



Blue Report

Regional Breakdown

February 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 8 January 2024, Cleanbill released its [2024 Blue Report](#). The 2024 Blue Report outlined the national bulk billing rate and average out-of-pocket cost of seeing a GP at the end of 2023, before comparing these figures against those collected at the start of 2023 to see what had happened to these figures over the course of the year.

It was a game changer.

Not only did it represent the most comprehensive collection of billing and availability data for GPs in Australian history, but it was also the first independent report to provide insight into the trends in this data on a year-by-year basis.

But it only went as far as the state level.

And we wanted to know how the data broke down within states. So, we found out.

This Report takes the national figures for the 2024 Blue Report and splits all the clinics in each state into those within that state's capital city and those outside of it. We've then aggregated the billing and availability information for each of those areas to show how the billing and availability data breaks down within each state.

What the data means

Cleanbill's data reflects its listings; it aims 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:

- Clinics listed – this is the total number of clinics that Cleanbill lists in its database for the given jurisdiction. Cleanbill goes to every length to ensure that this is every single clinic in that jurisdiction, and we estimate it to have an accuracy above 99%. But there is no publicly available list of every single clinic across the country to compare it to, so we may inadvertently miss some. If you are a clinic that isn't listed, please reach out so that we can update our database with your details.
- Availability rate – this is the total number of clinics in the jurisdiction that were taking on new patients when we called, divided by the total clinics for which we were able to get a quote (this is slightly less than the total clinics listed – refer to Note i).ⁱ
- Bulk Billing Rate – this is the number of clinics that will bulk bill all adult patients without concessions who attend for a standard consultation (MBS Item 23) during regular, weekday business hours, divided by the total number of available clinics in the jurisdiction (refer to Note ii for a full list of inclusions and exclusions).ⁱⁱ

- Average Out-of-pocket Cost – this is the average 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 jurisdiction not listed as bulk billing.

How did you split the clinics?

For every address in Australia, the Australian Bureau of Statistics (ABS) records whether the address sits within a state's Greater Capital City Statistical Area or outside of it. We just found what the ABS says for the address of every clinic in the country and aggregated the data from there.

Why only the States?

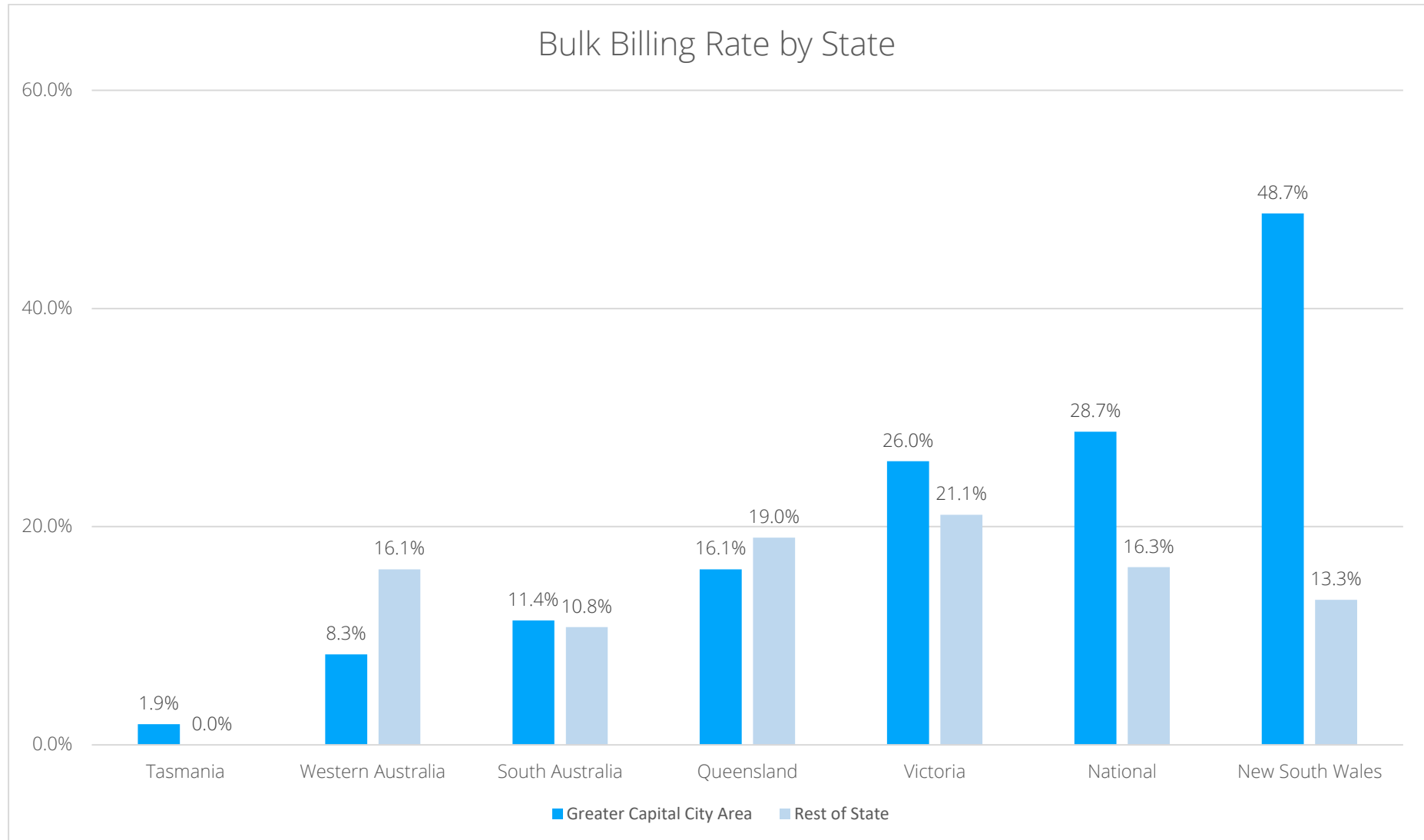
We had hoped to make this a truly national report, but decided to omit data for the Territories for the following reasons:

