North Western Melbourne - Urgent Care Clinics Program 2025/26 - 2028/29
Activity Summary View

UCC - PHNUCC - 1 - Urgent Care Clinics Program – Clifton Hill 26/27

Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC - PHNUCC

Activity Number *

1

Activity Title *

Urgent Care Clinics Program – Clifton Hill 26/27

Existing, Modified or New Activity *

Existing

Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description

Aim of Activity *

To support the establishment, integration, and continuous improvement of a Medicare Urgent Care Clinics (MUCC) through commissioning, facilitating quality improvement initiatives to improve service delivery, stakeholder engagement, and data-driven performance monitoring. The activity aims to enhance patient access to urgent care, reduce pressure on emergency departments, and ensure high-quality, safe, efficient and integrated service delivery across MUCCs.

Description of Activity *

The activity involves the commissioning of one Medicare UCC providers within the NWMPHN region which includes capacity building, coordination, and integration support for the Medicare UCC program.

Key Activities include:
• Commissioning
Conduct a Request for Tender (RFT) to identify suitable provider for the establishment and management of one Medicare UCC located in Clifton Hill or surrounds
• Contract management and performance monitoring
Manage the provider contract through ongoing performance monitoring, data collection and insights development. Support service delivery improvements, track implementation progress against key milestones and key performance indicators (KPIs) and provide updates to the Commonwealth regarding provider performance.
• Performance monitoring and funding management
Distribute Commonwealth funding to Medicare UCC providers in alignment with the performance-based funding model requirements.
• Quality improvement
Support Medicare UCC provider with continuous quality improvement initiatives, including patient feedback mechanisms, service reviews, and data analysis.
• Compliance and capability uplift
Support the Medicare UCCs provider in meeting compliance obligations, including addressing recommendations from independent clinical assessments and undertaking capability uplift activities in accordance with the Medicare UCC Operational Guidelines.
• Data system utilisation
Ensure providers utilise the Medicare UCC Data Module / Patient Management System effectively and provide support for completing data.
• Local health system integration
Facilitate coordination and collaboration across local health network including, primary care services, emergency departments, and other local health system stakeholders.
• State Government collaboration
Work in collaboration with the relevant state government to support the successful integration of Medicare UCC into the local health ecosystem, including the development of referral pathways to emergency departments and other healthcare providers.
• Governance and evaluation participation
Engage in relevant local and national Medicare UCC governance structures and contribute to program evaluations as required.

Needs Assessment Priorities *

Needs Assessment

NWMPHN Needs Assessment 2024-2028

Priorities

Priority	Page reference
Health conditions - Increase access and awareness of after-hours and urgent care clinics for timely management of asthma in children (4.2.26)	187
Health conditions - Increase access and awareness of after-hours and UCC for timely management of acute injuries and infections and maternal-care and sexual health concerns for females (4.3.4)	187

Activity Demographics

Target Population Cohort

Whole of population

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

Activity Consultation and Collaboration

Consultation

Northwestern Melbourne Primary Health Network (NWMPHN) is committed to ensuring stakeholder engagement is embedded in our culture and core functions.

Stakeholder engagement occurs throughout all seven activities that comprise our commissioning approach:

- Assess and prioritise needs
- Review evidence to inform planning and design
- Design services to address need
- Prepare the system for delivery
- Support implementation
- Manage performance and drive continuous improvement
- Evaluate the impact

We use a range of mechanisms to engage with our communities. This includes working with our Community and Clinical Councils, Expert Advisory Groups (EAGs), Primary Care Voices and People Bank members.

The Clinical and Community Councils provide advice to the Board about the unique needs of the region, and principles and mechanisms for engaging local stakeholders. The EAGs provide subject matter expertise, insights and advice to support operational model and service design, focusing on safety, quality, and integration. NWMPHN has EAGs for:

- General Practice
- Alcohol and Other Drugs
- Mental Health
- Aboriginal and Torres Strait Islander Health
- Older Adults

People Bank is a register of people who would like to participate in activities that help to improve the health of people in the region. Members participate in a range of different activities including workshops, governance groups, surveys, and tender evaluation panels.

We continue to also consult and seek specific advice from relevant strategic and local organisations and other stakeholders, such as peak and professional bodies, governments, the primary health care sector and local health services and hospital networks.

This activity will also include meaningful key stakeholder input in the procurement and program development process. Commissioned provider(s) will also be expected to consult with community members when designing and implementing their activities.

Collaboration

NWMPHN's approach to collaboration and engagement is underpinned by the IAP2 model. Best practice in public engagement is influenced by the Spectrum of Public Participation developed by the International Association of Public Participation. This spectrum includes five levels of participation, Inform, Consult, Involve, Collaborate and Empower.

Collaboration will be utilised wherever possible throughout the commissioning cycle as NWMPHN recognises that working in this way adds value and strengthens our reach. Mutually meaningful collaboration is pursued and maintained in a systematic way across the organisation, which facilitates timely access to existing and new collaboration approaches. This is critical to driving a team-based and integrated approach to delivering person-centred primary care.

