



Perth North PHN Activity Work Plan

Medicare Urgent Care Clinics

**Summary View
2023/2024 – 2026/2027**

**Presented to the Australian Government Department of Health
and Aged Care**

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UCC-MUCC 1000 – Medicare Urgent Care Clinics - Morley

Activity Title

Medicare Urgent Care Clinics Program – Morley

Activity Number

1000

Activity Status

New Activity

PHN Program Key Priority Area

Population Health

Aim of Activity

Strengthening primary health care and ensuring all Australians have access to affordable primary care services is a priority for the Australian Government Department of Health and Aged Care. The Department of Health and Aged Care allocated up to \$230.9 million over four years (2022-23 to 2025-26) for PHNs to assist with the establishment of 58 Medicare Urgent Care Clinics (Medicare UCCs) throughout Australia.

Seven Medicare UCC were allocated to Western Australia to be established by 31 December 2023. Identified locations were Morley, Clarkson, Rockingham, Beeliar, Midland, Bunbury, and Broome.

The Medicare UCC policy was developed by the Department of Health and Aged Care to ease the pressure on hospital emergency departments and give Australian families more options to see a suitably qualified and skilled healthcare professional when they have an urgent but not life-threatening need for care. All Medicare UCCs are required to provide bulk-billed services, be open during extended business hours and accept walk-in patients for specified urgent care presentations. This measure delivers on the Department of Health and Aged Care commitment to strengthen Medicare and make it easier to see a doctor as published in the Plan for a Better Future.

Description of Activity

The Department of Health and Aged Care and Western Australian governments have entered into a bilateral agreement, with WA Primary Health Alliance (WAPHA) as designated commissioner, to deliver Medicare Urgent Care Clinics in seven designated WA locations; focused on specified actions that are intended to reduce pressure on emergency departments (ED's).

A Memorandum of Understanding (MOU) was established between WAPHA, WA Department of Health and Health Service Providers (namely Child and Adolescent, East Metropolitan, North Metropolitan, North Metropolitan and WA Country Health Services). The purpose of this MOU is to outline the agreed principles of engagement, participation and working processes between all Parties.

This document provides a formal mechanism by which all Parties will work together to provide more sustainable health outcomes and to align with the systemwide reform intentions. The MOU demonstrates the commitment to improving health care integration across the primary and acute health system in WA.

Activity 1.1 – Morley Medicare Urgent Care Clinic – operating since 30 June 2023.

The Morley Medicare UCC is co-located at the Rudloc Road Medical and Dental Centre, 40 Rudloc Road, Morley, WA 6062 operating under the ForHealth corporate group.

Located 9km from Royal Perth ED, the Medicare UCC is open from 8am – 8pm, 365 days per year to provide urgent care services to the local community.

Data collection

Medicare UCCs have entered into a data sharing agreement with the Department of Health and Aged Care. De-identified data is shared with the PHN.

Perth North PHN Needs Assessment

Priorities

Page reference

Reduce non-urgent emergency department attendances and improve access to alternative services. (Metro)	12
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Coverage

Bayswater-Bassendean local government area within Perth North PHN

Consultation

The PHN consulted with and continues to consult with a variety of stakeholders including:

- Hospital emergency department teams
- WA Department of Health
- WA GP Urgent Care Network
- National Health Service Directory
- Healthdirect
- Department of Health and Aged Care

- Other Australian PHNs commissioning UCCs

Collaboration

- Hospital emergency department teams for the development and implementation of pathways of care.
- WA Department of Health for strategic oversight of the UCC activity.
- Department of Health and Aged Care as funder and for policy and communications resource.
- Perth North Health Service Providers for development of specific UCC models in designated regions.
- Department of Premier and Cabinet for strategic oversight of UCC activity.
- Local health care providers including Radiology and Pathology for design of patient pathways.
- General practitioners for design, delivery, monitoring and evaluation of UCCs (includes non UCC GPs in local area).
- General practice teams (clinical and administrative) for design, delivery, monitoring and evaluation of UCCs.

