

Medicare Urgent Care Clinics - Information Request



Instructions

Please complete one excel file for each Medicare UCC commissioned

This information request template has been set-up to seek the following inputs:

1. Workforce Data - Please provide details of the CURRENT workforce composition employed by the Medicare UCC (headcount and FTE). [MANDATORY COMPLETION](#)

2. Roster Template - Please provide a recent four-week roster that is representative of regular operations (e.g. last four weeks). [TEMPLATE GUIDANCE ATTACHED](#)

The template provided outlines the level of detail required. A system generated roster from the clinic's rostering system is acceptable provided it captures the same level of detail as outlined in the attached template (i.e. includes the start and end time of each shift and the role of the clinician).

Medicare UCCs Operational Guidance

The Medicare Urgent Care Clinics (Medicare UCC) Operational Guidance has been developed by the Australian Government in consultation with state and territory governments. They outline the scope and minimum services to be offered at Medicare UCCs and will be reviewed on a regular basis.

See below for an excerpt from the Medicare UCC Operational Guidance as it relates to Staffing.

[Medicare UCC Operational Guidance | Australian Government Department of Health and Age](#)

7. Staffing

7.1 UCCs will be GP led, with staffing mix based on availability, local need and context.

7.2 UCCs will require sufficient staff on-site during UCC hours of operation in order to meet the core functions and operational parameters of a UCC and the competencies outlined in 7.4, in a clinically safe environment.

7.2.1 In general, minimal staffing will include a doctor, registered nurse (RN) and a receptionist, where the doctor is a vocationally registered GP and both the doctor and RN have further skills in urgent care and emergency management.

7.2.2 The staffing mix may include, but is not limited to, administrative staff, other suitably qualified medical practitioners, nurse practitioners, extended care paramedics, allied health and Aboriginal Health Practitioners.

7.3 Approval for a staffing mix that differs from 7.2.1 will require the UCC to demonstrate how they will still meet core functional requirements and operational parameters (as outlined in section 1) and clinical safety requirements

7.4 A UCC shift should be staffed during all hours of operation to ensure they are able to meet functional requirements and operational parameters (as outlined in Section 1). This includes ensuring the following competencies are covered.

- Receptionist first aid (receptionists shall have a documented guideline for identifying life threatening conditions)
- Clinical use of radiology
- Clinical use of ECGs
- IV cannulation
- Plastering
- Wound care (including suturing and gluing)
- Minor burns management
- Treatment of musculoskeletal injuries including fractures where reduction is not required
- Urinary catheter management
- Identification and management of potentially life-threatening problems whilst patients await transfer to hospital (as per 1.5)
- Infection control practices for sterilization and disinfection, for personnel responsible for managing infection control

7.5. All clinical staff members should hold current (yearly) Basic Life Support (BLS) or advanced life support (ALS). If a UCC is situated in an area where there is likely to be a delay to emergency hospital care ALS may instead be used as the minimum requirement.

7.6 UCCs will be required to have a clinical director who is responsible for clinical oversight including medical records review, clinical performance review of other staff and adverse event review

Medicare UCC - Workforce Data Request



INSTRUCTIONS: Please review and complete green cells to provide data regarding current workforce for ALL STAFF employed by the Medicare UCC, in roles outlined below. We have assumed 1.0 FTE is equivalent to 38 hours per week. If this differs from the FTE used for rostering by Medicare UCC, please provide details in the comments section.

Carlton Medicare UCC

Medicare UCC Details	
Commissioner	s47G
Medicare UCC	
Opening Hours	
No. of Clinical Areas (Consult / Treatment Rooms)	

<< select from drop down
<< select from drop down
<< this will populate once a Medicare UCC is selected, please overwrite if hours are incorrect
<< free text

Carlton Medicare UCC - Workforce Details

Doctor / Medical Practitioners	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Vocationally Registered GPs	s47G		
Prescribed Medical Practitioners			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Doctors			

Nurse Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Nurse Practitioner	s47G		
Registered Nurse			
Enrolled Nurse			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Nurses			

Admin Staff Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Receptionist	s47G		
Other 1 Practice Manager			
Other 2 Operations Officer			
Other 3 <please specify>			
Total Administrative Staff			

Other Clinical Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Aboriginal Health Practitioner	s47G		
Aboriginal Health Worker			
Extended Care Paramedic			
Allied Health Professionals			
Physiotherapist			
Mental Health Specialist			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Other 4 <please specify>			
Other 5 <please specify>			
Total Other Clinical Workforce			

Released under the Freedom of Information Act 1992 by the Department of Health, Disability and Ageing

Medicare UCC - Roster Template

Logout

Instructions: Please provide a representative four week roster for the Medicare UCC that is representative of a regular period of operations (e.g. the last four weeks). A sample roster template has been provided below as guidance. Please complete this template –OR– or provide a copy of a system generated roster, which provides the same level of detail. If more rows are required, click the plus (+) buttons on the left.

Carlton Medicare UCC

Week 1

Week 2

Week 3

Week 4

s47G, s47F

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare Urgent Care Clinics - Clinical Workforce Roles and Definitions



Clinician / Role Type	Description
VR GP	A vocationally registered General Practitioner (VR GP) is a GP who has completed Fellowship with either The Royal Australian College of General Practitioners (RACGP) or the Australian College of Rural and Remote Medicine (ACRRM). These GPs have appropriate qualifications and experience that allow them to be registered as specialists in General Practice.
Prescribed Medical Practitioner (including non-VR GPs)	A prescribed medical practitioner is a medical practitioner who is not a general practitioner, specialist or consultant physician, and who: a. is registered under section 3GA of the Act and is practising during the period, and in the location in respect of which the medical practitioner is registered, and insofar as the circumstances specified for paragraph 19AA(3)(b) of the Act apply; or b. is covered by an exemption under subsection 19AB(3) of the Act; or c. first became a medical practitioner before 1 November 1996.
Other Medical Practitioners / Doctors	Medical practitioners play a critical role in providing high-quality health care for Australians. We often refer to medical practitioners as 'doctors'. They are responsible for: <ul style="list-style-type: none"> - diagnosing and treating physical and mental illnesses, disorders and injuries - recommending preventative action - referring patients to specialists, other health care workers, and social, welfare and support workers. Doctors complete at least 4 years in a university medical school accredited by the Australian Medical Council. This is followed by compulsory 12-month internships to gain general registration. To work as a medical practitioner and specialist in Australia, you must have completed an approved medical course, follow a nationally consistent law that has been passed in all states and territories, follow guidelines and codes of conducts, undertake annual professional development in line with the standards set by your specialist medical college, be registered with the Medical Board of Australia, which regulates the profession and monitors continuing professional development.
Nurse Practitioner	Nurse practitioners (NPs) are RNs who the NMBA have endorsed as an NP. NPs practice independently in an advanced and extended clinical role, and can prescribe some medicines. There are more than 2,200 nurse practitioners in Australia.
Registered Nurse	Registered nurses (RNs) complete a 3-year Bachelor of Nursing or 2-year Master of Nursing through a university to meet the RN standards for practice. They have more responsibilities than an EN. There are more than 303,000 registered nurses in Australia.
Enrolled Nurse	Enrolled nurses (ENs) complete a Diploma of Nursing through a vocational education provider, to meet the EN standards for practice. ENs work under the supervision of a registered nurse and cannot act alone. There are more than 54,100 enrolled nurses in Australia.
Aboriginal Health Workers	Aboriginal and Torres Strait Islander health workers have completed a Certificate II or higher in Aboriginal and/or Torres Strait Islander Primary Health Care.
Aboriginal Health Practitioners	Aboriginal and Torres Strait Islander health practitioners have completed an approved program of study (Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice) and registered with the Aboriginal and Torres Strait Islander Health Practice Board of Australia (ATSIHPBA).
Extended Care Paramedic	Extended Care paramedics (ECPs), also sometimes known as Community paramedics (CPs) or Local Area Assessment and Referral Unit (LARUs) provide additional primary care skills, with the specific goal of avoiding unnecessary transportation for patients to increase efficiency. ECPs are highly skilled clinicians who work collaboratively with other health care professionals to manage and treat people in their residence.
Allied Health Professional	Allied health professionals are health professionals that are not part of the medical, dental or nursing professions. They are university qualified practitioners with specialised expertise in preventing, diagnosing and treating a range of conditions and illnesses. Allied health practitioners often work within a multidisciplinary health team to provide specialised support for different patient needs.
Mental Health Specialist	Mental health professionals include psychologists, psychiatrists, counsellors, occupational therapists and Aboriginal and/or Torres Strait Islander mental health workers.
Receptionist	The Medical Receptionist is a key member of the practice team, assisting the practice to provide high quality patient centred clinical care through respectful and professional running of the front office and reception, work closely with all members of the practice team to serve our patients and their families maintain good will with our patients and our community
Practice Manager	A Practice Manager may have various titles, for example, Chief Executive Officer, Business Manager, Executive Director, or Director. The definition of a Practice Manager is someone who performs all or some of the Practice Management tasks in a healthcare setting. A Healthcare Practice Manager's tasks may include strategic planning, review and implementation of processes in a practice that increase efficiency and contribute to the overall notion of 'excellence in healthcare'. This is achieved using the Australia Association of Practice Management (AAPM) core principles of healthcare practice management, those being: financial management, human resource
Other	Other roles not defined above. Please provide details.

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See below for an excerpt from the Medicare UCC Operational Guidance as it relates to Staffing.

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- IV cannulation
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Medicare UCC - Workforce Data Request



INSTRUCTIONS: Please review and complete green cells to provide data regarding current workforce for ALL STAFF employed by the Medicare UCC, in roles outlined below. We have assumed 1.0 FTE is equivalent to 38 hours per week. If this differs from the FTE used for rostering by Medicare UCC, please provide details in the comments section.

Maroubra Medicare UCC

Medicare UCC Details

Commissioner	s47G	: select from drop down
Medicare UCC		: select from drop down
Opening Hours		: this will populate once a Medicare UCC is selected, please overwrite if hours are incorrect
No. of Clinical Areas (Consult / Treatment Rooms)		: free text

Maroubra Medicare UCC - Workforce Details

Doctor / Medical Practitioners	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Vocationally Registered GPs	s47G		
Prescribed Medical Practitioners			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Doctors			

Nurse Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Nurse Practitioner	s47G		
Registered Nurse			
Enrolled Nurse			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Nurses			

Admin Staff Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Receptionist	s47G		
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Administrative Staff			

Other Clinical Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Aboriginal Health Practitioner	s47G		
Aboriginal Health Worker			
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Physiotherapist			
Mental Health Specialist			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Other 4 <please specify>			
Other 5 <please specify>			
Total Other Clinical Workforce			

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Medicare UCC - Roster Template

Update
Update Case Class

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Maroubra Medicare UCC

Week 1

Week 2

Week 3

Week 4

s47G, s47F

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Other	Other roles not defined above. Please provide details.

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Australian Government

Department of Health, Disability and Ageing

Medicare UCC Declaration

Please complete one declaration per Medicare UCC.

For the period 01 / 10 / 2025 to 31 / 12 / 2025

Overall Compliance

s47(1)(b)

Opening Hours

s47(1)(b)

Pathology

s47(1)(b)

X-Ray

s47(1)(b)

CT and Ultrasound



Australian Government
Department of Health, Disability and Ageing

s47(1)(b)

Staffing Mix

s47(1)(b)

Staffing type	Position detail	Full time equivalent (FTE)
General Practitioner	Vocationally Registered	s47(1)(b)
General Practitioner	Non-Vocationally Registered	
Nursing	Nurse Practitioner	
Nursing	Registered Nurse (or similar)	
Nursing	Enrolled Nurse (or similar)	
Nursing	Assistant in Nursing (or similar)	
Administrative	Receptionist	
Administrative	Practice Manager	
Radiology	Radiographer	
Other support staff	Paramedic	
Other support staff	Aboriginal Health Worker	

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Australian Government
Department of Health, Disability and Ageing



Other support staff	Allied Health	s47(1)(b)
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Provider payments

s47(1)(b)

Confirmation and sign off

s47F

Commissioner: [name, position]	s47F	[day] / [month] /
	General Manager	[year] 06 February 2026 08:45
Comments: x		

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Australian Government
Department of Health, Disability and Ageing

Medicare UCC Declaration

Please complete one declaration per Medicare UCC.

For the period 08/12/2025 to 31/12/2025

Overall Compliance

s47(1)(b)

[Redacted content for Overall Compliance]

Opening Hours

s47(1)(b)

[Redacted content for Opening Hours]

Pathology

s47(1)(b)

[Redacted content for Pathology]

X-Ray

s47(1)(b)

[Redacted content for X-Ray]

CT and Ultrasound

s47(1)(b)

[Redacted content for CT and Ultrasound]



Staffing Mix

s47(1)(b)



Staffing type	Position detail	Full time equivalent (FTE)
General Practitioner	Vocationally Registered	s47(1)(b)
General Practitioner	Non-Vocationally Registered	
Nursing	Nurse Practitioner	
Nursing	Registered Nurse (or similar)	
Nursing	Enrolled Nurse (or similar)	
Nursing	Assistant in Nursing (or similar)	
Administrative	Receptionist	
Administrative	Practice Manager	
Radiology	Radiographer	
Other support staff	Paramedic	
Other support staff	Aboriginal Health Worker	
Other support staff	Allied Health	



Australian Government
Department of Health, Disability and Ageing

Provider payments

s47(1)(b)

Confirmation and sign off Marrickville Urgent Care Clinic

s47F

Commissioner: <i>[name, position]</i>	s47F	[day] / [month] /
	General Manager	[year] 06 February 2026
Comments: X		

| 08:46:18

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Medicare Urgent Care Clinics - Information Request



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Medicare UCCs Operational Guidance

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- Receptionist first aid (receptionists shall have a documented guideline for identifying life threatening conditions)
- Clinical use of radiology
- Clinical use of ECGs
- IV cannulation
- Plastering
- Wound care (including suturing and gluing)
- Minor burns management
- Treatment of musculoskeletal injuries including fractures where reduction is not required
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- Identification and management of potentially life-threatening problems whilst patients await transfer to hospital (as per 1.5)
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Medicare UCC - Workforce Data Request



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Cessnock Medicare UCC

Medicare UCC Details	
Commissioner	HNECCPHN << select from drop down
Medicare UCC	Cessnock << select from drop down
Opening Hours	8am - 8pm << this will populate once a Medicare UCC is selected, please overwrite if hours are incorrect
No. of Clinical Areas (Consult / Treatment Rooms)	2 x consult rooms (Nurse & GP) and 1 x Treatment room & 1 x diagnostic imaging room (x-ray) << free text

Cessnock Medicare UCC - Workforce Details

Doctor / Medical Practitioners	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Vocationally Registered GPs	s47G		
Prescribed Medical Practitioners			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Doctors			

Nurse Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Nurse Practitioner	s47G		
Registered Nurse			
Enrolled Nurse			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Nurses			

Admin Staff Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Receptionist	s47G		
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Administrative Staff			

Other Clinical Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
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Aboriginal Health Worker			
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Physiotherapist			
Mental Health Specialist			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Other 4 <please specify>			
Other 5 <please specify>			
Total Other Clinical Workforce			

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Medicare UCC - Roster Template

Urgent Care Clinic

Instructions: Please provide a recent four week roster for the Medicare UCC that is representative of a regular period of operations (e.g. the last four weeks). A sample roster template has been provided below as guidance. Please complete this template –OR– or provide a copy of a system generated roster, which provides the same level of detail. If more rows are required, click the plus (+) buttons on the left.

Cessnock Medicare UCC

s47G, s47F

Week 1 Week 2 Week 3 Week 4

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Clinician / Role Type	Description
VR GP	A vocationally registered General Practitioner (VR GP) is a GP who has completed Fellowship with either The Royal Australian College of General Practitioners (RACGP) or the Australian College of Rural and Remote Medicine (ACRRM). These GPs have appropriate qualifications and experience that allow them to be registered as specialists in General Practice.
Prescribed Medical Practitioner (including non-VR GPs)	A prescribed medical practitioner is a medical practitioner who is not a general practitioner, specialist or consultant physician, and who: a. is registered under section 3GA of the Act and is practising during the period, and in the location in respect of which the medical practitioner is registered, and insofar as the circumstances specified for paragraph 19AA(3)(b) of the Act apply; or b. is covered by an exemption under subsection 19AB(3) of the Act; or c. first became a medical practitioner before 1 November 1996.
Other Medical Practitioners / Doctors	Medical practitioners play a critical role in providing high-quality health care for Australians. We often refer to medical practitioners as 'doctors'. They are responsible for: <ul style="list-style-type: none"> - diagnosing and treating physical and mental illnesses, disorders and injuries - recommending preventative action - referring patients to specialists, other health care workers, and social, welfare and support workers. Doctors complete at least 4 years in a university medical school accredited by the Australian Medical Council. This is followed by compulsory 12-month internships to gain general registration. To work as a medical practitioner and specialist in Australia, you must have completed an approved medical course, follow a nationally consistent law that has been passed in all states and territories, follow guidelines and codes of conducts, undertake annual professional development in line with the standards set by your specialist medical college, be registered with the Medical Board of Australia, which regulates the profession and monitors continuing professional development.
Nurse Practitioner	Nurse practitioners (NPs) are RNs who the NMBA have endorsed as an NP. NPs practice independently in an advanced and extended clinical role, and can prescribe some medicines. There are more than 2,200 nurse practitioners in Australia.
Registered Nurse	Registered nurses (RNs) complete a 3-year Bachelor of Nursing or 2-year Master of Nursing through a university to meet the RN standards for practice. They have more responsibilities than an EN. There are more than 303,000 registered nurses in Australia.
Enrolled Nurse	Enrolled nurses (ENs) complete a Diploma of Nursing through a vocational education provider, to meet the EN standards for practice. ENs work under the supervision of a registered nurse and cannot act alone. There are more than 54,100 enrolled nurses in Australia.
Aboriginal Health Workers	Aboriginal and Torres Strait Islander health workers have completed a Certificate II or higher in Aboriginal and/or Torres Strait Islander Primary Health Care.
Aboriginal Health Practitioners	Aboriginal and Torres Strait Islander health practitioners have completed an approved program of study (Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice) and registered with the Aboriginal and Torres Strait Islander Health Practice Board of Australia (ATSIHPBA).
Extended Care Paramedic	Extended Care paramedics (ECPs), also sometimes known as Community paramedics (CPs) or Local Area Assessment and Referral Unit (LARUs) provide additional primary care skills, with the specific goal of avoiding unnecessary transportation for patients to increase efficiency. ECPs are highly skilled clinicians who work collaboratively with other health care professionals to manage and treat people in their residence.
Allied Health Professional	Allied health professionals are health professionals that are not part of the medical, dental or nursing professions. They are university qualified practitioners with specialised expertise in preventing, diagnosing and treating a range of conditions and illnesses. Allied health practitioners often work within a multidisciplinary health team to provide specialised support for different patient needs.
Mental Health Specialist	Mental health professionals include psychologists, psychiatrists, counsellors, occupational therapists and Aboriginal and/or Torres Strait Islander mental health workers.
Receptionist	The Medical Receptionist is a key member of the practice team, assisting the practice to provide high quality patient centred clinical care through respectful and professional running of the front office and reception, work closely with all members of the practice team to serve our patients and their families maintain good will with our patients and our community
Practice Manager	A Practice Manager may have various titles, for example, Chief Executive Officer, Business Manager, Executive Director, or Director. The definition of a Practice Manager is someone who performs all or some of the Practice Management tasks in a healthcare setting. A Healthcare Practice Manager's tasks may include strategic planning, review and implementation of processes in a practice that increase efficiency and contribute to the overall notion of 'excellence in healthcare'. This is achieved using the Australia Association of Practice Management (AAPM) core principles of healthcare practice management, those being: financial management, human resource
Other	Other roles not defined above. Please provide details.