- Australian Capital Territory – the ACT does not have a split between a Greater Capital City Statistical Area and the rest of the Territory. It's all just the ACT. And we've already published data for that.
- Northern Territory – there were too few clinics here for further meaningful analysis. For example, we've only found 10 GP clinics outside of the Greater Darwin area. This limited the value of further analysis, as it would offer little additional insight to that already provided by the 2024 Bue Report.

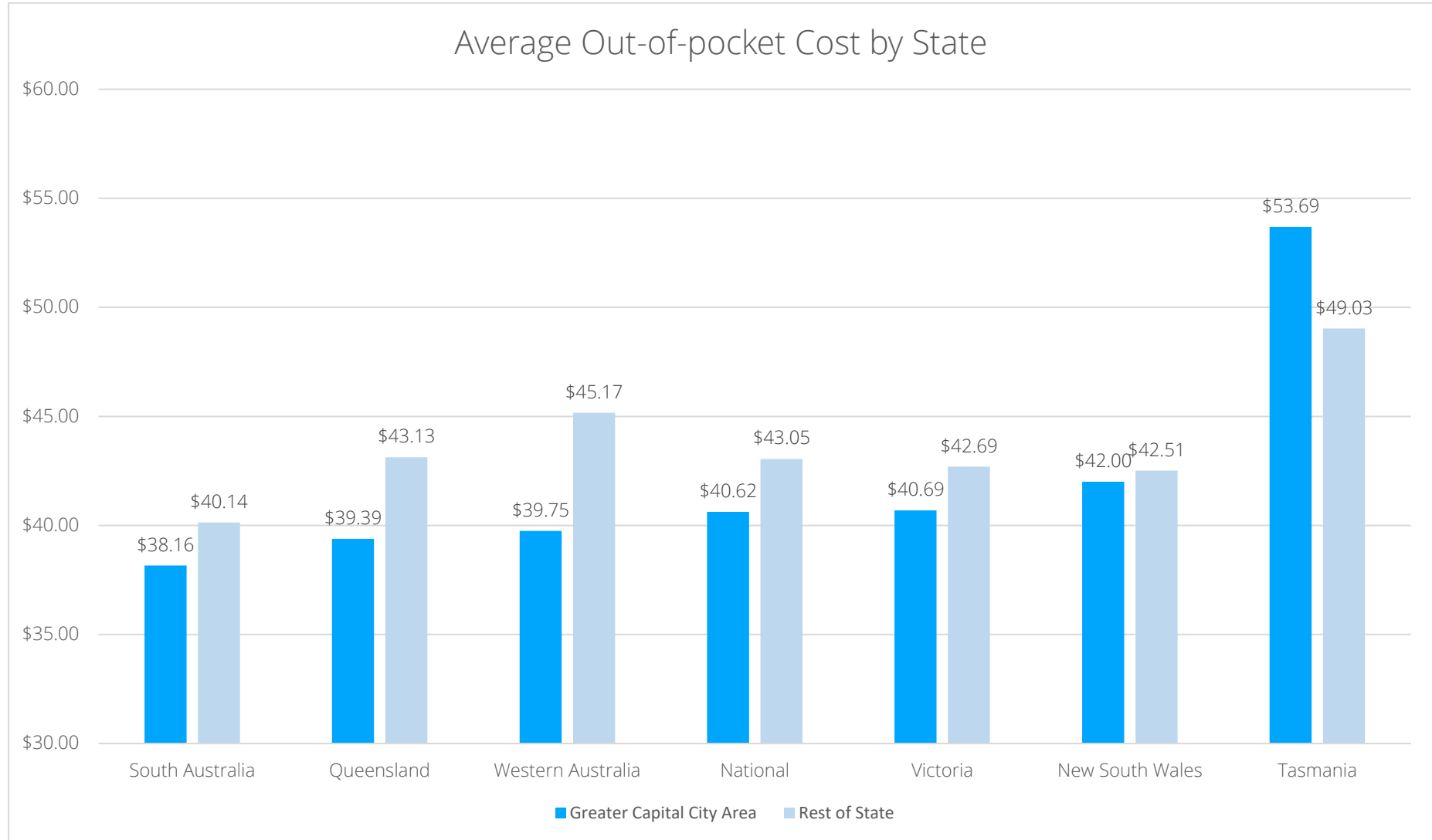
Overview

State	Clinics Listed	Availability Rate	Bulk Billing Rate	Average Out-of-pocket Cost
All States (Cities)	4,425	89.1%	28.7%	\$40.62
All States (Rest of State)	2,251	88.1%	16.3%	\$43.05
Greater Sydney	1,544	88.0%	48.7%	\$42.00
Rest of NSW	787	82.6%	13.3%	\$42.51
Greater Melbourne	1,277	89.2%	26.0%	\$40.69
Rest of Vic	392	86.6%	21.1%	\$42.69
Greater Brisbane	697	92.9%	16.1%	\$39.39
Rest of Qld	729	92.3%	19.0%	\$43.13
Greater Perth	496	90.9%	8.3%	\$39.75
Rest of WA	162	95.7%	16.1%	\$45.17
Greater Adelaide	351	83.0%	11.4%	\$38.16
Rest of SA	111	93.6%	10.8%	\$40.14
Greater Hobart	60	86.7%	1.9%	\$53.69
Rest of Tas	70	87.0%	0.0%	\$49.03

Breakdown – Bulk Billing Rate



Breakdown – Average Out-of-pocket Cost



Conclusion

This Report sheds additional light on the breakdown of GP clinic availabilities and billing arrangements beyond what was provided in our 2024 Blue Report. The results are [deeply concerning](#).