Performance Indicator Description	Target
Reduce pressure on hospital ED presentations at partner hospitals.	100%
Change consumer behaviour over time to use UCCs where available instead of EDs for urgent non-life-threatening conditions.	100%
Establish a partnership with PHNs, Healthdirect, jurisdictions and the health ecosystem, to become an effective coordinated care option for people with urgent non-life-threatening conditions.	100%

Activity Milestone	Due Date
Submit an updated multiyear Activity Work Plan	30 April 2024, 30 April 2025, 30 April 2026
Submit the Needs Assessment	15 November 2024, 15 November 2025
Submit Twelve-month performance reports	30 September 2024, 30 September 2025, 30 September 2026
Submit Twelve month audited income and expenditure statements	30 September 2024, 30 September 2025, 30 September 2026
Final performance report	30 September 2026

Activity Start Date

Activity End Date

1 June 2023	30 June 2026
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Activity Planned Expenditure

Funding Stream	FY 23 24	FY 24 25	FY 25 26
Medicare Urgent Care Clinics	\$2,743,660.00	\$1,863,461.00	\$1,863,461.00

UCC-MUCC 1010 – Medicare Urgent Care Clinics - Clarkson

Activity Title

Urgent Care Clinics Program – Clarkson

Activity Number

1010

Activity Status

New Activity

PHN Program Key Priority Area

Population Health

Aim of Activity

Strengthening primary health care and ensuring all Australians have access to affordable primary care services is a priority for the Australian Government Department of Health and Aged Care. The Department of Health and Aged Care allocated up to \$230.9 million over four years (2022-23 to 2025-26) for PHNs to assist with the establishment of 58 Medicare Urgent Care Clinics (Medicare UCCs) throughout Australia.

Seven Medicare UCC were allocated to Western Australia to be established by 31 December 2023. Identified locations were Morley, Clarkson, Rockingham, Beeliar, Midland, Bunbury, and Broome

The Medicare UCC policy was developed by the Department of Health and Aged Care to ease the pressure on hospital emergency departments and give Australian families more options to see a suitably qualified and skilled healthcare professional when they have an urgent but not life-threatening need for care. All Medicare UCCs are required to provide bulk-billed services, be open during extended business hours and accept walk-in patients for specified urgent care presentations. This measure delivers on the Department of Health and Aged Care commitment to strengthen Medicare and make it easier to see a doctor as published in the Plan for a Better Future.

Description of Activity

The Department of Health and Aged Care and Western Australian governments have entered into a bilateral agreement, with WA Primary Health Alliance (WAPHA) as designated commissioner, to deliver Medicare Urgent Care Clinics in seven designated WA locations; focused on specified actions that are intended to reduce pressure on

emergency departments (ED's).

A Memorandum of Understanding (MOU) was established between WAPHA, WA Department of Health and Health Service Providers (namely Child and Adolescent, East Metropolitan, North Metropolitan, North Metropolitan and WA Country Health Services). The purpose of this MOU is to outline the agreed principles of engagement, participation and working processes between all Parties.

This document provides a formal mechanism by which all Parties will work together to provide more sustainable health outcomes and to align with the systemwide reform intentions. The MOU demonstrates the commitment to improving health care integration across the primary and acute health system in WA.

Activity 1.2 – Clarkson Medicare Urgent Care Clinic – operating from 28 August 2023.

The Clarkson Medicare UCC is co-located at the Ocean Keys Family Practice, 2 Ebb Way, Clarkson, WA 6030. The clinic is owner operated with the Practice Principle leading the delivery of the Urgent Care Clinic.

Located 10km from Joondalup Health Campus ED, the Medicare UCC is open from 8am – 7pm weekdays and 8am-6pm weekends and public holidays.

Data collection

Medicare UCCs have entered into a data sharing agreement with the Department of Health and Aged Care. De-identified data is shared with the PHN.

