC Needs Assessment is current

07.01.2027 Activity Performance Indicator Reporting

07.03.2027 Activity Performance Indicator Reporting

30.04.2027 Activity Work Plan

07.07.2027 Activity Performance Indicator Reporting

30.09.2027 12 Month Performance Report

30.09.2027 Financial Acquittal Report - Audited Income and Expenditure Statement and Declaration

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07.07.2028 Activity Performance Indicator Reporting

30.09.2028 12 Month Performance Report

30.09.2028 Financial Acquittal Report - Audited Income and Expenditure Statement and Declaration



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): 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?
n/a
Co-design or co-commissioning comments
n/a

APPROVED BY DkY



UCC - PHNUCC - 2 - PHN Medicare Urgent Care Clinic – Lilydale (October 2025)



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC - PHNUCC

Activity Number *

2

Activity Title *

PHN Medicare Urgent Care Clinic – Lilydale (October 2025)

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

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

The Medicare Urgent Care Clinic (Medicare UCCs) program aims to:

- Provide accessible, no-cost urgent care for conditions requiring prompt attention but not an emergency department attendance.
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Medicare UCCs are equipped and staffed to manage a wide range of minor illnesses – such as respiratory infections, gastrointestinal conditions, and urinary tract infections – and minor injuries – such as closed fractures, lacerations, eye injuries, and burns.

Services adhere to nationally consistent minimum standards while allowing for adaptions to meet local community needs and health system contexts.

The PHN will support the commissioning, establishment, and operation of a Medicare UCC in Lilydale. This activity aims for operation by mid December 2025.

The PHN will support the ongoing service delivery and evaluation activity for the Lilydale MUCC, including the implementation of a performance-based contract in line the DHDA funding guidelines.

Needs Assessment Priorities *

Needs Assessment

EMPHN's Needs Assessment 2024/25 - 2026/27

Priorities

Priority	Page reference
Health Conditions (HC)	138
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Activity Demographics

Target Population Cohort

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Indigenous Specific Comments

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Coverage

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Activity Consultation and Collaboration

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A consumer representative participated in the Request for Tender (RFT) process for the Lilydale Medicare UCC as a non-voting member, providing feedback and perspectives to inform the selection process.

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No

Decommissioning

No

Decommissioning details?

n/a

Co-design or co-commissioning comments

n/a



UCC -CSS - 2 - Lilydale PHNUCC – Capital, Signage and Specialist Equipment (October 2025)



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC -CSS

Activity Number *

2

Activity Title *

Lilydale PHNUCC – Capital, Signage and Specialist Equipment (October 2025)

Existing, Modified or New Activity *

New Activity