

From: s47F
To: s47E(c), s47F
Cc: [Urgent Care Clinics](#); s47E(c), s47F
Subject: Bega UCC Contract Executed
Date: Monday, 8 December 2025 3:39:18 PM
Attachments: [15117015136643592260.jpg](#)
[Re Approved exemption - Bega Medicare UCC for Section 3.1 of the Medicare UCC Operational Guidance SECOFFICIAL.msg](#)

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Hi s47E(c), s47F ,

As per our phone call the contract for Bega UCC was executed last Friday.

The provider for Bega UCC has postponed its opening from 17 December 2025 to 31 January 2026. and advised that the clinic will operate 10 hours daily (8am–6pm), including weekends and public holidays, from 31 January to 30 April 2026. From 1 May they will operate 14 hours a day (8 am to 10 pm)

Could you please confirm whether the original exemption can be amended to reflect these new dates?

s47G(1)(a)

Thanks

s47F

COORDINARE - South Eastern NSW PHN

Yuin Nation, 39 Vulcan Street, Moruya NSW 2537

s47F

W: www.coordinare.org.au



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From: s47F
To: s47E(c), s47F
Cc: [Urgent Care Clinics](#); [Contract Manager](#); s47E(c), s47F
Subject: Re: Approved exemption - Bega Medicare UCC for Section 3.1 of the Medicare UCC Operational Guidance [SEC=OFFICIAL]
Attachments: [image001.png](#)
[image002.jpg](#)
[15117015136643592260.jpg](#)
Importance: High

Hi Team,

As you are aware the provider for Bega UCC has rescheduled the start date from 17 Dec 2025 to 31 Jan 2026 and has advised that Bega UCC will initially be open a minimum of ten (10) hours a day (8am-6pm), every day including weekends and public holidays, between 31 January 2026 and 30 April 2026. As the date differs from the original exemption are you happy to amend the original exemption to include these dates or do we need to resubmit a new exemption request?

Thanks

s47F

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From: s47E(c), s47F
Sent: Wednesday, 26 November 2025 10:12
To: s47F ; s47E(c), s47F
Cc: Urgent Care Clinics ; Contract Manager ; s47E(c), s47F
Subject: Approved exemption - Bega Medicare UCC for Section 3.1 of the Medicare UCC

Operational Guidance [SEC=OFFICIAL]

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Hi s47F

Thank you for sending through the exemption request. Bega Medicare UCC is permitted to operate from 8am – 6pm (10 hours) daily from opening through to 17 March 2026, with a planned increase to the full 14-hours a day operation from 18 March 2026. Please see attached exemption certificate.

Grateful if you can please provide an update on the following as soon as possible please:

- Contract execution for Bega, Shellharbour and Nowra Medicare UCCs
- ICA details for Shellharbour and Nowra (please feel free to populate the tables below):

ICA Request [20/11/2025]	
State	New South Wales
Location/Town	Barrack Heights NSW
Clinic Name	Shellharbour Medicare Urgent Care Clinic
Street Address	9-25 Captain Cook Drive, Barrack Heights, NSW 2528
Commissioner Contact Details (Name, Role, Email, Phone)	s47F Manager s47F
Clinic Contact Details (Name, Role, Email, Phone)	PHN to provide.
Tentative availability for ICA	PHN to provide.
Clinic Opening Date	PHN to provide.

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ICA Request [20/11/2025]	
State	New South Wales
Location/Town	Nowra NSW
Clinic Name	Nowra Medicare Urgent Care Clinic
Street Address	107 Scenic Drive, Nowra NSW 2541
Commissioner Contact Details (Name, Role, Email, Phone)	s47F Manager s47F

Clinic Contact Details (Name, Role, Email, Phone)	PHN to provide.
Tentative availability for ICA	PHN to provide.
Clinic Opening Date	PHN to provide.

Happy to chat if you have any questions or concerns.

Kind regards,

s47E(c), s47F

Assistant Director – Operations Section
Urgent Care Branch

Primary Care Division | Primary and Community Care Group
Australian Government Department of Health, Disability and Ageing
T: 02 5132 s47E(c), s47F [@health.gov.au](mailto:s47E(c), s47F@health.gov.au)

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From: s47E(c), s47F

Sent: Tuesday, 25 November 2025 5:51 PM

To: s47F ; s47E(c), s47F

Cc: Urgent Care Clinics ; Contract Manager ; s47E(c), s47F

Subject: RE: Bega UCC exemption request for Section 3.1 of the Medicare UCC Operational Guidance

Hi s47F

Thank you for your email. We anticipate conveying the outcome by COB tomorrow.

Additionally, are you able to please complete and send the ICA tables for Shellharbour and Nowra Medicare UCCs please? I am mindful the clinics are scheduled to open in Mid-January and we need to lock-in ICA dates as soon as possible.

Happy to chat.

Kind regards,

s47E(c), s47F

Assistant Director – Operations Section
Urgent Care Branch

Primary Care Division | Primary and Community Care Group
Australian Government Department of Health, Disability and Ageing
T: 02 5132 s47E(c), s47F [@health.gov.au](mailto:s47E(c), s47F@health.gov.au)

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From: s47F

Sent: Tuesday, 25 November 2025 12:04 PM

To: s47E(c), s47F [@Health.gov.au](mailto:s47E(c), s47F@Health.gov.au); s47E(c), s47F

s47E(c), s47F [@Health.gov.au](mailto:s47E(c), s47F@Health.gov.au)>

Cc: Urgent Care Clinics s47E(d) [@Health.gov.au](mailto:s47E(d)@Health.gov.au); Contract Manager
<ContractManager@coordinare.org.au>

Subject: Re: Bega UCC exemption request for Section 3.1 of the Medicare UCC Operational Guidance

Importance: High

Hi s47E(c), s47F,

Regarding the exemption request below, could you please advise on the expected timeframe for approval? This needs to be finalised before we can proceed with executing the contract.