Perth North PHN Needs Assessment

Priorities

Page reference

Reduce non-urgent emergency department attendances and improve access to alternative.	12
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Coverage

Wanneroo local government area within Perth North PHN

Consultation

The PHN consulted with and continues to consult with a variety of stakeholders including:

- Hospital emergency department teams
- WA Department of Health
- WA GP Urgent Care network
- National Health Service Directory

- Healthdirect
- Department of Health and Aged Care
- Other Australian PHNs commissioning UCCs
- Aboriginal Medical Services

Collaboration

- Hospital emergency department teams for the development and implementation of pathways of care.
- WA Health management for strategic oversight of the UCC activity.
- Department of Health and Aged Care as funder and for policy and communications resource.
- Perth North Health Service Providers for development of specific UCC models in designated regions.
- Department of Premier and Cabinet for strategic oversight of UCC activity.
- Local health care providers including Radiology and Pathology for design of patient pathways.
- General practitioners for design, delivery, monitoring and evaluation of UCCs (includes non UCC GPs in local area).
- Practice teams (clinical and administrative) for design, delivery, monitoring and evaluation of UCCs.

Performance Indicator Description	Target
Reduce pressure on hospital ED presentations at partner hospitals.	100%
Change consumer behaviour over time to use UCCs where available instead of EDs for urgent non-life-threatening conditions.	100%
Establish a partnership with PHNs, Healthdirect, jurisdictions and the health ecosystem, to become an effective coordinated care option for people with urgent non-life-threatening conditions.	100%

Activity Milestone	Due Date
Multiyear Activity Work Plan	30 April 2024, 30 April 2025, 30 April 2026
Annual Needs Assessment	15 November 2024, 15 November 2025
Twelve-month performance reports	30 September 2024, 30 September 2025, 30 September 2026
Twelve month audited income and expenditure statements	30 September 2024, 30 September 2025, 30 September 2026

Final performance report	30 September 2026
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Activity Start Date

Activity End Date

1 June 2023	30 June 2026
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Activity Planned Expenditure

Funding Stream	FY 23-24	FY 24-25	FY 25-26
Medicare Urgent Care Clinics	\$4,675,003.00	\$3,590,227.00	\$3,590,227.00

UCC-MUCC 1020 – Medicare Urgent Care Clinics - Midland

Activity Title

Urgent Care Clinics Program – Midland

Activity Number

1020

Activity Status

New Activity

PHN Program Key Priority Area

Population Health

Aim of Activity

Strengthening primary health care and ensuring all Australians have access to affordable primary care services is a priority for the Australian Government Department of Health and Aged Care. The Department of Health and Aged Care allocated up to \$230.9 million over four years (2022-23 to 2025-26) for PHNs to assist with the establishment of 58 Medicare Urgent Care Clinics (Medicare UCCs) throughout Australia.

Seven Medicare UCC were allocated to Western Australia to be established by 31 December 2023. Identified locations were Morley, Clarkson, Rockingham, Beeliar, Midland, Bunbury, and Broome

The Medicare UCC policy was developed by the Department of Health and Aged Care to ease the pressure on hospital emergency departments and give Australian families more options to see a suitably qualified and skilled healthcare professional when they have an urgent but not life-threatening need for care. All Medicare UCCs are required to provide bulk-billed services, be open during extended business hours and accept walk-in patients for specified urgent care presentations. This measure delivers on the Department of Health and Aged Care commitment to strengthen Medicare and make it easier to see a doctor as published in the Plan for a Better Future.

Description of Activity

The Department of Health and Aged Care and Western Australian governments have entered into a bilateral agreement, with WA Primary Health Alliance (WAPHA) as designated commissioner, to deliver Medicare Urgent Care Clinics in seven designated WA locations; focused on specified actions that are intended to reduce pressure on

emergency departments (ED's).

A Memorandum of Understanding (MOU) was established between WAPHA, WA Department of Health and Health Service Providers (namely Child and Adolescent, East Metropolitan, North Metropolitan, North Metropolitan and WA Country Health Services). The purpose of this MOU is to outline the agreed principles of engagement, participation and working processes between all Parties.

