

# 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

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 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 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
Identified Priorities Pages 105 -109	105



### 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

27/06/2023

### Activity End Date

29/06/2026

### 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

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
Identified Priorities Pages 105 -109	105



### 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

27/06/2023

#### Activity End Date

29/06/2026

#### 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-PSF - 1 - Medicare Urgent Care Clinic (UCC) PHN Support Funding



## Activity Metadata

### Applicable Schedule \*

Urgent Care Clinics Program

### Activity Prefix \*

UCC-PSF

### Activity Number \*

1

### Activity Title \*

Medicare Urgent Care Clinic (UCC) 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



## UCC-SE - 1 - Medicare Urgent Care Clinic (UCC) Specialist Equipment Funding



### Activity Metadata

#### Applicable Schedule \*

Urgent Care Clinics Program

#### Activity Prefix \*

UCC-MI

#### Activity Number \*

1

#### Activity Title \*

Medicare Urgent Care Clinic (UCC) Specialist Equipment Funding

#### Existing, Modified or New Activity \*

---

Modified



### Activity Priorities and Description

#### Program Key Priority Area \*

Urgent Care Program

#### Other Program Key Priority Area Description

#### Aim of Activity \*

The Program provides a mobile x-ray and mobile ultrasound service to complete plain film x-rays and ultrasound of patients at various Urgent Care Services and Residential Aged Care Facilities (RACFs) across Western Sydney

#### Description of Activity \*

Mobile Radiology Service for Urgent Care Services, Urgent Care Clinics and Residential Aged Care Homes:

A mobile x-ray service to receive referrals from all UCS/UCCs in Western Sydney. Priority diagnostic imaging services is provided by the Provider, including imaging, reading, and reporting, ultimately resulting in reduced presentations to the emergency department (ED) for imaging requests.

Mobile imaging services is available for all UCS/UCCs in Western Sydney who may require support depending on current availability of onsite offerings and accessibility to other imaging providers in the vicinity. The service is centralised and on demand, with service timeframes provided at time of call, meaning all UCS/UCC sites will be able to access the service in timely manner. This service will operate on Sundays and public holidays..

Cost effective care: No out-of-pocket costs to Medicare eligible patients or community asylum seekers consistent with receiving ED care

### Needs Assessment Priorities \*

#### Needs Assessment

[Western Sydney Primary Health Network \(WSPHN\) 2025-2028](#)

#### Priorities

---



### Activity Demographics

#### Target Population Cohort

All western Sydney

#### In Scope AOD Treatment Type \*

#### Indigenous Specific \*

No

#### Indigenous Specific Comments

N/A

#### 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

01/07/2024

##### Activity End Date

30/06/26

##### Service Delivery Start Date

01/07/24

##### Service Delivery End Date

30/06/26

##### 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?

Yes

**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?**

Yes

**Decommissioning**

No

**Decommissioning details?**

N/A

**Co-design or co-commissioning comments**