



Blue Report

National General Practitioner Listings

January 2024

Who we are

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, availability, 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 16 April 2023, Cleanbill released its 2023 Health of the Nation Report. The 2023 Health of the Nation Report outlined the aggregate pricing and availability data we gathered from calling and listing every GP clinic we were able to find across Australia.

It was a groundbreaking report.

It represented the most comprehensive survey of general practitioners to date and enabled a completely new, data-driven understanding of the state of primary care accessibility in Australia.

But prices and availabilities change.

So, following the final indexation of Medicare rebates for 2023 on 1 November, we decided to re-find and re-call every clinic we could to get updated pricing and availability information.

All 6,818 of them.

Naturally, we used the individual clinic data to update our listings on Cleanbill but, when compared to our 2023 figures, this data offered the opportunity to track year-on-year changes in availability and billing practices on an Australia-wide scale.

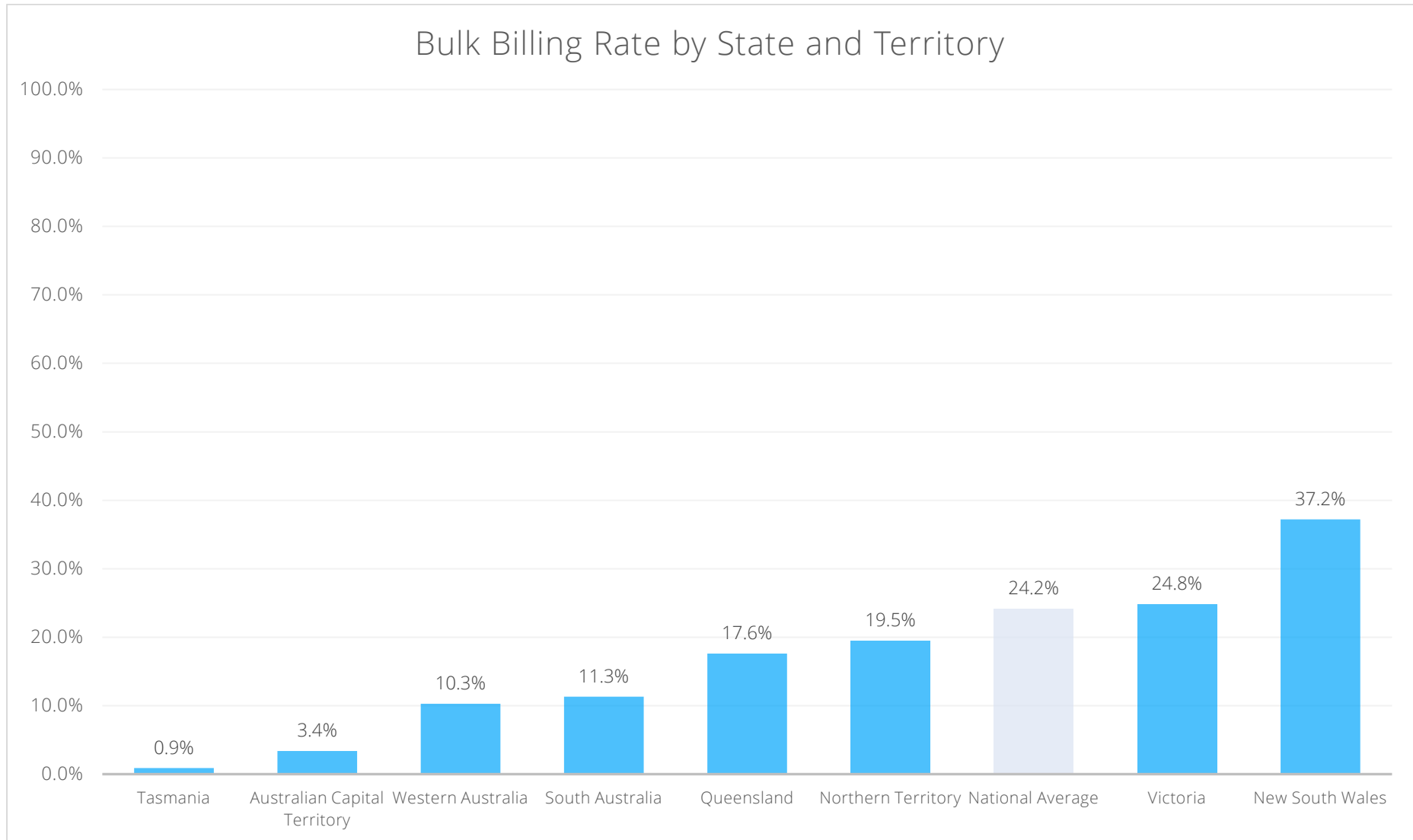
And we couldn't let that opportunity pass us by.

