



Blue Report

Historical Comparison

March 2023

Who we are

Founded in 2017, and formerly known as MindTheGap, Cleanbill is a healthcare directory with one simple aim: to increase healthcare accessibility.

We believe that healthcare is at its most accessible when you can see all your options and their costs before making a booking.

So, Cleanbill shows you just that.

What we do

We collect basic background, pricing, location and contact information for every single healthcare practice of a given speciality in a given area.

Then we put it all on cleanbill.com.au.

Users in that area can then search Cleanbill to find every single healthcare practitioner around them and filter those results by the price of their basic services. In one simple, free search, users can see every healthcare practitioner around them and find one that meets all their affordability and accessibility criteria.

What this report is

In January 2023, Cleanbill released the 2023 Blue Report, which aggregated billing data from its listing of every GP clinic across Australia's capital cities, the Northern Territory, the Australian Capital Territory and Tasmania.

In 2018, MindTheGap, Cleanbill's precursor, collected billing data from listing GP clinics in certain suburbs and localities across Sydney, Melbourne, Brisbane, Perth and Adelaide.

While MindTheGap's 2018 data only covers around 10% of the clinics now listed on Cleanbill (416 clinics), it is the only historical clinic-by-clinic bulk billing and out-of-pocket cost data available in Australia. Comparing the data collected for individual clinics between 2018 and 2022 would provide a unique perspective on, and finally quantify changes in, bulk billing and out-of-pocket costs over time.

So, a comparison is exactly what we've done.

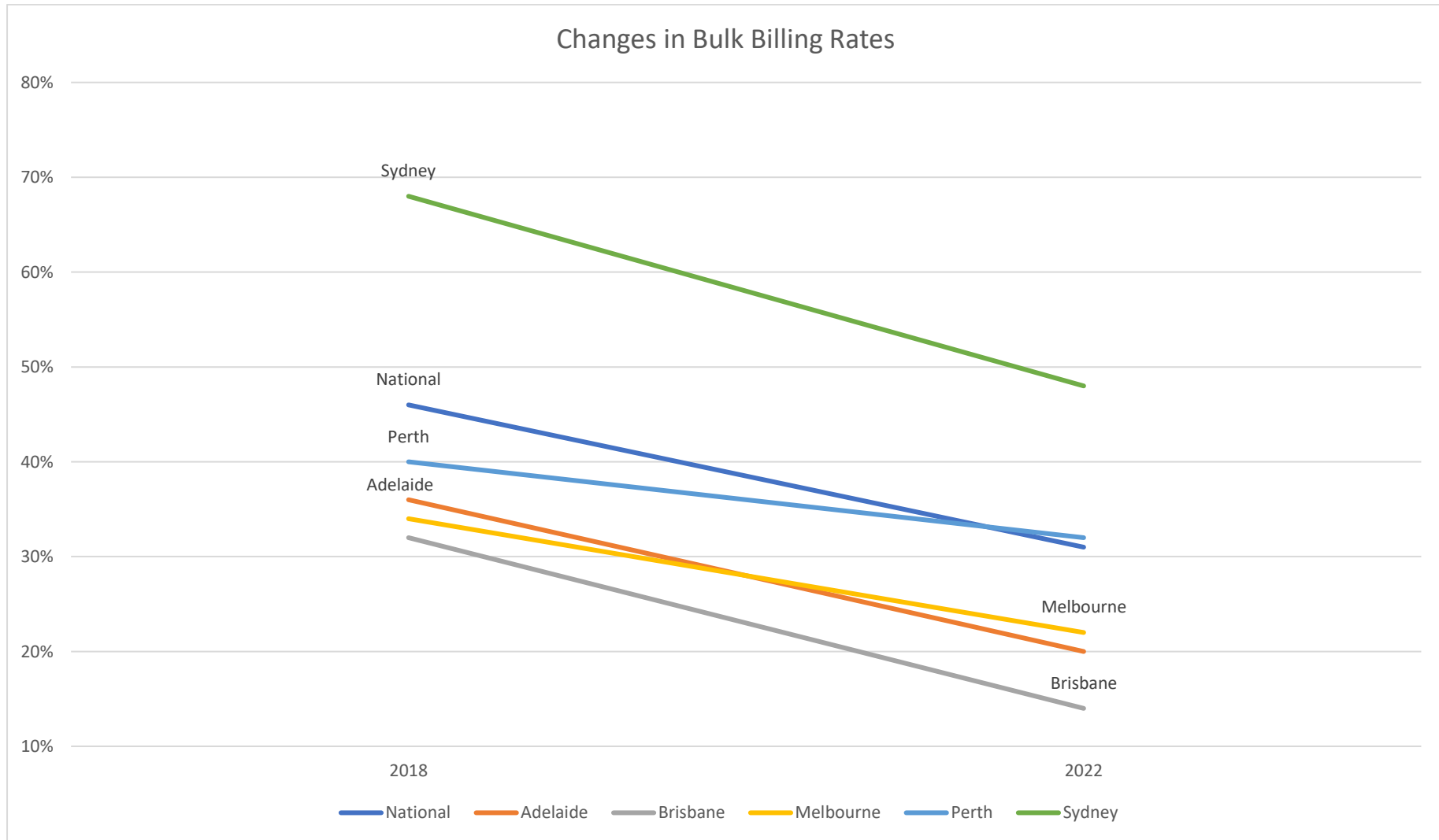
And this report is the result.

