

South Eastern Melbourne - Urgent Care Clinics Program

2025/26 - 2028/29

Activity Summary View



UCC - PHNUCC - 1 - 2026 UCC Pakenham



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC - PHNUCC

Activity Number *

1

Activity Title *

2026 UCC Pakenham

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description

Aim of Activity *

Commission, establish, manage and support the operations of Medicare Urgent Care Clinics (Medicare UCCs) in the LGA of Cardinia with a preference for Pakenham, as agreed with DHDA.

Description of Activity *

This target area (Pakenham) was set based on both DHDA recommendation and quantifiable data which indicated limited availability to after-hours services, capacity at local public Emergency Departments (Casey), high population numbers and patient groups at higher risk of poorer health outcomes (particularly high CALD population).

The Request for Tender (RFT) was opened to establish the Medicare Urgent Care Clinic (Medicare UCC) services in the targeted

areas of need.

SEMPHN released the open RFT in August 2025 with responses due in September 2025.

The successful applicant for the Pakenham Medicare UCC was appointed in December 2025 in a temporary site, while the permanent site was established. This temporary site operated at 10 hours per day, to ensure no delay in service delivery.

The service transitioned to the purpose-built permanent site and commenced operation at the require 14 hours per day in March 2026.

Needs Assessment Priorities *

Needs Assessment

South Eastern Melbourne PHN Needs Assessment 2025-2028

Priorities

Priority	Page reference
Improve accessibility of services after-hours	192
Ease the pressure on hospitals and EDs	193



Activity Demographics

Target Population Cohort

Medicare and non-Medicare eligible patients requiring urgent short term episodic care, with conditions that are not immediately life threatening, where they would otherwise attend an Emergency Department.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Cardinia	21201



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

31/08/2025

Activity End Date

30/06/2028

Service Delivery Start Date

15/12/2025

Service Delivery End Date

30/06/2028

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: Yes

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 - PHNUCC - 2 - 2026 UCC Somerville



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC - PHNUCC

Activity Number *

2

Activity Title *

2026 UCC Somerville

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description**Aim of Activity ***

Commission, establish, manage and support the operations of Medicare Urgent Care Clinics (Medicare UCCs) in the LGA of Mornington Peninsula, with a preference of Somerville.

Description of Activity *

SEMPHN implemented measures to proactively engage the market in the Local Government Area (LGA) of Mornington Peninsula to optimise Request for Tender (RFT) responses, with SEMPHNs Needs Assessment also utilised in the approach to Service Design. This was to support the establishment of the Medicare Urgent Care Clinic (Medicare UCC) services in the preferred suburb of Somerville.

SEMPHN released an open RFT in August 2025 with responses due in September 2025.

The successful applicant for the Somerville Medicare UCC was appointed in December 2025 in a temporary site, while the permanent site was established. This temporary site operated at 10 hours per day, to ensure no delay in service delivery.

The service transitioned to the purpose-built permanent site and commenced operation at the required 14 hours per day in March 2026.

Needs Assessment Priorities *

Needs Assessment

South Eastern Melbourne PHN Needs Assessment 2025-2028

Priorities

Priority	Page reference
Improve accessibility of services after-hours	192
Ease the pressure on hospitals and EDs	193



Activity Demographics

Target Population Cohort

Medicare and non-Medicare eligible patients requiring urgent short term episodic care, with conditions that are not immediately life threatening, where they would otherwise attend an Emergency Department.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Mornington Peninsula	21402



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

31/08/2025

Activity End Date

30/06/2028

Service Delivery Start Date

15/12/2025

Service Delivery End Date

30/06/2028

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: Yes

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 - PHNUCC - 3 - 2026 UCC Carnegie (Stonnington)



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC - PHNUCC

Activity Number *

3

Activity Title *

2026 UCC Carnegie (Stonnington)

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description**Aim of Activity ***

Commission, establish, manage and support the operations of Medicare Urgent Care Clinics (Medicare UCCs) in the LGA of Stonnington, and bordering suburbs, as agreed with DHDA

Description of Activity *

This target area (Stonnington and bordering suburbs) was set based on both DHDA recommendation and quantifiable data which indicated limited availability to after-hours services, access to local public Emergency Departments, population numbers and patient groups at higher risk of poorer health outcomes.

The Request for Tender (RFT) was opened to establish the Medicare Urgent Care Clinic (Medicare UCC) services in the targeted areas of need within the LGA (Malvern, East Malvern, Caulfield North, Caulfield, Carnegie, Murrumbeena)

SEMPHN released an open RFT in August 2025 with responses due in September 2025. The successful applicant for the Medicare UCC in the region was appointed and operations commenced in December 2025.

Needs Assessment Priorities ***Needs Assessment**

Priorities

Priority	Page reference
Improve accessibility of services after-hours	192
Ease the pressure on hospitals and EDs	193



Activity Demographics

Target Population Cohort

Medicare and non-Medicare eligible patients requiring urgent short term episodic care, with conditions that are not immediately life threatening, where they would otherwise attend an Emergency Department.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Stonnington - West	20606
Stonnington - East	20804
Glen Eira	20802



Activity Consultation and Collaboration

Consultation

Collaboration

Activity Milestone Details/Duration

Activity Start Date

31/08/2025

Activity End Date

30/06/2028

Service Delivery Start Date

15/12/2025

Service Delivery End Date

30/06/2028

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: Yes

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 - PHNUCC - 4 - 2026 UCC Sandringham (Bayside)



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC - PHNUCC

Activity Number *

4

Activity Title *

2026 UCC Sandringham (Bayside)

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description**Aim of Activity ***

Commission, establish, manage and support the operations of Medicare Urgent Care Clinics (Medicare UCCs) in the LGA of Bayside

Description of Activity *

This target area (Bayside) was set based on both DHDA recommendation and quantifiable data which indicated limited availability to after-hours services, access to local public Emergency Departments, population numbers and patient groups at higher risk of poorer health outcomes.

