

From: s47F
To: s47F
Cc: s47F; [Andrew Cohen](#)
Subject: RE: FOR REVIEW: Quotes for bulk billing article [SEC=OFFICIAL]
Date: Monday, 4 December 2023 4:35:00 PM
Attachments: [image001.png](#)
[image002.png](#)

Hi s47F

Thanks for looping us in. It is certainly another useful data point on the impact of the tripling of the bulk billing incentive.

Great to get that feedback.

@s47F – I'll reach out to discuss this further.

Cheers

s47F

From: s47F
Sent: Friday, 1 December 2023 3:13 PM
To: s47F @Health.gov.au>
Cc: s47F @Health.gov.au>; s47F @Health.gov.au>;
s47F @Health.gov.au>; Andrew Cohen s47F
s47F
Subject: RE: FOR REVIEW: Quotes for bulk billing article [SEC=OFFICIAL]

Hi s47F,

s47G

This is clearly similar to what we have seen in our clinics, and potentially representative given the broader bulk billing rate of ~60-65%.

We thought this would be some welcome feedback for the Minister on the impact of the tripling, and another useful datapoint.

I have cc'd s47F in case you have any questions,

And of course, feel free to reach out to me if any questions.

Regards,

s47F



M s47F

Level 1, 30-38 Short St, Leichhardt, NSW 2050

forhealth.com.au

linkedin.com/company/forhealthgroup

From: s47F [Health.gov.au](mailto:s47F@Health.gov.au)>

Sent: Friday, November 24, 2023 3:31 PM

To: s47F Andrew Cohen

s47F

Cc: s47F [@Health.gov.au](mailto:s47F@Health.gov.au)>; s47F [@Health.gov.au](mailto:s47F@Health.gov.au)>;

s47F [@Health.gov.au](mailto:s47F@Health.gov.au)>

Subject: RE: FOR REVIEW: Quotes for bulk billing article [SEC=OFFICIAL]

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Thanks s47F that's great.

From: s47F

Sent: Friday, 24 November 2023 1:53 PM

To: s47F [@Health.gov.au](mailto:s47F@Health.gov.au)>; Andrew Cohen s47F

Cc: s47F [@Health.gov.au](mailto:s47F@Health.gov.au)>; s47F [@Health.gov.au](mailto:s47F@Health.gov.au)>;

s47F [@Health.gov.au](mailto:s47F@Health.gov.au)>

Subject: RE: FOR REVIEW: Quotes for bulk billing article [SEC=OFFICIAL]

REMINDER: Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Hi s47F

As discussed before – see below updated language from our end.

Feel free to give me a call if you want to discuss further.

Bulk billing drop

It is easier to see a doctor for free, with more bulk billing services available since the Albanese Government tripled the incentive that doctors get to bulk bill pensioners, concession cardholders and children under 16.

Doctors in GP clinics in every state and territory have increased the availability of bulk billing since the \$3.5 billion investment came into effect on 1 November.

One general practice operator, ForHealth, has seen a 5 percentage point increase in bulk billing across 20 of the general practices in its network that previously had lower rates of bulk billing.

71% of visits to those 20 clinics were bulk billed after the higher Medicare payments were introduced in November, up from just 67% in September.

Some ForHealth clinics saw even greater increases, with Caringbah Medical & Dental Centre in Sydney going from bulk billing half its patients in September, to bulk billing nearly two-thirds of patients in November.

More than 7 million pensioners and concession cardholders, as well as 5 million families with children under 16 are eligible for the higher Medicare payments.

Together, these patients account for 3 out of 5 visits to the GP.

The CEO of ForHealth, Andrew Cohen, says their modelling shows families of children under 16 and patients with concession cards often cut back on visiting the GP when gap fees are introduced.

When health care card patients make fewer visits to the GP, particularly now that a tripled bulk billing incentive is available, the lower volume of visits in most cases results in a fall in GP billings. This negates any benefit that a GP might have hoped for by introducing a large gap fee for eligible patients.

Mr Cohen said "the net economic benefit of bulkbilling a healthcare card holder now the incentive has been tripled is very clear in almost all areas, and especially so in regional areas with loadings. The social good for vulnerable patient cohorts is equally attractive to most GPs."

