Cleanbill

Health of the Nation Report

National General Practitioner Listings

April 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

On 8 January 2023, Cleanbill released the 2023 Blue Report. The 2023 Blue Report outlined the aggregate pricing and availability data we gathered from finding, calling and listing every GP in every Australian capital as well as the entirety of the Northern Territory, Australian Capital Territory and Tasmania.

It was ground-breaking stuff, but it didn't cover areas of the country that around 30% of Australians call home.

We had to finish the job. And that's exactly what we've done.

Between January and April, Cleanbill gathered and listed full information, including pricing and availability information, for every other Australian GP clinic we could find.

All 6,363 of them.

This represents the first ever comprehensive survey of GP clinic availabilities and billing practices in Australian history. And we couldn't just sit on that data.
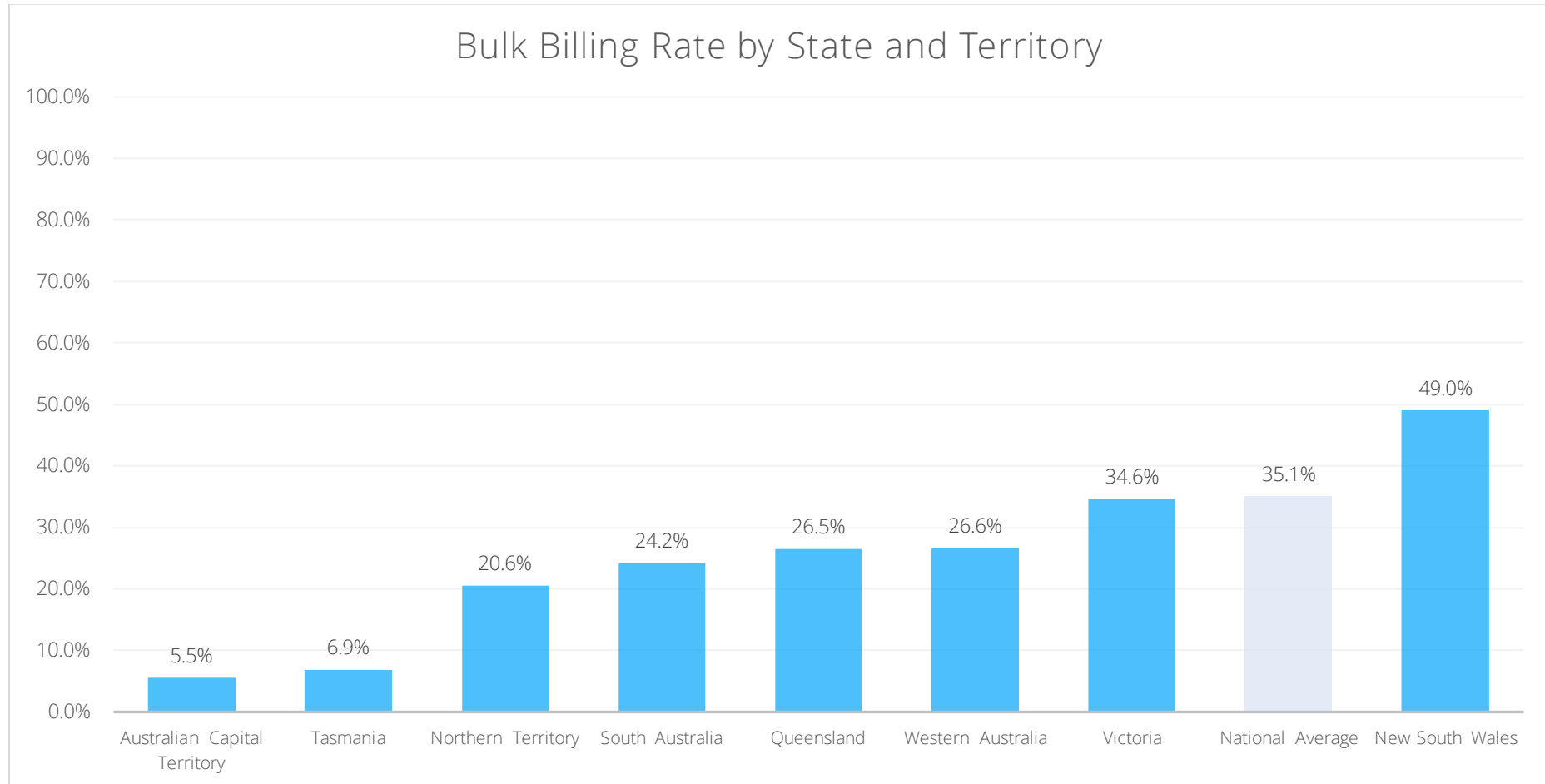
So, this Report outlines the aggregate national billing and availability data we collected, before breaking that data down by State and Territory, and Commonwealth Electoral Division.