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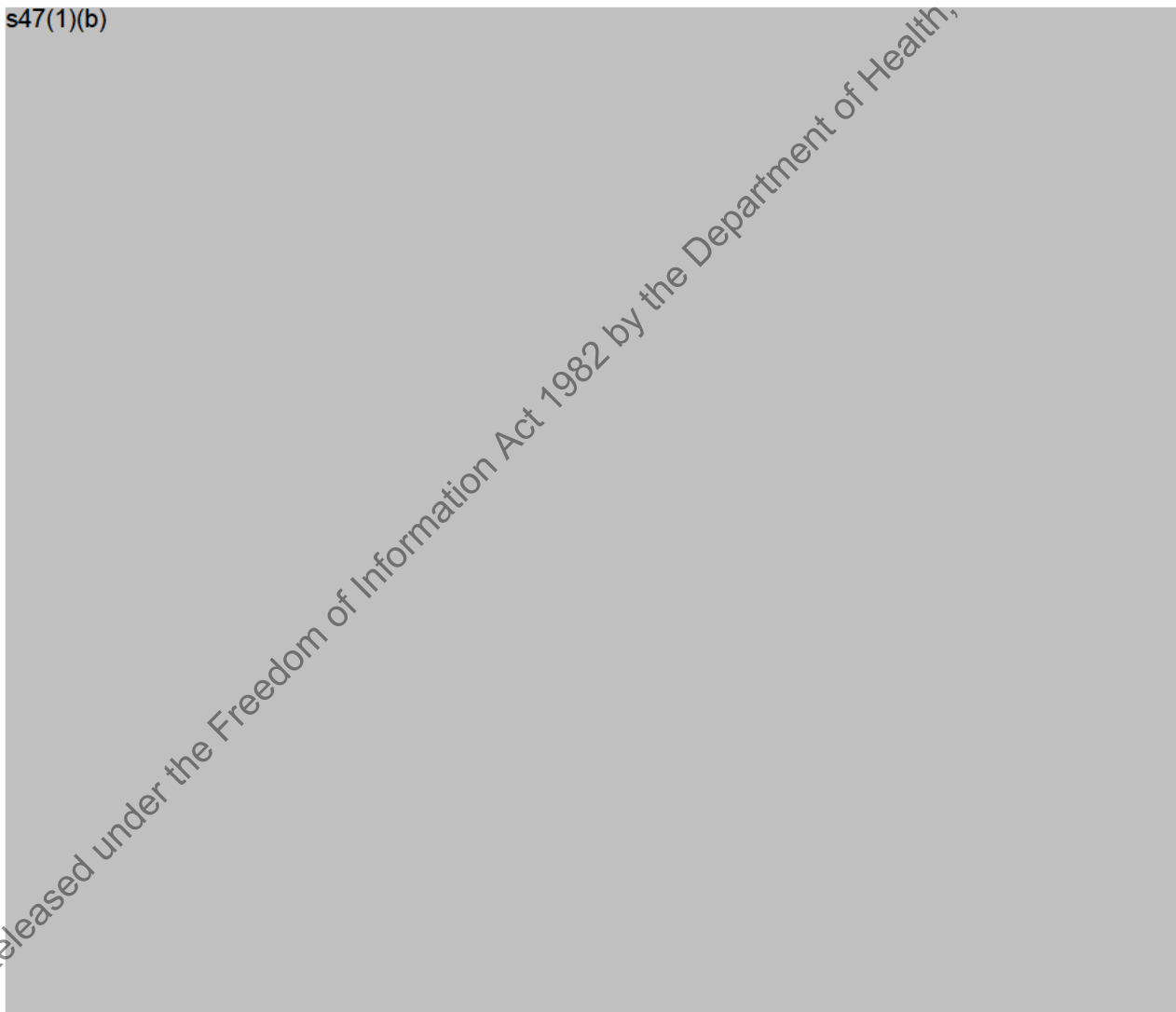


FY25-26 Uplift Progress Declaration – Charlestown Medicare UCC

Confirmation of Schedule and Provider contract execution

<i>PHN Schedule executed:</i>	11 November 2025
<i>Provider contract executed:</i>	23 December 2025
<i>Notes:</i>	

s47(1)(b)



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Confirmation and sign off

Hunter New England and Central Coast Primary Health Network (Commissioner):	s47F [redacted], Executive Manager – Commissioning	13/02/2026
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Australian Government

Department of Health, Disability and Ageing



Other Comments:

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Medicare Urgent Care Clinics - Information Request



Instructions

Please complete one excel file for each Medicare UCC commissioned

This information request template has been set-up to seek the following inputs:

1. Workforce Data - Please provide details of the CURRENT workforce composition employed by the Medicare UCC (headcount and FTE). [MANDATORY COMPLETION](#)

2. Roster Template - Please provide a recent four-week roster that is representative of regular operations (e.g. last four weeks). [TEMPLATE GUIDANCE ATTACHED](#)

The template provided outlines the level of detail required. A system generated roster from the clinic's rostering system is acceptable provided it captures the same level of detail as outlined in the attached template (i.e. includes the start and end time of each shift and the role of the clinician).

Medicare UCCs Operational Guidance

The Medicare Urgent Care Clinics (Medicare UCC) Operational Guidance has been developed by the Australian Government in consultation with state and territory governments. They outline the scope and minimum services to be offered at Medicare UCCs and will be reviewed on a regular basis.

See below for an excerpt from the Medicare UCC Operational Guidance as it relates to Staffing.

[Medicare UCC Operational Guidance | Australian Government Department of Health and Ageing](#)

7. Staffing

7.1 UCCs will be GP led, with staffing mix based on availability, local need and context.

7.2 UCCs will require sufficient staff on-site during UCC hours of operation in order to meet the core functions and operational parameters of a UCC and the competencies outlined in 7.4, in a clinically safe environment.

7.2.1 In general, minimal staffing will include a doctor, registered nurse (RN) and a receptionist, where the doctor is a vocationally registered GP and both the doctor and RN have further skills in urgent care and emergency management.

7.2.2 The staffing mix may include, but is not limited to, administrative staff, other suitably qualified medical practitioners, nurse practitioners, extended care paramedics, allied health and Aboriginal Health Practitioners.

7.3 Approval for a staffing mix that differs from 7.2.1 will require the UCC to demonstrate how they will still meet core functional requirements and operational parameters (as outlined in section 1) and clinical safety requirements

7.4 A UCC shift should be staffed during all hours of operation to ensure they are able to meet functional requirements and operational parameters (as outlined in Section 1). This includes ensuring the following competencies are covered.

- Receptionist first aid (receptionists shall have a documented guideline for identifying life threatening conditions)
- Clinical use of radiology
- Clinical use of ECGs
- IV cannulation
- Plastering
- Wound care (including suturing and gluing)
- Minor burns management
- Treatment of musculoskeletal injuries including fractures where reduction is not required
- Urinary catheter management
- Identification and management of potentially life-threatening problems whilst patients await transfer to hospital (as per 1.5)
- Infection control practices for sterilization and disinfection, for personnel responsible for managing infection control

7.5. All clinical staff members should hold current (yearly) Basic Life Support (BLS) or advanced life support (ALS). If a UCC is situated in an area where there is likely to be a delay to emergency hospital care ALS may instead be used as the minimum requirement.

7.6 UCCs will be required to have a clinical director who is responsible for clinical oversight including medical records review, clinical performance review of other staff and adverse event review

Medicare UCC - Workforce Data Request



INSTRUCTIONS: Please review and complete green cells to provide data regarding current workforce for ALL STAFF employed by the Medicare UCC, in roles outlined below. We have assumed 1.0 FTE is equivalent to 38 hours per week. If this differs from the FTE used for rostering by Medicare UCC, please provide details in the comments section.

Lake Haven UCC Medicare UCC

Medicare UCC Details		
Commissioner	HNECCPHN	<< select from drop down
Medicare UCC	Lake Haven UCC	<< select from drop down
Opening Hours	8 am-7pm	<< this will populate once a Medicare UCC is selected, please overwrite if hours are incorrect
No. of Clinical Areas (Consult / Treatment Rooms)	4 standard room, 1 treatment room,	<< free text

Lake Haven UCC Medicare UCC - Workforce Details

Doctor / Medical Practitioners	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Vocationally Registered GPs	s47G		
Prescribed Medical Practitioners			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Doctors			

Nurse Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Nurse Practitioner	s47G		
Registered Nurse			
Enrolled Nurse			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Nurses			

Admin Staff Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Receptionist	s47G		
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Administrative Staff			

Other Clinical Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Aboriginal Health Practitioner	s47G		
Aboriginal Health Worker			
Extended Care Paramedic			
Allied Health Professionals			
Physiotherapist			
Mental Health Specialist			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Other 4 <please specify>			
Other 5 <please specify>			
Total Other Clinical Workforce			

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Medicare UCC - Roster Template

Update
Update Care Class

Instructions: Please provide a ~~2022~~ four week roster for the Medicare UCC that is representative of a regular period of operations (e.g. the last four weeks). A sample roster template has been provided below as reference. Please complete this template –OR– provide a copy of a system generated roster, which provides the same level of detail. If more rows are required, click the plus (+) buttons on the left.

Lake Haven UCC Medicare UCC

Week 1

Week 2

Week 3

Week 4

s47G, s47F

s47G, s47F

s47G, s47F

s47G, s47F

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Medicare Urgent Care Clinics - Clinical Workforce Roles and Definitions



Clinician / Role Type	Description
VR GP	A vocationally registered General Practitioner (VR GP) is a GP who has completed Fellowship with either The Royal Australian College of General Practitioners (RACGP) or the Australian College of Rural and Remote Medicine (ACRRM). These GPs have appropriate qualifications and experience that allow them to be registered as specialists in General Practice.
Prescribed Medical Practitioner (including non-VR GPs)	A prescribed medical practitioner is a medical practitioner who is not a general practitioner, specialist or consultant physician, and who: a. is registered under section 3GA of the Act and is practising during the period, and in the location in respect of which the medical practitioner is registered, and insofar as the circumstances specified for paragraph 19AA(3)(b) of the Act apply; or b. is covered by an exemption under subsection 19AB(3) of the Act; or c. first became a medical practitioner before 1 November 1996.
Other Medical Practitioners / Doctors	Medical practitioners play a critical role in providing high-quality health care for Australians. We often refer to medical practitioners as 'doctors'. They are responsible for: <ul style="list-style-type: none"> - diagnosing and treating physical and mental illnesses, disorders and injuries - recommending preventative action - referring patients to specialists, other health care workers, and social, welfare and support workers. Doctors complete at least 4 years in a university medical school accredited by the Australian Medical Council. This is followed by compulsory 12-month internships to gain general registration. To work as a medical practitioner and specialist in Australia, you must have completed an approved medical course, follow a nationally consistent law that has been passed in all states and territories, follow guidelines and codes of conducts, undertake annual professional development in line with the standards set by your specialist medical college, be registered with the Medical Board of Australia, which regulates the profession and monitors continuing professional development.
Nurse Practitioner	Nurse practitioners (NPs) are RNs who the NMBA have endorsed as an NP. NPs practice independently in an advanced and extended clinical role, and can prescribe some medicines. There are more than 2,200 nurse practitioners in Australia.
Registered Nurse	Registered nurses (RNs) complete a 3-year Bachelor of Nursing or 2-year Master of Nursing through a university to meet the RN standards for practice. They have more responsibilities than an EN. There are more than 303,000 registered nurses in Australia.
Enrolled Nurse	Enrolled nurses (ENs) complete a Diploma of Nursing through a vocational education provider, to meet the EN standards for practice. ENs work under the supervision of a registered nurse and cannot act alone. There are more than 54,100 enrolled nurses in Australia.
Aboriginal Health Workers	Aboriginal and Torres Strait Islander health workers have completed a Certificate II or higher in Aboriginal and/or Torres Strait Islander Primary Health Care.
Aboriginal Health Practitioners	Aboriginal and Torres Strait Islander health practitioners have completed an approved program of study (Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice) and registered with the Aboriginal and Torres Strait Islander Health Practice Board of Australia (ATSIHPBA).
Extended Care Paramedic	Extended Care paramedics (ECPs), also sometimes known as Community paramedics (CPs) or Local Area Assessment and Referral Unit (LARUs) provide additional primary care skills, with the specific goal of avoiding unnecessary transportation for patients to increase efficiency. ECPs are highly skilled clinicians who work collaboratively with other health care professionals to manage and treat people in their residence.
Allied Health Professional	Allied health professionals are health professionals that are not part of the medical, dental or nursing professions. They are university qualified practitioners with specialised expertise in preventing, diagnosing and treating a range of conditions and illnesses. Allied health practitioners often work within a multidisciplinary health team to provide specialised support for different patient needs.
Mental Health Specialist	Mental health professionals include psychologists, psychiatrists, counsellors, occupational therapists and Aboriginal and/or Torres Strait Islander mental health workers.
Receptionist	The Medical Receptionist is a key member of the practice team, assisting the practice to provide high quality patient centred clinical care through respectful and professional running of the front office and reception, work closely with all members of the practice team to serve our patients and their families maintain good will with our patients and our community
Practice Manager	A Practice Manager may have various titles, for example, Chief Executive Officer, Business Manager, Executive Director, or Director. The definition of a Practice Manager is someone who performs all or some of the Practice Management tasks in a healthcare setting. A Healthcare Practice Manager's tasks may include strategic planning, review and implementation of processes in a practice that increase efficiency and contribute to the overall notion of 'excellence in healthcare'. This is achieved using the Australia Association of Practice Management (AAPM) core principles of healthcare practice management, those being: financial management, human resource
Other	Other roles not defined above. Please provide details.

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FY25-26 Uplift Progress Declaration – Lake Haven Medicare UCC

Confirmation of Schedule and Provider contract execution

<i>PHN Schedule executed:</i>	11 November 2025
<i>Provider contract executed:</i>	25 November 2025
<i>Notes:</i>	s47(1)(b)

s47(1)(b)

s47(1)(b)

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Australian Government
Department of Health, Disability and Ageing

s47(1)(b)



Confirmation and sign off

Commissioner:	s47F [redacted] – Executive Manager, Commissioning	06/02/2026
Other Comments:		

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Medicare Urgent Care Clinics - Information Request



Instructions

Please complete one excel file for each Medicare UCC commissioned

This information request template has been set-up to seek the following inputs:

1. Workforce Data - Please provide details of the CURRENT workforce composition employed by the Medicare UCC (headcount and FTE). **MANDATORY COMPLETION**

2. Roster Template - Please provide a recent four-week roster that is representative of regular operations (e.g. last four weeks). **TEMPLATE GUIDANCE ATTACHED**

The template provided outlines the level of detail required. A system generated roster from the clinic's rostering system is acceptable provided it captures the same level of detail as outlined in the attached template (i.e. includes the start and end time of each shift and the role of the clinician).

Medicare UCCs Operational Guidance

The Medicare Urgent Care Clinics (Medicare UCC) Operational Guidance has been developed by the Australian Government in consultation with state and territory governments. They outline the scope and minimum services to be offered at Medicare UCCs and will be reviewed on a regular basis.

See below for an excerpt from the Medicare UCC Operational Guidance as it relates to Staffing.

[Medicare UCC Operational Guidance | Australian Government Department of Health and Ageing](#)

7. Staffing

7.1 UCCs will be GP led, with staffing mix based on availability, local need and context.

7.2 UCCs will require sufficient staff on-site during UCC hours of operation in order to meet the core functions and operational parameters of a UCC and the competencies outlined in 7.4, in a clinically safe environment.

7.2.1 In general, minimal staffing will include a doctor, registered nurse (RN) and a receptionist, where the doctor is a vocationally registered GP and both the doctor and RN have further skills in urgent care and emergency management.

7.2.2 The staffing mix may include, but is not limited to, administrative staff, other suitably qualified medical practitioners, nurse practitioners, extended care paramedics, allied health and Aboriginal Health Practitioners.

7.3 Approval for a staffing mix that differs from 7.2.1 will require the UCC to demonstrate how they will still meet core functional requirements and operational parameters (as outlined in section 1) and clinical safety requirements

7.4 A UCC shift should be staffed during all hours of operation to ensure they are able to meet functional requirements and operational parameters (as outlined in Section 1). This includes ensuring the following competencies are covered.

- Receptionist first aid (receptionists shall have a documented guideline for identifying life threatening conditions)
- Clinical use of radiology
- Clinical use of ECGs
- IV cannulation
- Plastering
- Wound care (including suturing and gluing)
- Minor burns management
- Treatment of musculoskeletal injuries including fractures where reduction is not required
- Urinary catheter management
- Identification and management of potentially life-threatening problems whilst patients await transfer to hospital (as per 1.5)
- Infection control practices for sterilization and disinfection, for personnel responsible for managing infection control

7.5. All clinical staff members should hold current (yearly) Basic Life Support (BLS) or advanced life support (ALS). If a UCC is situated in an area where there is likely to be a delay to emergency hospital care ALS may instead be used as the minimum requirement.

7.6 UCCs will be required to have a clinical director who is responsible for clinical oversight including medical records review, clinical performance review of other staff and adverse event review

Medicare UCC - Workforce Data Request



INSTRUCTIONS: Please review and complete green cells to provide data regarding current workforce for ALL STAFF employed by the Medicare UCC, in roles outlined below. We have assumed 1.0 FTE is equivalent to 38 hours per week. If this differs from the FTE used for rostering by Medicare UCC, please provide details in the comments section.

Peninsula Medicare UCC

Medicare UCC Details		
Commissioner	HNECCPHN	<< select from drop down
Medicare UCC	Peninsula	<< select from drop down
Opening Hours	8:30am - 8:30pm Mon - Fri 8:30am - 6:30pm Sat - Sun	<< this will populate once a Medicare UCC is selected, please overwrite if hours are incorrect
No. of Clinical Areas (Consult / Treatment Rooms)	E.g. 4 standard consult rooms and 1 diagnostic imaging room (x-ray)	<< free text

Peninsula Medicare UCC - Workforce Details

Doctor / Medical Practitioners	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Vocationally Registered GPs	s47G		
Prescribed Medical Practitioners			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Doctors			

Nurse Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Nurse Practitioner	s47G		
Registered Nurse			
Enrolled Nurse			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Nurses			

Admin Staff Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Receptionist	s47G		
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Administrative Staff			

Other Clinical Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Aboriginal Health Practitioner	s47G		
Aboriginal Health Worker			
Extended Care Paramedic			
Allied Health Professionals			
Physiotherapist			
Mental Health Specialist			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Other 4 <please specify>			
Other 5 <please specify>			
Total Other Clinical Workforce			

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Medicare UCC - Roster Template

Urgent Care Clinic

Instructions: Please provide a recent four week roster for the Medicare UCC that is representative of a regular period of operations (e.g. the last four weeks). A sample roster template has been provided below as guidance. Please complete this template –OR– or provide a copy of a system generated roster, which provides the same level of detail. If more rows are required, click the plus (+) buttons on the left.

Peninsula Medicare UCC

Week 1

Week 2

Week 3

Week 4

S47G, S47F

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare Urgent Care Clinics - Clinical Workforce Roles and Definitions



Clinician / Role Type	Description
VR GP	A vocationally registered General Practitioner (VR GP) is a GP who has completed Fellowship with either The Royal Australian College of General Practitioners (RACGP) or the Australian College of Rural and Remote Medicine (ACRRM). These GPs have appropriate qualifications and experience that allow them to be registered as specialists in General Practice.
Prescribed Medical Practitioner (including non-VR GPs)	A prescribed medical practitioner is a medical practitioner who is not a general practitioner, specialist or consultant physician, and who: a. is registered under section 3GA of the Act and is practising during the period, and in the location in respect of which the medical practitioner is registered, and insofar as the circumstances specified for paragraph 19AA(3)(b) of the Act apply; or b. is covered by an exemption under subsection 19AB(3) of the Act; or c. first became a medical practitioner before 1 November 1996.
Other Medical Practitioners / Doctors	Medical practitioners play a critical role in providing high-quality health care for Australians. We often refer to medical practitioners as 'doctors'. They are responsible for: <ul style="list-style-type: none"> - diagnosing and treating physical and mental illnesses, disorders and injuries - recommending preventative action - referring patients to specialists, other health care workers, and social, welfare and support workers. Doctors complete at least 4 years in a university medical school accredited by the Australian Medical Council. This is followed by compulsory 12-month internships to gain general registration. To work as a medical practitioner and specialist in Australia, you must have completed an approved medical course, follow a nationally consistent law that has been passed in all states and territories, follow guidelines and codes of conducts, undertake annual professional development in line with the standards set by your specialist medical college, be registered with the Medical Board of Australia, which regulates the profession and monitors continuing professional development.
Nurse Practitioner	Nurse practitioners (NPs) are RNs who the NMBA have endorsed as an NP. NPs practice independently in an advanced and extended clinical role, and can prescribe some medicines. There are more than 2,200 nurse practitioners in Australia.
Registered Nurse	Registered nurses (RNs) complete a 3-year Bachelor of Nursing or 2-year Master of Nursing through a university to meet the RN standards for practice. They have more responsibilities than an EN. There are more than 303,000 registered nurses in Australia.
Enrolled Nurse	Enrolled nurses (ENs) complete a Diploma of Nursing through a vocational education provider, to meet the EN standards for practice. ENs work under the supervision of a registered nurse and cannot act alone. There are more than 54,100 enrolled nurses in Australia.
Aboriginal Health Workers	Aboriginal and Torres Strait Islander health workers have completed a Certificate II or higher in Aboriginal and/or Torres Strait Islander Primary Health Care.
Aboriginal Health Practitioners	Aboriginal and Torres Strait Islander health practitioners have completed an approved program of study (Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice) and registered with the Aboriginal and Torres Strait Islander Health Practice Board of Australia (ATSIHPBA).
Extended Care Paramedic	Extended Care paramedics (ECPs), also sometimes known as Community paramedics (CPs) or Local Area Assessment and Referral Unit (LARUs) provide additional primary care skills, with the specific goal of avoiding unnecessary transportation for patients to increase efficiency. ECPs are highly skilled clinicians who work collaboratively with other health care professionals to manage and treat people in their residence.
Allied Health Professional	Allied health professionals are health professionals that are not part of the medical, dental or nursing professions. They are university qualified practitioners with specialised expertise in preventing, diagnosing and treating a range of conditions and illnesses. Allied health practitioners often work within a multidisciplinary health team to provide specialised support for different patient needs.
Mental Health Specialist	Mental health professionals include psychologists, psychiatrists, counsellors, occupational therapists and Aboriginal and/or Torres Strait Islander mental health workers.
Receptionist	The Medical Receptionist is a key member of the practice team, assisting the practice to provide high quality patient centred clinical care through respectful and professional running of the front office and reception, work closely with all members of the practice team to serve our patients and their families maintain good will with our patients and our community
Practice Manager	A Practice Manager may have various titles, for example, Chief Executive Officer, Business Manager, Executive Director, or Director. The definition of a Practice Manager is someone who performs all or some of the Practice Management tasks in a healthcare setting. A Healthcare Practice Manager's tasks may include strategic planning, review and implementation of processes in a practice that increase efficiency and contribute to the overall notion of 'excellence in healthcare'. This is achieved using the Australia Association of Practice Management (AAPM) core principles of healthcare practice management, those being: financial management, human resource
Other	Other roles not defined above. Please provide details.

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare Urgent Care Clinics - Information Request



Instructions

Please complete one excel file for each Medicare UCC commissioned

This information request template has been set-up to seek the following inputs:

1. **Workforce Data** - Please provide details of the CURRENT workforce composition employed by the Medicare UCC (headcount and FTE). [MANDATORY COMPLETION](#)
2. **Roster Template** - Please provide a recent four-week roster that is representative of regular operations (e.g. last four weeks). [TEMPLATE GUIDANCE ATTACHED](#)

The template provided outlines the level of detail required. A system generated roster from the clinic's rostering system is acceptable provided it captures the same level of detail as outlined in the attached template (i.e. includes the start and end time of each shift and the role of the clinician).

Medicare UCCs Operational Guidance

The Medicare Urgent Care Clinics (Medicare UCC) Operational Guidance has been developed by the Australian Government in consultation with state and territory governments. They outline the scope and minimum services to be offered at Medicare UCCs and will be reviewed on a regular basis.

See below for an excerpt from the Medicare UCC Operational Guidance as it relates to Staffing.