Collaboration with key stakeholders will occur throughout the commissioning process. Consequently, the following stakeholders may be involved in prioritisation, planning and design, implementation, monitoring and evaluation of activities:

- Community participants – consumers, patients, carers, and people with lived experience, priority populations, community leaders
- Health care professionals
- NWMPHN regional and strategic partnerships and collaboratives
- Local health services and hospital networks
- Community health services
- General practice
- Residential aged care facilities
- Pharmacy
- Allied health
- Community-based organisations
- Research institutes
- Academic and training institutions
- Peak and professional bodies
- Victorian Department of Health
- Local government
- Other PHNs
- Media
- Other identified providers

Activity Milestone Details/Duration

Activity Start Date

30/08/2025

Activity End Date

29/06/2028

Service Delivery Start Date

29/12/2025

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: Yes
Continuing Service Provider / Contract Extension: Yes
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 -CSS - 1 - Urgent Care Clinics Program – Clifton Hill Operational (capital, signage, equipment) 25/26

Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC -CSS

Activity Number *

1

Activity Title *

Urgent Care Clinics Program – Clifton Hill Operational (capital, signage, equipment) 25/26

Existing, Modified or New Activity *

Existing

Activity Priorities and Description

Program Key Priority Area *

Other Program Key Priority Area Description

Aim of Activity *

Description of Activity *

Needs Assessment Priorities *

Needs Assessment

Priorities

Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region

Activity Consultation and Collaboration

Consultation

Collaboration

Activity Milestone Details/Duration

Activity Start Date

Activity End Date

Service Delivery Start Date

Service Delivery End Date

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: 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?

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

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments

UCC - PSC - 1 - Urgent Care Clinics Program – PHN Support Costs 26/27

Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC - PSC

Activity Number *

1

Activity Title *

Urgent Care Clinics Program – PHN Support Costs 26/27

Existing, Modified or New Activity *

Existing

Activity Priorities and Description

Program Key Priority Area *

Other Program Key Priority Area Description

Aim of Activity *

Description of Activity *

Needs Assessment Priorities *

Needs Assessment

Priorities

Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region

Activity Consultation and Collaboration

Consultation

Collaboration

Activity Milestone Details/Duration

Activity Start Date

Activity End Date

Service Delivery Start Date

Service Delivery End Date

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: No
Expression Of Interest (EOI): No
Other Approach (please provide details): No

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

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments

UCC - PHNUCC - 1 - Urgent Care Clinics Program – Coburg 26/27

Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC - PHNUCC

Activity Number *

1

Activity Title *

Urgent Care Clinics Program – Coburg 26/27

Existing, Modified or New Activity *

Existing

Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description

Aim of Activity *

To support the establishment, integration, and continuous improvement of a Medicare Urgent Care Clinics (MUCC) through commissioning, facilitating quality improvement initiatives to improve service delivery, stakeholder engagement, and data-driven performance monitoring. The activity aims to enhance patient access to urgent care, reduce pressure on emergency departments, and ensure high-quality, safe, efficient and integrated service delivery across MUCCs.

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Key Activities include:
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Conduct a Request for Tender (RFT) to identify suitable providers for the establishment and management of one Medicare UCC located in Coburg or surrounds
• Contract management and performance monitoring
Manage the provider contract through ongoing performance monitoring, data collection and insights development. Support service delivery improvements, track implementation progress against key milestones and key performance indicators (KPIs) and provide updates to the Commonwealth regarding provider performance.

• Performance monitoring and funding management
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Needs Assessment Priorities *

Needs Assessment

NWMPHN Needs Assessment 2024-2028

Priorities

Priority	Page reference
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Health conditions - Increase access and awareness of after-hours and UCC for timely management of acute injuries and infections and maternal-care and sexual health concerns for females (4.3.4)	187

Activity Demographics

Target Population Cohort

Whole of population

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

Activity Consultation and Collaboration

Consultation

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- Support implementation
- Manage performance and drive continuous improvement
- Evaluate the impact

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• Health care professionals
• NWMPHN regional and strategic partnerships and collaboratives
• Local health services and hospital networks
• Community health services
• General practice
• Residential aged care facilities
• Pharmacy
• Allied health
• Community-based organisations
• Research institutes
• Academic and training institutions
• Peak and professional bodies
• Victorian Department of Health
• Local government
• Other PHNs
• Media
• Other identified providers

Activity Milestone Details/Duration

Activity Start Date

30/08/2025

Activity End Date

29/06/2028

Service Delivery Start Date

23/03/26

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: Yes
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 -CSS - 2 - Urgent Care Clinics Program – Coburg Operational (capital, signage, equipment) 25/26

Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC -CSS

Activity Number *

2

Activity Title *

Urgent Care Clinics Program – Coburg Operational (capital, signage, equipment) 25/26

Existing, Modified or New Activity *

Existing

Activity Priorities and Description

Program Key Priority Area *

Other Program Key Priority Area Description

Aim of Activity *

Description of Activity *

Needs Assessment Priorities *

Needs Assessment

Priorities

Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region

Activity Consultation and Collaboration

Consultation

Collaboration

Activity Milestone Details/Duration

Activity Start Date

Activity End Date

Service Delivery Start Date

Service Delivery End Date

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: 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?

