Our Billing Policy & Fees Explained

Last updated on 01 Oct 2026

At NewHealth Medical Centre, we pride ourselves on providing the highest possible standard of health care to our community. To achieve this in today's environment, it's not possible to bulk bill everyone. That's why our billing is changing to **Mixed Billing from 30 Jan 2023,** meaning most patients will need to pay a consultation fee**.** Medicare bulk-billing will be available only for certain patients.

You will be asked to pay the full private fee on the day of your consultation.
We can assist you in getting a rebate from Medicare, by submitting a request to Medicare on your behalf to transfer the rebate into your bank account, which can take 1 to 2 business days. If you bring a debit card (plastic), we could process your rebate on the spot.

For most GP services, the out-of-pocket fee of $45 (for most GP services) will be introduced for Mon to Fri (starting from 1 Oct 2026). For detailed information, please ask our reception.

Private Billing

GP Fees & Payments from 01 Oct 2026

All GP consultations being Time/Complexity based will attract a fee to be paid in full at the time of consultation by credit card (no AMEX), EFTPOS or cash. Patients with a valid Medicare card can receive a rebate from Medicare.

Key Consultation Fees*:

Consultation Type	Amount Payable on the day of appointment	Medicare Rebate	Gap (out-of-pocket)
Standard – Level B (Mon-Fri) MBS Item 23	**$90.05**	$45.05	$45
Long/Complex – Level C (Mon-Fri) MBS Item 36	**$132.10**	$87.10	$45
X Long/Complex – Level D (Mon-Fri) MBS Item 44	**$173.35**	$128.35	$45
Standard – Level B (Sat before 1pm) Item 23	**$90.05**	$45.05	$45
Standard – Level B (Sat after 1pm) Item 5020	**$103.65**	$58.65	$45
Long/Complex – Level C (Sat before 1pm) Item 36	**$132.10**	$87.10	$45
Long/Complex – Level C (Sat after 1pm) Item 5040	**$145.55**	$100.55	$45
X Long/Complex – Level D (Sat after 1pm) MBS Item 5060	**$185.95**	$140.95	$45
Health Assessment Fitness to Drive (Private - no Medicare) (no commercial)	**$120.00**	NA	NA
Standard (Private - no Medicare)	**$95.00**	NA	NA
Complex (Private - no Medicare)	**$135.00**	NA	NA

***Other fees and charges may be applied for medical procedures and consumables.**
***Certain services are not bulk-billed (fully private) or might not attract Medicare rebate, including: WorkCover injuries, medical examinations for insurance, medical reports, Centerlink certificates/forms and procedures including Implanon insertion/removal and health assessments for employment and driving. Please ask the reception about fees before you get the service.**

Claiming Medicare Rebate:

We can help you claim your Medicare rebate after your appointment.
Our practice is equipped with EFTPOS facilities and integration with Medicare (Online Claiming) facilities, which allow our clinic to directly lodge your claim to Medicare for eligible rebates (refunds). Your rebate might be paid on-spot (if you present a DEBIT card) or deposited into your nominated bank account by Medicare within 48 hours (if your Medicare card is linked with a bank account).

If you have not registered your bank account with Medicare please do so online at https://www.servicesaustralia.gov.au/medicare

If you have not received your Medicare rebate into your registered bank account within 48 hours please call Medicare on 132 011.

For any technical issues, if the on-spot claiming fails, you can claim your Medicare rebate online or from Medicare offices.

Bulk Billing still available:

We are aware that there may be times in life when health and expenses become a challenge. It's important that patients are still able to access quality health care at those times, so we offer Medicare bulk billing in some circumstances to a range of patients.
Bulk billing is available on weekdays ONLY for patients who have a valid Medicare card and are:
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- Pension Card Holders
- DVA Card Holders
- Children under 16 years
- Health Care Card Holders
- NDIS clients
- Attending Covid-19 and Flu Vaccination

Minor Surgery is privately billed:

Most procedures incur private fees, including skin cancer management, removal of skin lesions, biopsies, suturing of cuts and lacerations, and the lancing of abscesses, boils and carbuncles. Fees for these procedures vary; please discuss and confirm the fees payable for your procedure with your doctor during your initial consultation.

New Patients:

Your initial consultation might be booked and privately billed as a complex(long) consultation (Item 36) – please note we are a private billing practice.

Missing Appointments and Cancellation Fees:

All patients who miss their appointment and do not cancel at least 24 hours before their appointment might be charged a **missed appointment fee of $45.00 (GST inclusive)** , payable upon requesting another appointment. This fee is not claimable through Medicare.

Payment On the Day:

Payment is required on the day of your appointment by EFTPOS, credit card and cash only. Cash payment is not preferred.

We are here to help:

If you need to talk to someone about our billing policy, fees, Medicare rebates and bulk billing, please call our reception team on 02 8055 0000. We are here to help find the best solution for you.