



Inquiry into Appropriation Bill 2026–2027 and Appropriation (Office of the Legislative Assembly) Bill 2026–2027

Answer to question on notice

Asked by: MR TAIMUS WERNER-GIBBINGS MLA

Addressed to: MINISTER PATERSON

Reference: Health

Hearing: **29 July 2026**

In relation to: Health Facilities

Question received: **5 August 2026**

Answer Due: **13 August 2026**

- 1) Some of my constituents are confused about when they should go to their GP the Walk-in Centre, the Urgent Care Clinic or the Emergency Department at the Hospital. Is the Government looking at streamlining and/or clarifying/simplifying messaging or educational support on when each service should be used?

MINISTER PATERSON: The answer to the Member's question is as follows:

- 1) Canberra Health Services (CHS) operates five nurse-led Walk-in Centres (WiCs), which are part of the Medicare Urgent Care Centre network, in Gungahlin, Belconnen, Dickson, Weston Creek and Tuggeranong.

The ACT also has one GP-led Urgent Care Centre; the Woden Medicare Urgent Care Centre (UCC) in Phillip.

Both the WiCs and the Woden Medicare UCC provide free health care for non-life-threatening injuries and illnesses.

ACT Government recently updated information on its [website](#) to help consumers understand what WiCs can and cannot treat. Being upfront about this helps people decide whether a WiC is the right choice, or whether their needs would be better met elsewhere, including a GP or the ED.

Content is now organised by injury and condition type (such as head injuries, limb injuries and mental health) which users can expand or collapse. Within each category, users can now see what a WiC can treat, what falls beyond its scope but isn't an emergency (with a suggestion of where to go instead, such as a GP) and when to go to the emergency department or call 000.

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ACT Government is currently running a [health literacy campaign](#) to help Canberrans find the right health care for their needs. The campaign uses a mix of radio, print and online advertising backed by a broader below-the-line communication plan. The campaign has driven tens of thousands of clicks through to the CHS website, where a [dedicated tool](#) helps guide people towards the care that best suits their needs, whether that's a GP, the Medicare UCC, a community-based service or even the ED.

ACT Government plans to relaunch the Health App under CHS' name. The relaunched app will have information about the CHS WiCs and EDs, as well as the Woden UCC. Users will be able to view wait times for WiCs and the EDs and tap through to view wait times for the UCC. All services will have information about what they treat. The app will also link through to the health literacy tool described above.

Approved for circulation to the Select Committee on Estimates 2026–2027

Signature: 

By the Minister for Health, Dr Marisa Paterson MLA

Date: 