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

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments

UCC -CSS - 3 - Urgent Care Clinics Program – Sunshine Operational (capital, signage, equipment) 25/26

Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC -CSS

Activity Number *

3

Activity Title *

Urgent Care Clinics Program – Sunshine Operational (capital, signage, equipment) 25/26

Existing, Modified or New Activity *

Existing

Activity Priorities and Description

Program Key Priority Area *

Other Program Key Priority Area Description

Aim of Activity *

Description of Activity *

Needs Assessment Priorities *

Needs Assessment

Priorities

Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region

Activity Consultation and Collaboration

Consultation

Collaboration

Activity Milestone Details/Duration

Activity Start Date

Activity End Date

Service Delivery Start Date

Service Delivery End Date

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: 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?

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

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments

UCC-TF - 3 - Urgent Care Clinics Program – Sunshine transitional 26/27

Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC-TF

Activity Number *

3

Activity Title *

Urgent Care Clinics Program – Sunshine transitional 26/27

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 *

not required

Description of Activity *

not required

Needs Assessment Priorities *

Needs Assessment

NWMPHN Needs Assessment 2025-2028

Priorities

Priority	Page reference
Health conditions - Increase access and awareness of after-hours and urgent care clinics for timely management of asthma in children (4.2.26)	187

Health conditions - Increase access and awareness of after-hours and UCC for timely management of acute injuries and infections and maternal-care and sexual health concerns for females (4.3.4)	187

Activity Demographics

Target Population Cohort

not required

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

Activity Consultation and Collaboration

Consultation

not required

Collaboration

not required

Activity Milestone Details/Duration

Activity Start Date

30/08/2026

Activity End Date

29/06/2027

Service Delivery Start Date

01/07/2026

Service Delivery End Date

30/06/27

Other Relevant Milestones

Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: Yes
Continuing Service Provider / Contract Extension: Yes
Direct Engagement: Yes
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?

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

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments

UCC - PHNUCC - 3 - Urgent Care Clinics Program – Sunshine 26/27

Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC - PHNUCC

Activity Number *

3

Activity Title *

Urgent Care Clinics Program – Sunshine 26/27

Existing, Modified or New Activity *

Existing

Activity Priorities and Description

Program Key Priority Area *

Population Health

Other Program Key Priority Area Description

Aim of Activity *

To support the establishment, integration, and continuous improvement of a Medicare Urgent Care Clinics (MUCC) through commissioning, facilitating quality improvement initiatives to improve service delivery, stakeholder engagement, and data-driven performance monitoring. The activity aims to enhance patient access to urgent care, reduce pressure on emergency departments, and ensure high-quality, safe, efficient and integrated service delivery across MUCCs.

Description of Activity *

The activity involves the commissioning of one Medicare UCC providers within the NWMPHN region which includes capacity building, coordination, and integration support for the Medicare UCC program.

Key Activities include:
• Contract management and performance monitoring
Manage the provider contract through ongoing performance monitoring, data collection and insights development. Support service delivery improvements, track implementation progress against key milestones and key performance indicators (KPIs) and provide updates to the Commonwealth regarding provider performance.
• Quality improvement
Support Medicare UCC provider with continuous quality improvement initiatives, including patient feedback mechanisms, service reviews, and data analysis.

• Compliance and capability uplift
Support the Medicare UCCs provider in meeting compliance obligations, including addressing recommendations from independent clinical assessments and undertaking capability uplift activities in accordance with the Medicare UCC Operational Guidelines.
• Data system utilisation
Ensure providers utilise the Medicare UCC Data Module / Patient Management System effectively and provide support for completing data.
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Facilitate coordination and collaboration across local health network including, primary care services, emergency departments, and other local health system stakeholders.
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Work in collaboration with the relevant state government to support the successful integration of Medicare UCC into the local health ecosystem, including the development of referral pathways to emergency departments and other healthcare providers.
• Governance and evaluation participation
Engage in relevant local and national Medicare UCC governance structures and contribute to program evaluations as required.

Needs Assessment Priorities *

Needs Assessment

NWMPHN Needs Assessment 2024-2028

Priorities

Priority	Page reference
Health conditions - Increase access and awareness of after-hours and urgent care clinics for timely management of asthma in children (4.2.26)	187
Health conditions - Increase access and awareness of after-hours and UCC for timely management of acute injuries and infections and maternal-care and sexual health concerns for females (4.3.4)	187

Activity Demographics

Target Population Cohort

Whole of population

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

Activity Consultation and Collaboration

Consultation

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- Evaluate the impact

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• Community health services
• General practice
• Residential aged care facilities
• Pharmacy
• Allied health
• Community-based organisations
• Research institutes
• Academic and training institutions
• Peak and professional bodies
• Victorian Department of Health
• Local government
• Other PHNs
• Media
• Other identified providers

Activity Milestone Details/Duration

Activity Start Date

30/08/2025

Activity End Date

29/06/2028

Service Delivery Start Date

01/07/2026

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: Yes
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?

