



# Blue Report

## Electorate Breakdown

February 2025

## 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 clinic of a given speciality in a given area.

Then we put it all on [cleanbill.com.au](https://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. So, in one simple, free search on Cleanbill, users can find a practitioner who meets all their affordability and availability needs without ever having to pick up the phone.

## What this report is

On 13 January 2025, Cleanbill released its third annual Blue Report. The 2025 Blue Report was the first in Australian history to provide [both nationwide and state-by-state insights](#) into GP billing arrangements across multiple years.

It was groundbreaking stuff. But we [weren't done yet](#).

The statewide breakdowns are helpful, but finding a bulk billing GP in Western Sydney can be a [very different experience](#) to finding one in Western New South Wales.

So, we followed our 2023 and 2024 Blue Reports with multiple breakdowns, [including electorate breakdowns](#), to ensure Australians could see how the data in the headline Blue Report tracks to their local area.

And we're doing exactly the same thing [again](#).

This Report takes the data from the 2023 Health of the Nation Report and compares it to the data collected for the 2025 Blue Report on an electorate-by-electorate basis, enabling us to map changes in bulk billing and out-of-pocket costs to individual Commonwealth electorates.

The Report's findings focus on the electorates with the largest increases and decreases in bulk billing and out-of-pocket costs since the start of 2023, as well as those which no longer have any bulk billing clinics.

## What the data means

Cleanbill's data reflects its listings; we aim to provide the best understanding of what every GP clinic around you would say if you, as an adult without concessions, asked for their pricing and availability information for a standard consultation during regular, weekday business hours. With this in mind, the definitions of the terms in this Report are as follows:

- Total Clinics – this is the number of in-scope GP clinics Cleanbill lists in its database. A clinic must have at least one general practitioner offering standard consultations (MBS Item 23) to the general public to be considered in-scope for the Blue Report (refer to Note i for further information on inclusions and exclusions).<sup>i</sup>
- Available Clinics – this is the percentage of quoted clinics (this is slightly less than the Total Clinics – refer to Note ii)<sup>ii</sup> that were taking on new patients when we called. It is calculated as:

$$\text{Available Clinics (\%)} = \left( \frac{\text{Available Clinics}}{\text{Quoted Clinics}} \right) \times 100$$

- Bulk Billing Clinics – this is the percentage of available clinics that will bulk bill a new adult patient without concessions who attends for a standard consultation (MBS Item 23) during regular, weekday business hours (refer to Note iii for further information).<sup>iii</sup> It is calculated as:

$$\text{Bulk Billing Clinics (\%)} = \left( \frac{\text{Bulk Billing Clinics}}{\text{Available Clinics}} \right) \times 100$$

- Average Out-of-pocket Cost – this is the average out-of-pocket cost of a standard consultation (MBS Item 23) for an adult patient without concessions who attends during regular, weekday business hours, amongst all clinics in the area not listed as bulk billing.

## Overview – Commonwealth Electoral Divisions

Commonwealth Electoral Divisions (electorates)	151
Electoralates with a % bulk billing clinic decrease	131
Electoralates with an out-of-pocket cost increase	136
<b>Electoralates with no bulk billing clinics</b>	<b>15 (9.9%)</b>

With a lower percentage of clinics bulk billing [across 86.7% of electoralates](#), Australians' options for finding a bulk billing GP in most electoralates are more limited than they were at the start of 2023. While there are still [12 electoralates](#) with bulk billing rates [exceeding 50%](#), [9 of these 12 are located in Western Sydney](#). Across the rest of the country, there are [15 electoralates](#) where we were unable to find any available, bulk billing clinics:

Bass (TAS)	Boothby (SA)	Braddon (TAS)
Brisbane (QLD)	Clark (TAS)	Fairfax (QLD)
Franklin (TAS)	Jagajaga (VIC)	Kingston (SA)
Lyne (NSW)	Lyons (TAS)	Mayo (SA)
Newcastle (NSW)	Shortland (NSW)	Swan (WA)

this is [up from 4](#) at the start of 2023.

