Gippsland PHN – Urgent Care Clinic

2026 – 2027 Activity Work Plan Annual Update

Submitted: 30 April 2026 Approved: 28 July 2026
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Urgent Care Clinics

Activity Priorities and Description	
Program Key Priority Area	Population Health
Aim of Activity	Medicare Urgent Care Clinics (UCCs) aim to provide free, walk-in care for urgent, non-life-threatening conditions, helping people access treatment without going to hospital emergency departments. Fully bulk-billed under Medicare, they operate with extended hours and are staffed by doctors and nurses.
Description of Activity	**Description of activity:** Medicare UCCs provide treatment for urgent but non-life-threatening conditions such as minor injuries, infections, and illnesses. They exist to reduce pressure on hospital emergency departments and ensure people can access timely, affordable healthcare. These clinics are staffed by doctors and nurses, operate with extended hours (14 hours per day, 7 days per week), and accept walk-in patients without the need for an appointment. Services are fully bulk-billed for anyone with a Medicare card and are free of charge for those without a Medicare card. As a result, patients receive faster care in the community, improving health outcomes and easing demand on hospitals. Gippsland has one Medicare UCC, Warragul Medicare UCC, located in the Baw Baw Local Government Area (LGA), providing services to residents in the Baw Baw LGA. The service is open 8am – 10pm, Monday - Sunday (including public holidays). The Warragul Medicare UCC was established in 2022, initially as a State-funded UCC. The service transitioned to a Medicare-funded service in mid-2025 and now operates as per the Medicare UCC Program Operational Guidance and adheres to Medicare UCC branding and data sharing arrangements. The service was previously named Baw Baw UCC, however along with the transition to Commonwealth funding, the service was renamed Warragul Medicare UCC in mid-2025. The Warragul Medicare UCC is partnered with Central Clinic Warragul, who are accredited under RACGP standards (expiry 19/10/2026). Pending continuing performance, Gippsland PHN intend to extend this contract to 30 June 2028 subject to funding. Clinic closures occur due to illness and workforce. Closures are mitigated where possible and communicated promptly with relevant stakeholders when they do occur. Demand management is well controlled with a traffic light system to show how long patient wait times will be. Gippsland PHN received transition funding in July 2026. These funds are being utilised to support and uplift Warragul Medicare UCC's operational capability as they transition to the Medicare UCC performance-based funding model by recruiting to the appropriate GP workforce and other necessary clinical staff, improving diagnostic

	capability during peak after-hours periods, increasing treatment capacity, reducing avoidable escalation to hospital services, and supporting improved patient flow and throughput. **Engagement with Local Hospital Networks (LHN) and/or State government:** Warragul Medicare UCC are partnered with the West Gippsland Healthcare Group (WGHG) Emergency Department (ED) and have established bi-directional referral pathways and protocols. Warragul UCC and Ambulance Victoria (AV) have established bi-directional referral pathways. Patients may be referred to Warragul UCC by several other service providers such as Nurse on Call, the Victorian Virtual Emergency Department (VVED) and the Maternal and Child Health Line. Through internal weekly management meetings, contract meetings with Gippsland PHN, Community of Practice meetings with other UCCs and local Working Group meetings with AV, ED and Gippsland PHN, the Warragul UCC identifies and responds to possible risks, with a strong focus on quality improvement. A strong commitment to building a culture of safety and high standard of patient care is evident. **Collection of data:** Monitoring and evaluation of UCC data occurs through national weekly data extraction via Pen CS. **Impact:** Since commence of the service in 2022, the Warragul UCC has seen a total of 35,383 patients (data to 9 February 2026). Over the past year, the service has a Net Promoter Score of 83, and the overall quality of care (as per patient survey data) is 94%. Warragul UCC provides a valuable service to the Gippsland region, where access to timely healthcare can be challenging due to long wait times at busy emergency departments and limited after-hours services. By offering free, walk-in care for urgent but non-life-threatening conditions, the service ensures local residents can receive prompt medical attention close to home, reducing the need to travel to larger, metropolitan hospitals and easing pressure on WGHG.
Needs Assessment Priorities	
Needs Assessment	Gippsland-NA-2025/26-2027/28-V1
Priority – *refer to **DOC/25/1618**: Health Needs Assessment 2025-28 Opportunities and Priorities for guidance when selecting the correct priority*	Page reference
• Health Workforce • Growing Up Healthy (0-25 years) • Access to Primary Care for Marginalised Communities	
Activity Demographics	
Target Population Cohort	Patients of all ages, including children under 12 months of age, who present with conditions that fall within the scope of services.
In Scope AOD Treatment Type	No
Indigenous Specific	No
Indigenous Specific Comments (if	

answered yes to above)	
Coverage Whole Region?	No

SA3 Name	SA3 Code
Baw Baw	

Activity Consultation and Collaboration	
Consultation	Consultation occurs with Victorian PHNs, Ambulance Victoria and West Gippsland Healthcare Group. Gippsland PHN facilitates a bi-monthly working group that includes a community representative, Ambulance Victoria, West Gippsland Healthcare Group, Gippsland PHN and Warragul UCC.
Collaboration	Warragul Medicare UCC collaborates closely with key stakeholders, including Ambulance Victoria, local Emergency Departments, community representative and Gippsland PHN, through dedicated Working Group meetings. This collaborative approach supports coordinated care pathways, strengthens local service integration, and helps deliver safer, more effective urgent care to the Gippsland community. Gippsland PHN also attend the National CoP and encourage the UCC to also take part in this CoP.
Activity Milestone Details/Duration	
Activity Start Date	01 July 2025
Activity End Date	30 June 2028
Other Relevant Milestones	-
Activity Commissioning (intended procurement approach for commissioning services under this activity)	
Procurement Approach	Continuing service provider
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?	No
Co-design or co-commissioning comments	-