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 - Urgent Care Clinics Program – Maribyrnong 26/27

Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC - PHNUCC

Activity Number *

4

Activity Title *

Urgent Care Clinics Program – Maribyrnong 26/27

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 support the establishment, integration, and continuous improvement of a Medicare Urgent Care Clinics (MUCC) through commissioning, facilitating quality improvement initiatives to improve service delivery, stakeholder engagement, and data-driven performance monitoring. The activity aims to enhance patient access to urgent care, reduce pressure on emergency departments, and ensure high-quality, safe, efficient and integrated service delivery across MUCCs.

Description of Activity *

The activity involves the commissioning of one Medicare UCC provider within the NWMPHN region which includes capacity building, coordination, and integration support for the Medicare UCC program.

Key Activities include:
• Commissioning
Contract management and performance monitoring of the MUCC
Manage the provider contract through ongoing performance monitoring, data collection and insights development. Support service delivery improvements, track implementation progress against key milestones and key performance indicators (KPIs) and provide updates to the Commonwealth regarding provider performance.
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requirements.
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Ensure providers utilise the Medicare UCC Data Module / Patient Management System effectively and provide support for completing data.
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Work in collaboration with the relevant state government to support the successful integration of Medicare UCC into the local health ecosystem, including the development of referral pathways to emergency departments and other healthcare providers.
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Engage in relevant local and national Medicare UCC governance structures and contribute to program evaluations as required.

Needs Assessment Priorities *

Needs Assessment

NWMPHN Needs Assessment 2025-2028

Priorities

Priority	Page reference
Health conditions - Increase access and awareness of after-hours and urgent care clinics for timely management of asthma in children (4.2.26)	187
Health conditions - Increase access and awareness of after-hours and UCC for timely management of acute injuries and infections and maternal-care and sexual health concerns for females (4.3.4)	187

Activity Demographics

Target Population Cohort

Whole of population

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

Activity Consultation and Collaboration

Consultation

Northwestern Melbourne Primary Health Network (NWMPHN) is committed to ensuring stakeholder engagement is embedded in our culture and core functions.

Stakeholder engagement occurs throughout all seven activities that comprise our commissioning approach:

- Assess and prioritise needs
- Review evidence to inform planning and design
- Design services to address need
- Prepare the system for delivery
- Support implementation
- Manage performance and drive continuous improvement
- Evaluate the impact

We use a range of mechanisms to engage with our communities. This includes working with our Community and Clinical Councils, Expert Advisory Groups (EAGs), Primary Care Voices and People Bank members.

The Clinical and Community Councils provide advice to the Board about the unique needs of the region, and principles and mechanisms for engaging local stakeholders. The EAGs provide subject matter expertise, insights and advice to support operational model and service design, focusing on safety, quality, and integration. NWMPHN has EAGs for:

- General Practice
- Alcohol and Other Drugs
- Mental Health
- Aboriginal and Torres Strait Islander Health
- Older Adults

People Bank is a register of people who would like to participate in activities that help to improve the health of people in the region. Members participate in a range of different activities including workshops, governance groups, surveys, and tender evaluation panels.

We continue to also consult and seek specific advice from relevant strategic and local organisations and other stakeholders, such as peak and professional bodies, governments, the primary health care sector and local health services and hospital networks.

This activity will also include meaningful key stakeholder input in the procurement and program development process. Commissioned provider(s) will also be expected to consult with community members when designing and implementing their activities.

Collaboration

NWMPHN's approach to collaboration and engagement is underpinned by the IAP2 model. Best practice in public engagement is influenced by the Spectrum of Public Participation developed by the International Association of Public Participation. This spectrum includes five levels of participation, Inform, Consult, Involve, Collaborate and Empower.

Collaboration will be utilised wherever possible throughout the commissioning cycle as NWMPHN recognises that working in this way adds value and strengthens our reach. Mutually meaningful collaboration is pursued and maintained in a systematic way across the organisation, which facilitates timely access to existing and new collaboration approaches. This is critical to driving a team-based and integrated approach to delivering person-centred primary care.

Collaboration with key stakeholders will occur throughout the commissioning process. Consequently, the following stakeholders may be involved in prioritisation, planning and design, implementation, monitoring and evaluation of activities:

• Community participants – consumers, patients, carers, and people with lived experience, priority populations, community leaders
• Health care professionals
• NWMPHN regional and strategic partnerships and collaboratives
• Local health services and hospital networks
• Community health services
• General practice
• Residential aged care facilities
• Pharmacy
• Allied health
• Community-based organisations
• Research institutes
• Academic and training institutions
• Peak and professional bodies
• Victorian Department of Health
• Local government
• Other PHNs
• Media
• Other identified providers

Activity Milestone Details/Duration

Activity Start Date

31/08/2025

Activity End Date

29/06/2028

Service Delivery Start Date

01/07/2026

Service Delivery End Date

30/06/2026

Other Relevant Milestones

Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: Yes
Continuing Service Provider / Contract Extension: Yes
Direct Engagement: Yes
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?