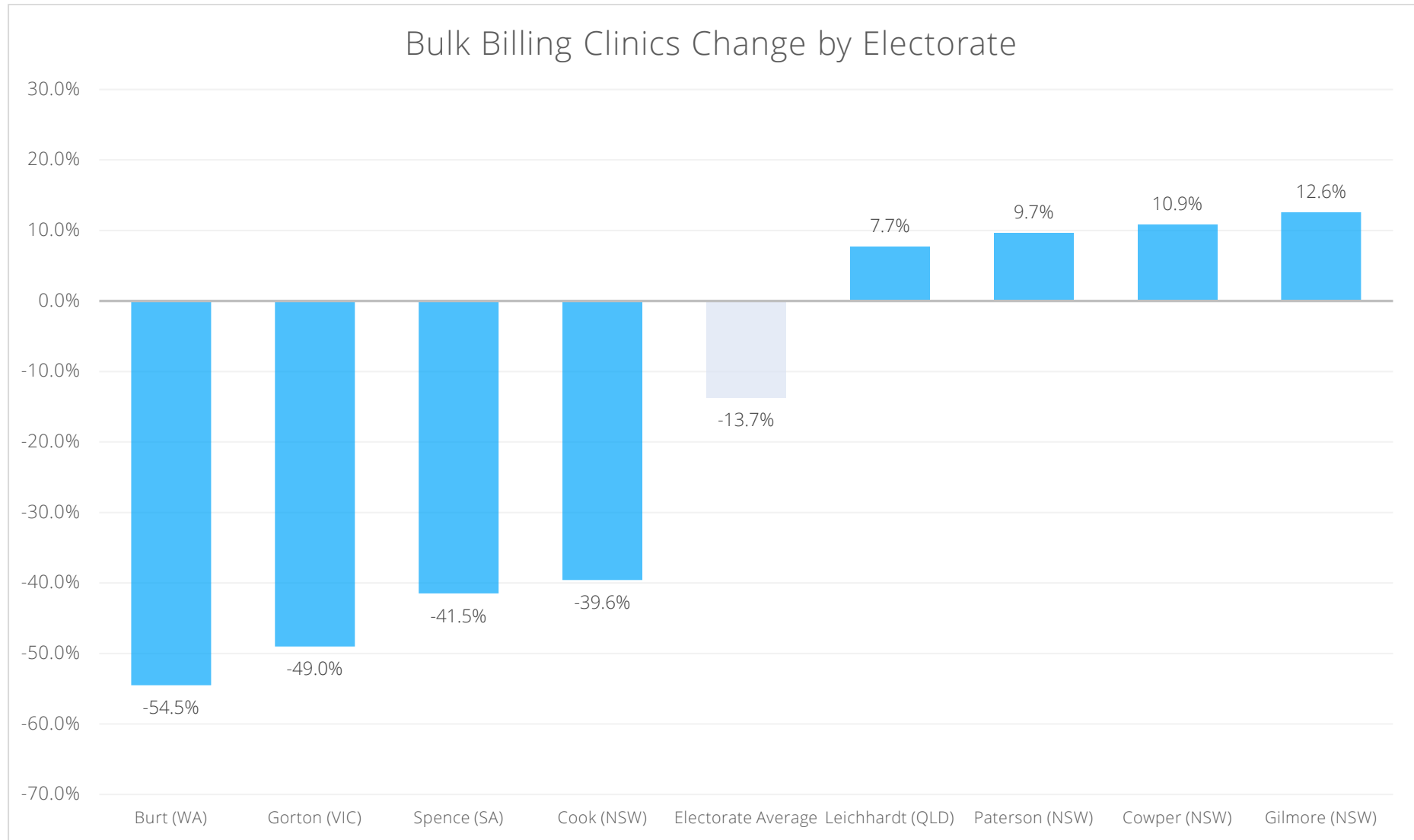
There were also [significant disparities in out-of-pocket cost changes](#) between electoralates, with some experiencing a [drop in fees](#) and others experiencing [large increases in fees](#).

The following datasets outline the electoralates with the largest increases and decreases in bulk billing and average out-of-pocket costs since the completion of our 2022-23 data collection.