[Medicare UCC Operational Guidance | Australian Government Department of Health and Ageing](#)

7. Staffing

- 7.1 UCCs will be GP led, with staffing mix based on availability, local need and context.
- 7.2 UCCs will require sufficient staff on-site during UCC hours of operation in order to meet the core functions and operational parameters of a UCC and the competencies outlined in 7.4, in a clinically safe environment.
 - 7.2.1 In general, minimal staffing will include a doctor, registered nurse (RN) and a receptionist, where the doctor is a vocationally registered GP and both the doctor and RN have further skills in urgent care and emergency management.
 - 7.2.2 The staffing mix may include, but is not limited to, administrative staff, other suitably qualified medical practitioners, nurse practitioners, extended care paramedics, allied health and Aboriginal Health Practitioners.
- 7.3 Approval for a staffing mix that differs from 7.2.1 will require the UCC to demonstrate how they will still meet core functional requirements and operational parameters (as outlined in section 1) and clinical safety requirements
- 7.4 A UCC shift should be staffed during all hours of operation to ensure they are able to meet functional requirements and operational parameters (as outlined in Section 1). This includes ensuring the following competencies are covered.
 - Receptionist first aid (receptionists shall have a documented guideline for identifying life threatening conditions)
 - Clinical use of radiology
 - Clinical use of ECGs
 - IV cannulation
 - Plastering
 - Wound care (including suturing and gluing)
 - Minor burns management
 - Treatment of musculoskeletal injuries including fractures where reduction is not required
 - Urinary catheter management
 - Identification and management of potentially life-threatening problems whilst patients await transfer to hospital (as per 1.5)
 - Infection control practices for sterilization and disinfection, for personnel responsible for managing infection control
- 7.5. All clinical staff members should hold current (yearly) Basic Life Support (BLS) or advanced life support (ALS). If a UCC is situated in an area where there is likely to be a delay to emergency hospital care ALS may instead be used as the minimum requirement.
- 7.6 UCCs will be required to have a clinical director who is responsible for clinical oversight including medical records review, clinical performance review of other staff and adverse event review

Medicare UCC - Workforce Data Request



INSTRUCTIONS: Please review and complete green cells to provide data regarding current workforce for ALL STAFF employed by the Medicare UCC, in roles outlined below. We have assumed 1.0 FTE is equivalent to 38 hours per week. If this differs from the FTE used for rostering by Medicare UCC, please provide details in the comments section.

Tamworth Medicare UCC

Medicare UCC Details	
Commissioner	HNECCPHN
Medicare UCC	Tamworth
Opening Hours	12pm - 8pm Mon - Fri 9am - 5pm Sat - Sun
No. of Clinical Areas (Consult / Treatment Rooms)	E.g. 12 consult rooms, 2 procedure rooms, 3 bed nursing station, 2 triage / patient overflow rooms

<< select from drop down
<< select from drop down
<< this will populate once a Medicare UCC is selected, please overwrite if hours are incorrect
<< free text

Tamworth Medicare UCC - Workforce Details

Doctor / Medical Practitioners	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Vocationally Registered GPs	s47G		
Prescribed Medical Practitioners			
Other 1 <please specify>			
Total Doctors			

Nurse Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Nurse Practitioner	s47G		
Registered Nurse			
Enrolled Nurse			
Other 3 <please specify>			
Total Nurses			

Admin Staff Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Receptionist	s47G		
Practice Manager			
General Manager			
Total Administrative Staff			

Other Clinical Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Aboriginal Health Practitioner	s47G		
Aboriginal Health Worker			
Extended Care Paramedic			
Allied Health Professionals			
Physiotherapist			
Mental Health Specialist			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Other 4 <please specify>			
Other 5 <please specify>			
Total Other Clinical Workforce			

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare UCC - Roster Template

Upload Care Clinic

Instructions: Please provide a ~~2022~~ four week roster for the Medicare UCC that is representative of a regular period of operations (e.g. the last four weeks). A ~~sample roster template has been provided below as reference~~. Please complete this template –OR– provide a copy of a system generated roster, which provides the same level of detail. If more rows are required, click the plus (+) buttons on the left.

Tamworth Medicare UCC

s47G, s47F

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare Urgent Care Clinics - Clinical Workforce Roles and Definitions



Clinician / Role Type	Description
VR GP	A vocationally registered General Practitioner (VR GP) is a GP who has completed Fellowship with either The Royal Australian College of General Practitioners (RACGP) or the Australian College of Rural and Remote Medicine (ACRRM). These GPs have appropriate qualifications and experience that allow them to be registered as specialists in General Practice.
Prescribed Medical Practitioner (including non-VR GPs)	A prescribed medical practitioner is a medical practitioner who is not a general practitioner, specialist or consultant physician, and who: a. is registered under section 3GA of the Act and is practising during the period, and in the location in respect of which the medical practitioner is registered, and insofar as the circumstances specified for paragraph 19AA(3)(b) of the Act apply; or b. is covered by an exemption under subsection 19AB(3) of the Act; or c. first became a medical practitioner before 1 November 1996.
Other Medical Practitioners / Doctors	Medical practitioners play a critical role in providing high-quality health care for Australians. We often refer to medical practitioners as 'doctors'. They are responsible for: <ul style="list-style-type: none"> - diagnosing and treating physical and mental illnesses, disorders and injuries - recommending preventative action - referring patients to specialists, other health care workers, and social, welfare and support workers. Doctors complete at least 4 years in a university medical school accredited by the Australian Medical Council. This is followed by compulsory 12-month internships to gain general registration. To work as a medical practitioner and specialist in Australia, you must have completed an approved medical course, follow a nationally consistent law that has been passed in all states and territories, follow guidelines and codes of conducts, undertake annual professional development in line with the standards set by your specialist medical college, be registered with the Medical Board of Australia, which regulates the profession and monitors continuing professional development.
Nurse Practitioner	Nurse practitioners (NPs) are RNs who the NMBA have endorsed as an NP. NPs practice independently in an advanced and extended clinical role, and can prescribe some medicines. There are more than 2,200 nurse practitioners in Australia.
Registered Nurse	Registered nurses (RNs) complete a 3-year Bachelor of Nursing or 2-year Master of Nursing through a university to meet the RN standards for practice. They have more responsibilities than an EN. There are more than 303,000 registered nurses in Australia.
Enrolled Nurse	Enrolled nurses (ENs) complete a Diploma of Nursing through a vocational education provider, to meet the EN standards for practice. ENs work under the supervision of a registered nurse and cannot act alone. There are more than 54,100 enrolled nurses in Australia.
Aboriginal Health Workers	Aboriginal and Torres Strait Islander health workers have completed a Certificate II or higher in Aboriginal and/or Torres Strait Islander Primary Health Care.
Aboriginal Health Practitioners	Aboriginal and Torres Strait Islander health practitioners have completed an approved program of study (Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice) and registered with the Aboriginal and Torres Strait Islander Health Practice Board of Australia (ATSIHPBA).
Extended Care Paramedic	Extended Care paramedics (ECPs), also sometimes known as Community paramedics (CPs) or Local Area Assessment and Referral Unit (LARUs) provide additional primary care skills, with the specific goal of avoiding unnecessary transportation for patients to increase efficiency. ECPs are highly skilled clinicians who work collaboratively with other health care professionals to manage and treat people in their residence.
Allied Health Professional	Allied health professionals are health professionals that are not part of the medical, dental or nursing professions. They are university qualified practitioners with specialised expertise in preventing, diagnosing and treating a range of conditions and illnesses. Allied health practitioners often work within a multidisciplinary health team to provide specialised support for different patient needs.
Mental Health Specialist	Mental health professionals include psychologists, psychiatrists, counsellors, occupational therapists and Aboriginal and/or Torres Strait Islander mental health workers.
Receptionist	The Medical Receptionist is a key member of the practice team, assisting the practice to provide high quality patient centred clinical care through respectful and professional running of the front office and reception, work closely with all members of the practice team to serve our patients and their families maintain good will with our patients and our community
Practice Manager	A Practice Manager may have various titles, for example, Chief Executive Officer, Business Manager, Executive Director, or Director. The definition of a Practice Manager is someone who performs all or some of the Practice Management tasks in a healthcare setting. A Healthcare Practice Manager's tasks may include strategic planning, review and implementation of processes in a practice that increase efficiency and contribute to the overall notion of 'excellence in healthcare'. This is achieved using the Australia Association of Practice Management (AAPM) core principles of healthcare practice management, those being: financial management, human resource
Other	Other roles not defined above. Please provide details.

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare Urgent Care Clinics - Information Request



Instructions

Please complete one excel file for each Medicare UCC commissioned

This information request template has been set-up to seek the following inputs:

1. **Workforce Data** - Please provide details of the CURRENT workforce composition employed by the Medicare UCC (headcount and FTE). [MANDATORY COMPLETION](#)
2. **Roster Template** - Please provide a recent four-week roster that is representative of regular operations (e.g. last four weeks). [TEMPLATE GUIDANCE ATTACHED](#)

The template provided outlines the level of detail required. A system generated roster from the clinic's rostering system is acceptable provided it captures the same level of detail as outlined in the attached template (i.e. includes the start and end time of each shift and the role of the clinician).

Medicare UCCs Operational Guidance

The Medicare Urgent Care Clinics (Medicare UCC) Operational Guidance has been developed by the Australian Government in consultation with state and territory governments. They outline the scope and minimum services to be offered at Medicare UCCs and will be reviewed on a regular basis.

See below for an excerpt from the Medicare UCC Operational Guidance as it relates to Staffing.

[Medicare UCC Operational Guidance | Australian Government Department of Health and Ageing](#)

7. Staffing

- 7.1 UCCs will be GP led, with staffing mix based on availability, local need and context.
- 7.2 UCCs will require sufficient staff on-site during UCC hours of operation in order to meet the core functions and operational parameters of a UCC and the competencies outlined in 7.4, in a clinically safe environment.
 - 7.2.1 In general, minimal staffing will include a doctor, registered nurse (RN) and a receptionist, where the doctor is a vocationally registered GP and both the doctor and RN have further skills in urgent care and emergency management.
 - 7.2.2 The staffing mix may include, but is not limited to, administrative staff, other suitably qualified medical practitioners, nurse practitioners, extended care paramedics, allied health and Aboriginal Health Practitioners.
- 7.3 Approval for a staffing mix that differs from 7.2.1 will require the UCC to demonstrate how they will still meet core functional requirements and operational parameters (as outlined in section 1) and clinical safety requirements
- 7.4 A UCC shift should be staffed during all hours of operation to ensure they are able to meet functional requirements and operational parameters (as outlined in Section 1). This includes ensuring the following competencies are covered.
 - Receptionist first aid (receptionists shall have a documented guideline for identifying life threatening conditions)
 - Clinical use of radiology
 - Clinical use of ECGs
 - IV cannulation
 - Plastering
 - Wound care (including suturing and gluing)
 - Minor burns management
 - Treatment of musculoskeletal injuries including fractures where reduction is not required
 - Urinary catheter management
 - Identification and management of potentially life-threatening problems whilst patients await transfer to hospital (as per 1.5)
 - Infection control practices for sterilization and disinfection, for personnel responsible for managing infection control
- 7.5. All clinical staff members should hold current (yearly) Basic Life Support (BLS) or advanced life support (ALS). If a UCC is situated in an area where there is likely to be a delay to emergency hospital care ALS may instead be used as the minimum requirement.
- 7.6 UCCs will be required to have a clinical director who is responsible for clinical oversight including medical records review, clinical performance review of other staff and adverse event review

Medicare UCC - Workforce Data Request



INSTRUCTIONS: Please review and complete green cells to provide data regarding current workforce for ALL STAFF employed by the Medicare UCC, in roles outlined below. We have assumed 1.0 FTE is equivalent to 38 hours per week. If this differs from the FTE used for rostering by Medicare UCC, please provide details in the comments section.

Albury Medicare UCC

Medicare UCC Details		
Commissioner	Murray_PHN	<< select from drop down
Medicare UCC	Albury	<< select from drop down
Opening Hours	8:30am - 5:00pm Mon-Fri 10am - 2pm Sat - Sun	<< this will populate once a Medicare UCC is selected, please overwrite if hours are incorrect
No. of Clinical Areas (Consult / Treatment Rooms)	2 standard consultation rooms plus procedure room with capacity for 2 patients.	<< free text

Albury Medicare UCC - Workforce Details

Doctor / Medical Practitioners	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent	Details / Commentary
Vocationally Registered GPs	s47G		
Prescribed Medical Practitioners			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Doctors			

Nurse Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Nurse Practitioner	s47G		
Registered Nurse			
Enrolled Nurse			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Nurses			

Admin Staff Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Receptionist	s47G		
Practice Manager			
Other 2 <please specify>			
Other 3 <please specify>			
Total Administrative Staff			

Other Clinical Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Aboriginal Health Practitioner	s47G		
Aboriginal Health Worker			
Extended Care Paramedic			
Allied Health Professionals			
Physiotherapist			
Mental Health Specialist			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Other 4 <please specify>			
Other 5 <please specify>			
Total Other Clinical Workforce			

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare UCC - Roster Template

Log out Care Clinic

Instructions: Please provide a recent four week roster for the Medicare UCC that is representative of a regular period of operations (e.g. the last four weeks). A sample roster template has been provided below as guidance. Please complete this template –OR– or provide a copy of a system generated roster, which provides the same level of detail. If more rows are required, click the plus (+) buttons on the left.

Albury Medicare UCC

Week 1

Week 2

Week 3

Week 4

s47G, s47F

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare Urgent Care Clinics - Clinical Workforce Roles and Definitions



Clinician / Role Type	Description
VR GP	A vocationally registered General Practitioner (VR GP) is a GP who has completed Fellowship with either The Royal Australian College of General Practitioners (RACGP) or the Australian College of Rural and Remote Medicine (ACRRM). These GPs have appropriate qualifications and experience that allow them to be registered as specialists in General Practice.
Prescribed Medical Practitioner (including non-VR GPs)	A prescribed medical practitioner is a medical practitioner who is not a general practitioner, specialist or consultant physician, and who: a. is registered under section 3GA of the Act and is practising during the period, and in the location in respect of which the medical practitioner is registered, and insofar as the circumstances specified for paragraph 19AA(3)(b) of the Act apply; or b. is covered by an exemption under subsection 19AB(3) of the Act; or c. first became a medical practitioner before 1 November 1996.
Other Medical Practitioners / Doctors	Medical practitioners play a critical role in providing high-quality health care for Australians. We often refer to medical practitioners as 'doctors'. They are responsible for: <ul style="list-style-type: none"> - diagnosing and treating physical and mental illnesses, disorders and injuries - recommending preventative action - referring patients to specialists, other health care workers, and social, welfare and support workers. Doctors complete at least 4 years in a university medical school accredited by the Australian Medical Council. This is followed by compulsory 12-month internships to gain general registration. To work as a medical practitioner and specialist in Australia, you must have completed an approved medical course, follow a nationally consistent law that has been passed in all states and territories, follow guidelines and codes of conducts, undertake annual professional development in line with the standards set by your specialist medical college, be registered with the Medical Board of Australia, which regulates the profession and monitors continuing professional development.
Nurse Practitioner	Nurse practitioners (NPs) are RNs who the NMBA have endorsed as an NP. NPs practice independently in an advanced and extended clinical role, and can prescribe some medicines. There are more than 2,200 nurse practitioners in Australia.
Registered Nurse	Registered nurses (RNs) complete a 3-year Bachelor of Nursing or 2-year Master of Nursing through a university to meet the RN standards for practice. They have more responsibilities than an EN. There are more than 303,000 registered nurses in Australia.
Enrolled Nurse	Enrolled nurses (ENs) complete a Diploma of Nursing through a vocational education provider, to meet the EN standards for practice. ENs work under the supervision of a registered nurse and cannot act alone. There are more than 54,100 enrolled nurses in Australia.
Aboriginal Health Workers	Aboriginal and Torres Strait Islander health workers have completed a Certificate II or higher in Aboriginal and/or Torres Strait Islander Primary Health Care.
Aboriginal Health Practitioners	Aboriginal and Torres Strait Islander health practitioners have completed an approved program of study (Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice) and registered with the Aboriginal and Torres Strait Islander Health Practice Board of Australia (ATSIHPBA).
Extended Care Paramedic	Extended Care paramedics (ECPs), also sometimes known as Community paramedics (CPs) or Local Area Assessment and Referral Unit (LARUs) provide additional primary care skills, with the specific goal of avoiding unnecessary transportation for patients to increase efficiency. ECPs are highly skilled clinicians who work collaboratively with other health care professionals to manage and treat people in their residence.
Allied Health Professional	Allied health professionals are health professionals that are not part of the medical, dental or nursing professions. They are university qualified practitioners with specialised expertise in preventing, diagnosing and treating a range of conditions and illnesses. Allied health practitioners often work within a multidisciplinary health team to provide specialised support for different patient needs.
Mental Health Specialist	Mental health professionals include psychologists, psychiatrists, counsellors, occupational therapists and Aboriginal and/or Torres Strait Islander mental health workers.
Receptionist	The Medical Receptionist is a key member of the practice team, assisting the practice to provide high quality patient centred clinical care through respectful and professional running of the front office and reception, work closely with all members of the practice team to serve our patients and their families maintain good will with our patients and our community
Practice Manager	A Practice Manager may have various titles, for example, Chief Executive Officer, Business Manager, Executive Director, or Director. The definition of a Practice Manager is someone who performs all or some of the Practice Management tasks in a healthcare setting. A Healthcare Practice Manager's tasks may include strategic planning, review and implementation of processes in a practice that increase efficiency and contribute to the overall notion of 'excellence in healthcare'. This is achieved using the Australia Association of Practice Management (AAPM) core principles of healthcare practice management, those being: financial management, human resource
Other	Other roles not defined above. Please provide details.

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare Urgent Care Clinics - Information Request



Instructions

Please complete one excel file for each Medicare UCC commissioned

This information request template has been set-up to seek the following inputs:

1. Workforce Data - Please provide details of the CURRENT workforce composition employed by the Medicare UCC (headcount and FTE). [MANDATORY COMPLETION](#)

2. Roster Template - Please provide a recent four-week roster that is representative of regular operations (e.g. last four weeks). [TEMPLATE GUIDANCE ATTACHED](#)

The template provided outlines the level of detail required. A system generated roster from the clinic's rostering system is acceptable provided it captures the same level of detail as outlined in the attached template (i.e. includes the start and end time of each shift and the role of the clinician).

Medicare UCCs Operational Guidance

The Medicare Urgent Care Clinics (Medicare UCC) Operational Guidance has been developed by the Australian Government in consultation with state and territory governments. They outline the scope and minimum services to be offered at Medicare UCCs and will be reviewed on a regular basis.

See below for an excerpt from the Medicare UCC Operational Guidance as it relates to Staffing.

[Medicare UCC Operational Guidance | Australian Government Department of Health and Ageing](#)

7. Staffing

7.1 UCCs will be GP led, with staffing mix based on availability, local need and context.

7.2 UCCs will require sufficient staff on-site during UCC hours of operation in order to meet the core functions and operational parameters of a UCC and the competencies outlined in 7.4, in a clinically safe environment.

7.2.1 In general, minimal staffing will include a doctor, registered nurse (RN) and a receptionist, where the doctor is a vocationally registered GP and both the doctor and RN have further skills in urgent care and emergency management.

7.2.2 The staffing mix may include, but is not limited to, administrative staff, other suitably qualified medical practitioners, nurse practitioners, extended care paramedics, allied health and Aboriginal Health Practitioners.

7.3 Approval for a staffing mix that differs from 7.2.1 will require the UCC to demonstrate how they will still meet core functional requirements and operational parameters (as outlined in section 1) and clinical safety requirements

7.4 A UCC shift should be staffed during all hours of operation to ensure they are able to meet functional requirements and operational parameters (as outlined in Section 1). This includes ensuring the following competencies are covered.

- Receptionist first aid (receptionists shall have a documented guideline for identifying life threatening conditions)
- Clinical use of radiology
- Clinical use of ECGs
- IV cannulation
- Plastering
- Wound care (including suturing and gluing)
- Minor burns management
- Treatment of musculoskeletal injuries including fractures where reduction is not required
- Urinary catheter management
- Identification and management of potentially life-threatening problems whilst patients await transfer to hospital (as per 1.5)
- Infection control practices for sterilization and disinfection, for personnel responsible for managing infection control

7.5. All clinical staff members should hold current (yearly) Basic Life Support (BLS) or advanced life support (ALS). If a UCC is situated in an area where there is likely to be a delay to emergency hospital care ALS may instead be used as the minimum requirement.

7.6 UCCs will be required to have a clinical director who is responsible for clinical oversight including medical records review, clinical performance review of other staff and adverse event review

Medicare UCC - Workforce Data Request



INSTRUCTIONS: Please review and complete green cells to provide data regarding current workforce for ALL STAFF employed by the Medicare UCC, in roles outlined below. We have assumed 1.0 FTE is equivalent to 38 hours per week. If this differs from the FTE used for rostering by Medicare UCC, please provide details in the comments section.

Penrith Medicare UCC

Medicare UCC Details	
Commissioner	NBMPHN
Medicare UCC	Penrith
Opening Hours	8am - 8pm Mon - Sun
No. of Clinical Areas (Consult / Treatment Rooms)	1 x nurse triage room, 1 x GP consulting room, 1 x isolation room, 1 x procedure room.

<< select from drop down
<< select from drop down
<< this will populate once a Medicare UCC is selected, please overwrite if hours are incorrect
<< free text

Penrith Medicare UCC - Workforce Details

Doctor / Medical Practitioners	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Vocationally Registered GPs	s47G		
Prescribed Medical Practitioners			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Doctors			

Nurse Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Nurse Practitioner	s47G		
Registered Nurse			
Enrolled Nurse			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Nurses			

Admin Staff Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Receptionist	s47G		
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Administrative Staff			

Other Clinical Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Aboriginal Health Practitioner	s47G		
Aboriginal Health Worker			
Extended Care Paramedic			
Allied Health Professionals			
Physiotherapist			
Mental Health Specialist			
Orthopaedic surgeon			
Other 2 <please specify>			
Other 3 <please specify>			
Other 4 <please specify>			
Other 5 <please specify>			
Total Other Clinical Workforce			

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare UCC - Roster Template

Log Out Care Clinic

Instructions: Please provide a recent four week roster for the Medicare UCC that is representative of a regular period of operations (e.g. the last four weeks). A sample roster template has been provided below as guidance. Please complete this template –OR– or provide a copy of a system generated roster, which provides the same level of detail. If more rows are required, click the plus (+) buttons on the left.

