

Expression of Interest (EOI)

Medicare Urgent Care Clinic Woden [PAC129]

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Introduction

Capital Health Network (CHN) is the Primary Health Network (PHN) for the ACT. PHNs have been established by the Australian Government with the key objectives of

- Increasing the efficiency and effectiveness of health services for patients, particularly those at risk of poor health outcomes, and
- Improving coordination of care to ensure patients receive the right care in the right place at the right time.

CHN has received funding from the Department of Health, Disability and Ageing (the Department) to deliver a Medicare Urgent Care Clinic until 30 June 2028.

The purpose of this Expression of Interest (EOI) is to seek interest from general practices, community health centres or Aboriginal Community Controlled Health Services (ACCHS) that may be willing and able to operate a Medicare UCC. EOIs are open to all ACT providers.

This procurement activity is a multi-stage process commencing with an EOI. Successful and eligible applicants from the EOI process will be given the opportunity to submit a proposal. Selected preferred providers will then agree and sign a Service Order (contract) to commence referrals.

Part A: Reference Schedule

The information contained in this Reference Schedule must be read in conjunction with **Part C** of this EOI.

Item 1	EOI Reference	EOI – PAC129
Item 2	Key contact during EOI process	Anais le Gall Email: tenders@chnact.org.au
Item 3	Timetable <i>Please note this timetable may be changed by CHN in accordance with the Conditions of the EOI process set out in Part C of this EOI.</i>	
	EOI issued	5pm, Monday, 18/08/25
	Deadline for Questions	5.00pm Friday, 22/08/25 Questions or requests for information must be submitted via email to tenders@chnact.org.au and include the following reference in the subject heading: EOI PAC129.
	Closing time and date	5.00 pm Monday, 01/09/25
Item 4	Lodgement	
	Lodgement instructions	Responses must be submitted on the supplied EOI Response Form. EOI Responses are to be submitted via this link . Email subject line: EOI Response – PAC129 [Respondent Name] All applications must respond to the Statement of Requirements (Part B) in accordance with the Conditions of the EOI Process (Part C).
Item 5	Additional materials and information	<ul style="list-style-type: none"> • A: Medicare UCC Design Principles • B: Medicare UCC Program Operational Guidance • C: Medicare UCC Signage and Branding Requirements
Item 6	Additional Rules	Where relevant, applicants must adhere to relevant national service safety and quality health standards and guidelines, and the following: <ul style="list-style-type: none"> • National Aboriginal and Torres Strait Islander Health Plan 2021–2031 Australian Government Department of Health and Aged Care for Aboriginal and Torres Strait Islander Health. • The National Redress Scheme Grant Connected Policy (making non-government institutions named in applications to the Scheme, or in the Royal Commission into Institutional Responses to Child Sexual Abuse, that do not join the Scheme ineligible for future Australian Government grant funding) • Commonwealth Child Safe Framework • National Child Safe Principles

Part B: Statement of Requirements

Overview of Program

The Commonwealth Government has committed funding to establish an additional 50 Medicare Urgent Care Clinics (Medicare UCC) across Australia over 3 years (2025 to 2028). The ACT GP-led Medicare UCC will be located in Woden Valley, and commissioned by Capital Health Network, ACT's Primary Health Network. It is expected that the Medicare UCC is operational by 31st December, 2025.

Medicare UCCs aim to improve access to care in non-hospital settings, particularly for vulnerable groups, and ease pressure on hospital emergency departments by providing acute, episodic care for urgent conditions that are not immediately life threatening. All Medicare UCCs offer bulk-billed services, operate over extended business hours, and accept walk-in patients. Medicare UCCs support people to connect to pathways of care within the broader health system, including ensuring referrals back to a patient's regular GP or care provider to ensure that the patient receives continuity of care. All referral pathways into and out of the Medicare UCC should be driven by local need and co-designed with relevant stakeholders to ensure connectivity to existing community health services, GPs, non-government sector, state and territory funded services, hospital and ambulatory services and other support services.

In preparation for the anticipated funding, CHN is commencing the process of identifying a suitable provider to ensure readiness to proceed once funding is secured.

