Urgent Care Clinics Conference

by informa

16 – 17 JUNE 2026 | SWISSOTEL SYDNEY

INTERNATIONAL KEYNOTES:

A/Prof Lindsey E. Fish, *Chief, Division of Urgent Care,* **Denver Health and Hospital** *& Associate Professor of Medicine, Division of General Internal Medicine,* **University of Colorado School of Medicine**

Dr Alistair Sullivan, *CEO,* **White Cross Healthcare**, *Founding member,* **Royal New Zealand College of Urgent Care**

NATIONAL EXPERT SPEAKERS:

A/Prof John Adie, *UCC Training & Education Lead,* **ForHealth Group**

Scott Beattie, *Director – Bupa Medical,* **Bupa Health Services**

Dr Carmel Mezrani, *Clinical Director Community Chronic and Complex Care,* **Central Coast LHD**

Ryan Lovett, *Chair,* **Australasian College of Paramedicine**

Dr Simon Rohde, *Emergency Specialist,* **St Andrews War Memorial Hospital** *& Director,* **Fast Track Urgent Care**

Associate Professor Nigel Barr, *Discipline Lead Paramedicine, School of Health,* **University of Sunshine Coast**

Dr Peter Kopp, *Medical Director, Minor Injury and Illness Clinic and Virtual Acute Care Service,* **Sunshine Coast Health**

Darren Webb, *Chief Community Officer,* **St John WA**

Nicole Carter, *Nurse Practitioner and PhD Candidate,* **Curtain University**

Michelle Murphy ASM, *Head of Quality & Patient Experience - Urgent Care,* **ForHealth** *& Advocacy & Government Relations Lead,* **Australasian College of Paramedicine**

Dr Jane Pearce, *Health Consumer & Advocate*

Dr Piers Truter, *Raine Clinician Research Fellow,* **South Metropolitan Heath Service**, *Advanced Scope Physiotherapist,* **Emergency and Orthopaedic Departments, Fiona Stanley Hospital & Rockingham General Hospital**

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Urgent Care Clinics Conference

Tuesday 16 June 2026

DAY 1

8:50 **DAY ONE WELCOME | Opening remarks from the Chair**

Dr Simon Rohde, *Emergency Specialist,* **St Andrews War Memorial Hospital** *& Director,* **Fast Track Urgent Care**

9:00 **INTERNATIONAL KEYNOTE | Urgent Care: Where we have been, where we are, where we will go**

— The history and current environment of urgent care in the United States

— Practical tips for urgent care clinical excellence

— Inspiring excitement for the future state of urgent care

A/Prof Lindsey E. Fish, *Chief, Division of Urgent Care,* **Denver Health and Hospital** *& Associate Professor of Medicine, Division of General Internal Medicine,* **University of Colorado School of Medicine**

9:30 **Urgent Care Centres in Australia: Learnings and Future Vision**

Sarah Sinclair, *Assistant Secretary – Urgent Care Branch, Primary Care Division,* **Australian Government Department of Health, Disability and Ageing**

10:00 **Solutions to outstanding issues raised by health professionals working in Australian Urgent Care Clinics**

— Staffing

— Surge demand

— Item numbers

— Radiology gaps

— Referral sources

A/Prof John Adie, *UCC Training & Education Lead,* **ForHealth Group**

Dr Srividya Kota, *Deputy Co-Chair 'Urgent and emergency presentations to primary care' Specific Interest Group and Medical Educator,* **RACGP**, *Director of Clinical Training,* **Queensland Health**, *Chief Investigator,* **RACGP 2026 Educational Research Grant and RACMA Candidate**

10:30 Networking Break

11:00 **CASE STUDY | Bridging primary care and emergency: The minor injury and illness clinic model in practice**

Dr Peter Kopp, *Medical Director, Minor Injury and Illness Clinic and Virtual Acute Care Service,* **Sunshine Coast Health**