Penrith Medicare UCC

Week 1

Week 2

Week 3

Week 4

s47G, s47F

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare Urgent Care Clinics - Clinical Workforce Roles and Definitions



Clinician / Role Type	Description
VR GP	A vocationally registered General Practitioner (VR GP) is a GP who has completed Fellowship with either The Royal Australian College of General Practitioners (RACGP) or the Australian College of Rural and Remote Medicine (ACRRM). These GPs have appropriate qualifications and experience that allow them to be registered as specialists in General Practice.
Prescribed Medical Practitioner (including non-VR GPs)	A prescribed medical practitioner is a medical practitioner who is not a general practitioner, specialist or consultant physician, and who: a. is registered under section 3GA of the Act and is practising during the period, and in the location in respect of which the medical practitioner is registered, and insofar as the circumstances specified for paragraph 19AA(3)(b) of the Act apply; or b. is covered by an exemption under subsection 19AB(3) of the Act; or c. first became a medical practitioner before 1 November 1996.
Other Medical Practitioners / Doctors	Medical practitioners play a critical role in providing high-quality health care for Australians. We often refer to medical practitioners as 'doctors'. They are responsible for: <ul style="list-style-type: none"> - diagnosing and treating physical and mental illnesses, disorders and injuries - recommending preventative action - referring patients to specialists, other health care workers, and social, welfare and support workers. Doctors complete at least 4 years in a university medical school accredited by the Australian Medical Council. This is followed by compulsory 12-month internships to gain general registration. To work as a medical practitioner and specialist in Australia, you must have completed an approved medical course, follow a nationally consistent law that has been passed in all states and territories, follow guidelines and codes of conducts, undertake annual professional development in line with the standards set by your specialist medical college, be registered with the Medical Board of Australia, which regulates the profession and monitors continuing professional development.
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Allied Health Professional	Allied health professionals are health professionals that are not part of the medical, dental or nursing professions. They are university qualified practitioners with specialised expertise in preventing, diagnosing and treating a range of conditions and illnesses. Allied health practitioners often work within a multidisciplinary health team to provide specialised support for different patient needs.
Mental Health Specialist	Mental health professionals include psychologists, psychiatrists, counsellors, occupational therapists and Aboriginal and/or Torres Strait Islander mental health workers.
Receptionist	The Medical Receptionist is a key member of the practice team, assisting the practice to provide high quality patient centred clinical care through respectful and professional running of the front office and reception, work closely with all members of the practice team to serve our patients and their families maintain good will with our patients and our community
Practice Manager	A Practice Manager may have various titles, for example, Chief Executive Officer, Business Manager, Executive Director, or Director. The definition of a Practice Manager is someone who performs all or some of the Practice Management tasks in a healthcare setting. A Healthcare Practice Manager's tasks may include strategic planning, review and implementation of processes in a practice that increase efficiency and contribute to the overall notion of 'excellence in healthcare'. This is achieved using the Australia Association of Practice Management (AAPM) core principles of healthcare practice management, those being: financial management, human resource
Other	Other roles not defined above. Please provide details.

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare Urgent Care Clinics - Information Request



Instructions

Please complete one excel file for each Medicare UCC commissioned

This information request template has been set-up to seek the following inputs:

1. Workforce Data - Please provide details of the CURRENT workforce composition employed by the Medicare UCC (headcount and FTE). [MANDATORY COMPLETION](#)

2. Roster Template - Please provide a recent four-week roster that is representative of regular operations (e.g. last four weeks). [TEMPLATE GUIDANCE ATTACHED](#)

The template provided outlines the level of detail required. A system generated roster from the clinic's rostering system is acceptable provided it captures the same level of detail as outlined in the attached template (i.e. includes the start and end time of each shift and the role of the clinician).

Medicare UCCs Operational Guidance

The Medicare Urgent Care Clinics (Medicare UCC) Operational Guidance has been developed by the Australian Government in consultation with state and territory governments. They outline the scope and minimum services to be offered at Medicare UCCs and will be reviewed on a regular basis.

See below for an excerpt from the Medicare UCC Operational Guidance as it relates to Staffing.

[Medicare UCC Operational Guidance | Australian Government Department of Health and Age](#)

7. Staffing

7.1 UCCs will be GP led, with staffing mix based on availability, local need and context.

7.2 UCCs will require sufficient staff on-site during UCC hours of operation in order to meet the core functions and operational parameters of a UCC and the competencies outlined in 7.4, in a clinically safe environment.

7.2.1 In general, minimal staffing will include a doctor, registered nurse (RN) and a receptionist, where the doctor is a vocationally registered GP and both the doctor and RN have further skills in urgent care and emergency management.

7.2.2 The staffing mix may include, but is not limited to, administrative staff, other suitably qualified medical practitioners, nurse practitioners, extended care paramedics, allied health and Aboriginal Health Practitioners.

7.3 Approval for a staffing mix that differs from 7.2.1 will require the UCC to demonstrate how they will still meet core functional requirements and operational parameters (as outlined in section 1) and clinical safety requirements

7.4 A UCC shift should be staffed during all hours of operation to ensure they are able to meet functional requirements and operational parameters (as outlined in Section 1). This includes ensuring the following competencies are covered.

- Receptionist first aid (receptionists shall have a documented guideline for identifying life threatening conditions)
- Clinical use of radiology
- Clinical use of ECGs
- IV cannulation
- Plastering
- Wound care (including suturing and gluing)
- Minor burns management
- Treatment of musculoskeletal injuries including fractures where reduction is not required
- Urinary catheter management
- Identification and management of potentially life-threatening problems whilst patients await transfer to hospital (as per 1.5)
- Infection control practices for sterilization and disinfection, for personnel responsible for managing infection control

7.5. All clinical staff members should hold current (yearly) Basic Life Support (BLS) or advanced life support (ALS). If a UCC is situated in an area where there is likely to be a delay to emergency hospital care ALS may instead be used as the minimum requirement.

7.6 UCCs will be required to have a clinical director who is responsible for clinical oversight including medical records review, clinical performance review of other staff and adverse event review

Medicare UCC - Workforce Data Request



INSTRUCTIONS: Please review and complete green cells to provide data regarding current workforce for ALL STAFF employed by the Medicare UCC, in roles outlined below. We have assumed 1.0 FTE is equivalent to 38 hours per week. If this differs from the FTE used for rostering by Medicare UCC, please provide details in the comments section.

Coffs Harbour Medicare UCC

Medicare UCC Details	
Commissioner	NCPHN
Medicare UCC	Coffs Harbour
Opening Hours	8am - 8pm Mon - Sun
No. of Clinical Areas (Consult / Treatment Rooms)	E.g. 4 standard consult rooms and 1 diagnostic imaging room (x-ray)

<< select from drop down
<< select from drop down
<< this will populate once a Medicare UCC is selected, please overwrite if hours are incorrect
<< free text

Coffs Harbour Medicare UCC - Workforce Details

Doctor / Medical Practitioners	Headcount - Number of Contractors	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Vocationally Registered GPs	s47G		
Prescribed Medical Practitioners			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Doctors			

Nurse Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Nurse Practitioner	s47G		
Registered Nurse			
Enrolled Nurse			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Nurses			

Admin Staff Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Receptionist	s47G		
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Administrative Staff			

Other Clinical Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Aboriginal Health Practitioner	s47G		
Aboriginal Health Worker			
Extended Care Paramedic			
Allied Health Professionals			
Physiotherapist			
Mental Health Specialist			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Other 4 <please specify>			
Other 5 <please specify>			
Total Other Clinical Workforce			

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare UCC - Roster Template

Urgent Care Clinic

Instructions: Please provide a representative four week roster for the Medicare UCC that is representative of a regular period of operations (e.g. the last four weeks). A sample roster template has been provided below as guidance. Please complete this template –OR– or provide a copy of a system generated roster, which provides the same level of detail. If more rows are required, click the plus (+) buttons on the left.

Coffs Harbour Medicare UCC

s47G, s47F

Week 1

Week 2

Week 3

Week 4

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Medicare Urgent Care Clinics - Clinical Workforce Roles and Definitions



Clinician / Role Type	Description
VR GP	A vocationally registered General Practitioner (VR GP) is a GP who has completed Fellowship with either The Royal Australian College of General Practitioners (RACGP) or the Australian College of Rural and Remote Medicine (ACRRM). These GPs have appropriate qualifications and experience that allow them to be registered as specialists in General Practice.
Prescribed Medical Practitioner (including non-VR GPs)	A prescribed medical practitioner is a medical practitioner who is not a general practitioner, specialist or consultant physician, and who: a. is registered under section 3GA of the Act and is practising during the period, and in the location in respect of which the medical practitioner is registered, and insofar as the circumstances specified for paragraph 19AA(3)(b) of the Act apply; or b. is covered by an exemption under subsection 19AB(3) of the Act; or c. first became a medical practitioner before 1 November 1996.
Other Medical Practitioners / Doctors	Medical practitioners play a critical role in providing high-quality health care for Australians. We often refer to medical practitioners as 'doctors'. They are responsible for: <ul style="list-style-type: none"> - diagnosing and treating physical and mental illnesses, disorders and injuries - recommending preventative action - referring patients to specialists, other health care workers, and social, welfare and support workers. Doctors complete at least 4 years in a university medical school accredited by the Australian Medical Council. This is followed by compulsory 12-month internships to gain general registration. To work as a medical practitioner and specialist in Australia, you must have completed an approved medical course, follow a nationally consistent law that has been passed in all states and territories, follow guidelines and codes of conducts, undertake annual professional development in line with the standards set by your specialist medical college, be registered with the Medical Board of Australia, which regulates the profession and monitors continuing professional development.
Nurse Practitioner	Nurse practitioners (NPs) are RNs who the NMBA have endorsed as an NP. NPs practice independently in an advanced and extended clinical role, and can prescribe some medicines. There are more than 2,200 nurse practitioners in Australia.
Registered Nurse	Registered nurses (RNs) complete a 3-year Bachelor of Nursing or 2-year Master of Nursing through a university to meet the RN standards for practice. They have more responsibilities than an EN. There are more than 303,000 registered nurses in Australia.
Enrolled Nurse	Enrolled nurses (ENs) complete a Diploma of Nursing through a vocational education provider, to meet the EN standards for practice. ENs work under the supervision of a registered nurse and cannot act alone. There are more than 54,100 enrolled nurses in Australia.
Aboriginal Health Workers	Aboriginal and Torres Strait Islander health workers have completed a Certificate II or higher in Aboriginal and/or Torres Strait Islander Primary Health Care.
Aboriginal Health Practitioners	Aboriginal and Torres Strait Islander health practitioners have completed an approved program of study (Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice) and registered with the Aboriginal and Torres Strait Islander Health Practice Board of Australia (ATSIHPBA).
Extended Care Paramedic	Extended Care paramedics (ECPs), also sometimes known as Community paramedics (CPs) or Local Area Assessment and Referral Unit (LARUs) provide additional primary care skills, with the specific goal of avoiding unnecessary transportation for patients to increase efficiency. ECPs are highly skilled clinicians who work collaboratively with other health care professionals to manage and treat people in their residence.
Allied Health Professional	Allied health professionals are health professionals that are not part of the medical, dental or nursing professions. They are university qualified practitioners with specialised expertise in preventing, diagnosing and treating a range of conditions and illnesses. Allied health practitioners often work within a multidisciplinary health team to provide specialised support for different patient needs.
Mental Health Specialist	Mental health professionals include psychologists, psychiatrists, counsellors, occupational therapists and Aboriginal and/or Torres Strait Islander mental health workers.
Receptionist	The Medical Receptionist is a key member of the practice team, assisting the practice to provide high quality patient centred clinical care through respectful and professional running of the front office and reception, work closely with all members of the practice team to serve our patients and their families maintain good will with our patients and our community
Practice Manager	A Practice Manager may have various titles, for example, Chief Executive Officer, Business Manager, Executive Director, or Director. The definition of a Practice Manager is someone who performs all or some of the Practice Management tasks in a healthcare setting. A Healthcare Practice Manager's tasks may include strategic planning, review and implementation of processes in a practice that increase efficiency and contribute to the overall notion of 'excellence in healthcare'. This is achieved using the Australia Association of Practice Management (AAPM) core principles of healthcare practice management, those being: financial management, human resource
Other	Other roles not defined above. Please provide details.

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare Urgent Care Clinics - Information Request



Instructions

Please complete one excel file for each Medicare UCC commissioned

This information request template has been set-up to seek the following inputs:

1. **Workforce Data** - Please provide details of the CURRENT workforce composition employed by the Medicare UCC (headcount and FTE). **MANDATORY COMPLETION**
 2. **Roster Template** - Please provide a recent four-week roster that is representative of regular operations (e.g. last four weeks). **TEMPLATE GUIDANCE ATTACHED**
- The template provided outlines the level of detail required. A system generated roster from the clinic's rostering system is acceptable provided it captures the same level of detail as outlined in the attached template (i.e. includes the start and end time of each shift and the role of the clinician).

Medicare UCCs Operational Guidance

The Medicare Urgent Care Clinics (Medicare UCC) Operational Guidance has been developed by the Australian Government in consultation with state and territory governments. They outline the scope and minimum services to be offered at Medicare UCCs and will be reviewed on a regular basis.

See below for an excerpt from the Medicare UCC Operational Guidance as it relates to Staffing.

[Medicare UCC Operational Guidance | Australian Government Department of Health and Age](#)

7. Staffing

- 7.1 UCCs will be GP led, with staffing mix based on availability, local need and context.
- 7.2 UCCs will require sufficient staff on-site during UCC hours of operation in order to meet the core functions and operational parameters of a UCC and the competencies outlined in 7.4, in a clinically safe environment.
 - 7.2.1 In general, minimal staffing will include a doctor, registered nurse (RN) and a receptionist, where the doctor is a vocationally registered GP and both the doctor and RN have further skills in urgent care and emergency management.
 - 7.2.2 The staffing mix may include, but is not limited to, administrative staff, other suitably qualified medical practitioners, nurse practitioners, extended care paramedics, allied health and Aboriginal Health Practitioners.
- 7.3 Approval for a staffing mix that differs from 7.2.1 will require the UCC to demonstrate how they will still meet core functional requirements and operational parameters (as outlined in section 1) and clinical safety requirements
- 7.4 A UCC shift should be staffed during all hours of operation to ensure they are able to meet functional requirements and operational parameters (as outlined in Section 1). This includes ensuring the following competencies are covered.
 - Receptionist first aid (receptionists shall have a documented guideline for identifying life threatening conditions)
 - Clinical use of radiology
 - Clinical use of ECGs
 - IV cannulation
 - Plastering
 - Wound care (including suturing and gluing)
 - Minor burns management
 - Treatment of musculoskeletal injuries including fractures where reduction is not required
 - Urinary catheter management
 - Identification and management of potentially life-threatening problems whilst patients await transfer to hospital (as per 1.5)
 - Infection control practices for sterilization and disinfection, for personnel responsible for managing infection control
- 7.5. All clinical staff members should hold current (yearly) Basic Life Support (BLS) or advanced life support (ALS). If a UCC is situated in an area where there is likely to be a delay to emergency hospital care ALS may instead be used as the minimum requirement.
- 7.6 UCCs will be required to have a clinical director who is responsible for clinical oversight including medical records review, clinical performance review of other staff and adverse event review

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare UCC - Workforce Data Request



INSTRUCTIONS: Please review and complete green cells to provide data regarding current workforce for ALL STAFF employed by the Medicare UCC, in roles outlined below. We have assumed 1.0 FTE is equivalent to 38 hours per week. If this differs from the FTE used for rostering by Medicare UCC, please provide details in the comments section.

Lismore Medicare UCC

Medicare UCC Details		
Commissioner	NCPHN	<< select from drop down
Medicare UCC	Lismore	<< select from drop down
Opening Hours	7:30am - 7:30pm Mon - Sun	<< this will populate once a Medicare UCC is selected, please overwrite if hours are incorrect
No. of Clinical Areas (Consult / Treatment Rooms)	E.g. 2 Consult rooms, 1 x Isolation room, 2 x Clinical Rooms, 1 x Treatment room and 1 diagnostic imaging room (x-ray)	<< free text

Lismore Medicare UCC - Workforce Details

Doctor / Medical Practitioners	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Vocationally Registered GPs	s47G		
Prescribed Medical Practitioners			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Doctors			

Nurse Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Nurse Practitioner	s47G		
Registered Nurse			
Enrolled Nurse			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Nurses			

Admin Staff Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Receptionist	s47G		
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Administrative Staff			

Other Clinical Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Aboriginal Health Practitioner	s47G		
Aboriginal Health Worker			
Extended Care Paramedic			
Allied Health Professionals			
Physiotherapist			
Mental Health Specialist			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Other 4 <please specify>			
Other 5 <please specify>			
Total Other Clinical Workforce			

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare UCC - Roster Template

Log out Care Clinic

Instructions: Please provide a recent four week roster for the Medicare UCC that is representative of a regular period of operations (e.g. the last four weeks). A sample roster template has been provided below as guidance. Please complete this template –OR– or provide a copy of a system generated roster, which provides the same level of detail. If more rows are required, click the plus (+) buttons on the left.

Lismore Medicare UCC

Week 1

Week 2

Week 3

Week 4

s47G, s47F

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deputy*		Schedule for Lismore GP Super Clinic : Wednesday May 1 2024 to Friday May 31 2024																												deputy*		
Wednesday May 01	Thursday May 02	Friday May 03	Saturday May 04	Sunday May 05	Monday May 06	Tuesday May 07	Wednesday May 08	Thursday May 09	Friday May 10	Saturday May 11	Sunday May 12	Monday May 13	Tuesday May 14	Wednesday May 15	Thursday May 16	Friday May 17	Saturday May 18	Sunday May 19	Monday May 20	Tuesday May 21	Wednesday May 22	Thursday May 23	Friday May 24	Saturday May 25	Sunday May 26	Monday May 27	Tuesday May 28	Wednesday May 29	Thursday May 30	Friday May 31		
s47G, s47F																																
UCC Reception																																
s47G, s47F																																
UCC Nurse																																
s47G, s47F																																
UCC Doctors																																

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare Urgent Care Clinics - Clinical Workforce Roles and Definitions



Clinician / Role Type	Description
VR GP	A vocationally registered General Practitioner (VR GP) is a GP who has completed Fellowship with either The Royal Australian College of General Practitioners (RACGP) or the Australian College of Rural and Remote Medicine (ACRRM). These GPs have appropriate qualifications and experience that allow them to be registered as specialists in General Practice.
Prescribed Medical Practitioner (including non-VR GPs)	A prescribed medical practitioner is a medical practitioner who is not a general practitioner, specialist or consultant physician, and who: a. is registered under section 3GA of the Act and is practising during the period, and in the location in respect of which the medical practitioner is registered, and insofar as the circumstances specified for paragraph 19AA(3)(b) of the Act apply; or b. is covered by an exemption under subsection 19AB(3) of the Act; or c. first became a medical practitioner before 1 November 1996.
Other Medical Practitioners / Doctors	Medical practitioners play a critical role in providing high-quality health care for Australians. We often refer to medical practitioners as 'doctors'. They are responsible for: <ul style="list-style-type: none"> - diagnosing and treating physical and mental illnesses, disorders and injuries - recommending preventative action - referring patients to specialists, other health care workers, and social, welfare and support workers. Doctors complete at least 4 years in a university medical school accredited by the Australian Medical Council. This is followed by compulsory 12-month internships to gain general registration. To work as a medical practitioner and specialist in Australia, you must have completed an approved medical course, follow a nationally consistent law that has been passed in all states and territories, follow guidelines and codes of conducts, undertake annual professional development in line with the standards set by your specialist medical college, be registered with the Medical Board of Australia, which regulates the profession and monitors continuing professional development.
Nurse Practitioner	Nurse practitioners (NPs) are RNs who the NMBA have endorsed as an NP. NPs practice independently in an advanced and extended clinical role, and can prescribe some medicines. There are more than 2,200 nurse practitioners in Australia.
Registered Nurse	Registered nurses (RNs) complete a 3-year Bachelor of Nursing or 2-year Master of Nursing through a university to meet the RN standards for practice. They have more responsibilities than an EN. There are more than 303,000 registered nurses in Australia.
Enrolled Nurse	Enrolled nurses (ENs) complete a Diploma of Nursing through a vocational education provider, to meet the EN standards for practice. ENs work under the supervision of a registered nurse and cannot act alone. There are more than 54,100 enrolled nurses in Australia.
Aboriginal Health Workers	Aboriginal and Torres Strait Islander health workers have completed a Certificate II or higher in Aboriginal and/or Torres Strait Islander Primary Health Care.
Aboriginal Health Practitioners	Aboriginal and Torres Strait Islander health practitioners have completed an approved program of study (Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice) and registered with the Aboriginal and Torres Strait Islander Health Practice Board of Australia (ATSIHPBA).
Extended Care Paramedic	Extended Care paramedics (ECPs), also sometimes known as Community paramedics (CPs) or Local Area Assessment and Referral Unit (LARUs) provide additional primary care skills, with the specific goal of avoiding unnecessary transportation for patients to increase efficiency. ECPs are highly skilled clinicians who work collaboratively with other health care professionals to manage and treat people in their residence.
Allied Health Professional	Allied health professionals are health professionals that are not part of the medical, dental or nursing professions. They are university qualified practitioners with specialised expertise in preventing, diagnosing and treating a range of conditions and illnesses. Allied health practitioners often work within a multidisciplinary health team to provide specialised support for different patient needs.
Mental Health Specialist	Mental health professionals include psychologists, psychiatrists, counsellors, occupational therapists and Aboriginal and/or Torres Strait Islander mental health workers.
Receptionist	The Medical Receptionist is a key member of the practice team, assisting the practice to provide high quality patient centred clinical care through respectful and professional running of the front office and reception, work closely with all members of the practice team to serve our patients and their families maintain good will with our patients and our community
Practice Manager	A Practice Manager may have various titles, for example, Chief Executive Officer, Business Manager, Executive Director, or Director. The definition of a Practice Manager is someone who performs all or some of the Practice Management tasks in a healthcare setting. A Healthcare Practice Manager's tasks may include strategic planning, review and implementation of processes in a practice that increase efficiency and contribute to the overall notion of 'excellence in healthcare'. This is achieved using the Australia Association of Practice Management (AAPM) core principles of healthcare practice management, those being: financial management, human resource
Other	Other roles not defined above. Please provide details.

