



Urgent Care Clinics

Activity Work Plan 2025/26 – 2027/28



Table of Contents

PHN Medicare Urgent Care Clinics - Ipswich	2
ACTIVITY PRIORITIES AND DESCRIPTION	2
CONSULTATION / COLLABORATION	3
NEEDS ASSESSMENT PRIORITY	3
PHN Medicare Urgent Care Clinics – Toowoomba	4
ACTIVITY PRIORITIES AND DESCRIPTION	4
CONSULTATION / COLLABORATION	5
NEEDS ASSESSMENT PRIORITY	5
PHN Medicare Urgent Care Clinics - Goodna	6
ACTIVITY PRIORITIES AND DESCRIPTION	6
CONSULTATION / COLLABORATION	7
NEEDS ASSESSMENT PRIORITY	7

PHN Medicare Urgent Care Clinics - Ipswich

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

The DDWM PHN has established three Medicare Urgent Care Clinics (UCCs) in our region in the locations of Ipswich, Toowoomba and Goodna. These Medicare UCCs will ease the pressure on hospitals and provide families with greater options to consult healthcare professionals, when they have an urgent but not life-threatening need for coordinated, timely, safe and quality treatment care. The Ipswich UCC was established in August 2023 and is the first Urgent Care Clinic to open in the region.

DESCRIPTION OF ACTIVITY

The PHN will:

- Ensure the Ipswich UCC continues to meet the UCC Design Principles supplied by the Department of Health and Aged Care (DOHAC) and support them to understand their ongoing operational requirements as per the UCC Operational Guidance.
- Support the Ipswich UCC to procure specialised equipment as outlined in UCC Guidance through one-off specialist equipment funding.
- Co-ordinate regular engagement meetings with UCC providers to ensure compliance with their contractual obligations and key performance indicators.
- Support close co-operation and co-design of services and referral pathways between each of the Medicare UCCs, local primary care services, local emergency departments, local ambulance services, local mental health hubs and services, and the local health system.
- Support and participate in relevant local and national Medicare UCC governance arrangements and where required, the Commonwealth-led evaluation of Medicare UCCs.
- Increase community awareness and understanding of the availability of services and conditions that are appropriate to be managed within the UCC.
- Support clinics to understand their compliance responsibilities and provide relevant advice and education where required.
- Ensure the Medicare UCC adhere to the UCC Data Sharing Agreement, UCC Privacy Policy and the UCC Patient Consent Form and provide clinics with support to complete data fields where required.
- Notify the Commonwealth and State of contractual non-compliance, and where relevant to the Medicare UCC's 19(2) Direction, work with the Department of Health and Aged Care as required.
- Support UCC in the development of their contingency plans to mitigate various operational risks.
- Provide information to the Commonwealth and State on critical incidents.
- Provide information to the Commonwealth and State on systematic and ongoing issues with quality and safety within a particular UCC, or any concerns around quality and safety.
- Provide Commonwealth funding to the Ipswich UCC in line with the allocations.
- Support the uptake of any required training by Medicare UCC staff and support the delivery of training where appropriate.
- Support the UCC to implement workforce initiatives to ensure adequate staffing of UCC's in line with operational guidelines.
- Support the UCC to implement all sections of the Onsite Clinical Readiness Report.
- Undertake regular performance meetings with key stakeholders, monitor complaints and facilitate program uplift.



The Ipswich UCC has identified a need to further enhance the diagnostic imaging capabilities to support the practice operations and its patients. This UCC will explore the options available for the purchase of relevant specialist equipment and diagnostic provider support as part of this process.

CONSULTATION / COLLABORATION

Consultation for the establishment and delivery of the UCC’s will be undertaken with:

- PHN Clinical Council
- Intra and Interstate PHNs
- Queensland Ambulance Service
- Hospital and Health Services
- Queensland Health Reform Office
- General Practices

Co-Design for the establishment and delivery the UCC swill be undertaken with:

- Queensland Ambulance Service
- Hospital and Health Services
- Queensland Health Reform Office
- Mental Health, Head to Health service providers
- Priority Population Primary Care Providers
- Consumer Representatives
- General Practices

NEEDS ASSESSMENT PRIORITY

Joint Regional Needs Assessments undertaken with West Moreton Health and Darling Downs Health 2025/26-2027/28.