For the most part, bulk billing rates outside of our capital cities [sit lower](#) than rates within them. The headline bulk billing rate for New South Wales is 37.2% but these [bulk billing clinics are concentrated within Sydney](#). Outside of Sydney, there's a precipitous drop in bulk billing to the point that [just over 13%](#) of available clinics bulk bill their non-concession adult patients.

Average out-of-pocket costs are also [higher outside our capitals](#), and by wide margins in some states. In Western Australia, for example, [people outside Perth are paying almost \\$5.50 more on average](#) for a standard, 15-minute consultation than those within the city.

With availability rates, bulk billing rates and out-of-pocket costs varying so greatly from area to area, 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 10%](#) display pricing information online, with [fewer than 1%](#) displaying availability information.

Faced with these information barriers, it's easy to see why [over 1.2 million 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 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 a jurisdiction before calculating that jurisdiction's availability rate. In our listing data collection at the end of 2023, there were 69 clinics nationally (~1%) that fell into this group.

ⁱⁱ Under the above definition of bulk billing, 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 in accordance with the above definition, even if the clinic has other doctors that do not bulk bill in accordance with the above definition.
- Clinics that bulk bill in accordance with the above definition during regular, weekday business hours, but which do not bulk bill in accordance with the above definition outside of these hours.
- Clinics that do not charge a one-off, yearly, or monthly fee to access bulk billing in accordance with the above definition.