

Western Sydney - Urgent Care Clinics Program

2024/25 - 2027/28

Activity Summary View



UCC-MUCC - 1 - Blacktown Medicare Urgent Care Clinics (UCC)



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC-MUCC

Activity Number *

1

Activity Title *

Blacktown Medicare Urgent Care Clinics (UCC)

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

Urgent Care Clinics Program

Aim of Activity *

The aim of this activity is to establish and deliver Medicare Urgent Care Clinics (UCCs) in Western Sydney region.

Description of Activity *

The objectives of this program are:

- To improve access to urgent care in a non-hospital setting
- Reduce the pressure on emergency department (ED) presentations by providing patients with short term, episodic care for urgent conditions that are not immediately life-threatening

- To ease pressure on hospitals and give people in Western Sydney more options to see a healthcare professional when they have an urgent, but non-life-threatening need for care and are unable to access their usual GP or other care providers
- To improve health outcomes and providing access across extended hours without any prior appointments or a fee

Access to Mobile Imaging service which will provide mobile x-ray and mobile ultrasound to Urgent Care patients at various sites across Western Sydney as needed including on Sundays

Medicare Urgent Care Clinics are practices equipped to treat minor illnesses, injuries and provide short term care and management for non-life threatening conditions. Practices will provide timely, safe and quality treatment to patients.

Medicare Urgent Care Clinics will operate for extended hours throughout the week for easy accessibility and accommodate walk in patients or referrals offering a 'no wrong door' entry point.

The Urgent Care Clinic will be cost effective and provides bulk-billed free services to Medicare eligible patients. To ensure a positive patient/carer experience a welcoming, compassionate, culturally appropriate, patient centered, and safe environment will be provided which is inclusive for all people accessing quality care. The Urgent Care Clinics will provide rapid and free access to simple diagnostics such as radiology and pathology, and will support people to connect to pathways of care through integration of the broader health system including the local health care neighbourhood.

WSPHN supports for Medicare UCCs incorporate a number of activities including onboarding, training, capacity and capability lifting, ongoing quality improvement, report reviews, contract management and financial audit reviews. WSPHN also supports the UCC by promoting the clinic to the Western Sydney community.

Needs Assessment Priorities *

Needs Assessment

WSPHN Needs Assessment 2025 - 2028

Priorities

Priority	Page reference
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Activity Demographics

Target Population Cohort

Whole of Western Sydney Population, who may otherwise have presented to Emergency Department (ED) for minor illnesses or injuries.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

- Western Sydney Local Health District (WSLHD),
- Local Emergency Departments and other local health services
- Key stakeholders in Western Sydney region, including General practice and Allied Health Professionals
- NSW Ambulance

Collaboration

- Western Sydney Local Health District (WSLHD),
 - Local Emergency Departments and other local health services
 - Key stakeholders in Western Sydney region, including General Practice and Allied Health Professionals
 - NSW Ambulance
-



Activity Milestone Details/Duration

Activity Start Date

01/06/2023

Activity End Date

30/06/2028

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: 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



UCC-MUCC - 2 - Westmead Medicare Urgent Care Clinic (UCC)



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC-MUCC

Activity Number *

2

Activity Title *

Westmead Medicare Urgent Care Clinic (UCC)

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

Urgent Care Clinics Program

Aim of Activity *

The aim of this activity is to establish and deliver Medicare Urgent Care Clinics (UCCs) in Western Sydney region.

Description of Activity *

The objectives of this program are:

- To improve access to urgent care in a non-hospital setting
- Reduce the pressure on emergency department (ED) presentations by providing patients with short term, episodic care for urgent conditions that are not immediately life-threatening
- To ease pressure on hospitals and give people in Western Sydney more options to see a healthcare professional when they have an urgent, but non- life threatening need for care and are unable to access their usual GP or other care providers
- To improve health outcomes and providing access across extended hours without any prior appointments or a fee
 - Access to Mobile Imaging service which will provide mobile x-ray and mobile ultrasound to Urgent Care patients at various sites across Western Sydney as needed including on Sundays

Medicare UCC will be an equipped practice to treat minor illnesses, injuries and provide short term care and management for non-life threatening conditions. Practices will provide timely, safe and quality treatment to patients.

Medicare Urgent Care Clinics will operate for extended hours throughout the week for easy accessibility and accommodate walk in patients or referrals offering a 'no wrong door' entry point.

The Urgent Care Clinic will be cost effective and provide bulk billed free services to Medicare eligible patients. To ensure a positive patient/carer experience a welcoming, compassionate, culturally appropriate, patient centered, and safe environment will be provided which is inclusive for all people accessing quality care. The Urgent Care Clinics will provide rapid and free access to simple diagnostics such as radiology and pathology, and will support people to connect to pathways of care through integration of the broader health system including the local health care neighborhood.