So, this Report outlines the aggregate national billing and availability data we've collected since 1 November 2023, before comparing that data to the same data for the same GP clinics collected up until April 2023.

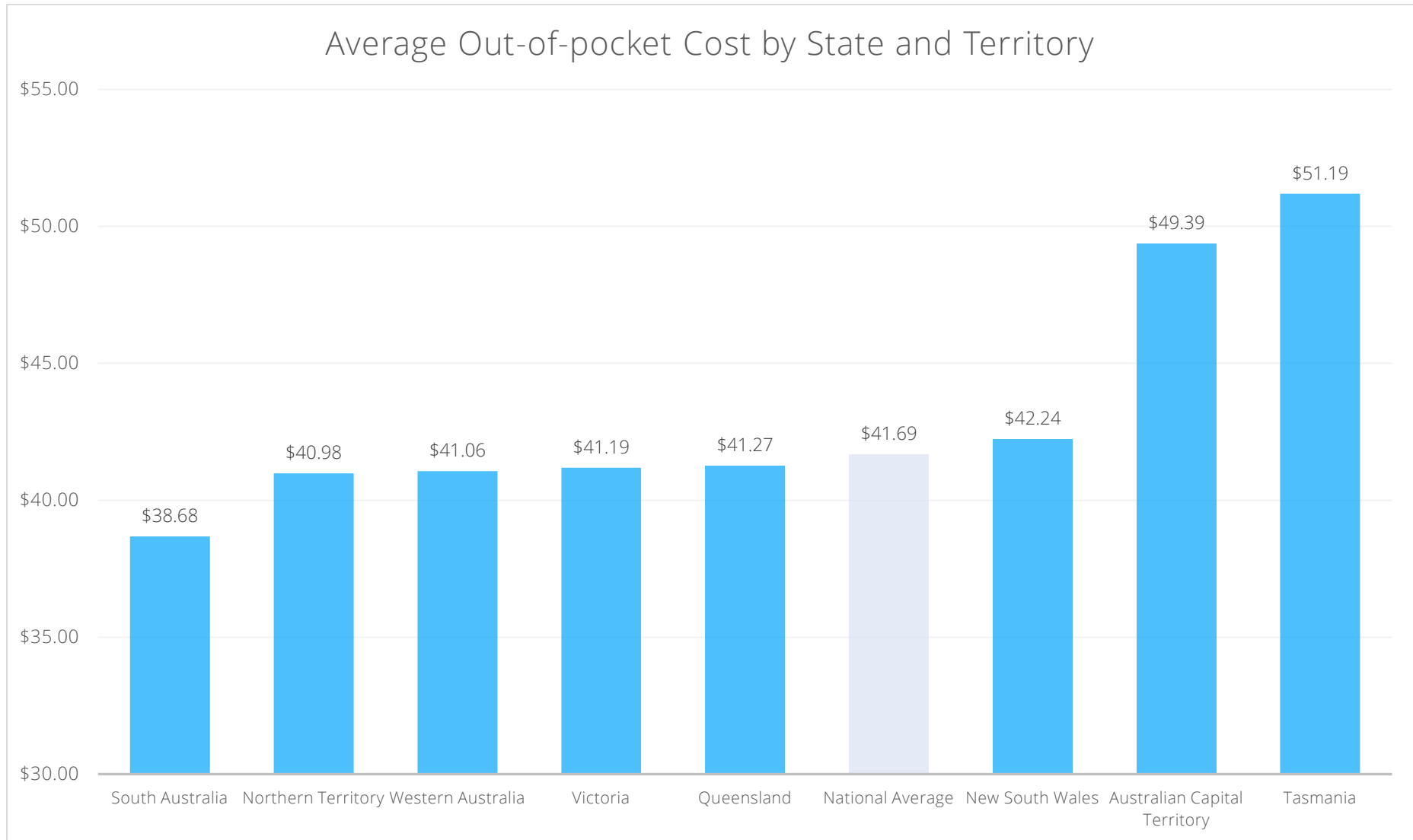
2024 Overview

Area	Clinics Listed ⁱ	Availability Rate ⁱⁱ	Bulk Billing Rate ⁱⁱⁱ	Average Out-of-pocket Cost ^{iv}
National	6,818	88.8%	24.2%	\$41.69
