

Our activity work plan for 2025-26 - Medicare Urgent Care Clinics

Updated 2025

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Medicare Urgent Care Clinics support

Aim of activity

The aim of this activity is to support the implementation of Medicare Urgent Care Clinics (UCC) across Tasmania.

The Tasmanian Department of Health commissions this service in Tasmania. Primary Health Tasmania provides support to the UCCs to prepare and support general practice for strengthening Medicare reforms.

Description of activity

The activities outlined below are planned to be implemented during 2025-26.

Primary Health Tasmania will deliver a collaboration and support role for the Tasmanian Department of Health, who is the commissioner of Urgent Care Clinics in Tasmania.

Key elements of Primary Health Tasmania's role include supporting the UCCs to be well connected as part of the Tasmanian health system and supporting the UCCs to become established and deliver the required functions.

Key activities include:

1. Supporting the Tasmanian Department of Health in the establishment of the clinics through:
 - participation in local UCC governance arrangements, as established by the Tasmanian Department of Health, including regional workshops aimed at supporting the establishment of the UCCs and links with local health services (primary care and hospital)
 - providing advice to the Tasmanian Department of Health on strategies to assist embedding UCCs as part of the primary care system, as well as any risks emerging for this sector during UCC implementation
 - contributing to the Tasmanian Department of Health's communication and engagement strategy, ensuring key primary health care related messages are clear for key stakeholder groups such as primary care providers and community members
 - supporting the Tasmanian Department of Health to foster links between UCCs and local health service providers
 - supporting clear understanding of pathways to UCCs, through working with key stakeholders to develop Tasmanian HealthPathways to reflect the role of UCCs
 - supporting the monitoring of UCC implementation, including understanding population need and service demand and service implementation learnings.
2. Supporting the UCCs through:
 - developing clear lines of engagement and support for the UCCs by the Primary Health Network
 - facilitating close collaborative arrangements between UCCs, through offering a community of practice between providers
 - working with UCCs to assess workforce training needs, and support access to this training, where needed

- working with UCCs to assess equipment needs, in line with arrangements coordinated by the Tasmanian Department of Health, and address priority needs where possible within available budget
- supporting data governance and UCCs adherence to the UCC data sharing agreement, privacy policy and patient consent documents providing support as required
- participation in national and local UCC governance arrangements where required, and in line with Primary Health Tasmania's support role to the Tasmanian Department of Health as the commissioner of UCCs in Tasmania.

Commissioning of Medicare Urgent Care Clinics

Aim of activity

Medicare Urgent Care Clinics (UCCs) aim to ease the pressure on hospitals and emergency departments (EDs), giving Australian families more options to see a healthcare professional when they have an urgent, but not life-threatening, need for care.

The aim of this activity is to commission, establish, manage and support the operations of 3 new Medicare UCCs in Tasmania.

Description of activity

The activities outlined below are planned to be implemented during 2026-28.

- Commission three Medicare UCCs in Sorell, Kingston and Burnie.
- Ensure the Medicare UCCs operate in alignment with the design principles and operational guidance to meet program expectations.
- Support clinics to understand and meet their compliance responsibilities by providing relevant advice, guidance and education.
- Expand the local Medicare Urgent Care Clinics Community of Practice.
- Provide ongoing support to clinics for data governance and quality assurance.
- Enhance culturally safe service access for priority populations, such as First Nations communities, people with a disability, victims of family, domestic and sexual violence, LGBTIGA+ communities, and Culturally and Linguistically Diverse communities.
- Facilitate the integration of the MUCCs as part of the local health system, including promoting collaboration between services and establishing service pathways to support timely and appropriate access to care.
- Participate in relevant local and national Medicare UCC governance arrangements
- Support the Medicare UCC providers in capability uplift initiatives and Commonwealth assurance and compliance activities.
- Participate in national evaluation activities.