Location

The GP-led Medicare UCC will be located in Woden Valley. This location was selected by the Department of Health, Disability and Ageing.

Requirements

CHN is seeking an EOI from providers who wish to be considered for the provision of a GP-led Medicare UCC to be established by 31 December, 2025 until 30 June 2028.

Medicare UCCs will be required to comply with Commonwealth policies, requirements and guidelines for Medicare UCCs including:

- The Medicare UCC Design Principles (Attachment A).
- The Medicare UCC Operational Guidance (Attachment B).
- Medicare UCC Privacy Notice and the Medicare UCC patient consent form
- Medicare UCC Style Guide V1.3
- Medicare UCC Signage and Branding Requirements.
- Urgent Care Clinic Program ss19(2) Direction under the Health Insurance Act 1973 (Cth) (HI Act)
- Priority populations policy

Professional Standards, Policies or Guidelines

- Accreditation under the RACGP Standards for General Practice (5th edition)
- Comply with the program requirements, outlined in the Medicare UCC Operational Guidance
- Comply with any additional policies that the Commissioner might have (for example, complaints and feedback procedures and incident reporting)
- Ensure clinical governance protocols and clinical incident management are in place to meet the requirements of the Operational Guidance and provide the commissioner with relevant information to support this.
- All clinical staff members must hold current (yearly) Basic Life Support (BLS) or advanced life support (ALS)

Insurance requirements

- Workers' Compensation Insurance Certificate of Currency
- Public Liability Insurance Certificate of Currency minimum of \$20,000,000
- Medical Practice Indemnity Insurance Certificate of Currency minimum of \$20,000,000
- Medical Practitioner Indemnity Insurance Certificate of Currency minimum of \$20,000,000

Service Accreditation and Quality Standards

Supplier must adhere to and maintain compliance with the following:

Medical Practitioners must comply with the [Royal Australian College of General Practitioners \(RACGP\) Standards for General Practice \(5th edition\)](#).

- [National Aboriginal and Torres Strait Islander Health Plan 2021–2031 | Australian Government Department of Health and Aged Care](#) for Aboriginal and Torres Strait Islander Health.
- [The National Redress Scheme Grant Connected Policy](#) (making non-government institutions named in applications to the Scheme, or in the Royal Commission into Institutional Responses to Child Sexual Abuse, that do not join the Scheme ineligible for future Australian Government grant funding).
- [Commonwealth Child Safe Framework](#)
- The [National Child Safe Principles](#)

Service Requirements

Medicare UCC operators will be expected to engage collaboratively with the Commonwealth, the relevant state and territory government, and the relevant PHN throughout the Medicare UCC program including during establishment, operation and evaluation of Medicare UCC services.

Design Principles

The Department has worked with state and territory governments to develop a set of common *Design Principles* (Attachment A) to provide clear and consistent requirements for Medicare UCCs throughout Australia. All Medicare UCCs will be required to adhere to the national principles which are intentionally broad enough to allow for flexibility, noting each Medicare UCC will operate differently to respond to local need.

Operational Guidance

The Department's *Medicare UCC Program Operational Guidance* (Attachment B) sets the minimum standards for activity, infrastructure and staffing across all Medicare UCCs in Australia. There is scope for flexibility to meet local conditions, although departmental permission is required where operational parameters will conflict with the guidance. Includes:

- **Scope of service and conditions**, provide short-term, episodic care for urgent conditions that are not immediately life threatening. Services are walk-in and bulk-billed and clinic to be open fourteen hours a day, every day (including public holidays). Have a documented scope of services, workforce referral pathway, diagnostic requirements and ED referral pathway agreed in writing.
- **Triage and patient direction**, assessing and prioritising treatment and ensuring a clinical staff member monitors the waiting area during opening hours.
- **Accessibility** – including after-hours operation, access to car parking, public transport, wheelchair/mobility and designated ambulance ramping. Inclusive and culturally safe environment with links to local services.
- **Patient follow up and communication with usual GP** - maintaining systems for the condition to be safely managed by a patient's usual GP.
- **Diagnostic tests and referrals**, ensuring follow up for tests and referrals related to the acute episode.
- **Referral pathways and integration with health services**, including clear escalation and referral pathways for hospital care or other services. Have an escalation pathway agreed in writing with the nearest public emergency department. Participate in relevant local and national governance arrangements, and where required any Commonwealth led request for information to support regular program.
- **Staffing**, with a minimum of a GP, registered nurse/nurse practitioner/paramedic and receptionist.
- **Clinical safety and data**, including systems to improve clinical quality and safety, and high quality and comprehensive reporting each week to the Commonwealth to support monitoring, planning and evaluation.