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

OFFICIAL

Medicare Urgent Care Clinics - Information Request



Instructions

Please complete one excel file for each Medicare UCC commissioned

This information request template has been set-up to seek the following inputs:

- 1. Workforce Data** - Please provide details of the CURRENT workforce composition employed by the Medicare UCC (headcount and FTE). [MANDATORY COMPLETION](#)
- 2. Roster Template** - Please provide a recent four-week roster that is representative of regular operations (e.g. last four weeks). [TEMPLATE GUIDANCE ATTACHED](#)

The template provided outlines the level of detail required. A system generated roster from the clinic's rostering system is acceptable provided it captures the same level of detail as outlined in the attached template (i.e. includes the start and end time of each shift and the role of the clinician).

Medicare UCCs Operational Guidance

The Medicare Urgent Care Clinics (Medicare UCC) Operational Guidance has been developed by the Australian Government in consultation with state and territory governments. They outline the scope and minimum services to be offered at Medicare UCCs and will be reviewed on a regular basis.

See below for an excerpt from the Medicare UCC Operational Guidance as it relates to Staffing.

[Medicare UCC Operational Guidance | Australian Government Department of Health and Ageing](#)

7. Staffing

- 7.1** UCCs will be GP led, with staffing mix based on availability, local need and context.
- 7.2** UCCs will require sufficient staff on-site during UCC hours of operation in order to meet the core functions and operational parameters of a UCC and the competencies outlined in 7.4, in a clinically safe environment.
 - 7.2.1** In general, minimal staffing will include a doctor, registered nurse (RN) and a receptionist, where the doctor is a vocationally registered GP and both the doctor and RN have further skills in urgent care and emergency management.
 - 7.2.2** The staffing mix may include, but is not limited to, administrative staff, other suitably qualified medical practitioners, nurse practitioners, extended care paramedics, allied health and Aboriginal Health Practitioners.
- 7.3** Approval for a staffing mix that differs from 7.2.1 will require the UCC to demonstrate how they will still meet core functional requirements and operational parameters (as outlined in section 1) and clinical safety requirements
- 7.4** A UCC shift should be staffed during all hours of operation to ensure they are able to meet functional requirements and operational parameters (as outlined in Section 1). This includes ensuring the following competencies are covered.
 - Receptionist first aid (receptionists shall have a documented guideline for identifying life threatening conditions)
 - Clinical use of radiology
 - Clinical use of ECGs
 - IV cannulation
 - Plastering
 - Wound care (including suturing and gluing)
 - Minor burns management
 - Treatment of musculoskeletal injuries including fractures where reduction is not required
 - Urinary catheter management
 - Identification and management of potentially life-threatening problems whilst patients await transfer to hospital (as per 1.5)
 - Infection control practices for sterilization and disinfection, for personnel responsible for managing infection control
- 7.5.** All clinical staff members should hold current (yearly) Basic Life Support (BLS) or advanced life support (ALS). If a UCC is situated in an area where there is likely to be a delay to emergency hospital care ALS may instead be used as the minimum requirement.
- 7.6** UCCs will be required to have a clinical director who is responsible for clinical oversight including medical records review, clinical performance review of other staff and adverse event review

OFFICIAL

Medicare UCC - Workforce Data Request



INSTRUCTIONS: Please review and complete green cells to provide data regarding current workforce for ALL STAFF employed by the Medicare UCC, in roles outlined below. We have assumed 1.0 FTE is equivalent to 38 hours per week. If this differs from the FTE used for rostering by Medicare UCC, please provide details in the comments section.

Ryde Medicare UCC

Medicare UCC Details	
Commissioner	NSPHN
Medicare UCC	Ryde
Opening Hours	8am - 8pm Mon - Sun
No. of Clinical Areas (Consult / Treatment Rooms)	E.g. 4 standard consult rooms and 1 diagnostic imaging room (x-ray)

<< select from drop down
<< select from drop down
<< this will populate once a Medicare UCC is selected, please overwrite if hours are incorrect
<< free text

Ryde Medicare UCC - Workforce Details

Doctor / Medical Practitioners	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Vocationally Registered GPs	s47G		
Prescribed Medical Practitioners			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Doctors			

Nurse Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Nurse Practitioner	s47G		
Registered Nurse			
Enrolled Nurse			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Nurses			

Admin Staff Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Receptionist	s47G		
Practice Manager			
Area Manager			
Other 3 <please specify>			
Total Administrative Staff			

Other Clinical Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Aboriginal Health Practitioner	s47G		
Aboriginal Health Worker			
Extended Care Paramedic			
Allied Health Professionals			
Physiotherapist			
Mental Health Specialist			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Other 4 <please specify>			
Other 5 <please specify>			
Total Other Clinical Workforce			

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare UCC - Roster Template

Urgent Care Clinic

Instructions: Please provide a recent four week roster for the Medicare UCC that is representative of a regular period of operations (e.g. the last four weeks). A sample roster template has been provided below as guidance. Please complete this template –OR– or provide a copy of a system generated roster, which provides the same level of detail. If more rows are required, click the plus (+) buttons on the left.

Ryde Medicare UCC

Week 1 29/07/24 – 04/08/24

Week 2 05/08/24 – 11/08/24

Week 3 12/08/24 – 18/08/24

Week 4 19/08/24 – 25/08/24

s47G, s47F

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare Urgent Care Clinics - Clinical Workforce Roles and Definitions



Clinician / Role Type	Description
VR GP	A vocationally registered General Practitioner (VR GP) is a GP who has completed Fellowship with either The Royal Australian College of General Practitioners (RACGP) or the Australian College of Rural and Remote Medicine (ACRRM). These GPs have appropriate qualifications and experience that allow them to be registered as specialists in General Practice.
Prescribed Medical Practitioner (including non-VR GPs)	A prescribed medical practitioner is a medical practitioner who is not a general practitioner, specialist or consultant physician, and who: a. is registered under section 3GA of the Act and is practising during the period, and in the location in respect of which the medical practitioner is registered, and insofar as the circumstances specified for paragraph 19AA(3)(b) of the Act apply; or b. is covered by an exemption under subsection 19AB(3) of the Act; or c. first became a medical practitioner before 1 November 1996.
Other Medical Practitioners / Doctors	Medical practitioners play a critical role in providing high-quality health care for Australians. We often refer to medical practitioners as 'doctors'. They are responsible for: <ul style="list-style-type: none"> - diagnosing and treating physical and mental illnesses, disorders and injuries - recommending preventative action - referring patients to specialists, other health care workers, and social, welfare and support workers. Doctors complete at least 4 years in a university medical school accredited by the Australian Medical Council. This is followed by compulsory 12-month internships to gain general registration. To work as a medical practitioner and specialist in Australia, you must have completed an approved medical course, follow a nationally consistent law that has been passed in all states and territories, follow guidelines and codes of conducts, undertake annual professional development in line with the standards set by your specialist medical college, be registered with the Medical Board of Australia, which regulates the profession and monitors continuing professional development.
Nurse Practitioner	Nurse practitioners (NPs) are RNs who the NMBA have endorsed as an NP. NPs practice independently in an advanced and extended clinical role, and can prescribe some medicines. There are more than 2,200 nurse practitioners in Australia.
Registered Nurse	Registered nurses (RNs) complete a 3-year Bachelor of Nursing or 2-year Master of Nursing through a university to meet the RN standards for practice. They have more responsibilities than an EN. There are more than 303,000 registered nurses in Australia.
Enrolled Nurse	Enrolled nurses (ENs) complete a Diploma of Nursing through a vocational education provider, to meet the EN standards for practice. ENs work under the supervision of a registered nurse and cannot act alone. There are more than 54,100 enrolled nurses in Australia.
Aboriginal Health Workers	Aboriginal and Torres Strait Islander health workers have completed a Certificate II or higher in Aboriginal and/or Torres Strait Islander Primary Health Care.
Aboriginal Health Practitioners	Aboriginal and Torres Strait Islander health practitioners have completed an approved program of study (Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice) and registered with the Aboriginal and Torres Strait Islander Health Practice Board of Australia (ATSIHPBA).
Extended Care Paramedic	Extended Care paramedics (ECPs), also sometimes known as Community paramedics (CPs) or Local Area Assessment and Referral Unit (LARUs) provide additional primary care skills, with the specific goal of avoiding unnecessary transportation for patients to increase efficiency. ECPs are highly skilled clinicians who work collaboratively with other health care professionals to manage and treat people in their residence.
Allied Health Professional	Allied health professionals are health professionals that are not part of the medical, dental or nursing professions. They are university qualified practitioners with specialised expertise in preventing, diagnosing and treating a range of conditions and illnesses. Allied health practitioners often work within a multidisciplinary health team to provide specialised support for different patient needs.
Mental Health Specialist	Mental health professionals include psychologists, psychiatrists, counsellors, occupational therapists and Aboriginal and/or Torres Strait Islander mental health workers.
Receptionist	The Medical Receptionist is a key member of the practice team, assisting the practice to provide high quality patient centred clinical care through respectful and professional running of the front office and reception, work closely with all members of the practice team to serve our patients and their families maintain good will with our patients and our community
Practice Manager	A Practice Manager may have various titles, for example, Chief Executive Officer, Business Manager, Executive Director, or Director. The definition of a Practice Manager is someone who performs all or some of the Practice Management tasks in a healthcare setting. A Healthcare Practice Manager's tasks may include strategic planning, review and implementation of processes in a practice that increase efficiency and contribute to the overall notion of 'excellence in healthcare'. This is achieved using the Australia Association of Practice Management (AAPM) core principles of healthcare practice management, those being: financial management, human resource
Other	Other roles not defined above. Please provide details.

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare Urgent Care Clinics - Information Request



Instructions

Please complete one excel file for each Medicare UCC commissioned

This information request template has been set-up to seek the following inputs:

1. Workforce Data - Please provide details of the CURRENT workforce composition employed by the Medicare UCC (headcount and FTE). [MANDATORY COMPLETION](#)

2. Roster Template - Please provide a recent four-week roster that is representative of regular operations (e.g. last four weeks). [TEMPLATE GUIDANCE ATTACHED](#)

The template provided outlines the level of detail required. A system generated roster from the clinic's rostering system is acceptable provided it captures the same level of detail as outlined in the attached template (i.e. includes the start and end time of each shift and the role of the clinician).

Medicare UCCs Operational Guidance

The Medicare Urgent Care Clinics (Medicare UCC) Operational Guidance has been developed by the Australian Government in consultation with state and territory governments. They outline the scope and minimum services to be offered at Medicare UCCs and will be reviewed on a regular basis.

See below for an excerpt from the Medicare UCC Operational Guidance as it relates to Staffing.

[Medicare UCC Operational Guidance | Australian Government Department of Health and Ageing](#)

7. Staffing

7.1 UCCs will be GP led, with staffing mix based on availability, local need and context.

7.2 UCCs will require sufficient staff on-site during UCC hours of operation in order to meet the core functions and operational parameters of a UCC and the competencies outlined in 7.4, in a clinically safe environment.

7.2.1 In general, minimal staffing will include a doctor, registered nurse (RN) and a receptionist, where the doctor is a vocationally registered GP and both the doctor and RN have further skills in urgent care and emergency management.

7.2.2 The staffing mix may include, but is not limited to, administrative staff, other suitably qualified medical practitioners, nurse practitioners, extended care paramedics, allied health and Aboriginal Health Practitioners.

7.3 Approval for a staffing mix that differs from 7.2.1 will require the UCC to demonstrate how they will still meet core functional requirements and operational parameters (as outlined in section 1) and clinical safety requirements

7.4 A UCC shift should be staffed during all hours of operation to ensure they are able to meet functional requirements and operational parameters (as outlined in Section 1). This includes ensuring the following competencies are covered.

- Receptionist first aid (receptionists shall have a documented guideline for identifying life threatening conditions)
- Clinical use of radiology
- Clinical use of ECGs
- IV cannulation
- Plastering
- Wound care (including suturing and gluing)
- Minor burns management
- Treatment of musculoskeletal injuries including fractures where reduction is not required
- Urinary catheter management
- Identification and management of potentially life-threatening problems whilst patients await transfer to hospital (as per 1.5)
- Infection control practices for sterilization and disinfection, for personnel responsible for managing infection control

7.5. All clinical staff members should hold current (yearly) Basic Life Support (BLS) or advanced life support (ALS). If a UCC is situated in an area where there is likely to be a delay to emergency hospital care ALS may instead be used as the minimum requirement.

7.6 UCCs will be required to have a clinical director who is responsible for clinical oversight including medical records review, clinical performance review of other staff and adverse event review

Medicare UCC - Workforce Data Request



INSTRUCTIONS: Please review and complete green cells to provide data regarding current workforce for ALL STAFF employed by the Medicare UCC, in roles outlined below. We have assumed 1.0 FTE is equivalent to 38 hours per week. If this differs from the FTE used for rostering by Medicare UCC, please provide details in the comments section.

Batemans Bay Medicare UCC

Medicare UCC Details		
Commissioner	SENSWPHN	<< select from drop down
Medicare UCC	Batemans Bay	<< select from drop down
Opening Hours	8:00am - 6:00pm Monday to Sunday	<< this will populate once a Medicare UCC is selected, please overwrite if hours are incorrect
No. of Clinical Areas (Consult / Treatment Rooms)	2 consult rooms, 1 Treatment room, 1 procedure room	<< free text

Batemans Bay Medicare UCC - Workforce Details

Doctor / Medical Practitioners	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Vocationally Registered GPs	s47G		
Prescribed Medical Practitioners			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Doctors			

Nurse Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Nurse Practitioner	s47G		
Registered Nurse			
Enrolled Nurse			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Nurses			

Admin Staff Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Receptionist	s47G		
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Administrative Staff			

Other Clinical Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Aboriginal Health Practitioner	s47G		
Aboriginal Health Worker			
Extended Care Paramedic			
Allied Health Professionals			
Physiotherapist			
Mental Health Specialist			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Other 4 <please specify>			
Other 5 <please specify>			
Total Other Clinical Workforce			

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare UCC - Roster Template

Log out Care Clinic

Instructions: Please provide a recent four week roster for the Medicare UCC that is representative of a regular period of operations (e.g. the last four weeks). A sample roster template has been provided below as guidance. Please complete this template –OR– or provide a copy of a system generated roster, which provides the same level of detail. If more rows are required, click the plus (+) buttons on the left.

Batemans Bay Medicare UCC

Clinician	Role Description	Shift Details	Week 1							Week 2							Week 3							Week 4						
			MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN

s47G, s47F

[Redacted Content]																											
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Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare Urgent Care Clinics - Clinical Workforce Roles and Definitions



Clinician / Role Type	Description
VR GP	A vocationally registered General Practitioner (VR GP) is a GP who has completed Fellowship with either The Royal Australian College of General Practitioners (RACGP) or the Australian College of Rural and Remote Medicine (ACRRM). These GPs have appropriate qualifications and experience that allow them to be registered as specialists in General Practice.
Prescribed Medical Practitioner (including non-VR GPs)	A prescribed medical practitioner is a medical practitioner who is not a general practitioner, specialist or consultant physician, and who: a. is registered under section 3GA of the Act and is practising during the period, and in the location in respect of which the medical practitioner is registered, and insofar as the circumstances specified for paragraph 19AA(3)(b) of the Act apply; or b. is covered by an exemption under subsection 19AB(3) of the Act; or c. first became a medical practitioner before 1 November 1996.
Other Medical Practitioners / Doctors	Medical practitioners play a critical role in providing high-quality health care for Australians. We often refer to medical practitioners as 'doctors'. They are responsible for: <ul style="list-style-type: none"> - diagnosing and treating physical and mental illnesses, disorders and injuries - recommending preventative action - referring patients to specialists, other health care workers, and social, welfare and support workers. Doctors complete at least 4 years in a university medical school accredited by the Australian Medical Council. This is followed by compulsory 12-month internships to gain general registration. To work as a medical practitioner and specialist in Australia, you must have completed an approved medical course, follow a nationally consistent law that has been passed in all states and territories, follow guidelines and codes of conducts, undertake annual professional development in line with the standards set by your specialist medical college, be registered with the Medical Board of Australia, which regulates the profession and monitors continuing professional development.
Nurse Practitioner	Nurse practitioners (NPs) are RNs who the NMBA have endorsed as an NP. NPs practice independently in an advanced and extended clinical role, and can prescribe some medicines. There are more than 2,200 nurse practitioners in Australia.
Registered Nurse	Registered nurses (RNs) complete a 3-year Bachelor of Nursing or 2-year Master of Nursing through a university to meet the RN standards for practice. They have more responsibilities than an EN. There are more than 303,000 registered nurses in Australia.
Enrolled Nurse	Enrolled nurses (ENs) complete a Diploma of Nursing through a vocational education provider, to meet the EN standards for practice. ENs work under the supervision of a registered nurse and cannot act alone. There are more than 54,100 enrolled nurses in Australia.
Aboriginal Health Workers	Aboriginal and Torres Strait Islander health workers have completed a Certificate II or higher in Aboriginal and/or Torres Strait Islander Primary Health Care.
Aboriginal Health Practitioners	Aboriginal and Torres Strait Islander health practitioners have completed an approved program of study (Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice) and registered with the Aboriginal and Torres Strait Islander Health Practice Board of Australia (ATSIHPBA).
Extended Care Paramedic	Extended Care paramedics (ECPs), also sometimes known as Community paramedics (CPs) or Local Area Assessment and Referral Unit (LARUs) provide additional primary care skills, with the specific goal of avoiding unnecessary transportation for patients to increase efficiency. ECPs are highly skilled clinicians who work collaboratively with other health care professionals to manage and treat people in their residence.
Allied Health Professional	Allied health professionals are health professionals that are not part of the medical, dental or nursing professions. They are university qualified practitioners with specialised expertise in preventing, diagnosing and treating a range of conditions and illnesses. Allied health practitioners often work within a multidisciplinary health team to provide specialised support for different patient needs.
Mental Health Specialist	Mental health professionals include psychologists, psychiatrists, counsellors, occupational therapists and Aboriginal and/or Torres Strait Islander mental health workers.
Receptionist	The Medical Receptionist is a key member of the practice team, assisting the practice to provide high quality patient centred clinical care through respectful and professional running of the front office and reception, work closely with all members of the practice team to serve our patients and their families maintain good will with our patients and our community
Practice Manager	A Practice Manager may have various titles, for example, Chief Executive Officer, Business Manager, Executive Director, or Director. The definition of a Practice Manager is someone who performs all or some of the Practice Management tasks in a healthcare setting. A Healthcare Practice Manager's tasks may include strategic planning, review and implementation of processes in a practice that increase efficiency and contribute to the overall notion of 'excellence in healthcare'. This is achieved using the Australia Association of Practice Management (AAPM) core principles of healthcare practice management, those being: financial management, human resource
Other	Other roles not defined above. Please provide details.

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Medicare UCC Declaration

Please complete one declaration per Medicare UCC.

For the period 11th November 2025 to 31st December 2025

Overall Compliance

s47(1)(b)



Opening Hours *(Please record your usual opening hours in the table)*

Bateman's Bay UCC standard hours of operation for the reporting period are captured in the table below.

Day	Opening Time	Closing Time
Monday	600	2400
Tuesday	600	2400
Wednesday	600	2400
Thursday	600	2400
Friday	600	2400
Saturday	600	2400



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Sunday	600	2400
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Clinic Closures (Please record any full or partial day closures below, adding a new line for each closure.)

s47(1)(b)



Pathology

s47(1)(b)

X-Ray

s47(1)(b)

CT

s47(1)(b)



Ultrasound

s47(1)(b)

Staffing Mix

Bateman's Bay UCC met the minimum staffing requirements of the Operational Guidance (One Vocationally Registered General Practitioner, a Registered Nurse or Nurse Practitioner or paramedic and a staff member undertaking reception and administrative duties) for [number of days] days in the period.

Note that the below table is only to be completed for the March quarter declaration

s47(1)(b)

Staffing type	Position detail	Full time equivalent (FTE)
General Practitioner	Vocationally Registered	s47(1)(b)
General Practitioner	Non-Vocationally Registered	
Nursing	Nurse Practitioner	
Nursing	Registered Nurse (or similar)	
Nursing	Enrolled Nurse (or similar)	
Nursing	Assistant in Nursing (or similar)	
Administrative	Receptionist	
Administrative	Practice Manager	



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Department of Health, Disability and Ageing



Radiology	Radiographer	s47(1)(b)
Other support staff	Paramedic	
Other support staff	Aboriginal Health Worker	
Other support staff	Allied Health	
Other		

Provider payments

s47(1)(b)

Confirmation and sign off

Commissioner: [name, position]	s47F		20/04/2026
	Southern Manager Urgent Care Clinics COORDINARE - South Eastern NSW PHN		
Comments:			

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Medicare Urgent Care Clinics - Information Request



Instructions

Please complete one excel file for each Medicare UCC commissioned

This information request template has been set-up to seek the following inputs:

1. Workforce Data - Please provide details of the CURRENT workforce composition employed by the Medicare UCC (headcount and FTE). [MANDATORY COMPLETION](#)

2. Roster Template - Please provide a recent four-week roster that is representative of regular operations (e.g. last four weeks). [TEMPLATE GUIDANCE ATTACHED](#)

The template provided outlines the level of detail required. A system generated roster from the clinic's rostering system is acceptable provided it captures the same level of detail as outlined in the attached template (i.e. includes the start and end time of each shift and the role of the clinician).