11:30 **Reimagining Urgent Care: Scope of Practice and Workforce Transformation**

Professor Lisa Nissen, *Director and Taylor Family Chair, HERA Program Director - Health Workforce Optimisation, Centre for the Business & Economics of Health,* **The University of Queensland**

12:00 **Building Australia's urgent care workforce - A national university–industry partnership driving capability, quality and standards readiness**

As Australia's urgent care footprint expands, workforce capability has become the defining factor in delivering safe, high-quality, sustainable care. In this session, leaders from ForHealth - the nation's largest urgent care provider and the University of the Sunshine Coast – Delivery Graduate Certificate in Urgent Care, share how a strategic university–industry partnership is reshaping workforce development at scale.

This session explores how academic collaboration and real-world service delivery are being integrated to build a future-ready urgent care workforce.

Associate Professor Nigel Barr, *Discipline Lead Paramedicine, School of Health,* **University of Sunshine Coast**

Adj. Associate Professor Michelle Murphy ASM, *Head of Quality & Patient Experience – Urgent Care,* **ForHealth**

12:30 Networking Lunch

13:30 **CASE STUDY | Lessons from a NSW state-funded Urgent Care Service**

Dr Carmel Mezrani, *Clinical Director Community Chronic and Complex Care,* **Central Coast LHD**

14:00 **Understanding and optimizing the role of paramedics in urgent care**

— Insights into the clinical capabilities of paramedics and their role within urgent care teams

— Exploring a multidisciplinary approach to ensure all team members, including paramedics, utilize their skills effectively

— Common myths about paramedics in urgent care and clarifying their contributions to patient care

— How to identify the right type of paramedic and experience level for urgent care settings

Ryan Lovett, *Chair,* **Australasian College of Paramedicine**

14:30 **Meeting new performance metrics: How data can help**

Speaking opportunities available. Contact Lily Doherty at ***Lily.Doherty.AU@informa.com***

15:00 Afternoon Tea

15:30 **CONSUMER SESSION | From Lived Experience to Service Design: Reimagining Urgent Care Together**

— Understand a consumer perspective on urgent care centres and how these are considered within all available health services that provide care on demand

— Describe the ideal approach to working with consumers in providing urgent care

— Integrate consideration of consumer care seeking needs and expectations into urgent care service design

— Understand the need for consumer informed education strategies to compliment urgent care uptake

Dr Piers Truter, *Raine Clinician Research Fellow,* **South Metropolitan Heath Service**, *Senior Lecturer, School of Health Sciences,* **The University of Notre Dame Australia**, *Advanced Scope Physiotherapist, Emergency and Orthopaedic Departments,* **Fiona Stanley Hospital**, *Advanced Scope Physiotherapist, Emergency Department Musculoskeletal Diversion Pathway,* **Rockingham General Hospital**

Dr Jane Pearce, *Health Consumer & Advocate*

16:00 **CLOSING PANEL | Assessing the landscape of urgent care in Australia – Models and learnings to date**

— How do we define urgent care clinics, and why is a clear definition critical?

— What are the key components that contribute to the success of urgent care centers?

— Examining workforce composition: What is the right balance of doctors, nurses, and other professionals?

— Comparing funding models: State-funded vs. Commonwealth-funded – what are the implications?

— Assessing equipment and skillsets: What is essential for delivering effective urgent care?