This document provides a formal mechanism by which all Parties will work together to provide more sustainable health outcomes and to align with the systemwide reform intentions. The MOU demonstrates the commitment to improving health care integration across the primary and acute health system in WA.

Activity 1.3 – Midland Medicare Urgent Care Clinic – operating since 11 December 2023.

The Midland Medicare UCC is co-located at North Street Medical Centre, 40 Great Northern Highway, Midland, WA 6056 operating under the Brecken Health corporate group.

Located 2km from St John of God Midland ED, the Medicare UCC are open from 8am – 7pm weekdays and 8am-6pm weekends and public holidays.

Data collection

Medicare UCCs have entered into a data sharing agreement with the Department of Health and Aged Care. De-identified data is shared with the PHN.

Perth North PHN Needs Assessment

Priorities

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Reduce non-urgent emergency department attendances and improve access to alternative.	12
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Coverage

Swan local government area within Perth North PHN

Consultation

The PHN consulted with and continues to consult with a variety of stakeholders including:

- Hospital emergency department teams
- WA Department of Health
- WA GP Urgent Care network

- National Health Service Directory
- Healthdirect
- Department of Health and Aged Care
- Other Australian PHNs commissioning UCCs
- Aboriginal Medical Services

Collaboration

- Hospital emergency department teams for the development and implementation of pathways of care.
- WA Health management for strategic oversight of the UCC activity.
- Department of Health and Aged Care as funder and for policy and communications resource.
- Perth North Health Service Providers for development of specific UCC models in designated regions.
- Department of Premier and Cabinet for strategic oversight of UCC activity.
- Local health care providers including Radiology and Pathology for design of patient pathways.
- General practitioners for design, delivery, monitoring and evaluation of UCCs (includes non UCC GPs in local area).
- Practice teams (clinical and administrative) for design, delivery, monitoring and evaluation of UCCs.

Performance Indicator Description	Target
Reduce pressure on hospital ED presentations at partner hospitals.	100%
Change consumer behaviour over time to use UCCs where available instead of EDs for urgent non-life-threatening conditions.	100%
Establish a partnership with PHNs, Healthdirect, jurisdictions and the health ecosystem, to become an effective coordinated care option for people with urgent non-life-threatening conditions.	100%

Activity Milestone	Due Date
Multiyear Activity Work Plan	30 April 2024, 30 April 2025, 30 April 2026
Annual Needs Assessment	15 November 2024, 15 November 2025
Twelve-month performance reports	30 September 2024, 30 September 2025, 30 September 2026
Twelve month audited income and expenditure statements	30 September 2024, 30 September 2025, 30 September 2026

Final performance report	30 September 2026
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Activity Start Date	Activity End Date
1 June 2023	30 June 2026

Activity Planned Expenditure

Funding Stream	FY 23-24	FY 24-25	FY 25-26
Medicare Urgent Care Clinics	\$2,411,652.00	\$1,842,031.00	\$1,842,031.00

UCC-PSF 1000 – PHN Support Funding

Activity Title

PHN Support Funding

Activity Number

1000

Activity Status

New Activity

PHN Program Key Priority Area

Population Health

Aim of Activity

Strengthening primary health care and ensuring all Australians have access to affordable primary care services is a priority for the Australian Government Department of Health and Aged Care. The Department of Health and Aged Care allocated up to \$230.9 million over four years (2022-23 to 2025-26) for PHNs to assist with the establishment of 58 Medicare Urgent Care Clinics (Medicare UCCs) throughout Australia.

Seven Medicare UCC were allocated to Western Australia to be established by 31 December 2023. Identified locations were Morley, Clarkson, Rockingham, Beeliar, Midland, Bunbury, and Broome

The Medicare UCC policy was developed by the Department of Health and Aged Care to ease the pressure on hospital emergency departments and give Australian families more options to see a suitably qualified and skilled healthcare professional when they have an urgent but not life-threatening need for care. All Medicare UCCs are required to provide bulk-billed services, be open during extended business hours and accept walk-in patients for specified urgent care presentations. This measure delivers on the Department of Health and Aged Care commitment to strengthen Medicare and make it easier to see a doctor as published in the Plan for a Better Future.