No

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

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

UCC -CSS - 4 - Urgent Care Clinics Program – Maribyrnong Operational (capital, signage, equipment) 25/26

Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC -CSS

Activity Number *

4

Activity Title *

Urgent Care Clinics Program – Maribyrnong Operational (capital, signage, equipment) 25/26

Existing, Modified or New Activity *

New Activity

Activity Priorities and Description

Program Key Priority Area *

Other Program Key Priority Area Description

Aim of Activity *

Description of Activity *

Needs Assessment Priorities *

Needs Assessment

Priorities

Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region

Activity Consultation and Collaboration

Consultation

Collaboration

Activity Milestone Details/Duration

Activity Start Date

Activity End Date

Service Delivery Start Date

Service Delivery End Date

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: 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?

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

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments

UCC - PHNUCC - 5 - Urgent Care Clinics Program – Melton 26/27

Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC - PHNUCC

Activity Number *

5

Activity Title *

Urgent Care Clinics Program – Melton 26/27

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 support the establishment, integration, and continuous improvement of a Medicare Urgent Care Clinics (MUCC) through commissioning, facilitating quality improvement initiatives to improve service delivery, stakeholder engagement, and data-driven performance monitoring. The activity aims to enhance patient access to urgent care, reduce pressure on emergency departments, and ensure high-quality, safe, efficient and integrated service delivery across MUCCs.

Description of Activity *

The activity involves the commissioning of one Medicare UCC providers within the NWMPHN region which includes capacity building, coordination, and integration support for the Medicare UCC program.

Key Activities include:
• Contract management and performance monitoring
Manage the provider contract through ongoing performance monitoring, data collection and insights development. Support service delivery improvements, track implementation progress against key milestones and key performance indicators (KPIs) and provide updates to the Commonwealth regarding provider performance.
• Quality improvement
Support Medicare UCC provider with continuous quality improvement initiatives, including patient feedback mechanisms, service reviews, and data analysis.

• Compliance and capability uplift
Support the Medicare UCCs provider in meeting compliance obligations, including addressing recommendations from independent clinical assessments and undertaking capability uplift activities in accordance with the Medicare UCC Operational Guidelines.
• Data system utilisation
Ensure providers utilise the Medicare UCC Data Module / Patient Management System effectively and provide support for completing data.
• Local health system integration
Facilitate coordination and collaboration across local health network including, primary care services, emergency departments, and other local health system stakeholders.
• State Government collaboration
Work in collaboration with the relevant state government to support the successful integration of Medicare UCC into the local health ecosystem, including the development of referral pathways to emergency departments and other healthcare providers.
• Governance and evaluation participation
Engage in relevant local and national Medicare UCC governance structures and contribute to program evaluations as required.

Needs Assessment Priorities *

Needs Assessment

NWMPHN Needs Assessment 2025-2028

Priorities

Priority	Page reference
Health conditions - Increase access and awareness of after-hours and urgent care clinics for timely management of asthma in children (4.2.26)	187
Health conditions - Increase access and awareness of after-hours and UCC for timely management of acute injuries and infections and maternal-care and sexual health concerns for females (4.3.4)	187

Activity Demographics

Target Population Cohort

Whole of population

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

Activity Consultation and Collaboration

Consultation

Northwestern Melbourne Primary Health Network (NWMPHN) is committed to ensuring stakeholder engagement is embedded in our culture and core functions.

Stakeholder engagement occurs throughout all seven activities that comprise our commissioning approach:

- Assess and prioritise needs
- Review evidence to inform planning and design
- Design services to address need
- Prepare the system for delivery
- Support implementation
- Manage performance and drive continuous improvement
- Evaluate the impact

We use a range of mechanisms to engage with our communities. This includes working with our Community and Clinical Councils, Expert Advisory Groups (EAGs), Primary Care Voices and People Bank members.

The Clinical and Community Councils provide advice to the Board about the unique needs of the region, and principles and mechanisms for engaging local stakeholders. The EAGs provide subject matter expertise, insights and advice to support operational model and service design, focusing on safety, quality, and integration. NWMPHN has EAGs for:

- General Practice
- Alcohol and Other Drugs
- Mental Health
- Aboriginal and Torres Strait Islander Health
- Older Adults

People Bank is a register of people who would like to participate in activities that help to improve the health of people in the region. Members participate in a range of different activities including workshops, governance groups, surveys, and tender evaluation panels.

We continue to also consult and seek specific advice from relevant strategic and local organisations and other stakeholders, such as peak and professional bodies, governments, the primary health care sector and local health services and hospital networks.

This activity will also include meaningful key stakeholder input in the procurement and program development process. Commissioned provider(s) will also be expected to consult with community members when designing and implementing their activities.

Collaboration

NWMPHN's approach to collaboration and engagement is underpinned by the IAP2 model. Best practice in public engagement is influenced by the Spectrum of Public Participation developed by the International Association of Public Participation. This spectrum includes five levels of participation, Inform, Consult, Involve, Collaborate and Empower.