Overview – Bulk Billing and Out-of-pocket costs

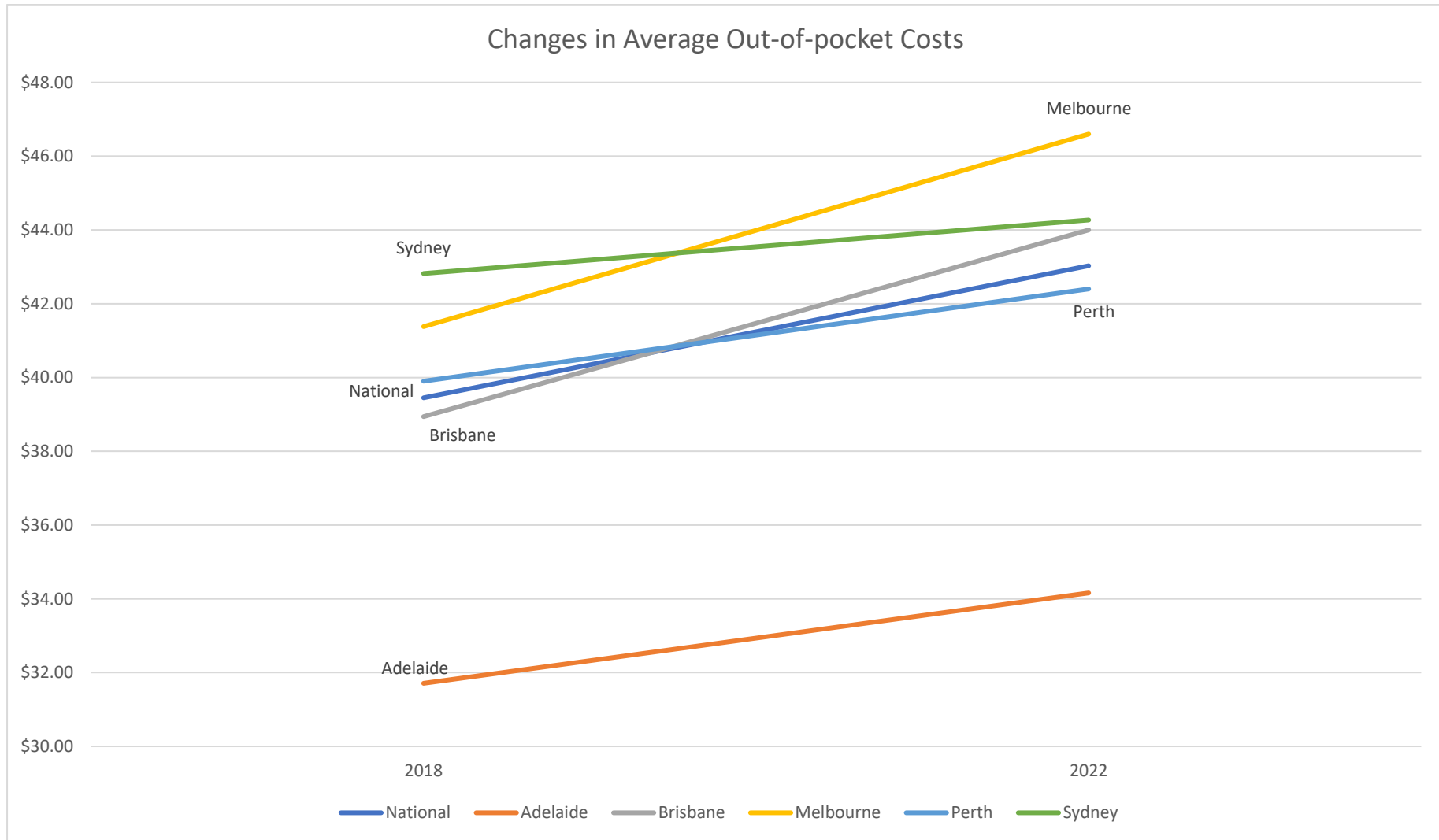
Area	Clinics Surveyed	Bulk Billing Rate			Average Out-of-pocket Cost ¹		
		2018	2022	Change	2018	2022	Change
National	416	46%	31%	-33%	\$39.45	\$43.03	+9.1%
Adelaide	55	36%	20%	-45%	\$31.71	\$34.16	+7.7%
Brisbane	59	32%	14%	-58%	\$38.94	\$44.00	+13.0%
Melbourne	103	34%	22%	-34%	\$41.38	\$46.60	+12.6%
Perth	68	40%	32%	-19%	\$39.90	\$42.40	+6.3%
Sydney	131	68%	48%	-29%	\$42.82	\$44.27	+3.4%

¹ For a standard, 15-minute consultation.

Changes in Bulk Billing Rates



Changes in Average Out-of-pocket Costs



Conclusion

This report analyses the only data currently available that tracks the pricing practices of individual clinics between 2018 and 2022. It's the first to provide important empirical context to the national discussion surrounding changes in bulk billing rates and out-of-pocket costs.

Our findings confirm what many Australians have already experienced first-hand: [there are fewer bulk billing GP clinics now than there were 4 years ago and average out-of-pocket costs continue to climb.](#)

No area surveyed saw an increase in bulk billing rates, with many seeing [precipitous declines in bulk billing.](#) And while there were some areas that saw decreases in average out-of-pocket costs, these were almost entirely due to [clinics moving from entirely bulk billing to entirely mixed billing with below average out-of-pocket costs.](#)

These realities continue to limit Australians' access to affordable and available care around them and, in some cases, will lead to Australians being priced out of seeing their local GP.

In such an environment, it is critically important that Australians have access to a service that helps them find affordable and available GP clinics in their area.

Without Cleanbill, no such service exists.