- **Facilities, infrastructure and equipment**, including medical equipment, safe storage of medicines and an appropriate patient care environment.
- **Infection prevention and control measures** and protocols to protect patients and providers.
- **Communications:** Medicare UCC providers will be required to register their Medicare UCC's details on the National Health Services Directory (National Health Services Directory | healthdirect) and ensure that any changes to clinic details are updated. Clinics must adhere to the Medicare UCC Style Guide and meet the minimum requirements for branding as outlined within the Medicare UCC Style Guide V1.3

Data collection and sharing

Data collection from Medicare UCCs is essential to monitor implementation, report on impacts to stakeholders and the public, and to inform the evaluation of the Medicare UCC program. Each Medicare UCC is required to enter into a data sharing agreement with the Department ahead of opening and agree to participate in the Medicare UCC program evaluation. De-identified data will be collected on a specified basis from existing patient management systems. Insights from data collected will be regularly provided back to Medicare UCCs and to contract managers to guide continuous improvement of the program. For more information, visit the Department's [webpage](#).

Anticipated Funding

CHN will be funded to commission a single provider to establish and operate the GP-led Medicare UCC.

The total funding amount will be confirmed in the Request for Proposal documentation.

Funding comprises:

- **Capital** – A once off payment that supports the costs of establishing a Medicare UCC, including building fit out, equipment, bedding etc.
- **Operational** – Payments made on an agreed schedule, based on actual or expected clinic performance, to support staffing and clinic operations.
- **Specialist equipment** – Available funding to support the purchase of specialist equipment such as CT, x-ray and ultrasound. Must be applied for within the first 12 months of operation.

Anticipated timeframes

This procurement activity will be undertaken in accordance with the below timeframes:

Stage	Activity	Date
1	EOI open	18/08/25
2	EOI close	01/09/25
3	End of period for Questions	22/08/25
4	Review of Submissions & approved providers contacted	05/09/25
5	Request for Proposal open	08/09/25
6	Request for Proposal close	26/09/25
7	Confirmation of provider	03/10/25
8	Contract signed	17/10/25
9	Onboarding and training	30/11/25
10	Services Commence	31/12/25
11	Project end date	31/12/28

Part C: Conditions of the EOI Process

1. Application of these rules

Participation in the EOI Process is subject to compliance with the rules contained in this **Part C**.

All persons (whether or not they submit an EOI) having obtained or received this EOI may only use it, and the information contained in it, in compliance with the rules set out in this **Part C**.

All Respondents are deemed to accept the rules contained in this **Part C**.

The rules contained in this **Part C** of the EOI apply to:

- a. the EOI and any other information given, received or made available in connection with the EOI including any additional materials specified in the **Reference Schedule (Part A)** and any revisions or addenda,
- b. the EOI Process, and
- c. any communications (including any briefings, presentations, meetings or negotiations) relating to the EOI or the EOI Process.

2. Structure expression of Interest

This EOI consists of the following parts:

Introduction – contains an overview of the opportunity presented in, and the objectives of, this EOI.

Part A – Reference Schedule

Part B - Statement of Requirements describes the Goods and/or Services in respect of which CHN invites EOIs from invited suppliers.

Part C - Conditions of the EOI Process sets out the rules applying to the EOI documents and to the EOI Process. These rules are deemed to be accepted by all Respondents and by all persons having received or obtained the EOI.

3. Expression of Interest

3.1 Status of EOI

This EOI is not an offer. It is an invitation for potential Suppliers to submit an Expression of Interest for the provision of the Goods and/or Services set out in the Statement of Requirements contained in **Part B** of this EOI.

Nothing in this EOI is to be construed as creating any binding contract for the supply of the Goods and/or Services (express or implied) between CHN and any Respondent until CHN and a Respondent enter into a final, binding contract.