WSPHN supports for Medicare UCCs incorporate a number of activities including onboarding, training, capacity and capability lifting, ongoing quality improvement, report reviews, contract management and financial audit reviews. WSPHN also support the UCC by promoting the clinic to Western Sydney community.

Needs Assessment Priorities *

Needs Assessment

WSPHN Needs Assessment 2025 - 2028

Priorities

Priority	Page reference
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Activity Demographics

Target Population Cohort

Whole of Western Sydney Population who may otherwise have presented to Emergency Department (ED) for minor illnesses or injuries.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

- Western Sydney Local Health District (WSLHD),
- Local Emergency departments and other local health services
- Key stakeholders in Western Sydney region, including General practice and Allied Health Professionals
- NSW Ambulance

Collaboration

- Western Sydney Local Health District (WSLHD),
- Local Emergency departments and other local health services
- Key stakeholders in Western Sydney region, including General practice and Allied Health Professionals
- NSW Ambulance



Activity Milestone Details/Duration

Activity Start Date

01/06/2023

Activity End Date

30/06/2028

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: 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



UCC-SE - 1 - Medicare Urgent Care Clinic (UCC) Mobile Imaging



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC-SE

Activity Number *

1

Activity Title *

Medicare Urgent Care Clinic (UCC) Specialist Equipment Funding

Existing, Modified or New Activity *

Existing



Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

Urgent Care Clinics Program

Aim of Activity *

The aim of this activity is to support the delivery of Medicare Urgent Care Clinics (UCCs) in Western Sydney region.

Description of Activity *

The Mobile Imaging service will provide mobile x-ray and mobile ultrasound to Urgent Care patients at various sites as needed including on Sundays. Priority diagnostic imaging services will be provided by the Provider, including imaging, reading, and reporting, ultimately resulting in reduced presentations to the emergency department (ED) for imaging requests. WSPHN will commission an organisation to provide a mobile x-ray and mobile ultrasound service to complete plain film x-rays and ultrasound of patients at all Residential Aged Care Homes (RACHs) across Western Sydney, with the objective of reducing the number of patients presenting to hospital facilities, where external imaging could be used as a hospital avoidance measure; and mobile x-ray service to receive referrals all UCC and attend the UCS sites within the Western Sydney catchment area on Sundays

Needs Assessment Priorities ***Needs Assessment**

WSPHN Needs Assessment 2025 - 2028

Priorities

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Activity Demographics

Target Population Cohort

Whole of Western Sydney Population, who may otherwise have presented to Emergency Department (ED) for minor illnesses or injuries.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

- Western Sydney Local Health District (WSLHD),
- Local Emergency Departments and other local health services
- Key stakeholders in Western Sydney region, including General practice and Allied Health Professionals
- NSW Ambulance

Collaboration

- Western Sydney Local Health District (WSLHD),
- Local Emergency Departments and other local health services
- Key stakeholders in Western Sydney region, including General Practice and Allied Health Professionals
- NSW Ambulance



Activity Milestone Details/Duration

Activity Start Date

01/06/2023

Activity End Date

30/06/2028

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?

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



UCC-PHNUCC - 1 - Rouse Hill Medicare Urgent Care Clinics (UCC) - Tranche 2



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC - PHNUCC

Activity Number *

1

Activity Title *

Rouse Hill Medicare Urgent Care Clinic - Tranche 2

Existing, Modified or New Activity *

New



Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

Urgent Care Clinics Program

Aim of Activity *

The aim of this activity is to establish and deliver Medicare Urgent Care Clinics (UCCs) in Western Sydney region.

Description of Activity *

The objectives of this program are:

- To improve access to urgent care in a non-hospital setting
- Reduce the pressure on emergency department (ED) presentations by providing patients with short term, episodic care for urgent conditions that are not immediately life-threatening
- To ease pressure on hospitals and give people in Western Sydney more options to see a healthcare professional when they have an urgent, but non-life-threatening need for care and are unable to access their usual GP or other care providers
- To improve health outcomes and providing access across extended hours without any prior appointments or a fee

Medicare Urgent Care Clinics are practices equipped to treat minor illnesses, injuries and provide short term care and management for non-life threatening conditions. Practices will provide timely, safe and quality treatment to patients.

Medicare Urgent Care Clinics will operate for extended hours throughout the week for easy accessibility and accommodate

walk in patients or referrals offering a ‘no wrong door’ entry point.