The Request for Tender (RFT) was opened to establish the Medicare Urgent Care Clinic (Medicare UCC) services in the targeted areas of need within the Bayside LGA.

SEMPHN released an open RFT in August 2025 with responses due in September 2025.

The successful applicant for the Bayside Medicare UCC was appointed, and operations commenced in December 2025.

Needs Assessment Priorities *

Needs Assessment

South Eastern Melbourne PHN Needs Assessment 2025-2028

Priorities

Priority	Page reference
Improve accessibility of services after-hours	192
Ease the pressure on hospitals and EDs	193



Activity Demographics

Target Population Cohort

Medicare and non-Medicare eligible patients requiring urgent short term episodic care, with conditions that are not immediately life threatening, where they would otherwise attend an Emergency Department.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Bayside	20801



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

31/08/2025

Activity End Date

30/06/2028

Service Delivery Start Date

15/12/2025

Service Delivery End Date

30/06/2028

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: Yes

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 - PHNUCC - 5 - Medicare UCC Narre Warren



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC - PHNUCC

Activity Number *

5

Activity Title *

Medicare UCC Narre Warren

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description**Aim of Activity ***

To enhance access to timely, high quality primary care services delivered in a primary care setting for urgent, non-life threatening conditions, including for extended hours.

Description 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 Narre Warren Medicare UCC will be transitioned into the Tranche 3 operational model as of 01 July 2026.

Needs Assessment Priorities ***Needs Assessment**

South Eastern Melbourne PHN Needs Assessment 2025-2028

Priorities

Priority	Page reference
Improve accessibility of services after-hours	192
Ease the pressure on hospitals and EDs	193



Activity Demographics

Target Population Cohort

Medicare and non-Medicare eligible patients requiring urgent short term episodic care, with conditions that are not immediately life threatening, where they would otherwise attend an Emergency Department.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Casey - South	21203
Casey - North	21202



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

20/04/2026

Activity End Date

30/06/2028

Service Delivery Start Date

21/04/2026

Service Delivery End Date

30/06/2028

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?

Yes

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning



UCC - PHNUCC - 6 - Medicare UCC Prahan



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC - PHNUCC

Activity Number *

6

Activity Title *

Medicare UCC Prahan

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description**Aim of Activity ***

To enhance access to timely, high quality primary care services delivered in a primary care setting for urgent, non-life threatening conditions, including for extended hours.

Description 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 Prahan Medicare UCC will be transitioned into the Tranche 3 operational model as of 01 July 2026.

Needs Assessment Priorities ***Needs Assessment**

South Eastern Melbourne PHN Needs Assessment 2025-2028

Priorities

Priority	Page reference
Improve accessibility of services after-hours	192
Ease the pressure on hospitals and EDs	193



Activity Demographics

Target Population Cohort

Medicare and non-Medicare eligible patients requiring urgent short term episodic care, with conditions that are not immediately life threatening, where they would otherwise attend an Emergency Department.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Stonnington - West	20606



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

20/04/2026

Activity End Date

30/06/2028

Service Delivery Start Date

22/04/2026

Service Delivery End Date

30/06/2028

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?

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?

Yes

Has this activity previously been co-commissioned or joint-commissioned?

Decommissioning

Decommissioning details?



UCC - PHNUCC - 7 - Medicare UCC Frankston



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC - PHNUCC

Activity Number *

7

Activity Title *

Medicare UCC Frankston

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description**Aim of Activity ***

To enhance access to timely, high quality primary care services delivered in a primary care setting for urgent, non-life threatening conditions, including for extended hours.

Description 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 Frankston Medicare UCC will be transitioned into the Tranche 3 operational model as of 01 July 2026.

Needs Assessment Priorities ***Needs Assessment**

South Eastern Melbourne PHN Needs Assessment 2025-2028

Priorities

Priority	Page reference
Improve accessibility of services after-hours	192
Ease the pressure on hospitals and EDs	193



Activity Demographics

Target Population Cohort

Medicare and non-Medicare eligible patients requiring urgent short term episodic care, with conditions that are not immediately life threatening, where they would otherwise attend an Emergency Department.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Frankston	21401



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

20/04/2026

Activity End Date

30/06/2028

Service Delivery Start Date

22/04/2026

Service Delivery End Date

30/06/2028

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?

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?

Yes

Has this activity previously been co-commissioned or joint-commissioned?

Decommissioning

Decommissioning details?



UCC - PHNUCC - 9 - Medicare UCC Dandenong



Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC - PHNUCC

Activity Number *

9

Activity Title *

Medicare UCC Dandenong

Existing, Modified or New Activity *

New Activity



Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description**Aim of Activity ***

To enhance access to timely, high quality primary care services delivered in a primary care setting for urgent, non-life threatening conditions, including for extended hours.

Description 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.

Needs Assessment Priorities ***Needs Assessment**

South Eastern Melbourne PHN Needs Assessment 2025-2028

Priorities

Priority	Page reference
Improve accessibility of services after-hours	192
Ease the pressure on hospitals and EDs	193



Activity Demographics

Target Population Cohort

Medicare and non-Medicare eligible patients requiring urgent short term episodic care, with conditions that are not immediately life threatening, where they would otherwise attend an Emergency Department.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

No

SA3 Name	SA3 Code
Dandenong	21204



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

20/04/2026

Activity End Date

30/06/2028

Service Delivery Start Date

21/04/2026

Service Delivery End Date

30/06/2028

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?

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?

Yes

Has this activity previously been co-commissioned or joint-commissioned?

Decommissioning

Decommissioning details?