Medicare UCCs Operational Guidance

The Medicare Urgent Care Clinics (Medicare UCC) Operational Guidance has been developed by the Australian Government in consultation with state and territory governments. They outline the scope and minimum services to be offered at Medicare UCCs and will be reviewed on a regular basis.

See below for an excerpt from the Medicare UCC Operational Guidance as it relates to Staffing.

[Medicare UCC Operational Guidance | Australian Government Department of Health and Ageing](#)

7. Staffing

7.1 UCCs will be GP led, with staffing mix based on availability, local need and context.

7.2 UCCs will require sufficient staff on-site during UCC hours of operation in order to meet the core functions and operational parameters of a UCC and the competencies outlined in 7.4, in a clinically safe environment.

7.2.1 In general, minimal staffing will include a doctor, registered nurse (RN) and a receptionist, where the doctor is a vocationally registered GP and both the doctor and RN have further skills in urgent care and emergency management.

7.2.2 The staffing mix may include, but is not limited to, administrative staff, other suitably qualified medical practitioners, nurse practitioners, extended care paramedics, allied health and Aboriginal Health Practitioners.

7.3 Approval for a staffing mix that differs from 7.2.1 will require the UCC to demonstrate how they will still meet core functional requirements and operational parameters (as outlined in section 1) and clinical safety requirements

7.4 A UCC shift should be staffed during all hours of operation to ensure they are able to meet functional requirements and operational parameters (as outlined in Section 1). This includes ensuring the following competencies are covered.

- Receptionist first aid (receptionists shall have a documented guideline for identifying life threatening conditions)
- Clinical use of radiology
- Clinical use of ECGs
- IV cannulation
- Plastering
- Wound care (including suturing and gluing)
- Minor burns management
- Treatment of musculoskeletal injuries including fractures where reduction is not required
- Urinary catheter management
- Identification and management of potentially life-threatening problems whilst patients await transfer to hospital (as per 1.5)
- Infection control practices for sterilization and disinfection, for personnel responsible for managing infection control

7.5. All clinical staff members should hold current (yearly) Basic Life Support (BLS) or advanced life support (ALS). If a UCC is situated in an area where there is likely to be a delay to emergency hospital care ALS may instead be used as the minimum requirement.

7.6 UCCs will be required to have a clinical director who is responsible for clinical oversight including medical records review, clinical performance review of other staff and adverse event review

Medicare UCC - Workforce Data Request



INSTRUCTIONS: Please review and complete green cells to provide data regarding current workforce for ALL STAFF employed by the Medicare UCC, in roles outlined below. We have assumed 1.0 FTE is equivalent to 38 hours per week. If this differs from the FTE used for rostering by Medicare UCC, please provide details in the comments section.

Dapto Medicare UCC

Medicare UCC Details		
Commissioner	SENSWPHN	<< select from drop down
Medicare UCC	Dapto	<< select from drop down
Opening Hours	8am-8pm	<< this will populate once a Medicare UCC is selected, please overwrite if hours are incorrect
No. of Clinical Areas (Consult / Treatment Rooms)	2 standard consult rooms and 1 diagnostic imaging room (x-ray)	<< free text

Dapto Medicare UCC - Workforce Details

Doctor / Medical Practitioners	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Vocationally Registered GPs	s47G		
Prescribed Medical Practitioners			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Doctors			

Nurse Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Nurse Practitioner	s47G		
Registered Nurse			
Enrolled Nurse			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Nurses			

Admin Staff Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Receptionist	s47G		
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Administrative Staff			

Other Clinical Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Aboriginal Health Practitioner	s47G		
Aboriginal Health Worker			
Extended Care Paramedic			
Allied Health Professionals			
Physiotherapist			
Mental Health Specialist			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Other 4 <please specify>			
Other 5 <please specify>			
Total Other Clinical Workforce			

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare UCC - Roster Template

Urgent Care Clinic

Instructions: Please provide a single four week roster for the Medicare UCC that is representative of a regular period of operations (e.g. the last four weeks). A sample roster template has been provided below as guidance. Please complete this template – OR – or provide a copy of a system generated roster, which provides the same level of detail. If more rows are required, click the plus (+) buttons on the left.

Dapto Urgent Care Clinic

Week 1

Week 2

Week 3

Week 4

s47F, s47G

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare Urgent Care Clinics - Clinical Workforce Roles and Definitions



Clinician / Role Type	Description
VR GP	A vocationally registered General Practitioner (VR GP) is a GP who has completed Fellowship with either The Royal Australian College of General Practitioners (RACGP) or the Australian College of Rural and Remote Medicine (ACRRM). These GPs have appropriate qualifications and experience that allow them to be registered as specialists in General Practice.
Prescribed Medical Practitioner (including non-VR GPs)	A prescribed medical practitioner is a medical practitioner who is not a general practitioner, specialist or consultant physician, and who: a. is registered under section 3GA of the Act and is practising during the period, and in the location in respect of which the medical practitioner is registered, and insofar as the circumstances specified for paragraph 19AA(3)(b) of the Act apply; or b. is covered by an exemption under subsection 19AB(3) of the Act; or c. first became a medical practitioner before 1 November 1996.
Other Medical Practitioners / Doctors	Medical practitioners play a critical role in providing high-quality health care for Australians. We often refer to medical practitioners as 'doctors'. They are responsible for: <ul style="list-style-type: none"> - diagnosing and treating physical and mental illnesses, disorders and injuries - recommending preventative action - referring patients to specialists, other health care workers, and social, welfare and support workers. Doctors complete at least 4 years in a university medical school accredited by the Australian Medical Council. This is followed by compulsory 12-month internships to gain general registration. To work as a medical practitioner and specialist in Australia, you must have completed an approved medical course, follow a nationally consistent law that has been passed in all states and territories, follow guidelines and codes of conducts, undertake annual professional development in line with the standards set by your specialist medical college, be registered with the Medical Board of Australia, which regulates the profession and monitors continuing professional development.
Nurse Practitioner	Nurse practitioners (NPs) are RNs who the NMBA have endorsed as an NP. NPs practice independently in an advanced and extended clinical role, and can prescribe some medicines. There are more than 2,200 nurse practitioners in Australia.
Registered Nurse	Registered nurses (RNs) complete a 3-year Bachelor of Nursing or 2-year Master of Nursing through a university to meet the RN standards for practice. They have more responsibilities than an EN. There are more than 303,000 registered nurses in Australia.
Enrolled Nurse	Enrolled nurses (ENs) complete a Diploma of Nursing through a vocational education provider, to meet the EN standards for practice. ENs work under the supervision of a registered nurse and cannot act alone. There are more than 54,100 enrolled nurses in Australia.
Aboriginal Health Workers	Aboriginal and Torres Strait Islander health workers have completed a Certificate II or higher in Aboriginal and/or Torres Strait Islander Primary Health Care.
Aboriginal Health Practitioners	Aboriginal and Torres Strait Islander health practitioners have completed an approved program of study (Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice) and registered with the Aboriginal and Torres Strait Islander Health Practice Board of Australia (ATSIHPBA).
Extended Care Paramedic	Extended Care paramedics (ECPs), also sometimes known as Community paramedics (CPs) or Local Area Assessment and Referral Unit (LARUs) provide additional primary care skills, with the specific goal of avoiding unnecessary transportation for patients to increase efficiency. ECPs are highly skilled clinicians who work collaboratively with other health care professionals to manage and treat people in their residence.
Allied Health Professional	Allied health professionals are health professionals that are not part of the medical, dental or nursing professions. They are university qualified practitioners with specialised expertise in preventing, diagnosing and treating a range of conditions and illnesses. Allied health practitioners often work within a multidisciplinary health team to provide specialised support for different patient needs.
Mental Health Specialist	Mental health professionals include psychologists, psychiatrists, counsellors, occupational therapists and Aboriginal and/or Torres Strait Islander mental health workers.
Receptionist	The Medical Receptionist is a key member of the practice team, assisting the practice to provide high quality patient centred clinical care through respectful and professional running of the front office and reception, work closely with all members of the practice team to serve our patients and their families maintain good will with our patients and our community
Practice Manager	A Practice Manager may have various titles, for example, Chief Executive Officer, Business Manager, Executive Director, or Director. The definition of a Practice Manager is someone who performs all or some of the Practice Management tasks in a healthcare setting. A Healthcare Practice Manager's tasks may include strategic planning, review and implementation of processes in a practice that increase efficiency and contribute to the overall notion of 'excellence in healthcare'. This is achieved using the Australia Association of Practice Management (AAPM) core principles of healthcare practice management, those being: financial management, human resource
Other	Other roles not defined above. Please provide details.

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare Urgent Care Clinics - Information Request



Instructions

Please complete one excel file for each Medicare UCC commissioned

This information request template has been set-up to seek the following inputs:

- 1. Workforce Data** - Please provide details of the CURRENT workforce composition employed by the Medicare UCC (headcount and FTE). [MANDATORY COMPLETION](#)
- 2. Roster Template** - Please provide a recent four-week roster that is representative of regular operations (e.g. last four weeks). [TEMPLATE GUIDANCE ATTACHED](#)

The template provided outlines the level of detail required. A system generated roster from the clinic's rostering system is acceptable provided it captures the same level of detail as outlined in the attached template (i.e. includes the start and end time of each shift and the role of the clinician).

Medicare UCCs Operational Guidance

The Medicare Urgent Care Clinics (Medicare UCC) Operational Guidance has been developed by the Australian Government in consultation with state and territory governments. They outline the scope and minimum services to be offered at Medicare UCCs and will be reviewed on a regular basis.

See below for an excerpt from the Medicare UCC Operational Guidance as it relates to Staffing.

[Medicare UCC Operational Guidance | Australian Government Department of Health and Ageing](#)

7. Staffing

- 7.1** UCCs will be GP led, with staffing mix based on availability, local need and context.
- 7.2** UCCs will require sufficient staff on-site during UCC hours of operation in order to meet the core functions and operational parameters of a UCC and the competencies outlined in 7.4, in a clinically safe environment.
 - 7.2.1** In general, minimal staffing will include a doctor, registered nurse (RN) and a receptionist, where the doctor is a vocationally registered GP and both the doctor and RN have further skills in urgent care and emergency management.
 - 7.2.2** The staffing mix may include, but is not limited to, administrative staff, other suitably qualified medical practitioners, nurse practitioners, extended care paramedics, allied health and Aboriginal Health Practitioners.
- 7.3** Approval for a staffing mix that differs from 7.2.1 will require the UCC to demonstrate how they will still meet core functional requirements and operational parameters (as outlined in section 1) and clinical safety requirements
- 7.4** A UCC shift should be staffed during all hours of operation to ensure they are able to meet functional requirements and operational parameters (as outlined in Section 1). This includes ensuring the following competencies are covered.
 - Receptionist first aid (receptionists shall have a documented guideline for identifying life threatening conditions)
 - Clinical use of radiology
 - Clinical use of ECGs
 - IV cannulation
 - Plastering
 - Wound care (including suturing and gluing)
 - Minor burns management
 - Treatment of musculoskeletal injuries including fractures where reduction is not required
 - Urinary catheter management
 - Identification and management of potentially life-threatening problems whilst patients await transfer to hospital (as per 1.5)
 - Infection control practices for sterilization and disinfection, for personnel responsible for managing infection control
- 7.5.** All clinical staff members should hold current (yearly) Basic Life Support (BLS) or advanced life support (ALS). If a UCC is situated in an area where there is likely to be a delay to emergency hospital care ALS may instead be used as the minimum requirement.
- 7.6** UCCs will be required to have a clinical director who is responsible for clinical oversight including medical records review, clinical performance review of other staff and adverse event review

Medicare UCC - Workforce Data Request



INSTRUCTIONS: Please review and complete green cells to provide data regarding current workforce for ALL STAFF employed by the Medicare UCC, in roles outlined below. We have assumed 1.0 FTE is equivalent to 38 hours per week. If this differs from the FTE used for rostering by Medicare UCC, please provide details in the comments section.

Wollongong Medicare UCC

Medicare UCC Details	
Commissioner	SENSWPHN
Medicare UCC	Wollongong
Opening Hours	8am - 8pm Mon - Sun
No. of Clinical Areas (Consult / Treatment Rooms)	2 Standard consult rooms, 1 diagnostic imaging room (x-ray), 1 Pathology room, 1 Isolation room

<< select from drop down

<< select from drop down

<< this will populate once a Medicare UCC is selected, please overwrite if hours are incorrect

<< free text

Wollongong Medicare UCC - Workforce Details

Doctor / Medical Practitioners	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Vocationally Registered GPs	s47G		
Prescribed Medical Practitioners			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Doctors			

Nurse Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Nurse Practitioner	s47G		
Registered Nurse			
Enrolled Nurse			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Nurses			

Admin Staff Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Receptionist	s47G		
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Administrative Staff			

Other Clinical Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Aboriginal Health Practitioner	s47G		
Aboriginal Health Worker			
Extended Care Paramedic			
Allied Health Professionals			
Physiotherapist			
Mental Health Specialist			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Other 4 <please specify>			
Other 5 <please specify>			
Total Other Clinical Workforce			

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Medicare UCC - Roster Template

Log out Care Clinic

Instructions: Please provide a recent four week roster for the Medicare UCC that is representative of a regular period of operations (e.g. the last four weeks). A sample roster template has been provided below as guidance.
Please complete this template –OR– or provide a copy of a system generated roster, which provides the same level of detail. If more rows are required, click the plus (+) buttons on the left.

Wollongong Medicare UCC

Week 1

Week 2

Week 3

Week 4

s47G, s47F

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare Urgent Care Clinics - Clinical Workforce Roles and Definitions



Clinician / Role Type	Description
VR GP	A vocationally registered General Practitioner (VR GP) is a GP who has completed Fellowship with either The Royal Australian College of General Practitioners (RACGP) or the Australian College of Rural and Remote Medicine (ACRRM). These GPs have appropriate qualifications and experience that allow them to be registered as specialists in General Practice.
Prescribed Medical Practitioner (including non-VR GPs)	A prescribed medical practitioner is a medical practitioner who is not a general practitioner, specialist or consultant physician, and who: a. is registered under section 3GA of the Act and is practising during the period, and in the location in respect of which the medical practitioner is registered, and insofar as the circumstances specified for paragraph 19AA(3)(b) of the Act apply; or b. is covered by an exemption under subsection 19AB(3) of the Act; or c. first became a medical practitioner before 1 November 1996.
Other Medical Practitioners / Doctors	Medical practitioners play a critical role in providing high-quality health care for Australians. We often refer to medical practitioners as 'doctors'. They are responsible for: <ul style="list-style-type: none"> - diagnosing and treating physical and mental illnesses, disorders and injuries - recommending preventative action - referring patients to specialists, other health care workers, and social, welfare and support workers. Doctors complete at least 4 years in a university medical school accredited by the Australian Medical Council. This is followed by compulsory 12-month internships to gain general registration. To work as a medical practitioner and specialist in Australia, you must have completed an approved medical course, follow a nationally consistent law that has been passed in all states and territories, follow guidelines and codes of conducts, undertake annual professional development in line with the standards set by your specialist medical college, be registered with the Medical Board of Australia, which regulates the profession and monitors continuing professional development.
Nurse Practitioner	Nurse practitioners (NPs) are RNs who the NMBA have endorsed as an NP. NPs practice independently in an advanced and extended clinical role, and can prescribe some medicines. There are more than 2,200 nurse practitioners in Australia.
Registered Nurse	Registered nurses (RNs) complete a 3-year Bachelor of Nursing or 2-year Master of Nursing through a university to meet the RN standards for practice. They have more responsibilities than an EN. There are more than 303,000 registered nurses in Australia.
Enrolled Nurse	Enrolled nurses (ENs) complete a Diploma of Nursing through a vocational education provider, to meet the EN standards for practice. ENs work under the supervision of a registered nurse and cannot act alone. There are more than 54,100 enrolled nurses in Australia.
Aboriginal Health Workers	Aboriginal and Torres Strait Islander health workers have completed a Certificate II or higher in Aboriginal and/or Torres Strait Islander Primary Health Care.
Aboriginal Health Practitioners	Aboriginal and Torres Strait Islander health practitioners have completed an approved program of study (Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice) and registered with the Aboriginal and Torres Strait Islander Health Practice Board of Australia (ATSIHPBA).
Extended Care Paramedic	Extended Care paramedics (ECPs), also sometimes known as Community paramedics (CPs) or Local Area Assessment and Referral Unit (LARUs) provide additional primary care skills, with the specific goal of avoiding unnecessary transportation for patients to increase efficiency. ECPs are highly skilled clinicians who work collaboratively with other health care professionals to manage and treat people in their residence.
Allied Health Professional	Allied health professionals are health professionals that are not part of the medical, dental or nursing professions. They are university qualified practitioners with specialised expertise in preventing, diagnosing and treating a range of conditions and illnesses. Allied health practitioners often work within a multidisciplinary health team to provide specialised support for different patient needs.
Mental Health Specialist	Mental health professionals include psychologists, psychiatrists, counsellors, occupational therapists and Aboriginal and/or Torres Strait Islander mental health workers.
Receptionist	The Medical Receptionist is a key member of the practice team, assisting the practice to provide high quality patient centred clinical care through respectful and professional running of the front office and reception, work closely with all members of the practice team to serve our patients and their families maintain good will with our patients and our community
Practice Manager	A Practice Manager may have various titles, for example, Chief Executive Officer, Business Manager, Executive Director, or Director. The definition of a Practice Manager is someone who performs all or some of the Practice Management tasks in a healthcare setting. A Healthcare Practice Manager's tasks may include strategic planning, review and implementation of processes in a practice that increase efficiency and contribute to the overall notion of 'excellence in healthcare'. This is achieved using the Australia Association of Practice Management (AAPM) core principles of healthcare practice management, those being: financial management, human resource
Other	Other roles not defined above. Please provide details.

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare Urgent Care Clinics - Information Request



Instructions

Please complete one excel file for each Medicare UCC commissioned

This information request template has been set-up to seek the following inputs:

1. Workforce Data - Please provide details of the CURRENT workforce composition employed by the Medicare UCC (headcount and FTE). [MANDATORY COMPLETION](#)

2. Roster Template - Please provide a recent four-week roster that is representative of regular operations (e.g. last four weeks). [TEMPLATE GUIDANCE ATTACHED](#)

The template provided outlines the level of detail required. A system generated roster from the clinic's rostering system is acceptable provided it captures the same level of detail as outlined in the attached template (i.e. includes the start and end time of each shift and the role of the clinician).

Medicare UCCs Operational Guidance

The Medicare Urgent Care Clinics (Medicare UCC) Operational Guidance has been developed by the Australian Government in consultation with state and territory governments. They outline the scope and minimum services to be offered at Medicare UCCs and will be reviewed on a regular basis.

See below for an excerpt from the Medicare UCC Operational Guidance as it relates to Staffing.

[Medicare UCC Operational Guidance | Australian Government Department of Health and Ageing](#)

7. Staffing

7.1 UCCs will be GP led, with staffing mix based on availability, local need and context.

7.2 UCCs will require sufficient staff on-site during UCC hours of operation in order to meet the core functions and operational parameters of a UCC and the competencies outlined in 7.4, in a clinically safe environment.

7.2.1 In general, minimal staffing will include a doctor, registered nurse (RN) and a receptionist, where the doctor is a vocationally registered GP and both the doctor and RN have further skills in urgent care and emergency management.

7.2.2 The staffing mix may include, but is not limited to, administrative staff, other suitably qualified medical practitioners, nurse practitioners, extended care paramedics, allied health and Aboriginal Health Practitioners.

7.3 Approval for a staffing mix that differs from 7.2.1 will require the UCC to demonstrate how they will still meet core functional requirements and operational parameters (as outlined in section 1) and clinical safety requirements

7.4 A UCC shift should be staffed during all hours of operation to ensure they are able to meet functional requirements and operational parameters (as outlined in Section 1). This includes ensuring the following competencies are covered.

- Receptionist first aid (receptionists shall have a documented guideline for identifying life threatening conditions)
- Clinical use of radiology
- Clinical use of ECGs
- IV cannulation
- Plastering
- Wound care (including suturing and gluing)
- Minor burns management
- Treatment of musculoskeletal injuries including fractures where reduction is not required
- Urinary catheter management
- Identification and management of potentially life-threatening problems whilst patients await transfer to hospital (as per 1.5)
- Infection control practices for sterilization and disinfection, for personnel responsible for managing infection control

7.5. All clinical staff members should hold current (yearly) Basic Life Support (BLS) or advanced life support (ALS). If a UCC is situated in an area where there is likely to be a delay to emergency hospital care ALS may instead be used as the minimum requirement.

7.6 UCCs will be required to have a clinical director who is responsible for clinical oversight including medical records review, clinical performance review of other staff and adverse event review

Medicare UCC - Workforce Data Request



INSTRUCTIONS: Please review and complete green cells to provide data regarding current workforce for ALL STAFF employed by the Medicare UCC, in roles outlined below. We have assumed 1.0 FTE is equivalent to 38 hours per week. If this differs from the FTE used for rostering by Medicare UCC, please provide details in the comments section.

Queanbeyan Medicare UCC

Medicare UCC Details		
Commissioner	SENSWPHN	<< select from drop down
Medicare UCC Queanbeyan	<please select>	Queanbeyan
Opening Hours	8:00am - 8:00pm Monday to Sunday	<< this will populate once a Medicare UCC is selected, please overwrite if hours are incorrect
No. of Clinical Areas (Consult / Treatment Rooms)	2 consult rooms, 1 Treatment room	<< free text

<please select> Medicare UCC - Workforce Details

Doctor / Medical Practitioners	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Vocationally Registered GPs	s47G		
Prescribed Medical Practitioners			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Doctors			

Nurse Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Nurse Practitioner	s47G		
Registered Nurse			
Enrolled Nurse			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Nurses			

Admin Staff Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Receptionist	s47G		
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Administrative Staff			

Other Clinical Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Aboriginal Health Practitioner	s47G		
Aboriginal Health Worker			
Extended Care Paramedic			
Allied Health Professionals			
Physiotherapist			
Mental Health Specialist			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Other 4 <please specify>			
Other 5 <please specify>			
Total Other Clinical Workforce			

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare UCC - Roster Template

Log out Care Clinic

Instructions: Please provide a recent four week roster for the Medicare UCC that is representative of a regular period of operations (e.g. the last four weeks). A sample roster template has been provided below as guidance. Please complete this template –OR– or provide a copy of a system generated roster, which provides the same level of detail. If more rows are required, click the plus (+) buttons on the left.