## Overview – Bulk Billing Clinics Change

	Electorate	Bulk Billing Clinics		
		2022-23	2024-25	Change
	Electorate Average	32.4%	18.7%	-13.7%
Largest Decrease	Burt (WA)	61.0%	6.5%	-54.5%
	Gorton (VIC)	64.0%	15.0%	-49.0%
	Spence (SA)	53.7%	12.2%	-41.5%
	Cook (NSW)	54.8%	15.2%	-39.6%
Largest Increase	Gilmore (NSW)	10.9%	23.5%	+12.6%
	Cowper (NSW)	2.6%	13.5%	+10.9%
	Paterson (NSW)	3.1%	12.8%	+9.7%
	Leichhardt (QLD)	5.6%	13.3%	+7.7%

# Breakdown – Bulk Billing Clinics Change

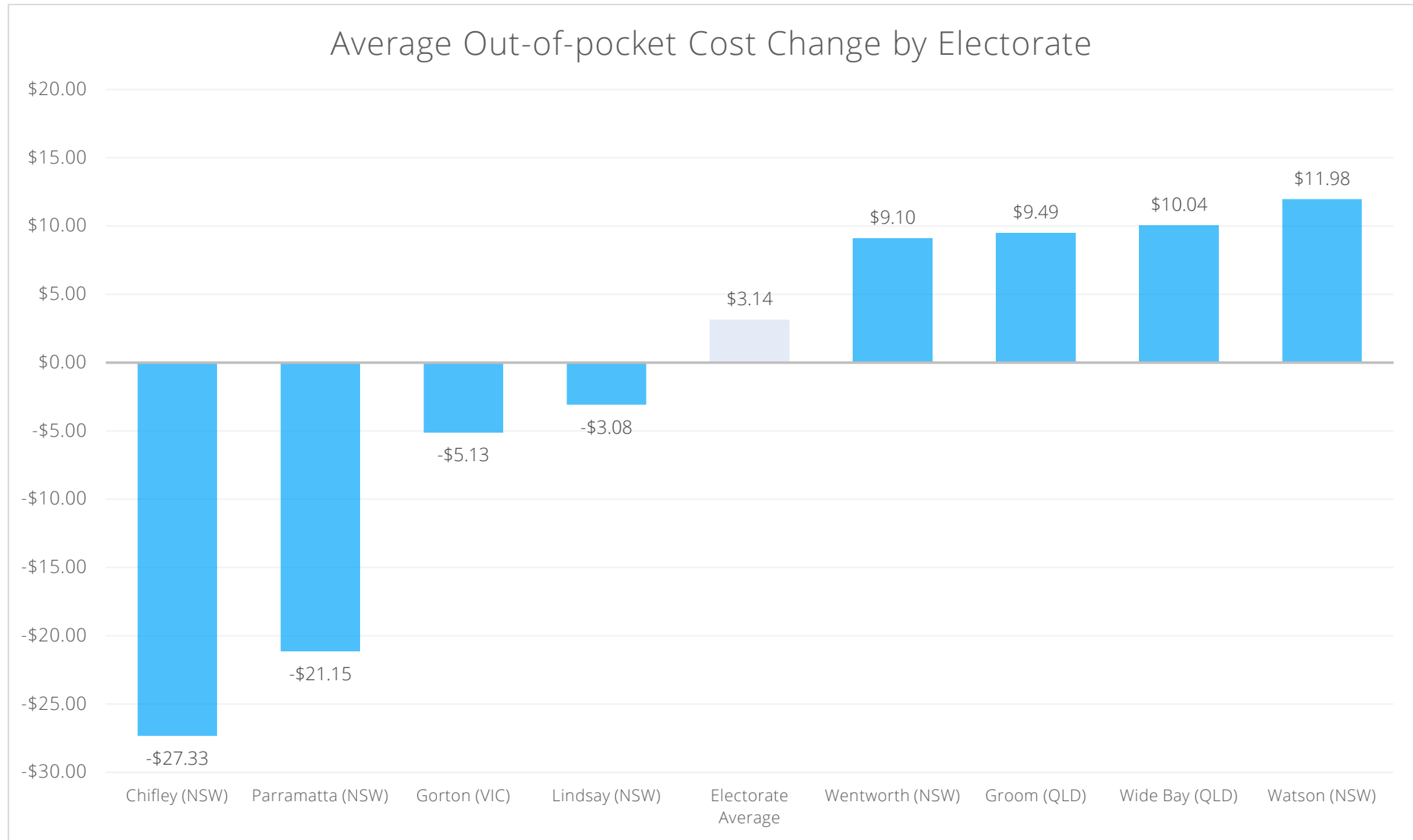


## Overview – Average Out-of-pocket Cost Change

	Electorate	Average Out-of-pocket Cost		
		2022-23	2024-25	Change
	Electorate Average	\$39.23	\$42.37	+\$3.14
Largest Decrease	Chifley (NSW) <sup>iv</sup>	\$50.25	\$22.92	-\$27.33
	Parramatta (NSW) <sup>v</sup>	\$56.85	\$35.70	-\$21.15
	Gorton (VIC)	\$38.38	\$33.25	-\$5.13
	Lindsay (NSW)	\$33.14	\$30.06	-\$3.08
Largest Increase	Watson (NSW)	\$24.54	\$36.52	+\$11.98
	Wide Bay (QLD)	\$39.67	\$49.71	+\$10.04
	Groom (QLD)	\$33.65	\$43.14	+\$9.49
	Wentworth (NSW)	\$56.25	\$65.35	+\$9.10



# Breakdown – Average Out-of-pocket Cost Change



## Conclusion

This Report is the first in Australian history to offer an electorate-by-electorate breakdown of changes in bulk billing clinics and average out-of-pocket costs across multiple years. As with the headline Blue Report, the results [paint a concerning picture](#) for [accessibility of care](#).

While some electorates have [gained bulk billing clinics](#) since 2023, [the vast majority \(86.7%\) lost them](#). And there were [significant drops in bulk billing](#) in some electorates over the course of just the last two years, with [15 electorates](#) now containing no available, bulk billing GP clinics.

The story is much the same with out-of-pocket costs: some electorates saw [decreases](#), but [the vast majority](#) of electorates showed [increases in out-of-pocket costs](#), some by as much as [25% of the average fee](#) at the start of 2023.

With bulk billing rates and out-of-pocket costs varying so greatly from electorate to electorate, it's critically important that Australians have [easy access to availability and pricing information](#) for every clinic around them.

Yet, this access is [just not there](#). [1 in 4 GP clinics don't have a website](#) and, of those that do, [only around 50%](#) display pricing information online, with [fewer than 1%](#) displaying availability information.

Faced with these information barriers, it's easy to see why [over 1.5 million Australians per year](#) delay or forego care with a GP in their community because of [concerns surrounding cost](#).