Overview – States and Territories

Area	Clinics Listed[i]	Availability Rate[ii]	Bulk Billing Rate[iii]	Average Out-of-pocket Cost[iv]
National	6,363	89.2%	35.1%	$40.42
New South Wales	2,187	86.6%	49.0%	$41.06
Victoria	1,553	88.9%	34.6%	$40.10
Queensland	1,321	89.2%	26.5%	$40.00
Western Australia	616	-[v]	26.6%	$40.59
South Australia	429	91.6%	24.2%	$35.89
Tasmania	128	80.3%	6.9%	$47.44
Australian Capital Territory	92	-[vi]	5.5%	$49.11
Northern Territory	37	91.9%	20.6%	$36.88

Breakdown – States and Territories

Bulk Billing Rate

Bulk Billing Rate by State and Territory

Breakdown – States and Territories

Average Out-of-pocket Costs

Average Out-of-pocket Cost by State and Territory

State/Territory	Cost
South Australia	$35.89
Northern Territory	$36.88
Queensland	$40.00
Victoria	$40.10
National Average	$40.42
Western Australia	$40.59
New South Wales	$41.06
Tasmania	$47.44
Australian Capital Territory	$49.11
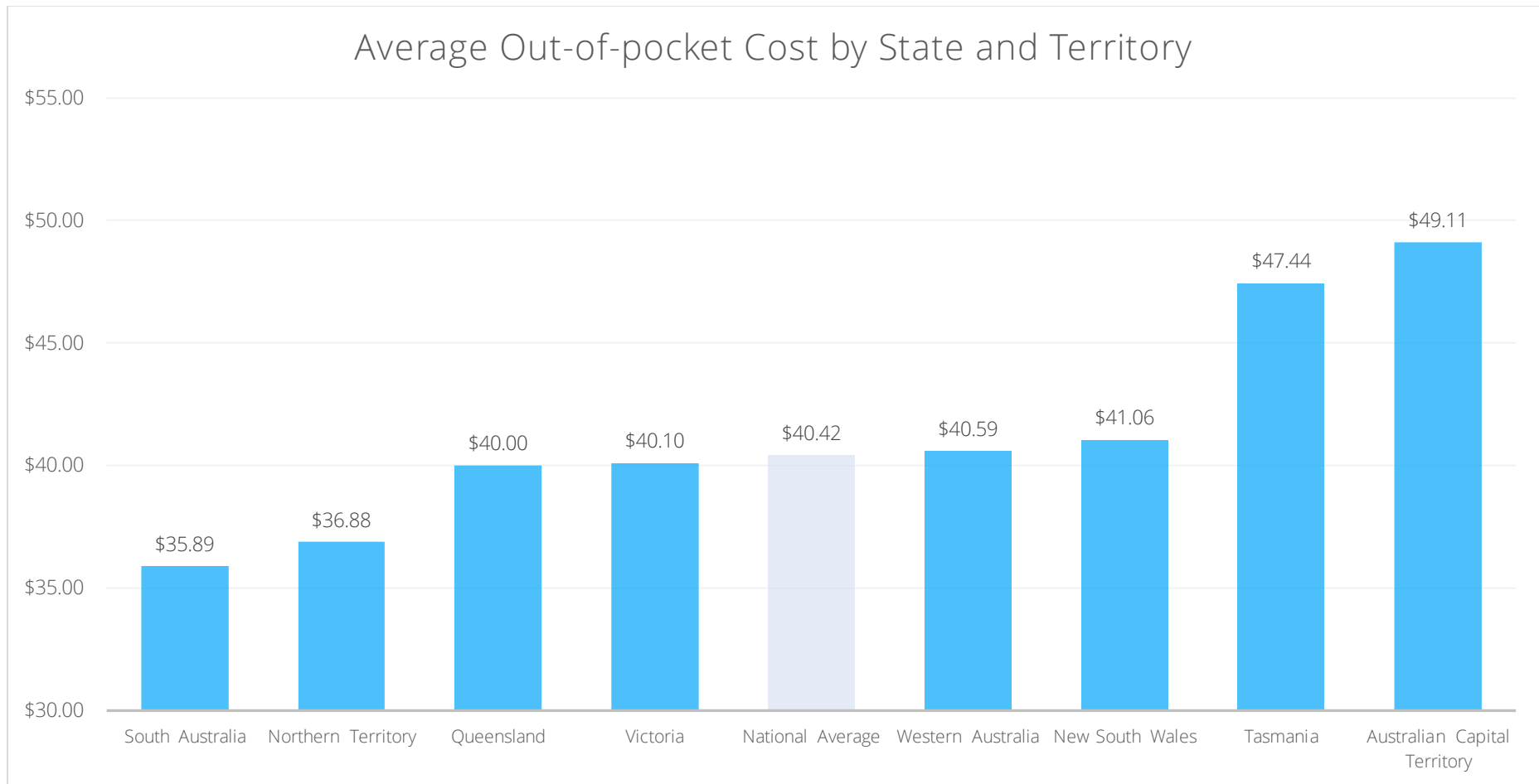
Breakdown – Commonwealth Electoral Divisions

Commonwealth Electoral Divisions (Electorates)	151
100% Bulk Billing Electorates[vii]	0
0% Bulk Billing Electorates[viii]	4
>50% Bulk Billing Electorates[ix]	**36 (23.8%)**

Most Expensive Electorate Surveyed[x]	Wentworth (NSW)
Least Expensive Electorate Surveyed[xi]	Spence (SA)

With only 35.1% of GP clinics bulk billing nationally, Australians' options for finding a bulk billing GP in most Electorates are limited. Although Blaxland and Chifley approach 100% bulk billing rates (98% each), there are only 36 Electorates where more than half of GP clinics bulk bill and 4 Electorates have no bulk billing GP clinics at all (Mayo, Fairfax, Newcastle and Franklin).

There are also enormous variances in the average out-of-pocket costs incurred for a standard consultation from Electorate to Electorate. The following graph outlines the five most and least expensive Electorates to visit a GP in Australia, split by the national average out-of-pocket cost.

Out-of-pocket Costs

Average Out-of-pocket Cost by Electorate
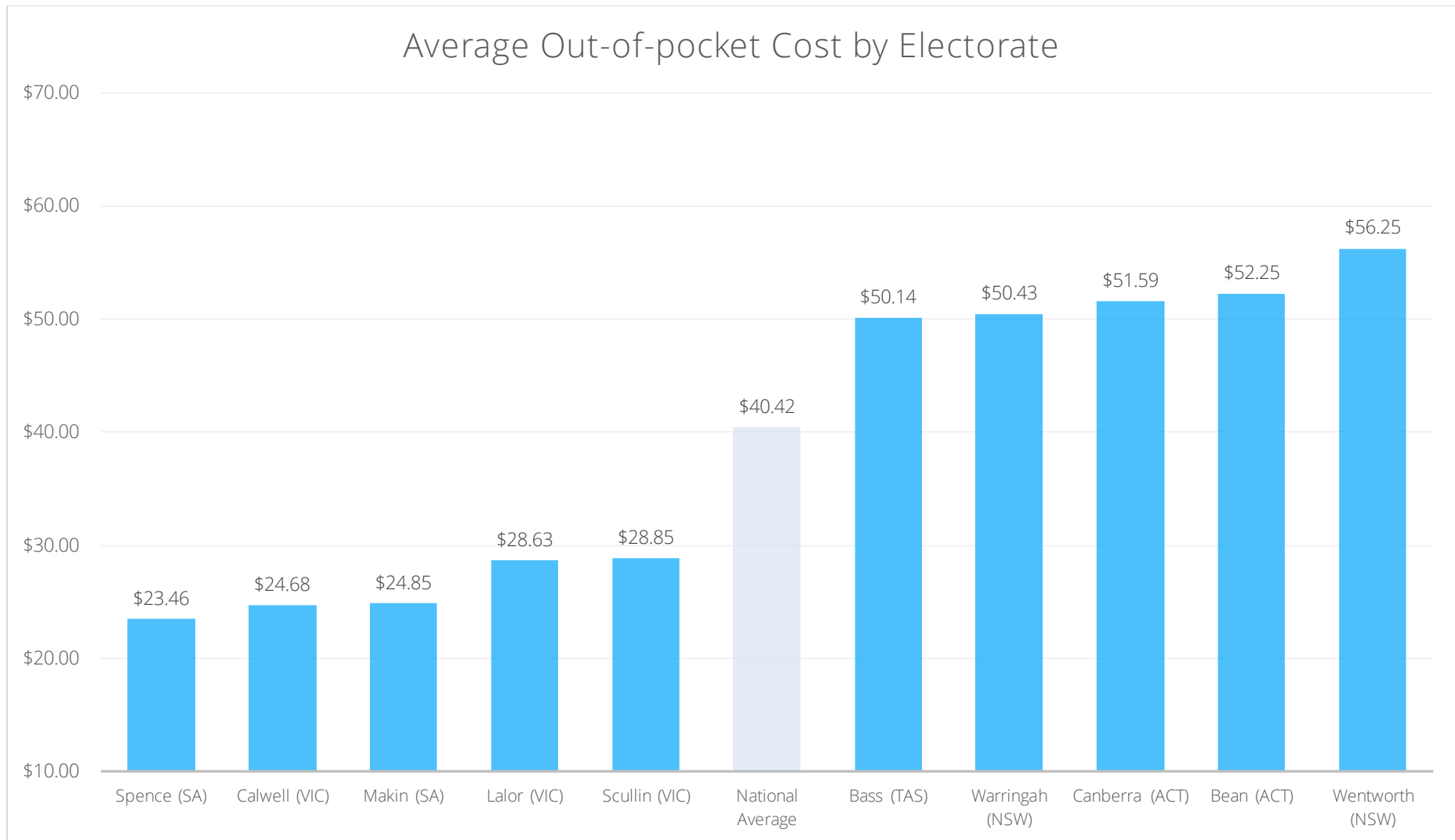
Conclusion

Our listing of every GP clinic we could find across Australia represents the only comprehensive survey of GP availabilities and billing practices ever conducted, and provides important insights into the state of primary care accessibility in Australia.

The outcome is deeply concerning.

Just over 1 in every 3 Australian GP clinics offer bulk billing to adults through Medicare in 2023. Bulk billing rates only exceed 30% in New South Wales and Victoria, and, in certain Electorates across the country, bulk billing as a practice has simply ceased to exist.

At the almost 65% of clinics that do not offer bulk billing to adults, patients now face average out-of-pocket costs in excess of $40. This is paid on top of the $39.75 Medicare rebate already provided for a standard, 15-minute consultation.

In these circumstances, it's easy to see why hundreds of thousands of Australians per year delay or forego care with a GP in their community because of concerns surrounding cost. These Australians almost inevitably end up in public hospitals.

This should not be happening.

If out-of-hospital primary healthcare is to be accessible for all Australians, a service that helps people find available doctors who they can afford around them is no longer a luxury; it's a necessity.

Without Cleanbill, no such service exists.

Notes

i Reflects the total number of clinics listed for the area, including those that either refused to provide a quote or that could not be contacted during their listed business hours.

ii Reflects the percentage of quoted clinics that were not taking on new patients when called.

iii Reflects the number of bulk billing clinics divided by the number of available clinics for the area.

iv Reflects the average out-of-pocket cost of a standard consultation (MBS Item 23) for an adult attending the clinic during regular business hours with a Medicare card.

v Availability data was not collected for GP clinics within Greater Perth.

vi Availability data was not collected for GP clinics within the Australian Capital Territory.

vii Postcodes where all GP clinics that are taking on new patients bulk bill.

viii Postcodes where no GP clinics that are taking on new patients bulk bill.

ix Postcodes where 50% or more GP clinics that are taking on new patients bulk bill.

x Includes only electorates with a bulk billing rate below 80%.

xi Includes only electorates with a bulk billing rate below 80%.