Collaboration will be utilised wherever possible throughout the commissioning cycle as NWMPHN recognises that working in this way adds value and strengthens our reach. Mutually meaningful collaboration is pursued and maintained in a systematic way across the organisation, which facilitates timely access to existing and new collaboration approaches. This is critical to driving a

team-based and integrated approach to delivering person-centred primary care.

Collaboration with key stakeholders will occur throughout the commissioning process. Consequently, the following stakeholders may be involved in prioritisation, planning and design, implementation, monitoring and evaluation of activities:

• Community participants – consumers, patients, carers, and people with lived experience, priority populations, community leaders
• Health care professionals
• NWMPHN regional and strategic partnerships and collaboratives
• Local health services and hospital networks
• Community health services
• General practice
• Residential aged care facilities
• Pharmacy
• Allied health
• Community-based organisations
• Research institutes
• Academic and training institutions
• Peak and professional bodies
• Victorian Department of Health
• Local government
• Other PHNs
• Media
• Other identified providers

Activity Milestone Details/Duration

Activity Start Date

31/08/2025

Activity End Date

29/06/2028

Service Delivery Start Date

01/07/2026

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: Yes
Continuing Service Provider / Contract Extension: Yes

Direct Engagement: Yes
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?

No

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

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

UCC -CSS - 5 - Urgent Care Clinics Program – Melton Operational (capital, signage, equipment) 25/26

Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC -CSS

Activity Number *

5

Activity Title *

Urgent Care Clinics Program – Melton Operational (capital, signage, equipment) 25/26

Existing, Modified or New Activity *

New Activity

Activity Priorities and Description

Program Key Priority Area *

Other Program Key Priority Area Description

Aim of Activity *

Description of Activity *

Needs Assessment Priorities *

Needs Assessment

Priorities

Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region

Activity Consultation and Collaboration

Consultation

Collaboration

Activity Milestone Details/Duration

Activity Start Date

Activity End Date

Service Delivery Start Date

Service Delivery End Date

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: 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?

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

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments

UCC -CSS - 6 - Urgent Care Clinics Program – Sunbury Operational (capital, signage, equipment) 25/26

Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC -CSS

Activity Number *

6

Activity Title *

Urgent Care Clinics Program – Sunbury Operational (capital, signage, equipment) 25/26

Existing, Modified or New Activity *

New Activity

Activity Priorities and Description

Program Key Priority Area *

Other Program Key Priority Area Description

Aim of Activity *

Description of Activity *

Needs Assessment Priorities *

Needs Assessment

Priorities

Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region

Activity Consultation and Collaboration

Consultation

Collaboration

Activity Milestone Details/Duration

Activity Start Date

Activity End Date

Service Delivery Start Date

Service Delivery End Date

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: 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?

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

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments

UCC - PHNUCC - 6 - Urgent Care Clinics Program – Sunbury 26/27

Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC - PHNUCC

Activity Number *

6

Activity Title *

Urgent Care Clinics Program – Sunbury 26/27

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 support the establishment, integration, and continuous improvement of a Medicare Urgent Care Clinics (MUCC) through commissioning, facilitating quality improvement initiatives to improve service delivery, stakeholder engagement, and data-driven performance monitoring. The activity aims to enhance patient access to urgent care, reduce pressure on emergency departments, and ensure high-quality, safe, efficient and integrated service delivery across MUCCs.

Description of Activity *

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• Quality improvement
Support Medicare UCC provider with continuous quality improvement initiatives, including patient feedback mechanisms, service reviews, and data analysis.

• Compliance and capability uplift
Support the Medicare UCCs provider in meeting compliance obligations, including addressing recommendations from independent clinical assessments and undertaking capability uplift activities in accordance with the Medicare UCC Operational Guidelines.
• Data system utilisation
Ensure providers utilise the Medicare UCC Data Module / Patient Management System effectively and provide support for completing data.
• Local health system integration
Facilitate coordination and collaboration across local health network including, primary care services, emergency departments, and other local health system stakeholders.
• State Government collaboration
Work in collaboration with the relevant state government to support the successful integration of Medicare UCC into the local health ecosystem, including the development of referral pathways to emergency departments and other healthcare providers.
• Governance and evaluation participation
Engage in relevant local and national Medicare UCC governance structures and contribute to program evaluations as required.

Needs Assessment Priorities *

Needs Assessment

NWMPHN Needs Assessment 2025-2028

Priorities

Priority	Page reference
Health conditions - Increase access and awareness of after-hours and urgent care clinics for timely management of asthma in children (4.2.26)	187
Health conditions - Increase access and awareness of after-hours and UCC for timely management of acute injuries and infections and maternal-care and sexual health concerns for females (4.3.4)	187

Activity Demographics

Target Population Cohort

Whole of population

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

Activity Consultation and Collaboration

Consultation

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- Review evidence to inform planning and design
- Design services to address need
- Prepare the system for delivery
- Support implementation
- Manage performance and drive continuous improvement
- Evaluate the impact

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- Alcohol and Other Drugs
- Mental Health
- Aboriginal and Torres Strait Islander Health
- Older Adults

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• Local health services and hospital networks
• Community health services
• General practice
• Residential aged care facilities
• Pharmacy
• Allied health
• Community-based organisations
• Research institutes
• Academic and training institutions
• Peak and professional bodies
• Victorian Department of Health
• Local government
• Other PHNs
• Media
• Other identified providers

Activity Milestone Details/Duration

Activity Start Date

31/08/2025

Activity End Date

29/06/2028

Service Delivery Start Date

01/07/2026

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: Yes
Continuing Service Provider / Contract Extension: Yes

Direct Engagement: Yes
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?