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

---

<sup>i</sup> The following clinics are not counted as GP clinics for the purposes of the Blue Report:

- Clinics where GP-like services are provided by non-GPs (e.g. nurse practitioner clinics);
- Clinics that are only accessible to certain segments of the population (e.g. university GP clinics accessible only to staff and students); and
- Clinics that are attached to GP clinics, but which do not operate as GP clinics (e.g. Medicare Urgent Care Clinics). The clinics that they are attached to are still counted as GP clinics.

<sup>ii</sup> Occasionally Cleanbill calls clinics and is not provided with pricing or availability information. This is because:

- The clinic refuses to provide any pricing or availability information when called; or
- Cleanbill can confirm the clinic exists but has not been able to reach it despite multiple calls during regular business hours.

Clinics that fall into this group are taken to have not provided a quote and are indicated as such on their Cleanbill listing. For data aggregation purposes, these clinics are removed from the total clinics in an area before calculating that area's availability rate. In our 2024-25 listing data collection, there were 64 clinics nationally (<1%) that fell into this group.

<sup>iii</sup> Under the definition of bulk billing on page 4, the following clinics are considered bulk billing for the purposes of this Report:

- Clinics with at least one doctor who is taking on new patients and established as bulk billing, even if the clinic has other doctors that do not bulk bill.
- Clinics that are bulk billing during regular, weekday business hours, but which do not bulk bill outside of these hours.
- Clinics that bulk bill without charging a one-off, yearly, or monthly fee to access bulk billing.

<sup>iv</sup> The significant decrease in average out-of-pocket costs in the electorate of Chifley is due to the moderating effect of more clinics switching from bulk billing to private/mixed billing. The 2023 average for

---

Chifley was calculated on the basis of a single private billing clinic, while the 2025 average is calculated on the basis of 11 private billing clinics.

<sup>v</sup> The significant decrease in average out-of-pocket costs in the electorate of Parramatta is due to the moderating effect of more clinics switching from bulk billing to private/mixed billing. The 2023 average for Parramatta was calculated on the basis of 5 private/mixed billing clinics, while the 2025 average is calculated on the basis of 17 private/mixed billing clinics.