New South Wales	2,331	86.2%	37.2%	\$42.24
Victoria	1,669	88.6%	24.8%	\$41.19
Queensland	1,426	92.6%	17.6%	\$41.27
Western Australia	658	92.1%	10.3%	\$41.06
South Australia	462	85.6%	11.3%	\$38.68
Tasmania	130	86.8%	0.9%	\$51.19
Australian Capital Territory	98	90.8%	3.4%	\$49.39
Northern Territory	44	93.2%	19.5%	\$40.98

2024 Breakdown – Bulk Billing Rate



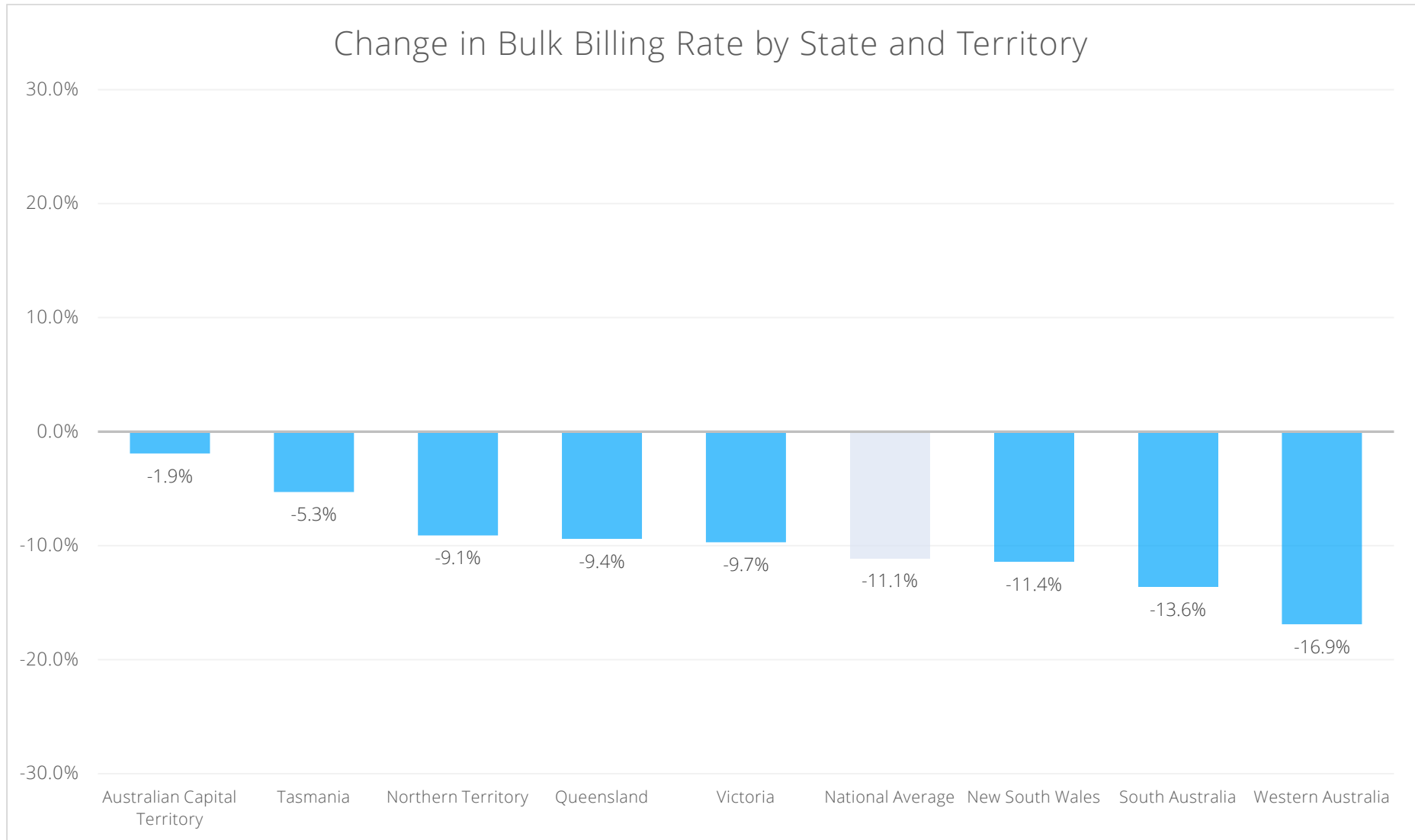
2024 Breakdown – Average Out-of-pocket Cost