No

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

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

UCC - PHNUCC - 7 - Urgent Care Clinics Program – Werribee 26/27

Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC - PHNUCC

Activity Number *

7

Activity Title *

Urgent Care Clinics Program – Werribee 26/27

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 support the establishment, integration, and continuous improvement of a Medicare Urgent Care Clinics (MUCC) through commissioning, facilitating quality improvement initiatives to improve service delivery, stakeholder engagement, and data-driven performance monitoring. The activity aims to enhance patient access to urgent care, reduce pressure on emergency departments, and ensure high-quality, safe, efficient and integrated service delivery across MUCCs.

Description of Activity *

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• Data system utilisation
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• Local health system integration
Facilitate coordination and collaboration across local health network including, primary care services, emergency departments, and other local health system stakeholders.
• State Government collaboration
Work in collaboration with the relevant state government to support the successful integration of Medicare UCC into the local health ecosystem, including the development of referral pathways to emergency departments and other healthcare providers.
• Governance and evaluation participation
Engage in relevant local and national Medicare UCC governance structures and contribute to program evaluations as required.

Needs Assessment Priorities *

Needs Assessment

NWMPHN Needs Assessment 2025-2028

Priorities

Priority	Page reference
Health conditions - Increase access and awareness of after-hours and urgent care clinics for timely management of asthma in children (4.2.26)	187
Health conditions - Increase access and awareness of after-hours and UCC for timely management of acute injuries and infections and maternal-care and sexual health concerns for females (4.3.4)	187

Activity Demographics

Target Population Cohort

Whole of population

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

Activity Consultation and Collaboration

Consultation

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Collaboration with key stakeholders will occur throughout the commissioning process. Consequently, the following stakeholders may be involved in prioritisation, planning and design, implementation, monitoring and evaluation of activities:

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• Community health services
• General practice
• Residential aged care facilities
• Pharmacy
• Allied health
• Community-based organisations
• Research institutes
• Academic and training institutions
• Peak and professional bodies
• Victorian Department of Health
• Local government
• Other PHNs
• Media
• Other identified providers

Activity Milestone Details/Duration

Activity Start Date

31/08/2025

Activity End Date

29/06/2028

Service Delivery Start Date

01/07/2026

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: Yes
Continuing Service Provider / Contract Extension: Yes

Direct Engagement: Yes
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?

No

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

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

UCC -CSS - 7 - Urgent Care Clinics Program – Werribee Operational (capital, signage, equipment) 26/27

Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC -CSS

Activity Number *

7

Activity Title *

Urgent Care Clinics Program – Werribee Operational (capital, signage, equipment) 26/27

Existing, Modified or New Activity *

New Activity

Activity Priorities and Description

Program Key Priority Area *

Other Program Key Priority Area Description

Aim of Activity *

Description of Activity *

Needs Assessment Priorities *

Needs Assessment

Priorities

Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region

Activity Consultation and Collaboration

Consultation

Collaboration

Activity Milestone Details/Duration

Activity Start Date

Activity End Date

Service Delivery Start Date

Service Delivery End Date

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: 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?

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

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments

UCC - PHNUCC - 8 - Urgent Care Clinics Program – Inner Melbourne 26/27

Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC - PHNUCC

Activity Number *

8

Activity Title *

Urgent Care Clinics Program – Inner Melbourne 26/27

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 support the establishment, integration, and continuous improvement of a Medicare Urgent Care Clinics (MUCC) through commissioning, facilitating quality improvement initiatives to improve service delivery, stakeholder engagement, and data-driven performance monitoring. The activity aims to enhance patient access to urgent care, reduce pressure on emergency departments, and ensure high-quality, safe, efficient and integrated service delivery across MUCCs.

Description of Activity *

The activity involves the commissioning of one Medicare UCC provider within the NWMPHN region which includes capacity building, coordination, and integration support for the Medicare UCC program.

Key Activities include:
• Contract management and performance monitoring
Manage the provider contract through ongoing performance monitoring, data collection and insights development. Support service delivery improvements, track implementation progress against key milestones and key performance indicators (KPIs) and provide updates to the Commonwealth regarding provider performance.
• Quality improvement
Support Medicare UCC provider with continuous quality improvement initiatives, including patient feedback mechanisms, service reviews, and data analysis.