The Urgent Care Clinic will be cost effective and provides bulk-billed free services to Medicare eligible patients. To ensure a positive patient/carer experience a welcoming, compassionate, culturally appropriate, patient centered, and safe environment will be provided which is inclusive for all people accessing quality care. The Urgent Care Clinics will provide rapid and free access to simple diagnostics such as radiology and pathology, and will support people to connect to pathways of care through integration of the broader health system including the local health care neighbourhood. Access to Mobile Imaging service which will provide mobile x-ray and mobile ultrasound to Urgent Care patients at various sites across Western Sydney as needed including on Sundays

WSPHN supports for Medicare UCCs incorporate a number of activities including onboarding, training, capacity and capability lifting, ongoing quality improvement, report reviews, contract management and financial audit reviews. WSPHN also supports the UCC by promoting the clinic to the Western Sydney community. Priority diagnostic imaging services will be provided by the Provider, including imaging, reading, and reporting, ultimately resulting in reduced presentations to the emergency department (ED) for imaging requests.

Needs Assessment Priorities *

Needs Assessment

WSPHN Needs Assessment 2025 - 2028

Priorities

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Activity Demographics

Target Population Cohort

Whole of Western Sydney Population, who may otherwise have presented to Emergency Department (ED) for minor illnesses or injuries.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

- Western Sydney Local Health District (WSLHD),
- Local Emergency Departments and other local health services
- Key stakeholders in Western Sydney region, including General practice and Allied Health Professionals
- NSW Ambulance

Collaboration

- Western Sydney Local Health District (WSLHD),
- Local Emergency Departments and other local health services
- Key stakeholders in Western Sydney region, including General Practice and Allied Health Professionals
- NSW Ambulance



Activity Milestone Details/Duration

Activity Start Date

01/09/2025

Activity End Date

31/12/2028

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: 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



UCC-PSC- 1 - Medicare Urgent Care Clinic (UCC) - PHN Support Costs - Tranche 2



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC - PSC

Activity Number *

1

Activity Title *

Medicare Urgent Care Clinic (UCC) PHN Support Costs -Tranche 2

Existing, Modified or New Activity *

New



Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

Urgent Care Clinics Program

Aim of Activity *

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Description of Activity ***Needs Assessment Priorities *****Needs Assessment**

WSPHN Needs Assessment 2025 - 2028

Priorities

Priority	Page reference
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Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region

Yes



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:

Continuing Service Provider / Contract Extension:

Direct Engagement:

Open Tender:

Expression Of Interest (EOI):

Other Approach (please provide details):

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

Funding From Other Sources - Financial Details

Funding From Other Sources - Organisational Details



UCC-CSS- 1 - Medicare Urgent Care Clinic (UCC) - Capital, Signage & Specialist Equipment Funding – Tranche 2



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC - CSS

Activity Number *

1

Activity Title *

Medicare Urgent Care Clinic (UCC) - Capital, Signage & Specialist Equipment Funding -Tranche 2

Existing, Modified or New Activity *

New



Activity Priorities and Description

Program Key Priority Area *

Other (please provide details)

Other Program Key Priority Area Description

Urgent Care Clinics Program

Aim of Activity *

To support the establishment of the Rouse Hill Urgent Care Centre with the cost of specialist equipment, signage and capital

Description of Activity *

Capital funding is a one-off payment to support the costs associated with establishing a Medicare UCC i.e. building fit out, equipment such as CT, X-Ray, ultrasound; bedding etc. Access to Mobile Imaging service which will provide mobile x-ray and mobile ultrasound to Urgent Care patients at various sites across Western Sydney as needed including on Sundays

Needs Assessment Priorities *

Needs Assessment

WSPHN Needs Assessment 2025 - 2028

Priorities

Priority	Page reference
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Activity Demographics

Target Population Cohort

Whole of Western Sydney Population, who may otherwise have presented to Emergency Department (ED) for minor illnesses or injuries.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

- Western Sydney Local Health District (WSLHD),
- Local Emergency Departments and other local health services
- Key stakeholders in Western Sydney region, including General practice and Allied Health Professionals
- NSW Ambulance

Collaboration

- Western Sydney Local Health District (WSLHD),
- Local Emergency Departments and other local health services
- Key stakeholders in Western Sydney region, including General Practice and Allied Health Professionals
- NSW Ambulance



Activity Milestone Details/Duration

Activity Start Date

01/09/2025

Activity End Date

31/12/2028

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:

Continuing Service Provider / Contract Extension:

Direct Engagement:

Open Tender:

Expression Of Interest (EOI):

Other Approach (please provide details):

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