QueanbeyanMedicareUCC

Week 1

Week 2

Week 3

Week 4

s47G, s47F

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare Urgent Care Clinics - Clinical Workforce Roles and Definitions



Clinician / Role Type	Description
VR GP	A vocationally registered General Practitioner (VR GP) is a GP who has completed Fellowship with either The Royal Australian College of General Practitioners (RACGP) or the Australian College of Rural and Remote Medicine (ACRRM). These GPs have appropriate qualifications and experience that allow them to be registered as specialists in General Practice.
Prescribed Medical Practitioner (including non-VR GPs)	A prescribed medical practitioner is a medical practitioner who is not a general practitioner, specialist or consultant physician, and who: a. is registered under section 3GA of the Act and is practising during the period, and in the location in respect of which the medical practitioner is registered, and insofar as the circumstances specified for paragraph 19AA(3)(b) of the Act apply; or b. is covered by an exemption under subsection 19AB(3) of the Act; or c. first became a medical practitioner before 1 November 1996.
Other Medical Practitioners / Doctors	Medical practitioners play a critical role in providing high-quality health care for Australians. We often refer to medical practitioners as 'doctors'. They are responsible for: <ul style="list-style-type: none"> - diagnosing and treating physical and mental illnesses, disorders and injuries - recommending preventative action - referring patients to specialists, other health care workers, and social, welfare and support workers. Doctors complete at least 4 years in a university medical school accredited by the Australian Medical Council. This is followed by compulsory 12-month internships to gain general registration. To work as a medical practitioner and specialist in Australia, you must have completed an approved medical course, follow a nationally consistent law that has been passed in all states and territories, follow guidelines and codes of conducts, undertake annual professional development in line with the standards set by your specialist medical college, be registered with the Medical Board of Australia, which regulates the profession and monitors continuing professional development.
Nurse Practitioner	Nurse practitioners (NPs) are RNs who the NMBA have endorsed as an NP. NPs practice independently in an advanced and extended clinical role, and can prescribe some medicines. There are more than 2,200 nurse practitioners in Australia.
Registered Nurse	Registered nurses (RNs) complete a 3-year Bachelor of Nursing or 2-year Master of Nursing through a university to meet the RN standards for practice. They have more responsibilities than an EN. There are more than 303,000 registered nurses in Australia.
Enrolled Nurse	Enrolled nurses (ENs) complete a Diploma of Nursing through a vocational education provider, to meet the EN standards for practice. ENs work under the supervision of a registered nurse and cannot act alone. There are more than 54,100 enrolled nurses in Australia.
Aboriginal Health Workers	Aboriginal and Torres Strait Islander health workers have completed a Certificate II or higher in Aboriginal and/or Torres Strait Islander Primary Health Care.
Aboriginal Health Practitioners	Aboriginal and Torres Strait Islander health practitioners have completed an approved program of study (Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice) and registered with the Aboriginal and Torres Strait Islander Health Practice Board of Australia (ATSIHPBA).
Extended Care Paramedic	Extended Care paramedics (ECPs), also sometimes known as Community paramedics (CPs) or Local Area Assessment and Referral Unit (LARUs) provide additional primary care skills, with the specific goal of avoiding unnecessary transportation for patients to increase efficiency. ECPs are highly skilled clinicians who work collaboratively with other health care professionals to manage and treat people in their residence.
Allied Health Professional	Allied health professionals are health professionals that are not part of the medical, dental or nursing professions. They are university qualified practitioners with specialised expertise in preventing, diagnosing and treating a range of conditions and illnesses. Allied health practitioners often work within a multidisciplinary health team to provide specialised support for different patient needs.
Mental Health Specialist	Mental health professionals include psychologists, psychiatrists, counsellors, occupational therapists and Aboriginal and/or Torres Strait Islander mental health workers.
Receptionist	The Medical Receptionist is a key member of the practice team, assisting the practice to provide high quality patient centred clinical care through respectful and professional running of the front office and reception, work closely with all members of the practice team to serve our patients and their families maintain good will with our patients and our community
Practice Manager	A Practice Manager may have various titles, for example, Chief Executive Officer, Business Manager, Executive Director, or Director. The definition of a Practice Manager is someone who performs all or some of the Practice Management tasks in a healthcare setting. A Healthcare Practice Manager's tasks may include strategic planning, review and implementation of processes in a practice that increase efficiency and contribute to the overall notion of 'excellence in healthcare'. This is achieved using the Australia Association of Practice Management (AAPM) core principles of healthcare practice management, those being: financial management, human resource
Other	Other roles not defined above. Please provide details.

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare Urgent Care Clinics - Information Request



Instructions

Please complete one excel file for each Medicare UCC commissioned

This information request template has been set-up to seek the following inputs:

1. **Workforce Data** - Please provide details of the CURRENT workforce composition employed by the Medicare UCC (headcount and FTE). [MANDATORY COMPLETION](#)
2. **Roster Template** - Please provide a recent four-week roster that is representative of regular operations (e.g. last four weeks). [TEMPLATE GUIDANCE ATTACHED](#)

The template provided outlines the level of detail required. A system generated roster from the clinic's rostering system is acceptable provided it captures the same level of detail as outlined in the attached template (i.e. includes the start and end time of each shift and the role of the clinician).

Medicare UCCs Operational Guidance

The Medicare Urgent Care Clinics (Medicare UCC) Operational Guidance has been developed by the Australian Government in consultation with state and territory governments. They outline the scope and minimum services to be offered at Medicare UCCs and will be reviewed on a regular basis.

See below for an excerpt from the Medicare UCC Operational Guidance as it relates to Staffing.

[Medicare UCC Operational Guidance | Australian Government Department of Health and Ageing](#)

7. Staffing

- 7.1 UCCs will be GP led, with staffing mix based on availability, local need and context.
- 7.2 UCCs will require sufficient staff on-site during UCC hours of operation in order to meet the core functions and operational parameters of a UCC and the competencies outlined in 7.4, in a clinically safe environment.
 - 7.2.1 In general, minimal staffing will include a doctor, registered nurse (RN) and a receptionist, where the doctor is a vocationally registered GP and both the doctor and RN have further skills in urgent care and emergency management.
 - 7.2.2 The staffing mix may include, but is not limited to, administrative staff, other suitably qualified medical practitioners, nurse practitioners, extended care paramedics, allied health and Aboriginal Health Practitioners.
- 7.3 Approval for a staffing mix that differs from 7.2.1 will require the UCC to demonstrate how they will still meet core functional requirements and operational parameters (as outlined in section 1) and clinical safety requirements
- 7.4 A UCC shift should be staffed during all hours of operation to ensure they are able to meet functional requirements and operational parameters (as outlined in Section 1). This includes ensuring the following competencies are covered.
 - Receptionist first aid (receptionists shall have a documented guideline for identifying life threatening conditions)
 - Clinical use of radiology
 - Clinical use of ECGs
 - IV cannulation
 - Plastering
 - Wound care (including suturing and gluing)
 - Minor burns management
 - Treatment of musculoskeletal injuries including fractures where reduction is not required
 - Urinary catheter management
 - Identification and management of potentially life-threatening problems whilst patients await transfer to hospital (as per 1.5)
 - Infection control practices for sterilization and disinfection, for personnel responsible for managing infection control
- 7.5. All clinical staff members should hold current (yearly) Basic Life Support (BLS) or advanced life support (ALS). If a UCC is situated in an area where there is likely to be a delay to emergency hospital care ALS may instead be used as the minimum requirement.
- 7.6 UCCs will be required to have a clinical director who is responsible for clinical oversight including medical records review, clinical performance review of other staff and adverse event review

Medicare UCC - Workforce Data Request



INSTRUCTIONS: Please review and complete green cells to provide data regarding current workforce for ALL STAFF employed by the Medicare UCC, in roles outlined below. We have assumed 1.0 FTE is equivalent to 38 hours per week. If this differs from the FTE used for rostering by Medicare UCC, please provide details in the comments section.

Bankstown Medicare UCC

Medicare UCC Details		
Commissioner	SWSPHN	<< select from drop down
Medicare UCC	Bankstown	<< select from drop down
Opening Hours	8am - 8pm Mon - Sun	<< this will populate once a Medicare UCC is selected, please overwrite if hours are incorrect
No. of Clinical Areas (Consult / Treatment Rooms)	2 consult rooms, 3, bed treatment room	<< free text

Bankstown Medicare UCC - Workforce Details

Doctor / Medical Practitioners	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Vocationally Registered GPs	s47G		
Prescribed Medical Practitioners			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Doctors			

Nurse Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Nurse Practitioner	s47G		
Registered Nurse			
Enrolled Nurse			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Nurses			

Admin Staff Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Receptionist	s47G		
ZIC			
PM			
Other 3 <please specify>			
Total Administrative Staff			

Other Clinical Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Aboriginal Health Practitioner	s47G		
Aboriginal Health Worker			
Extended Care Paramedic			
Allied Health Professionals			
Physiotherapist			
Mental Health Specialist			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Other 4 <please specify>			
Other 5 <please specify>			
Total Other Clinical Workforce			

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare UCC - Roster Template



Instructions: Please provide a **sample** four week roster for the Medicare UCC that is representative of a regular period of operations (e.g. the last four weeks). [A sample roster template has been provided below as guidance.](#)
Please complete this template – OR – provide a copy of a system generated roster, which provides the same level of detail. If more rows are required, click the plus (+) buttons on the left.

Bankstown Medicare UCC

Week 1

Week 2

Week 3

Week 4

s47G, s47F

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare Urgent Care Clinics - Clinical Workforce Roles and Definitions



Clinician / Role Type	Description
VR GP	A vocationally registered General Practitioner (VR GP) is a GP who has completed Fellowship with either The Royal Australian College of General Practitioners (RACGP) or the Australian College of Rural and Remote Medicine (ACRRM). These GPs have appropriate qualifications and experience that allow them to be registered as specialists in General Practice.
Prescribed Medical Practitioner (including non-VR GPs)	A prescribed medical practitioner is a medical practitioner who is not a general practitioner, specialist or consultant physician, and who: a. is registered under section 3GA of the Act and is practising during the period, and in the location in respect of which the medical practitioner is registered, and insofar as the circumstances specified for paragraph 19AA(3)(b) of the Act apply; or b. is covered by an exemption under subsection 19AB(3) of the Act; or c. first became a medical practitioner before 1 November 1996.
Other Medical Practitioners / Doctors	Medical practitioners play a critical role in providing high-quality health care for Australians. We often refer to medical practitioners as 'doctors'. They are responsible for: <ul style="list-style-type: none"> - diagnosing and treating physical and mental illnesses, disorders and injuries - recommending preventative action - referring patients to specialists, other health care workers, and social, welfare and support workers. Doctors complete at least 4 years in a university medical school accredited by the Australian Medical Council. This is followed by compulsory 12-month internships to gain general registration. To work as a medical practitioner and specialist in Australia, you must have completed an approved medical course, follow a nationally consistent law that has been passed in all states and territories, follow guidelines and codes of conducts, undertake annual professional development in line with the standards set by your specialist medical college, be registered with the Medical Board of Australia, which regulates the profession and monitors continuing professional development.
Nurse Practitioner	Nurse practitioners (NPs) are RNs who the NMBA have endorsed as an NP. NPs practice independently in an advanced and extended clinical role, and can prescribe some medicines. There are more than 2,200 nurse practitioners in Australia.
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Receptionist	The Medical Receptionist is a key member of the practice team, assisting the practice to provide high quality patient centred clinical care through respectful and professional running of the front office and reception, work closely with all members of the practice team to serve our patients and their families maintain good will with our patients and our community
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Other	Other roles not defined above. Please provide details.

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Medicare Urgent Care Clinics - Information Request



Instructions

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- 2. Roster Template** - Please provide a recent four-week roster that is representative of regular operations (e.g. last four weeks). [TEMPLATE GUIDANCE ATTACHED](#)

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Medicare UCCs Operational Guidance

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7. Staffing

- 7.1** UCCs will be GP led, with staffing mix based on availability, local need and context.
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 - 7.2.2** The staffing mix may include, but is not limited to, administrative staff, other suitably qualified medical practitioners, nurse practitioners, extended care paramedics, allied health and Aboriginal Health Practitioners.
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 - Clinical use of radiology
 - Clinical use of ECGs
 - IV cannulation
 - Plastering
 - Wound care (including suturing and gluing)
 - Minor burns management
 - Treatment of musculoskeletal injuries including fractures where reduction is not required
 - Urinary catheter management
 - Identification and management of potentially life-threatening problems whilst patients await transfer to hospital (as per 1.5)
 - Infection control practices for sterilization and disinfection, for personnel responsible for managing infection control
- 7.5.** All clinical staff members should hold current (yearly) Basic Life Support (BLS) or advanced life support (ALS). If a UCC is situated in an area where there is likely to be a delay to emergency hospital care ALS may instead be used as the minimum requirement.
- 7.6** UCCs will be required to have a clinical director who is responsible for clinical oversight including medical records review, clinical performance review of other staff and adverse event review

Medicare UCC - Workforce Data Request



INSTRUCTIONS: Please review and complete green cells to provide data regarding current workforce for ALL STAFF employed by the Medicare UCC, in roles outlined below. We have assumed 1.0 FTE is equivalent to 38 hours per week. If this differs from the FTE used for rostering by Medicare UCC, please provide details in the comments section.

Campbelltown Medicare UCC

Medicare UCC Details	
Commissioner	SWSPHN
Medicare UCC	Campbelltown
Opening Hours	8am - 8pm Mon - Sun
No. of Clinical Areas (Consult / Treatment Rooms)	E.g. 2 standard consult rooms and 1 diagnostic imaging room (x-ray) 1 treatment room space

<< select from drop down

<< select from drop down

<< this will populate once a Medicare UCC is selected, please overwrite if hours are incorrect

<< free text

Campbelltown Medicare UCC - Workforce Details

Doctor / Medical Practitioners	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Vocationally Registered GPs	s47G		
Prescribed Medical Practitioners			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Doctors			

Nurse Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Nurse Practitioner	s47G		
Registered Nurse			
Enrolled Nurse			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Nurses			

Admin Staff Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Receptionist	s47G		
Practice Manager			
ZIC			
Other 3 <please specify>			
Total Administrative Staff			

Other Clinical Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent	Details / Commentary
Aboriginal Health Practitioner	s47G		
Aboriginal Health Worker			
Extended Care Paramedic			
Allied Health Professionals			
Physiotherapist			
Mental Health Specialist			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Other 4 <please specify>			
Other 5 <please specify>			
Total Other Clinical Workforce			

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Medicare UCC - Roster Template

Log out Care Clinic

Instructions: Please provide a recent four week roster for the Medicare UCC that is representative of a regular period of operations (e.g. the last four weeks). A sample roster template has been provided below as guidance. Please complete this template –OR– or provide a copy of a system generated roster, which provides the same level of detail. If more rows are required, click the plus (+) buttons on the left.

Campbelltown Medicare UCC

Location	Do a Description	Shd. Details	Week 1							Week 2							Week 3							Week 4						
			MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT	SUN
s47G, s47F																														

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare Urgent Care Clinics - Clinical Workforce Roles and Definitions



Clinician / Role Type	Description
VR GP	A vocationally registered General Practitioner (VR GP) is a GP who has completed Fellowship with either The Royal Australian College of General Practitioners (RACGP) or the Australian College of Rural and Remote Medicine (ACRRM). These GPs have appropriate qualifications and experience that allow them to be registered as specialists in General Practice.
Prescribed Medical Practitioner (including non-VR GPs)	A prescribed medical practitioner is a medical practitioner who is not a general practitioner, specialist or consultant physician, and who: a. is registered under section 3GA of the Act and is practising during the period, and in the location in respect of which the medical practitioner is registered, and insofar as the circumstances specified for paragraph 19AA(3)(b) of the Act apply; or b. is covered by an exemption under subsection 19AB(3) of the Act; or c. first became a medical practitioner before 1 November 1996.
Other Medical Practitioners / Doctors	Medical practitioners play a critical role in providing high-quality health care for Australians. We often refer to medical practitioners as 'doctors'. They are responsible for: <ul style="list-style-type: none"> - diagnosing and treating physical and mental illnesses, disorders and injuries - recommending preventative action - referring patients to specialists, other health care workers, and social, welfare and support workers. Doctors complete at least 4 years in a university medical school accredited by the Australian Medical Council. This is followed by compulsory 12-month internships to gain general registration. To work as a medical practitioner and specialist in Australia, you must have completed an approved medical course, follow a nationally consistent law that has been passed in all states and territories, follow guidelines and codes of conducts, undertake annual professional development in line with the standards set by your specialist medical college, be registered with the Medical Board of Australia, which regulates the profession and monitors continuing professional development.
Nurse Practitioner	Nurse practitioners (NPs) are RNs who the NMBA have endorsed as an NP. NPs practice independently in an advanced and extended clinical role, and can prescribe some medicines. There are more than 2,200 nurse practitioners in Australia.
Registered Nurse	Registered nurses (RNs) complete a 3-year Bachelor of Nursing or 2-year Master of Nursing through a university to meet the RN standards for practice. They have more responsibilities than an EN. There are more than 303,000 registered nurses in Australia.
Enrolled Nurse	Enrolled nurses (ENs) complete a Diploma of Nursing through a vocational education provider, to meet the EN standards for practice. ENs work under the supervision of a registered nurse and cannot act alone. There are more than 54,100 enrolled nurses in Australia.
Aboriginal Health Workers	Aboriginal and Torres Strait Islander health workers have completed a Certificate II or higher in Aboriginal and/or Torres Strait Islander Primary Health Care.
Aboriginal Health Practitioners	Aboriginal and Torres Strait Islander health practitioners have completed an approved program of study (Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice) and registered with the Aboriginal and Torres Strait Islander Health Practice Board of Australia (ATSIHPBA).
Extended Care Paramedic	Extended Care paramedics (ECPs), also sometimes known as Community paramedics (CPs) or Local Area Assessment and Referral Unit (LARUs) provide additional primary care skills, with the specific goal of avoiding unnecessary transportation for patients to increase efficiency. ECPs are highly skilled clinicians who work collaboratively with other health care professionals to manage and treat people in their residence.
Allied Health Professional	Allied health professionals are health professionals that are not part of the medical, dental or nursing professions. They are university qualified practitioners with specialised expertise in preventing, diagnosing and treating a range of conditions and illnesses. Allied health practitioners often work within a multidisciplinary health team to provide specialised support for different patient needs.
Mental Health Specialist	Mental health professionals include psychologists, psychiatrists, counsellors, occupational therapists and Aboriginal and/or Torres Strait Islander mental health workers.
Receptionist	The Medical Receptionist is a key member of the practice team, assisting the practice to provide high quality patient centred clinical care through respectful and professional running of the front office and reception, work closely with all members of the practice team to serve our patients and their families maintain good will with our patients and our community
Practice Manager	A Practice Manager may have various titles, for example, Chief Executive Officer, Business Manager, Executive Director, or Director. The definition of a Practice Manager is someone who performs all or some of the Practice Management tasks in a healthcare setting. A Healthcare Practice Manager's tasks may include strategic planning, review and implementation of processes in a practice that increase efficiency and contribute to the overall notion of 'excellence in healthcare'. This is achieved using the Australia Association of Practice Management (AAPM) core principles of healthcare practice management, those being: financial management, human resource
Other	Other roles not defined above. Please provide details.

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare Urgent Care Clinics - Information Request



Instructions

Please complete one excel file for each Medicare UCC commissioned

This information request template has been set-up to seek the following inputs:

1. **Workforce Data** - Please provide details of the CURRENT workforce composition employed by the Medicare UCC (headcount and FTE). [MANDATORY COMPLETION](#)
2. **Roster Template** - Please provide a recent four-week roster that is representative of regular operations (e.g. last four weeks). [TEMPLATE GUIDANCE ATTACHED](#)

The template provided outlines the level of detail required. A system generated roster from the clinic's rostering system is acceptable provided it captures the same level of detail as outlined in the attached template (i.e. includes the start and end time of each shift and the role of the clinician).

Medicare UCCs Operational Guidance

The Medicare Urgent Care Clinics (Medicare UCC) Operational Guidance has been developed by the Australian Government in consultation with state and territory governments. They outline the scope and minimum services to be offered at Medicare UCCs and will be reviewed on a regular basis.

See below for an excerpt from the Medicare UCC Operational Guidance as it relates to Staffing.