3.2 Accuracy of EOI

While all due care has been taken in connection with the preparation of this EOI, CHN does not warrant the accuracy of the content of the EOI and CHN will not be liable for any omission from the EOI.

3.3 Additions and amendments

CHN reserves the right to change any information in, or to issue addenda to, this EOI.

3.4 Representations

No representation made by or on behalf of CHN in relation to the EOI (or its subject matter) will be binding on CHN unless that representation is expressly incorporated into any contract(s) ultimately entered into between CHN and a respondent.

1.3 Licence to use and Intellectual Property Rights

Suppliers obtaining or receiving this EOI and any other documents issued in relation to this EOI may use the EOI and such documents only for the purpose of preparing a response.

Such Intellectual Property Rights as may exist in the EOI and any other documents provided to Respondents by or on behalf of CHN in connection with the EOI Process are owned by (and will remain the property of) CHN except to the extent expressly provided otherwise.

1.4 Availability of additional materials

Additional materials (if any) may be accessed in the manner set out in the **Reference Schedule (Part A)**.

4. Communications during the EOI Process

4.1 Key Contact

All communications relating to the EOI and the EOI Process must be directed to the Key Contact by email to tenders@chnact.org.au.

4.2 Requests for clarification or further information

Any communication by a Respondent to CHN will be effective upon receipt by the Key Contact (provided such communication is in the required format).

CHN may restrict the period during which it will accept questions or requests for further information or for clarification and reserves the right not to respond to any question or request, irrespective of when such question or request is received.

Except where CHN is of the opinion that issues raised apply only to an individual Respondent, questions submitted and answers provided will be made available to all potential Suppliers as described in Part A at the same time without identifying the person or organisation having submitted the question.

A potential Supplier may, by notifying the Key Contact in writing, withdraw a question submitted in accordance with this **section 4.1 and 4.2**, and only if the question remains unanswered at the time of the request.

1.5 Improper assistance

Respondents must not seek or obtain the assistance of directors, employees, agents, contractors or service providers (with respect to this EOI) of CHN in the preparation of their response to this EOI. In addition to any other remedies available to it under law or contract, CHN may, in its absolute discretion, immediately disqualify a Respondent that it believes has sought or obtained such assistance.

4.3 Anti-competitive conduct

Respondents and their respective directors, officers, employees, agents and advisers must not engage in any collusion, anti-competitive conduct or any other similar conduct with any other Respondent or any other person in relation to the preparation, content or lodgement of their response. In addition to any other remedies available to it under law or contract, CHN may, in its absolute discretion, immediately disqualify a Respondent that it believes has engaged in such collusive or anti-competitive conduct.

4.4 Complaints about the EOI Process

Any complaint about the EOI Process must be submitted to the Key Contact via email to tenders@chnact.org.au immediately upon the cause of the complaint arising or becoming known to the Respondent. The written complaint statement must set out:

- a. the basis for the complaint (specifying the issues involved)
- b. how the subject of the complaint (and the specific issues) affect the person or organisation making the complaint
- c. any relevant background information, and
- d. the outcome desired by the person or organisation making the complaint.

5. Submission of Responses

5.1 Lodgement

Respondent responses must be lodged only by the means set out in the **Reference Schedule (Part A)**.

5.2 Late responses

Responses must be lodged by the Closing Time set out in the **Reference Schedule (Part A)**. The Closing Time may be extended by CHN in its absolute discretion.

Responses lodged after the Closing Time or lodged at a location or in a manner that is contrary to that specified in this EOI will be disqualified from the EOI Process and will be ineligible for consideration, except where the Respondent can clearly demonstrate (to the reasonable satisfaction of CHN) that late lodgement of the response:

- a. resulted from the mishandling of the Respondent response by CHN, or
- b. was hindered by a major incident and the integrity of the EOI Process will not be compromised by accepting a response after the Closing Time.

The determination of CHN as to the actual time that a response is lodged is final. Subject to (a) and (b) above, all responses lodged after the Closing Time will be recorded by CHN, and will only be processed for the purposes of identifying a business name and address of the Respondent. CHN will inform a Respondent whose response was lodged after the Closing Time of its ineligibility for consideration.