Description of Activity

PHN support to the Morley Medicare UCC will include:

- Support close co-operation between Morley Medicare UCC, primary health care services, Royal Perth local emergency department and the local health system.
- Engage local stakeholders in feasibility and sustainability discussions of UCCs in specific regional locations where issues of workforce shortage and lack of supporting services will require innovative solutions.

- Establish and maintain a collaborative working group aimed at enhancing and strengthening integrated care pathways between Morley UCC and Royal Perth Hospital.
- Monitor and respond to risks, clinical incidents, and complaints.
- Support communication activities to increase community awareness and understanding of the availability of services and conditions that are appropriate to be managed within a Medicare UCC.

PHN support to the Clarkson Medicare Urgent Care Clinic will include:

- Support close co-operation between Clarkson Medicare UCC, primary health care services, Joondalup Health Campus local emergency departments and the local health system.
- Engage local stakeholders in feasibility and sustainability discussions of UCCs in specific regional locations where issues of workforce shortage and lack of supporting services will require innovative solutions.
- Establish and maintain a collaborative working group aimed at enhancing and strengthening integrated care pathways between Clarkson UCC and Joondalup Health Campus.
- Monitor and respond to risks, clinical incidents, and complaints.
- Support communication activities to increase community awareness and understanding of the availability of services and conditions that are appropriate to be managed within a Medicare UCC.

PHN support to the Midland Medicare Urgent Care Clinic will include:

- Support close co-operation between Midland Medicare UCC, primary health care services, St John of God Midland local emergency departments and the local health system.
- Engage local stakeholders in feasibility and sustainability discussions of UCCs in specific regional locations where issues of workforce shortage and lack of supporting services will require innovative solutions.
- Establish and maintain a collaborative working group aimed at enhancing and strengthening integrated care pathways between Midland UCC and St John of God Midland Hospital.
- Monitor and respond to risks, clinical incidents, and complaints.

In addition, the PHN will:

- Support the uptake of any required training by Medicare UCC staff and the delivery of training where appropriate.
- Ensure the Medicare UCC adheres to the UCC Data Sharing Agreement, UCC Privacy Policy and the UCC Patient Consent Form (supplied separately) and provide clinics with support to complete new data fields where required.

- Support and participate in relevant local and national Medicare UCC governance arrangements and where required, the Commonwealth-led evaluation of Medicare UCCs.
- Support clinics to understand operational requirements as outlined in the UCC Operational Guidance (Annexure E – Medicare UCC Funding Schedule) where appropriate.
- Provide, in consultation with the relevant Medicare UCC contract manager, Commonwealth funding to the clinics where there is a justifiable need for high-cost specialist equipment and, for example, where the Medicare UCC provider cannot secure a separate agreement with a radiology or pathology provider, in line with the allocations as specified within the Medicare UCC Funding Schedule (Annexure D).

Perth North PHN Needs Assessment

Priorities

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Reduce non-urgent emergency department attendances and improve access to alternative	12
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Coverage

Bayswater-Bassendean, Wanneroo, and Swan local government areas within Perth North PHN.

Consultation

The PHN consulted with and continues to consult with a variety of stakeholders including:

- Hospital emergency department teams
- WA Department of Health
- WA GP Urgent Care network
- National Health Service Directory
- Healthdirect
- Department of Health and Aged Care
- Other Australian PHNs commissioning UCCs.

Collaboration

- Emergency Department teams for the development and implementation of pathways of care.
- WA Department of Health for strategic oversight of the UCC activity.
- Department of Health and Aged Care as funder and for policy and communications resource.

- Perth North Health Service Providers for development of specific UCC models in designated regions.
- Department of Premier and Cabinet for strategic oversight of UCC activity.
- Local health care providers including Radiology and Pathology for design of patient pathways.
- General practitioners for design, delivery, monitoring and evaluation of UCCs (includes non UCC GPs in local area).
- Practice teams (clinical and administrative) for design, delivery, monitoring and evaluation of UCCs.