[Medicare UCC Operational Guidance | Australian Government Department of Health and Ageing](#)

7. Staffing

- 7.1 UCCs will be GP led, with staffing mix based on availability, local need and context.
- 7.2 UCCs will require sufficient staff on-site during UCC hours of operation in order to meet the core functions and operational parameters of a UCC and the competencies outlined in 7.4, in a clinically safe environment.
 - 7.2.1 In general, minimal staffing will include a doctor, registered nurse (RN) and a receptionist, where the doctor is a vocationally registered GP and both the doctor and RN have further skills in urgent care and emergency management.
 - 7.2.2 The staffing mix may include, but is not limited to, administrative staff, other suitably qualified medical practitioners, nurse practitioners, extended care paramedics, allied health and Aboriginal Health Practitioners.
- 7.3 Approval for a staffing mix that differs from 7.2.1 will require the UCC to demonstrate how they will still meet core functional requirements and operational parameters (as outlined in section 1) and clinical safety requirements
- 7.4 A UCC shift should be staffed during all hours of operation to ensure they are able to meet functional requirements and operational parameters (as outlined in Section 1). This includes ensuring the following competencies are covered.
 - Receptionist first aid (receptionists shall have a documented guideline for identifying life threatening conditions)
 - Clinical use of radiology
 - Clinical use of ECGs
 - IV cannulation
 - Plastering
 - Wound care (including suturing and gluing)
 - Minor burns management
 - Treatment of musculoskeletal injuries including fractures where reduction is not required
 - Urinary catheter management
 - Identification and management of potentially life-threatening problems whilst patients await transfer to hospital (as per 1.5)
 - Infection control practices for sterilization and disinfection, for personnel responsible for managing infection control
- 7.5. All clinical staff members should hold current (yearly) Basic Life Support (BLS) or advanced life support (ALS). If a UCC is situated in an area where there is likely to be a delay to emergency hospital care ALS may instead be used as the minimum requirement.
- 7.6 UCCs will be required to have a clinical director who is responsible for clinical oversight including medical records review, clinical performance review of other staff and adverse event review

Medicare UCC - Workforce Data Request



INSTRUCTIONS: Please review and complete green cells to provide data regarding current workforce for ALL STAFF employed by the Medicare UCC, in roles outlined below. We have assumed 1.0 FTE is equivalent to 38 hours per week. If this differs from the FTE used for rostering by Medicare UCC, please provide details in the comments section.

<please select> Medicare UCC

Medicare UCC Details		
Commissioner	<please select>	<< select from drop down
Medicare UCC	<please select>	<< select from drop down
Opening Hours		<< this will populate once a Medicare UCC is selected, please overwrite if hours are incorrect
No. of Clinical Areas (Consult / Treatment Rooms)	E.g. 4 standard consult rooms and 1 diagnostic imaging room (x-ray)	<< free text

<please select> Medicare UCC - Workforce Details

Doctor / Medical Practitioners	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Vocationally Registered GPs	s47G		
Prescribed Medical Practitioners			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Doctors			

Nurse Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Nurse Practitioner	s47G		
Registered Nurse			
Enrolled Nurse			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Nurses			

Admin Staff Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Receptionist	s47G		
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Administrative Staff			

Other Clinical Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent	Details / Commentary
Aboriginal Health Practitioner	s47G		
Aboriginal Health Worker			
Extended Care Paramedic			
Allied Health Professionals			
Physiotherapist			
Mental Health Specialist			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Other 4 <please specify>			
Other 5 <please specify>			
Total Other Clinical Workforce			

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare UCC - Roster Template

Log Out

Instructions: Please provide a recent four week roster for the Medicare UCC that is representative of a regular period of operations (e.g. the last four weeks). A sample roster template has been provided below as guidance. Please complete this template –OR– or provide a copy of a system generated roster, which provides the same level of detail. If more rows are required, click the plus (+) buttons on the left.

<please select> Medicare UCC

Week 1 (02/09/24 - 08/09/24)

Week 2 (09/09/24 - 15/09/24)

Week 3 (16/09/24 - 22/09/24)

Week 4 (23/09/24 - 29/09/24)

s47G, s47F

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare Urgent Care Clinics - Clinical Workforce Roles and Definitions



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Other Medical Practitioners / Doctors	Medical practitioners play a critical role in providing high-quality health care for Australians. We often refer to medical practitioners as 'doctors'. They are responsible for: <ul style="list-style-type: none"> - diagnosing and treating physical and mental illnesses, disorders and injuries - recommending preventative action - referring patients to specialists, other health care workers, and social, welfare and support workers. Doctors complete at least 4 years in a university medical school accredited by the Australian Medical Council. This is followed by compulsory 12-month internships to gain general registration. To work as a medical practitioner and specialist in Australia, you must have completed an approved medical course, follow a nationally consistent law that has been passed in all states and territories, follow guidelines and codes of conducts, undertake annual professional development in line with the standards set by your specialist medical college, be registered with the Medical Board of Australia, which regulates the profession and monitors continuing professional development.
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Receptionist	The Medical Receptionist is a key member of the practice team, assisting the practice to provide high quality patient centred clinical care through respectful and professional running of the front office and reception, work closely with all members of the practice team to serve our patients and their families maintain good will with our patients and our community
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Other	Other roles not defined above. Please provide details.

Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare Urgent Care Clinics - Information Request



Instructions

Please complete one excel file for each Medicare UCC commissioned

This information request template has been set-up to seek the following inputs:

1. Workforce Data - Please provide details of the CURRENT workforce composition employed by the Medicare UCC (headcount and FTE). **MANDATORY COMPLETION**

2. Roster Template - Please provide a recent four-week roster that is representative of regular operations (e.g. last four weeks). **TEMPLATE GUIDANCE ATTACHED**

The template provided outlines the level of detail required. A system generated roster from the clinic's rostering system is acceptable provided it captures the same level of detail as outlined in the attached template (i.e. includes the start and end time of each shift and the role of the clinician).

Medicare UCCs Operational Guidance

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- Receptionist first aid (receptionists shall have a documented guideline for identifying life threatening conditions)
- Clinical use of radiology
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- Wound care (including suturing and gluing)
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- Treatment of musculoskeletal injuries including fractures where reduction is not required
- Urinary catheter management
- Identification and management of potentially life-threatening problems whilst patients await transfer to hospital (as per 1.5)
- Infection control practices for sterilization and disinfection, for personnel responsible for managing infection control

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Medicare UCC - Worforce Data Request



INSTRUCTIONS: Please review and complete green cells to provide data regarding current workforce for ALL STAFF employed by the Medicare UCC, in roles outlined below. We have assumed 1.0 FTE is equivalent to 38 hours per week. If this differs from the FTE used for rostering by Medicare UCC, please provide details in the comments section.

Rooty Hill Medicare UCC

Medicare UCC Details	
Commissioner	WSPHN
Medicare UCC	Rooty Hill
Opening Hours	#NAME?
No. of Clinical Areas (Consult / Treatment Rooms)	E.g. 15 standard consult rooms, 1 treatment room, 1 pathology collection room and 1 diagnostic imaging room (x

<< free text

Rooty Hill Medicare UCC - Workforce Details

Doctor / Medical Practitioners	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Vocationally Registered GPs	s47G		
Prescribed Medical Practitioners			
GPT 1 Registrar			
GPT 2 Registrar			
Other 3 <please specify>			
Total Doctors			

Nurse Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Nurse Practitioner	s47G		
Registered Nurse			
Enrolled Nurse			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Nurses			

Admin Staff Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Receptionist	s47G		
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Administrative Staff			

Other Clinical Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Aboriginal Health Practitioner	s47G		
Aboriginal Health Worker			
Extended Care Paramedic			
Allied Health Professionals			
Physiotherapist			
Mental Health Specialist			
Other Finance			
Other 2 <please specify>			
Other 3 <please specify>			
Other 4 <please specify>			
Other 5 <please specify>			
Total Other Clinical Workforce			

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Rooty Hill Medicare UCC - Roster Template

Instructions: Please provide a recent four week roster for the Medicare UCC that is representative of a regular period of operations (e.g. the last four weeks). A sample roster template has been provided below as guidance. Please complete this template - OR - provide a copy of a system generated roster, which provides the same level of detail. If more rows are required, click the plus (+) buttons on the left.

Rooty Hill Medicare UCC

Week 1

Week 2

Week 3

Week 4

s47G, s47F

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s47G, s47F



Released under the Freedom of Information Act 1982 by the Department of Health, Disability and Ageing

Medicare Urgent Care Clinics - Clinical Workforce Roles and Definitions



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Other	Other roles not defined above. Please provide details.



Rouse Hill Medicare UCC Declaration

Please complete one declaration per Medicare UCC.

For the period 8/ 12 /2025 to 31/ 12 / 2025

Overall Compliance

s47(1)(b)



s47(1)(b)



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Opening Hours (24 operating days total)

s47(1)(b)

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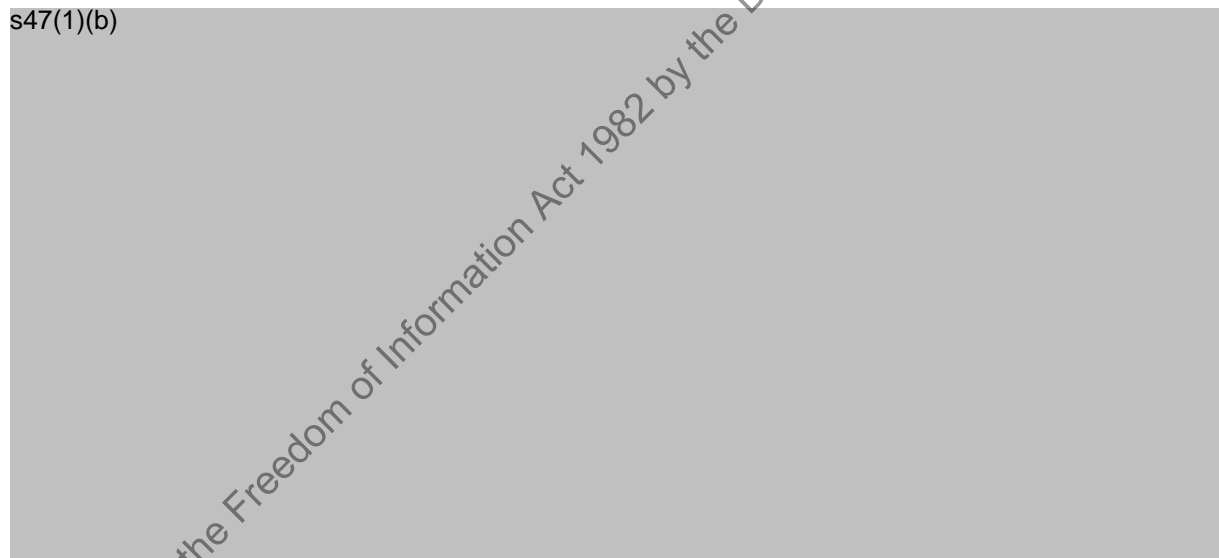
Pathology

s47(1)(b)

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X-Ray

s47(1)(b)

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CT and Ultrasound

s47(1)(b)

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Staffing Mix

s47(1)(b)



Staffing type	Position detail	Full time equivalent (FTE)
General Practitioner – Vocational Registered	s47F	s47(1)(b)
Nursing		
Nursing		



Australian Government
Department of Health, Disability and Ageing



	s47F	s47(1)(b)
Nursing		
Nursing		
Administrative		
Administrative		
Radiology		
Other support staff		

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Australian Government
Department of Health, Disability and Ageing

	s47F	s47(1)(b)
Other support staff		
Other support staff		

Provider payments

s47(1)(b)

Confirmation and sign off

Commissioner: <i>[name, position]</i>	s47F Senior Manager, Commissioning and Development		16/02/2026
	Comments:		

Medicare Urgent Care Clinics - Information Request



Instructions

Please complete one excel file for each Medicare UCC commissioned

This information request template has been set-up to seek the following inputs:

1. Workforce Data - Please provide details of the CURRENT workforce composition employed by the Medicare UCC (headcount and FTE). **MANDATORY COMPLETION**

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- Wound care (including suturing and gluing)
- Minor burns management
- Treatment of musculoskeletal injuries including fractures where reduction is not required
- Urinary catheter management
- Identification and management of potentially life-threatening problems whilst patients await transfer to hospital (as per 1.5)
- Infection control practices for sterilization and disinfection, for personnel responsible for managing infection control

7.5. All clinical staff members should hold current (yearly) Basic Life Support (BLS) or advanced life support (ALS). If a UCC is situated in an area where there is likely to be a delay to emergency hospital care ALS may instead be used as the minimum requirement.

7.6 UCCs will be required to have a clinical director who is responsible for clinical oversight including medical records review, clinical performance review of other staff and adverse event review

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Westmead Medicare UCC - Workforce Data Request



INSTRUCTIONS: Please review and complete green cells to provide data regarding current workforce for ALL STAFF employed by the Medicare UCC, in roles outlined below. We have assumed 1.0 FTE is equivalent to 38 hours per week. If this differs from the FTE used for rostering by Medicare UCC, please provide details in the comments section.

Westmead Medicare UCC

Medicare UCC Details	
Commissioner	WSPHN
Medicare UCC	Westmead
Opening Hours	8am - 10pm Mon - Sun
No. of Clinical Areas (Consult / Treatment Rooms)	GP Triage Room, Nurse Triage Room, Treatment room, Two bed procedure room << free text

Westmead Medicare UCC - Workforce Details

Doctor / Medical Practitioners	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Vocationally Registered GPs	s47G		
Prescribed Medical Practitioners			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Doctors			

Nurse Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Nurse Practitioner	s47G		
Registered Nurse			
Enrolled Nurse			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Nurses			

Admin Staff Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Receptionist	s47G		
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Total Administrative Staff			

Other Clinical Workforce	Headcount - Number of employees	Full Time Equivalent (FTE) - 1.0 FTE equivalent to 38 hours per week	Details / Commentary
Aboriginal Health Practitioner	s47G		
Aboriginal Health Worker			
Extended Care Paramedic			
Allied Health Professionals			
Physiotherapist			
Mental Health Specialist			
Other 1 <please specify>			
Other 2 <please specify>			
Other 3 <please specify>			
Other 4 <please specify>			
Other 5 <please specify>			
Total Other Clinical Workforce			

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Westmead Medicare UCC - Roster Template

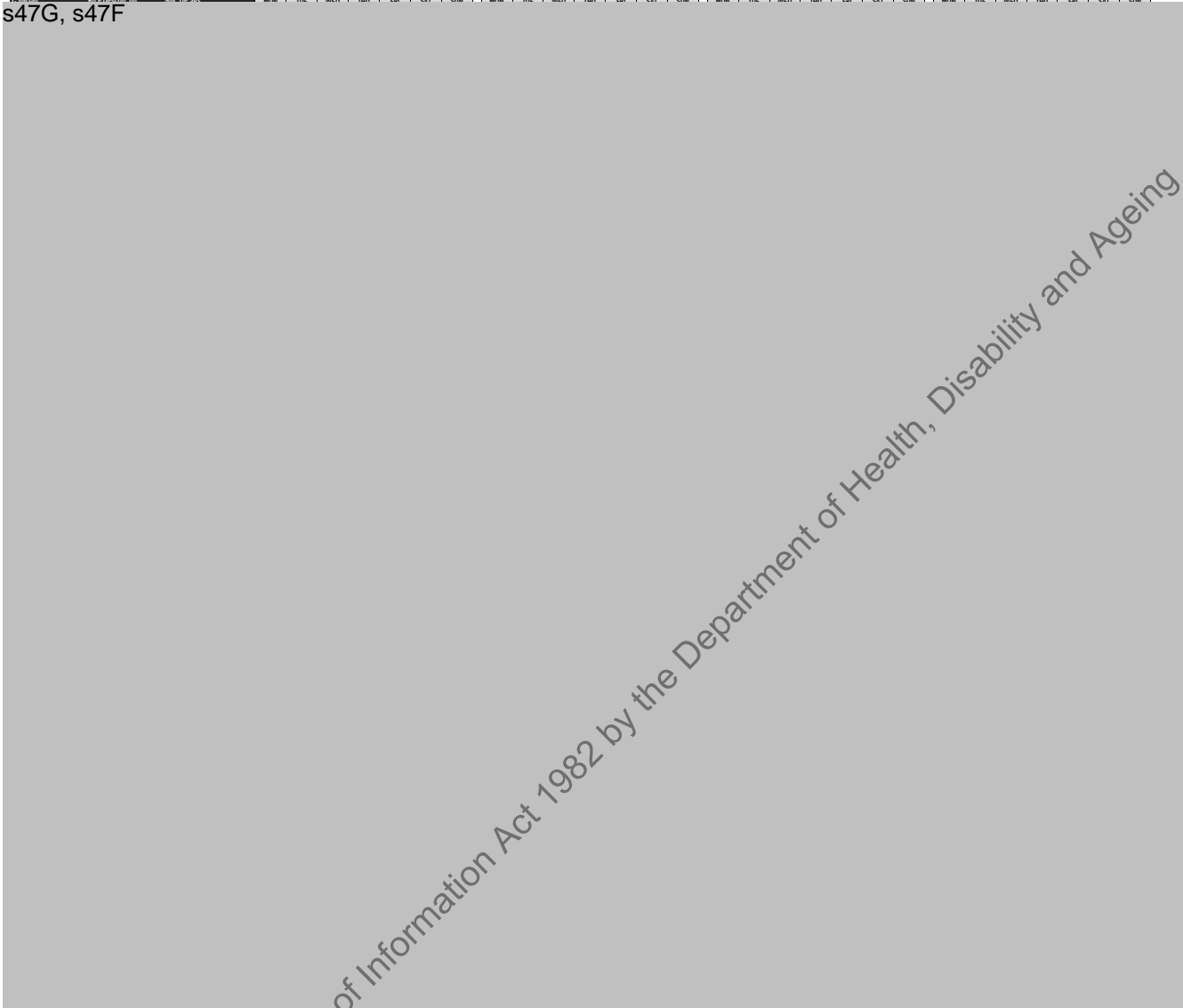
Log out Care Clinic

Instructions: Please provide a recent four week roster for the Medicare UCC that is representative of a regular period of operations (e.g. the last four weeks). A sample roster template has been provided below as guidance. Please complete this template –OR– or provide a copy of a system generated roster, which provides the same level of detail. If more rows are required, click the plus (+) buttons on the left.

Westmead Medicare UCC

Position	In a Position on	Shift Details	Week 1							Week 2							Week 3							Week 4						
			MON	TUE	WED	THUR	FRI	SAT	SUN	MON	TUE	WED	THUR	FRI	SAT	SUN	MON	TUE	WED	THUR	FRI	SAT	SUN	MON	TUE	WED	THUR	FRI	SAT	SUN

s47G, s47F



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Medicare Urgent Care Clinics - Clinical Workforce Roles and Definitions



Clinician / Role Type	Description
VR GP	A vocationally registered General Practitioner (VR GP) is a GP who has completed Fellowship with either The Royal Australian College of General Practitioners (RACGP) or the Australian College of Rural and Remote Medicine (ACRRM). These GPs have appropriate qualifications and experience that allow them to be registered as specialists in General Practice.
Prescribed Medical Practitioner (including non-VR GPs)	A prescribed medical practitioner is a medical practitioner who is not a general practitioner, specialist or consultant physician, and who: a. is registered under section 3GA of the Act and is practising during the period, and in the location in respect of which the medical practitioner is registered, and insofar as the circumstances specified for paragraph 19AA(3)(b) of the Act apply; or b. is covered by an exemption under subsection 19AB(3) of the Act; or c. first became a medical practitioner before 1 November 1996.
Other Medical Practitioners / Doctors	Medical practitioners play a critical role in providing high-quality health care for Australians. We often refer to medical practitioners as 'doctors'. They are responsible for: <ul style="list-style-type: none"> - diagnosing and treating physical and mental illnesses, disorders and injuries - recommending preventative action - referring patients to specialists, other health care workers, and social, welfare and support workers. Doctors complete at least 4 years in a university medical school accredited by the Australian Medical Council. This is followed by compulsory 12-month internships to gain general registration. To work as a medical practitioner and specialist in Australia, you must have completed an approved medical course, follow a nationally consistent law that has been passed in all states and territories, follow guidelines and codes of conducts, undertake annual professional development in line with the standards set by your specialist medical college, be registered with the Medical Board of Australia, which regulates the profession and monitors continuing professional development.
Nurse Practitioner	Nurse practitioners (NPs) are RNs who the NMBA have endorsed as an NP. NPs practice independently in an advanced and extended clinical role, and can prescribe some medicines. There are more than 2,200 nurse practitioners in Australia.
Registered Nurse	Registered nurses (RNs) complete a 3-year Bachelor of Nursing or 2-year Master of Nursing through a university to meet the RN standards for practice. They have more responsibilities than an EN. There are more than 303,000 registered nurses in Australia.
Enrolled Nurse	Enrolled nurses (ENs) complete a Diploma of Nursing through a vocational education provider, to meet the EN standards for practice. ENs work under the supervision of a registered nurse and cannot act alone. There are more than 54,100 enrolled nurses in Australia.
Aboriginal Health Workers	Aboriginal and Torres Strait Islander health workers have completed a Certificate II or higher in Aboriginal and/or Torres Strait Islander Primary Health Care.
Aboriginal Health Practitioners	Aboriginal and Torres Strait Islander health practitioners have completed an approved program of study (Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice), and registered with the Aboriginal and Torres Strait Islander Health Practice Board of Australia (ATSIHPBA).
Extended Care Paramedic	Extended Care paramedics (ECPs), also sometimes known as Community paramedics (CPs) or Local Area Assessment and Referral Unit (LARUs) provide additional primary care skills, with the specific goal of avoiding unnecessary transportation for patients to increase efficiency. ECPs are highly skilled clinicians who work collaboratively with other health care professionals to manage and treat people in their residence.
Allied Health Professional	Allied health professionals are health professionals that are not part of the medical, dental or nursing professions. They are university qualified practitioners with specialised expertise in preventing, diagnosing and treating a range of conditions and illnesses. Allied health practitioners often work within a multidisciplinary health team to provide specialised support for different patient needs.
Mental Health Specialist	Mental health professionals include psychologists, psychiatrists, counsellors, occupational therapists and Aboriginal and/or Torres Strait Islander mental health workers.
Receptionist	The Medical Receptionist is a key member of the practice team, assisting the practice to provide high quality patient centred clinical care through respectful and professional running of the front office and reception, work closely with all members of the practice team to serve our patients and their families maintain good will with our patients and our community
Practice Manager	A Practice Manager may have various titles, for example, Chief Executive Officer, Business Manager, Executive Director, or Director. The definition of a Practice Manager is someone who performs all or some of the Practice Management tasks in a healthcare setting. A Healthcare Practice Manager's tasks may include strategic planning, review and implementation of processes in a practice that increase efficiency and contribute to the overall notion of 'excellence in healthcare'. This is achieved using the Australia Association of Practice Management (AAPM) core principles of healthcare practice management, those being: financial management, human resource
Other	Other roles not defined above. Please provide details.

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