6. EOI documents

6.1 Format and contents

Respondents must ensure that:

- a. their response is presented on the required template
- b. all the information fields in the EOI template are completed and contain the information requested, and
- c. links to websites or online documents must not be included in the EOI template as they will not be reviewed by CHN.

CHN may in its absolute discretion reject a response that does not include the information requested or is not in the format required.

Unnecessarily elaborate responses beyond what is sufficient to present a complete and effective EOI are not desired or required.

Word limits where specified should be observed and CHN reserves the right to disregard any parts of the response exceeding the specified word limit.

Respondents should fully inform themselves in relation to all matters arising from the Invitation, including all matters regarding CHN's requirements for the provision of the Goods and/or Services.

1.6 Illegible content, alteration and erasures

Incomplete responses may be disqualified or evaluated solely on the information contained in the response to this EOI.

CHN may disregard any content in a response that is illegible and will be under no obligation whatsoever to seek clarification from the Respondent.

CHN may permit a Respondent to correct an unintentional error in its response where that error becomes known or apparent after the Closing Time, but in no event will any correction be permitted if CHN reasonably considers that the correction would materially alter the substance of the response.

6.2 Obligation to notify errors

If, after a response has been submitted, the Respondent becomes aware of an error in the response (excluding clerical errors which would have no bearing on the assessment of the response) the Respondent must promptly notify CHN of such error.

6.3 Preparation of Responses

CHN will not be responsible for, nor pay for, any expense or loss that may be incurred by Respondents in the preparation of their response to this EOI.

6.4 Disclosure of Respondent contents and information

All responses will be treated as confidential by CHN. CHN will not disclose response contents and information, except:

- a. as required by Law
- b. for the purpose of investigations by the Australian Competition and Consumer Commission (ACCC) or other government authorities having relevant jurisdiction
- c. to external consultants and advisers CHN engaged to assist with the Assessment Process
- d. to other government departments or agencies in connection with the subject matter of the related Commonwealth programme or EOI Process, or
- e. general information from responses required to be disclosed by government policy.

CHN does, however, reserve the right to benchmark costings against relevant industry standards and across other primary health network organisations.

6.5 Use of responses to EOI

Each Respondent, by submission of their response, is deemed to have licensed CHN to reproduce the whole, or any portion, of their response for the purposes of enabling CHN to evaluate the response to this EOI.

6.6 Withdrawal of response to EOI

A Respondent who wishes to withdraw a response previously submitted by it must immediately notify CHN of that fact. Upon receipt of such notification, CHN will cease to consider that response to this EOI.

7. Capacity to comply with Statement of Requirements

Part B of this EOI gives a statement of CHN requirements with regard to the Goods and/or Services the subject of this EOI. It will be assumed that each Respondent will be capable of providing all of the Goods and/or Services in full. Where Respondents believe they will not be capable of providing all the Goods and/or Services in full or will only comply with the Statement of Requirements subject to conditions, they should either not apply or set out any potential limitations in their response.

8. Assessment of responses to EOI

8.1 Assessment process

Following the Closing Time, CHN intends to evaluate all responses received.

Responses to this EOI will be evaluated against the Assessment Criteria specified in **Part B** of the EOI.

8.2 Clarification of response to EOI

If, in the opinion of CHN, a response to this EOI is unclear in any respect, CHN may, in its absolute discretion, seek clarification from the Respondent. Failure to supply clarification to the satisfaction of CHN may render the response liable to disqualification.

CHN is under no obligation to seek clarification to a response to this EOI and CHN reserves the right to disregard any clarification that CHN considers to be unsolicited or otherwise impermissible in accordance with the rules set out in this **Part C**.

9. Next stage

9.1 Options available to CHN

After assessment of all EOI proposals, CHN may, without limiting other options available to it, do any of the following:

- a. prepare a shortlist of Respondents and invite further response to the EOI from those Respondents
- b. prepare a shortlist of Respondents and call for tenders for Goods and/or Services or any similar Goods or Services
- c. call for tenders from the market generally for the Goods or Services or any similar or related Goods or Services
- d. enter into pre-contractual negotiations with one or more Respondents without any further need to go to tender
- e. decide not to proceed further with the EOI Process or any other procurement process for the Goods or Services,
- f. commence a new process by calling for EOIs or proposals on a similar or different basis to that outlined in this Invitation, or
- g. terminate the process at anytime.