NEEDS ASSESSMENT PRIORITY	Identified Need
Effective continuity and integration of care	Partnerships and Integration
Appropriate workforce capacity, capability and stability	Enablers
Person-centred, integrated care for people living with chronic conditions	Priority Health Conditions

PHN Medicare Urgent Care Clinics – Toowoomba

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

The DDWM PHN has established three Medicare Urgent Care Clinics (UCCs) in our region in the locations of Ipswich, Toowoomba and Goodna. These Medicare UCCs will ease the pressure on hospitals and provide families with greater options to consult healthcare professionals, when they have an urgent but not life-threatening need for coordinated, timely, safe and quality treatment care. The Toowoomba Medicare UCC was established in October, 2023 and was the second Urgent Care Clinic to open in the region.

DESCRIPTION OF ACTIVITY

The PHN will:

- Ensure the Toowoomba UCC continues to meet the UCC Design Principles supplied by the Department of Health and Aged Care (DOHAC) and support them to understand their ongoing operational requirements as per the UCC Operational Guidance
- Support the Toowoomba UCC to procure specialised equipment as outlined in UCC Guidance through one-off specialist equipment funding
- Co-ordinate regular engagement meetings with UCC providers to ensure compliance with their contractual obligations and key performance indicators
- Support close co-operation and co-design of services and referral pathways between each of the Medicare UCCs, local primary care services, local emergency departments, local ambulance services, local mental health hubs and services, and the local health system
- Support and participate in relevant local and national Medicare UCC governance arrangements and where required, the Commonwealth-led evaluation of Medicare UCCs
- Increase community awareness and understanding of the availability of services and conditions that are appropriate to be managed by the UCC
- Support clinics to understand their compliance responsibilities and provide relevant advice and education where required
- Ensure the Medicare UCC adheres to the UCC Data Sharing Agreement, UCC Privacy Policy and the UCC Patient Consent Form and provide clinics with support to complete data fields where required
- Notify the Commonwealth and State of contractual non-compliance, and where relevant to the Medicare UCC's 19(2) Direction, work with the Department of Health and Aged Care as required
- Support UCC in the development of their contingency plans to mitigate various operational risks
- Provide information to the Commonwealth and State on critical incidents
- Provide information to the Commonwealth and State on systematic and ongoing issues with quality and safety within a particular UCC, or any concerns around quality and safety
- Provide Commonwealth funding to the Toowoomba UCC in line with the allocations
- Support the uptake of any required training by the UCC staff and support the delivery of training where appropriate
- Support the UCC to implement workforce initiatives to ensure adequate staffing of UCC's in line with operational guidelines
- Support the UCC to implement all sections of the Onsite Clinical Readiness Report
- Undertake regular performance meetings with key stakeholders, monitor complaints and facilitate program uplift

The Toowoomba UCC has identified a need to further enhance the diagnostic imaging capabilities to support the practice operations and its patients. This UCC will explore the options available for the purchase of relevant specialist equipment and diagnostic provider support as part of this process.

CONSULTATION / COLLABORATION

Consultation for the establishment and delivery of the UCC's will be undertaken with:

- PHN Clinical Council
- Intra and Interstate PHNs
- Queensland Ambulance Service
- Hospital and Health Services
- Queensland Health Reform Office
- General Practices

Co-Design for the establishment and delivery the UCC swill be undertaken with:

- Queensland Ambulance Service
- Hospital and Health Services
- Queensland Health Reform Office
- Mental Health, Head to Health service providers
- Priority Population Primary Care Providers
- Consumer Representatives
- General Practices

NEEDS ASSESSMENT PRIORITY

Joint Regional Needs Assessments undertaken with West Moreton Health and Darling Downs Health 2025/26-2027/28.