Dr Carolyn Roesler, *Head of Clinical Governance (Policies & Procedures),* **ForHealth**

Darren Webb, *Chief Community Officer,* **St John WA**

Nicole Carter, *Nurse Practitioner and PhD Candidate,* **Curtain University**

Andrew May, *National Sales Manager Clinical,* **Essity**

16:45 Closing remarks from Chair

16:50 Networking Drinks

Urgent Care Clinics Conference

Wednesday 17 June 2026

DAY 2

9:00 **DAY TWO WELCOME | Opening remarks from the Chair**

Dr Simon Rohde, *Emergency Specialist,* **St Andrews War Memorial Hospital** *& Director,* **Fast Track Urgent Care**

9:10 **INTERNATIONAL KEYNOTE | The New Zealand experience: Lessons from the evolution of urgent care**

— The history and development of urgent care in New Zealand: How the model evolved to meet community needs

— Insights from clinic owners on the challenges and successes in establishing and running urgent care centers

— Understand the New Zealand standard for urgent care: Why it was created and its role in ensuring quality care

— Key lessons from New Zealand's journey that can inform urgent care practices internationally

Dr Alistair Sullivan, *CEO,* **White Cross Healthcare**, *Founding member,* **Royal New Zealand College of Urgent Care**

9:40 **Strengthening Australia's UCCs: Frontline insights and the power of collaboration**

— Practical learnings from inside Bupa-run clinics

— The Bondi tragedy: A proven case for hospital system relief

— Beyond siloes: The true value of public–private collaboration

Scott Beattie, *Director – Bupa Medical,* **Bupa Health Services**

10:10 **The PHN experience: Lessons learned and the journey of managing urgent care clinics**

Scott Walters, *Senior Manager – Primary Care,* **WentWest – Western Sydney PHN**

10:40 Networking Break

11:10 **CASE STUDY | St John WA: A Distinctive Model for Community-Based Urgent Care**

— Case study of six federally funded, privately operated urgent care centres offering a community-focused alternative to hospital emergency departments

— Unique "one-roof" care model integrating urgent care, GP, dental, pathology, and X-ray services for streamlined patient experiences

— Partnerships with insurers, enabling affordable, accessible care with minimal out-of-pocket costs

— Emphasis on continuity of care

— Lessons learnt from this urgent care model

Darren Webb, *Chief Community Officer,* **St John WA**

11:40 **Defining and Evaluating Urgent Care & Exploring Roles for Nurse Practitioners**

— Taxonomy and terminology in urgent care

— Evidence supporting NP-led care models

— Barriers to implementing NP roles

— Opportunities to optimize NP integration and effectiveness

Nicole Carter, *Nurse Practitioner and PhD Candidate,* **Curtain University**

12:10 Networking Lunch

13:40 **CASE STUDY | From Congestion to Cohesion: Reimagining Urgent Care in the North**

Dr Rubina Bunwaree, *Consultant Emergency Physician & Clinical Lead,* **Barwon Health North**

14:10 **Aboriginal Community Controlled Health Services (ACCHS) and urgent care centres**

— The unique role of Aboriginal Community Controlled Health Services (ACCHOs) in urgent care

— Insights from ACCHOs involved in urgent care clinics across Australia

— Key lessons and learnings from Indigenous-led healthcare approaches

— Case studies showcasing impactful community-driven initiatives

14:40 **CLOSING PANEL | Looking to the future and exploring opportunities for improvement**

— How do we measure success with urgent care centres? what are the key indicators that matter?

— How important is virtual care and emerging technologies in urgent care across Australia and how can it be better leveraged?

— Practical steps to improve service integration and triaging processes

— Education – how do we bring staff to the level they need to be to operate at full scope of practice in UCCs? How do we educate the wider health sector and consumers about the value of UCCs?

— Where are the gaps in care provided by urgent care? e.g. mental health?

— Why are clear pathways and links between services important?

Michelle Murphy ASM, *Head of Quality & Patient Experience - Urgent Care,* **ForHealth** *& Advocacy & Government Relations Lead,* **Australasian College of Paramedicine**

Darren Webb, *Chief Community Officer,* **St John WA**

A/Prof John Adie, *UCC Training & Education Lead,* **ForHealth Group**

15:25 Closing remarks

15:30 Afternoon Tea & Conference Close

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Excellent opportunities exist to showcase your organisation.

For further information, please contact:

Lily Doherty, Sponsorship Manager

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