• Compliance and capability uplift
Support the Medicare UCCs provider in meeting compliance obligations, including addressing recommendations from independent clinical assessments and undertaking capability uplift activities in accordance with the Medicare UCC Operational Guidelines.
• Data system utilisation
Ensure providers utilise the Medicare UCC Data Module / Patient Management System effectively and provide support for completing data.
• Local health system integration
Facilitate coordination and collaboration across local health network including, primary care services, emergency departments, and other local health system stakeholders.
• State Government collaboration
Work in collaboration with the relevant state government to support the successful integration of Medicare UCC into the local health ecosystem, including the development of referral pathways to emergency departments and other healthcare providers.
• Governance and evaluation participation
Engage in relevant local and national Medicare UCC governance structures and contribute to program evaluations as required.

Needs Assessment Priorities *

Needs Assessment

NWMPHN Needs Assessment 2025-2028

Priorities

Priority	Page reference
Health conditions - Increase access and awareness of after-hours and urgent care clinics for timely management of asthma in children (4.2.26)	187
Health conditions - Increase access and awareness of after-hours and UCC for timely management of acute injuries and infections and maternal-care and sexual health concerns for females (4.3.4)	187

Activity Demographics

Target Population Cohort

Whole of population

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes

Activity Consultation and Collaboration

Consultation

Northwestern Melbourne Primary Health Network (NWMPHN) is committed to ensuring stakeholder engagement is embedded in our culture and core functions.

Stakeholder engagement occurs throughout all seven activities that comprise our commissioning approach:

- Assess and prioritise needs
- Review evidence to inform planning and design
- Design services to address need
- Prepare the system for delivery
- Support implementation
- Manage performance and drive continuous improvement
- Evaluate the impact

We use a range of mechanisms to engage with our communities. This includes working with our Community and Clinical Councils, Expert Advisory Groups (EAGs), Primary Care Voices and People Bank members.

The Clinical and Community Councils provide advice to the Board about the unique needs of the region, and principles and mechanisms for engaging local stakeholders. The EAGs provide subject matter expertise, insights and advice to support operational model and service design, focusing on safety, quality, and integration. NWMPHN has EAGs for:

- General Practice
- Alcohol and Other Drugs
- Mental Health
- Aboriginal and Torres Strait Islander Health
- Older Adults

People Bank is a register of people who would like to participate in activities that help to improve the health of people in the region. Members participate in a range of different activities including workshops, governance groups, surveys, and tender evaluation panels.

We continue to also consult and seek specific advice from relevant strategic and local organisations and other stakeholders, such as peak and professional bodies, governments, the primary health care sector and local health services and hospital networks.

This activity will also include meaningful key stakeholder input in the procurement and program development process. Commissioned provider(s) will also be expected to consult with community members when designing and implementing their activities.

Collaboration

NWMPHN's approach to collaboration and engagement is underpinned by the IAP2 model. Best practice in public engagement is influenced by the Spectrum of Public Participation developed by the International Association of Public Participation. This spectrum includes five levels of participation, Inform, Consult, Involve, Collaborate and Empower.

Collaboration will be utilised wherever possible throughout the commissioning cycle as NWMPHN recognises that working in this way adds value and strengthens our reach. Mutually meaningful collaboration is pursued and maintained in a systematic way across the organisation, which facilitates timely access to existing and new collaboration approaches. This is critical to driving a

team-based and integrated approach to delivering person-centred primary care.

Collaboration with key stakeholders will occur throughout the commissioning process. Consequently, the following stakeholders may be involved in prioritisation, planning and design, implementation, monitoring and evaluation of activities:

• Community participants – consumers, patients, carers, and people with lived experience, priority populations, community leaders
• Health care professionals
• NWMPHN regional and strategic partnerships and collaboratives
• Local health services and hospital networks
• Community health services
• General practice
• Residential aged care facilities
• Pharmacy
• Allied health
• Community-based organisations
• Research institutes
• Academic and training institutions
• Peak and professional bodies
• Victorian Department of Health
• Local government
• Other PHNs
• Media
• Other identified providers

Activity Milestone Details/Duration

Activity Start Date

31/08/2025

Activity End Date

29/06/2028

Service Delivery Start Date

01/07/2026

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: Yes
Continuing Service Provider / Contract Extension: Yes

Direct Engagement: Yes
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?

No

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

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

UCC -CSS - 8 - Urgent Care Clinics Program – Inner Melbourne Operational (capital, signage, equipment) 25/26

Activity Metadata

Applicable Schedule *

Urgent Care Clinics Program

Activity Prefix *

UCC -CSS

Activity Number *

8

Activity Title *

Urgent Care Clinics Program – Inner Melbourne Operational (capital, signage, equipment) 25/26

Existing, Modified or New Activity *

New Activity

Activity Priorities and Description

Program Key Priority Area *

Other Program Key Priority Area Description

Aim of Activity *

Description of Activity *

Needs Assessment Priorities *

Needs Assessment

Priorities

Activity Demographics

Target Population Cohort

In Scope AOD Treatment Type *

Indigenous Specific *

Indigenous Specific Comments

Coverage

Whole Region

Activity Consultation and Collaboration

Consultation

Collaboration

Activity Milestone Details/Duration

Activity Start Date

Activity End Date

Service Delivery Start Date

Service Delivery End Date

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: 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?

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

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments