

Discussing the Medicare funding promise with your patients

Information for GPs and practices

Who is this document for?

This information sheet is intended to support general practitioners (GPs), practice owners and their staff discuss and educate their patients about the changes to the bulk billing incentives due to commence on 1 November 2025.

Discussing the upcoming changes with your patients

It is important your patients are aware of the upcoming changes to bulk billing incentives commencing 1 November **do not mean it is mandatory for GPs to bulk bill their patients**. GPs and practices need to educate patients on what the changes will mean for them, and their local GP practice.

Below are some key talking points that may assist in your conversation with your patients:

Will I be Bulk Billed because of the Government's extended tripled bulk billing incentive?

- The changes to the Bulk Billing Incentive announced by the Government do not mean everybody will be bulk billed.
- When your appointment is "bulk billed" it means the government pays the cost of providing your care through a Medicare rebate. It means the Government pays for your appointment, so you don't have to.
- Unfortunately, due to inflation and a 10-year funding freeze, Medicare rebates no longer cover the full cost of providing specialised GP care.
- The extended tripled bulk billing incentive is a small incentive - or top-up payment - provided to doctors who bulk bill their Medicare-eligible patients.
- Unfortunately, the combined incentive and Medicare rebate still remain insufficient to cover the full cost of providing comprehensive, high-quality specialist GP care.
- This means, we may still need to charge you a gap fee for your care.

Why a gap fee is still necessary?

- In Australia, most GP clinics are private small businesses – they need to make sure they cover their running costs, so they can keep providing the high-quality specialist GP care patients like you need.
- Unfortunately, due to inflation and a 10-year funding freeze, Medicare rebates no longer cover the full cost of providing this specialised care.
- Like everything, healthcare costs keep going up – New technologies, new medicines, the highly skilled practice staff we employ to take care of you, as well as overheads like electricity and rent/rates, all cost more these days.
- Because Medicare rebates no long cover the cost of providing your care, our practice may need to charge you a gap fee (an extra cost) to keep our small business open.
- Unfortunately, the combined tripled bulk billing incentive and Medicare rebate still remain insufficient to cover the full cost of providing comprehensive, high-quality specialist GP care.
- The gap fees we charge help us hire nurses and other practice staff, buy the new equipment and technology we need to run our clinic properly and cover all our other overheads and consumables.

Further information:

[RACGP Federal election – Latest information and support](#)

[RACGP information sheet – Supporting sustainable billing practices in general practice](#)

[RACGP resources to help you manage your billing](#)

[Department of Health – Bulk billing incentive increase](#)

[Department of Health – Out of pocket costs](#)

[Australian Medical Association – Bulk billing incentive – the facts](#)

[Australian Medical Association guide: Informed Financial Consent – a collaboration between doctors and patients](#)