9.2 No legally binding contract

No legal relationship will exist between CHN and a shortlisted Respondent relating to the supply of the Goods or Services unless and until such time as a binding contract is executed by them.

2 Additional rules

Any rules governing this EOI Process in addition to those set out in this **Part C**, are set out in the **Reference Schedule (Part A)**.

10. Respondent warranties

By submitting a response to this EOI, a Respondent warrants that:

- a. in lodging its response it did not rely on any express or implied statement, warranty or representation, whether oral, written, or otherwise made by or on behalf of CHN, its officers, employees, agents or advisers other than any statement, warranty or representation expressly contained in the EOI documents

- b. it did not use the improper assistance of CHN employees or information unlawfully obtained from CHN in compiling its response
- c. it has examined this EOI, and any other documents referenced or referred to herein, and any other information made available in writing by CHN to Respondents for the purposes of submitting a response to this EOI
- d. it has sought and examined all necessary information which is obtainable by making reasonable enquiries relevant to the risks and other circumstances affecting its response
- e. it has otherwise obtained all information and advice necessary for the preparation of its response
- f. it is responsible for all costs and expenses related to the preparation and lodgement of its response, any subsequent negotiation, and any future process connected with or relating to the EOI Process
- g. it otherwise accepts and will comply with the rules set out in this **Part C** of the EOI
- h. it will provide additional information in a timely manner as requested by CHN to clarify any matters contained in the response to this EOI, and
- i. it is satisfied as to the correctness and sufficiency of its response to this EOI.

11. CHN rights

Notwithstanding anything else in this EOI, and without limiting its rights at law or otherwise, CHN reserves the right, in its absolute discretion at any time, to:

- a. vary or extend any time or date specified in this EOI for all or any Respondents or other persons, or
- b. terminate the participation of any Respondent or any other person in this EOI Process.

12. Governing law

This EOI and the EOI Process is governed by the laws applying in the Australian Capital Territory.

Each Respondent must comply with all relevant laws in preparing and lodging its response to this EOI and in taking part in the EOI Process.

13. Interpretation

14.1 Definitions

Respondent means an organisation that submits a response to this EOI

Briefing means a meeting (the details of which are specified in the **Reference Schedule**) that may be held by or on behalf of CHN to provide information about the EOI and the EOI Process.

Capital Health Network (CHN) means the organisation responsible for the EOI and the EOI Process.

Closing Time means the time specified as such in the **Reference Schedule** by which responses must be received.

Proposal(s) and/or Response(s) means a document lodged by a Respondent in response to this EOI containing a response to provide Goods or Services sought through this Process.

EOI Process means the process commenced by the issuing of this EOI and concluding upon formal announcement by CHN of the selection of shortlisted Respondent(s) or upon the earlier termination of the EOI Process.

Assessment Criteria means the criteria set out in **Part B** of the EOI.

Goods means the goods or other products required by CHN, as specified in **Part B** of this EOI.

Intellectual Property Rights includes copyright and neighbouring rights, and all proprietary rights in relation to inventions (including patents) registered and unregistered trademarks (including service marks), registered designs, confidential information (including trade secrets and know how) and circuit layouts, and all other proprietary rights resulting from intellectual activity in the industrial, scientific, literary or artistic fields.

Expression of Interest (EOI) means this document (comprising each of the **Parts A, B, and C**) and any other documents so designated by CHN.

Statement of Requirements means the statement of CHN requirements contained in **Part B** of this EOI.

Reference Schedule means the schedule so designated forming part of **Part A** of the EOI.

Services means the services required by CHN, as specified in **Part B** of this EOI.

14.2 Instruction

In this EOI, unless expressly provided otherwise a reference to:

- “includes” or “including” means includes or including without limitation, and
- “\$” or “dollars” is a reference to the lawful currency of the Commonwealth of Australia, and
- if a word and/or phrase is defined its other grammatical forms have corresponding meaning.