Performance Indicator Description	Target
Reduce pressure on hospital ED presentations at partner hospitals.	100%
Change consumer behaviour over time to use UCCs where available instead of EDs for urgent non-life-threatening conditions.	100%
Establish a partnership with PHNs, Healthdirect, jurisdictions and the health ecosystem, to become an effective coordinated care option for people with urgent non-life-threatening conditions.	100%

Activity Milestone	Due Date
Multiyear Activity Work Plan	30 April 2024, 30 April 2025, 30 April 2026
Annual Needs Assessment	15 November 2024, 15 November 2025
Twelve-month performance reports	30 September 2024, 30 September 2025, 30 September 2026
Twelve month audited income and expenditure statements	30 September 2024, 30 September 2025, 30 September 2026
Final performance report	30 September 2026

Activity Start Date	Activity End Date
1 June 2023	30 June 2026

Activity Planned Expenditure

Funding Stream	FY 23-24	FY 24-25	FY 25-26
PHN Support Funding	\$175,464.14	\$569,499.45	\$569,499.44

UCC-SE 1000 – Specialist Equipment

Activity Title

Specialist Equipment

Activity Number

1000

Activity Status

New Activity

PHN Program Key Priority Area

Population Health

Aim of Activity

Medicare Urgent Care clinics may be provided with funding, in consultation with the relevant Medicare UCC contract manager, where there is a justifiable need for high-cost specialist equipment and, for example, where the Medicare UCC provider cannot secure a separate agreement with an external provider, in line with the allocations as specified within the Medicare UCC Funding Schedule.

Description of Activity

Applications to access specialist equipment funding will be assessed on a case-by-case basis. Where a UCC is considered to meet the criteria to access funding, they must submit three competitive quotes for the equipment.

No requests have been received from Medicare UCCs located in Perth North PHN.

Perth North PHN Needs Assessment

Priorities

Page reference

Reduce non-urgent emergency department attendances and improve access to alternative	12
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Coverage

Bayswater-Bassendean, Wanneroo, and Swan local government areas within Perth North PHN.

Consultation

The PHN consulted with and continues to consult with a variety of stakeholders including:

- Hospital emergency department teams
- WA Department of Health
- WA GP Urgent Care network
- National Health Service Directory
- Healthdirect
- Department of Health and Aged Care
- Other Australian PHNs commissioning UCCs.

Collaboration

- Hospital emergency department teams for the development and implementation of pathways of care.
- WA Department of Health for strategic oversight of the UCC activity.
- Department of Health and Aged Care as funder and for policy and communications resource.
- Perth North Health Service Providers for development of specific UCC models in designated regions.
- Department of Premier and Cabinet for strategic oversight of UCC activity.
- Local health care providers including Radiology and Pathology for design of patient pathways.
- General practitioners for design, delivery, monitoring and evaluation of UCCs (includes non UCC GPs in local area).
- Practice teams (clinical and administrative) for design, delivery, monitoring and evaluation of UCCs.

Performance Indicator Description	Target
Reduce pressure on hospital ED presentations at partner hospitals.	100%
Change consumer behaviour over time to use UCCs where available instead of EDs for urgent non-life-threatening conditions.	100%
Establish a partnership with PHNs, Healthdirect, jurisdictions and the health ecosystem, to become an effective coordinated care option for people with urgent non-life-threatening conditions.	100%

Activity Milestone

Due Date

Multiyear Activity Work Plan	30 April 2024, 30 April 2025, 30 April 2026
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Annual Needs Assessment	15 November 2024, 15 November 2025
Twelve-month performance reports	30 September 2024, 30 September 2025, 30 September 2026
Twelve month audited income and expenditure statements	30 September 2024, 30 September 2025, 30 September 2026
Final performance report	30 September 2026

Activity Start Date

Activity End Date

1 June 2023	30 June 2026
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Funding Stream	FY 23 24	FY 24 25	FY 25 26
Specialist Equipment	\$1,432,365.88	\$0.00	\$0.00

END