Thanks

s47F

COORDINARE - South Eastern NSW PHN

Yuin Nation, 39 Vulcan Street, Moruya NSW 2537

s47F

W: www.coordinare.org.au



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Department of Health, Disability and Ageing

Medicare UCC Exemption Record

PHN: South Eastern New South Wales (NSW) Primary Health Network (PHN)

Medicare UCC: Bega Medicare Urgent Care Clinic (Medicare UCC)

Exemption Reference Number: D25-5266245

Bega Medicare UCC has been granted the following exemption from the Medicare UCC Operational Guidance:

- Bega Medicare UCC is permitted to operate from 8am – 6pm (10 hours) daily from opening through to 17 March 2026, with a planned increase to the full 14-hours a day operation from 18 March 2026.

Upon expiry of the above listed exemptions, the Bega Medicare UCC is required to comply fully with the requirements of the Medicare UCC Operational Guidance.

S47F

A large grey rectangular box redacting the signature of Sarah El-Sabagh.

Sarah El-Sabagh

Acting Assistant Secretary, Urgent Care Branch

25 November 2025

OFFICIAL

From: s47E(c), s47F
To: s47F ; s47E(c), s47F ; [Urgent Care Clinics](#)
Cc: s47F
Subject: RE: COORDINARE UCC EOIs Update [SEC=OFFICIAL]
Date: Tuesday, 26 August 2025 10:50:23 PM
Attachments: ~WRD1455.jpg
 image001.png
 image002.png

OFFICIAL

Great.

Thanks for the update s47F

s47E(c),
s47F

Director – Urgent Care Clinics Implementation and Operations

T: s47E(c), s47F [@health.gov.au](mailto:s47E(c), s47F@health.gov.au)

OFFICIAL

From: s47F
Sent: Tuesday, 26 August 2025 6:30 PM
To: s47E(c), s47F ; Urgent Care Clinics
Cc: s47F
Subject: COORDINARE UCC EOIs Update

REMINDER: Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Hi s47E(c), s47F

Please be advised that the UCC EOIs for Bega, Nowra and Shellharbour are live on Tenderlink and have also been published on our [webpage](#).

Our Communications team will publish a social media post tomorrow to promote the EOI. It will also be featured in our monthly newsletter.

This EOI process will serve as the tender for this procurement.



Have a good evening

s47F

COORDINARE - South Eastern NSW PHN

41 Queen St, Moruya NSW 2537

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From: s47E(c), s47F
To: s47F
Cc: s47E(c), s47F; [Urgent Care Clinics](#)
Subject: UCC location questions [SEC=OFFICIAL]
Date: Friday, 22 August 2025 3:52:30 PM
Attachments: [image001.png](#)
[image002.png](#)

Hi s47F

As you are aware, the Australian Government announced a list of [50 additional Medicare UCC locations](#) on 2 March 2025. Locations were announced at an SA3 level however acknowledged that specific locations and providers will be determined through independent commissioning processes conducted by the PHNs. The expectation is for announced Medicare UCC within the Bega catchment area to serve the intended community of Bega. Similar approach would apply for Nowra and Shellharbour regions.

In recognition of your commissioning expertise and understanding of the local context, we trust that your team will apply judgment in identifying a provider that is best-suited to deliver on the objectives of the program, including to adhere to the Medicare UCC Operational Guidance and meet the needs of the local community. Please let me know if you have any further questions.

Kind regards

s47E(c), s47F

**Assistant Director – Operations Section
 Urgent Care Branch**

Primary Care Division | Primary and Community Care Group
 Australian Government Department of Health, Disability and Ageing
 T: 02 5132 s47E(c), s47F [@health.gov.au](#)

The Department of Health acknowledges the Traditional Custodians of Australia and their continued connection to land, sea and community. We pay our respects to all Elders past and present.

From: s47F

Sent: Thursday, 21 August 2025 6:48 PM

To: s47E(c), s47F [@Health.gov.au](#)>

Subject: UCC location questions

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Hi s47E(c), s47F

We're in the final stages of preparing our UCC EOIs, and I have a quick question regarding the specified locations. Is the Department expecting the service to be located in the town of Bega, or anywhere within the Bega LGA? My assumption is that the town is preferred due to its higher population density, but I'd like to confirm before we submit anything in writing.

Would the same apply to Nowra and Shellharbour—that is, the expectation is for the service to be based in the town rather than the broader LGA?

thanks

s47F

s47F

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Medicare UCC Exemption Record

PHN: South Eastern New South Wales (NSW) Primary Health Network (PHN)

Medicare UCC: Bega Medicare Urgent Care Clinic (Medicare UCC)

Exemption Reference Number: D25-5789280

Bega Medicare UCC has been granted the following exemption from the Medicare UCC Operational Guidance:

- Bega Medicare UCC is permitted to operate from 8am – 6pm (10 hours) daily from opening (anticipated 31 January 2026) through to 30 April 2026, with a planned increase to the full 14-hours a day operation from 1 May 2026.

Upon expiry of the above listed exemptions, the Bega Medicare UCC is required to comply fully with the requirements of the Medicare UCC Operational Guidance.

s47F



Sarah Sinclair

Assistant Secretary, Urgent Care Branch

7 January 2026

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