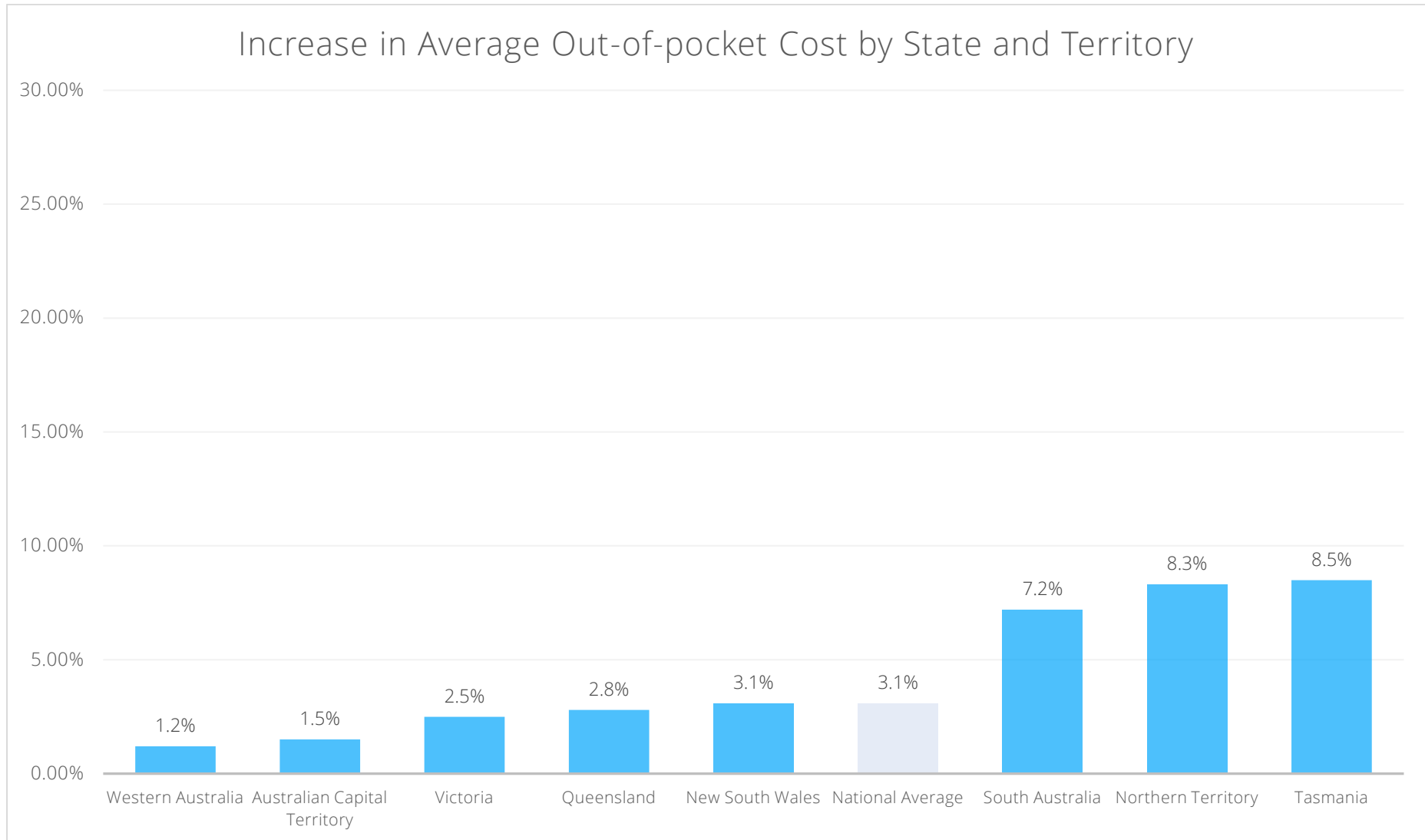
Historical Overview

Area	Clinics Surveyed	Bulk Billing Rate			Average Out-of-pocket Cost		
		2023	2024	Change	2023	2024	Change
National	6,091	34.7%	23.6%	-11.1%	\$40.45	\$41.68	+3.1%
New South Wales	2,098	48.6%	37.2%	-11.4%	\$41.10	\$42.37	+3.1%
Victoria	1,488	34.1%	24.4%	-9.7%	\$40.17	\$41.19	+2.5%
Queensland	1,264	26.0%	16.6%	-9.4%	\$40.00	\$41.13	+2.8%
Western Australia	593	26.1%	9.2%	-16.9%	\$40.56	\$41.04	+1.2%
South Australia	408	23.1%	9.5%	-13.6%	\$35.97	\$38.57	+7.2%
Tasmania	117	6.3%	1.0%	-5.3%	\$47.63	\$51.67	+8.5%
Australian Capital Territory	87	5.7%	3.8%	-1.9%	\$49.05	\$49.79	+1.5%
Northern Territory	36	21.2%	12.1%	-9.1%	\$36.55	\$39.59	+8.3%

Historical Breakdown – Bulk Billing Rate



Historical Breakdown – Average Out-of-pocket Cost



Conclusion

This Report is the first in Australian history to provide a [nationwide insight](#) into GP clinic billing arrangements on a [year-by-year basis](#).

The trend it outlines is [catastrophic](#).

[Fewer than 1 in 4](#) Australian GP clinics offer bulk billing to all adults through Medicare in 2024, and this number has fallen by [over 11 percentage points](#) on a clinic-by-clinic basis in just the last year. [514 clinics](#) which bulk billed all patients at the start of the year [had stopped by November 2023](#).

And, at the [over 75%](#) of clinics that do not offer bulk billing to adults, patients now face [average out-of-pocket costs in excess of \\$40](#) almost uniformly across the country. This is paid on top of the \$41.40 Medicare rebate already provided for a standard, 15-minute consultation.

In these circumstances, it's easy to see why [over 1.2 million Australians](#) didn't go to see a GP in 2022-23 because of [concerns surrounding cost](#); twice as many as in 2021-22.

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 taking on new patients when called.
- ⁱⁱⁱ Reflects the number of bulk billing clinics that do not charge an initial, yearly or monthly fee, divided by the number of available clinics in the jurisdiction.
- ^{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.