NEEDS ASSESSMENT PRIORITY	Identified Need
Effective continuity and integration of care	Partnerships and Integration
Appropriate workforce capacity, capability and stability	Enablers
Person-centred, integrated care for people living with chronic conditions	Priority Health Conditions

PHN Medicare Urgent Care Clinics - Goodna

ACTIVITY PRIORITIES AND DESCRIPTION

PROGRAM KEY PRIORITY AREA

Population Health

AIM OF ACTIVITY

The DDWM PHN has established three Medicare Urgent Care Clinics (UCCs) in our region in the locations of Ipswich, Toowoomba and Goodna. These Medicare UCCs will ease the pressure on hospitals and provide families with greater options to consult healthcare professionals, when they have an urgent but not life-threatening need for coordinated, timely, safe and quality treatment care. The Goodna UCC was established in December, 2024 and is the third Urgent Care Clinic to open in the PHN region. This UCC addresses the health needs of people in the Springfield/ Goodna/ Redbank areas, that contain a high prevalence of multicultural and refugee communities.

DESCRIPTION OF ACTIVITY

The PHN will:

- Ensure the Goodna UCC continues to meet the UCC Design Principles supplied by the Department of Health and Aged Care (DOHAC) and support them to understand their ongoing operational requirements as per the UCC Operational Guidance
- Support the UCC to procure specialised equipment as outlined in UCC Guidance through one-off specialist equipment funding
- Co-ordinate regular engagement meetings with UCC providers to ensure compliance with their contractual obligations and key performance indicators
- Support close co-operation and co-design of services and referral pathways between each of the Medicare UCCs, local primary care services, local emergency departments, local ambulance services, local mental health hubs and services, and the local health system
- Support and participate in relevant local and national Medicare UCC governance arrangements and where required, the Commonwealth-led evaluation of Medicare UCCs
- Increase community awareness and understanding of the availability of services and conditions that are appropriate to be managed within the Medicare UCC
- Support the UCC to understand their compliance responsibilities and provide relevant advice and education where required
- Ensure the UCCs adheres to the UCC Data Sharing Agreement, UCC Privacy Policy and the UCC Patient Consent Form and provide clinics with support to complete data fields where required
- Notify the Commonwealth and State of contractual non-compliance, and where relevant to the Medicare UCC's 19(2) Direction, work with the Department of Health and Aged Care as required
- Support the UCC in the development of their contingency plans to mitigate various operational risks.
- Provide information to the Commonwealth and State on critical incidents
- Provide information to the Commonwealth and State on systematic and ongoing issues with quality and safety within a particular UCC, or any concerns around quality and safety
- Provide Commonwealth funding to the UCC in line with the allocations
- Support the uptake of any required training by the UCC staff and support the delivery of training for where appropriate
- Support the UCC to implement workforce initiatives to ensure adequate staffing of UCC's in line with operational guidelines
- Support the UCC to implement all sections of the Onsite Clinical Readiness Report
- Undertake regular performance meetings with key stakeholders, monitor complaints and facilitate program uplift

CONSULTATION / COLLABORATION

Consultation for the establishment and delivery of the UCC's will be undertaken with:

- PHN Clinical Council
- Intra and Interstate PHNs
- Queensland Ambulance Service
- Hospital and Health Services
- Queensland Health Reform Office
- General Practices

Co-Design for the establishment and delivery the UCC swill be undertaken with:

- Queensland Ambulance Service
- Hospital and Health Services
- Queensland Health Reform Office
- Mental Health, Head to Health service providers
- Priority Population Primary Care Providers
- Consumer Representatives
- General Practices

NEEDS ASSESSMENT PRIORITY

Joint Regional Needs Assessments undertaken with West Moreton Health and Darling Downs Health 2025/26-2027/28.

NEEDS ASSESSMENT PRIORITY	Identified Need
Effective continuity and integration of care	Partnerships and Integration
Appropriate workforce capacity, capability and stability	Enablers
Person-centred, integrated care for people living with chronic conditions	Priority Health Conditions



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Primary Health Care