Cohen says "the tripling in the bulk billing incentive is going to make a big difference. Basically, it means more bulk billing doctors, more bulk billed patients, and we hope lower ED presentations at the hospital."

Queensland doctor s47F, off the coast of Townsville. He said the higher Medicare payments have already helped him change his billing practices. "we've actually returned from private billing children and pensioners to bulk billing them, because it is a significant difference."

s47F stopped bulk billing in January and reinstated it on 1 November.

A GP in the major cities will now receive 34% more in Medicare payments to bulk bill a standard 20-minute consultation with an eligible patient.

A GP in regional and rural Australia will receive around 50% more for that same visit.

s47F in Wollongong, New South Wales, said “it's perhaps the first time in a long time that we've had cause for optimism.”

Quotes attributable to Minister Butler:

“We went to the election promising Australians we would make it cheaper to see a doctor and that’s what we have delivered.

“The tripling of the bulk billing incentive benefits patients that account for 3 out of 5 visits to the GP.

“Doctors have been telling me and now the data shows the reality, even in these early days, only three weeks into the new incentives, clinics everywhere are making the shift back to bulk billing.”

Bulk billing increases in example ForHealth clinics

Site	Rolling 7 day % of Visits Bulk Billed		Delta	
	Oct 1 st	Nov 19 th	% point change	% change
Outer Metro South, NSW	s47G			
Outer Metro North East, SA				
Inner Metro, NSW				
Regional, NSW				
Inner Metro, VIC				
Outer Metro South, WA				
Outer Metro West, VIC				
Inner Metro, VIC				

Regards,

s47F



M s47F

Level 1, 30-38 Short St, Leichhardt, NSW 2050

forhealth.com.au

[linkedin.com/company/forhealthgroup](https://www.linkedin.com/company/forhealthgroup)

From: s47F [@Health.gov.au](mailto:s47F@Health.gov.au)>

Sent: Friday, November 24, 2023 11:53 AM

To: Andrew Cohen s47F

Cc: s47F <s47F@Health.gov.au>; s47F <s47F@Health.gov.au>; s47F <s47F@Health.gov.au>

Subject: RE: FOR REVIEW: Quotes for bulk billing article [SEC=OFFICIAL]

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Thanks Andrew, s47F and I have had a chat. We'll make the tweaks, as discussed.

We'll drop to media on Sunday for Monday publication. Some journalists may want to call and check the quotes, in which case we'll provide your mobile number.

Many thanks,

s47F

From: Andrew Cohen s47F

Sent: Friday, 24 November 2023 11:13 AM

To: s47F <s47F@Health.gov.au>; s47F

Cc: s47F <s47F@Health.gov.au>; s47F <s47F@Health.gov.au>; s47F <s47F@Health.gov.au>

Subject: Re: FOR REVIEW: Quotes for bulk billing article [SEC=OFFICIAL]

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Thanks s47F that looks great. s47F from my office and ccd is going to give you a quick call now to just make a few quick edits that we think might add to it and then we are happy to stand by this and be on call for any media questions that you need.

Andrew

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From: s47F <s47F@Health.gov.au>

Sent: Friday, November 24, 2023 9:58:43 AM

To: Andrew Cohen s47F

Cc: s47F <s47F@Health.gov.au>; s47F <s47F@Health.gov.au>; s47F <s47F@Health.gov.au>

Subject: FOR REVIEW: Quotes for bulk billing article [SEC=OFFICIAL]

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Hi Andrew,

My name is s47F, I work with s47F in Minister Butler's office.

We're working up some background information and quotes to give to media over the weekend about the early impact of the tripling of the bulk billing incentive.

I've written up a draft that includes quotes and background info that you supplied about the ForHealth experience, so far.

Would you mind reviewing the below and checking you're comfortable with the language, quotes and detail in the draft?

Feel free to tweak or change. If it's easier, you could give me a buzz and quickly chat through any changes you'd like to see.

My mobile number is s47F

Cheers

s47F

Bulk billing drop

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Doctors in GP clinics in every state and territory have increased the availability of bulk billing since the \$3.5 billion investment came into effect on 1 November.

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71% of visits to those 20 clinics were bulk billed after the higher Medicare payments were introduced in November, up from just 67% in September.

Some ForHealth clinics saw even greater increases, with Caringbah Medical & Dental Centre in Sydney going from bulk billing half its patients in September, to bulk billing nearly two-thirds of patients in November.

More than 7 million pensioners and concession cardholders, as well as 5 million families with children under 16 are eligible for the higher Medicare payments.

Together, these patients account for 3 out of 5 visits to the GP.

The CEO of ForHealth, Andrew Cohen, says their modelling shows families of children under 16 and

patients with concession cards often cut back on visiting the GP when gap fees are introduced.

As patients make fewer visits to the GP, the lower volume of visits means general practice revenue falls overall, negating any benefit that GPs might have hoped for by introducing or increasing gap fees.

Cohen says “the tripling in the bulk billing incentive is going to make a big difference. Basically, it means more bulk billing doctors, more bulk billed patients, and we hope lower ED presentations at the hospital.”

Queensland doctor **s47F**, off the coast of Townsville. He said the higher Medicare payments have already helped him change his billing practices. “we’ve actually returned from private billing children and pensioners to bulk billing them, because it is a significant difference.”

s47F stopped bulk billing in January and reinstated it on 1 November.

A GP in the major cities will now receive 34% more in Medicare payments to bulk bill a standard 20-minute consultation with an eligible patient.

A GP in regional and rural Australia will receive around 50% more for that same visit.

s47F in Wollongong, New South Wales, said “it’s perhaps the first time in a long time that we’ve had cause for optimism.”

Quotes attributable to Minister Butler:

“We went to the election promising Australians we would make it cheaper to see a doctor and that’s what we have delivered.

“The tripling of the bulk billing incentive benefits patients that account for 3 out of 5 visits to the GP.

“Doctors have been telling me and now the data shows the reality, even in these early days, only three weeks into the new incentives, clinics everywhere are making the shift back to bulk billing.”

Bulk billing increases in selected ForHealth clinics

Site	Rolling 7 day % of Visits Bulk Billed		Delta	
	Oct 1 st	Nov 19 th	% point change	% change
Caringbah, NSW	s47G			
Modbury, SA				
Darlinghurst, NSW				
Dapto, NSW				
Preston, VIC				
Rockingham, WA				
Melton, VIC				
Highbury, VIC				

s47F

Strategic Communications Lead

Office of the Hon Mark Butler MP

Minister for Health and Aged Care

M: **s47F**E: **s47F** [@health.gov.au](mailto:s47F@health.gov.au)

Suite MG.50 | PO Box 6022

Parliament House, Canberra ACT 2600

The Office and Department of Health acknowledges the Traditional Custodians of Australia and their continued connection to land, sea and community. We pay our respects to all Elders past and present.

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From: [Andrew Cohen](#)
To: s47F
Cc: s47F ; [Thomas McLaughlin](#)
Subject: Follow-up: UCC workforce brief
Date: Monday, 7 April 2025 11:45:18 AM
Attachments: [2504 UCC Workforce Briefing.pdf](#)

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s47F ,

As promised attached is a copy of our UCC Workforce thoughts per Friday. We are also engaging with Department in parallel.

s47G

Thanks, and reach out with any questions.

Andrew

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From: [Andrew Cohen](#)
To: s47F
Cc: [CROW, Andrew](#); s47F
Subject: Re: Observed UCC / ED trends [SEC=OFFICIAL]
Date: Wednesday, 26 March 2025 8:59:55 AM
Attachments: [image001.png](#)

Thanks s47F - got it, let us think about it more and come back to you.

Andrew

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From: s47F @Health.gov.au>
Sent: Wednesday, March 26, 2025 8:18 am
To: Andrew Cohen s47F
Cc: CROW, Andrew s47F; s47F
 @Health.gov.au>; s47F @Health.gov.au>
Subject: RE: Observed UCC / ED trends [SEC=OFFICIAL]

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Hi Andrew

Thank you, very interesting analysis.

I agree the data we can be most confident in is the number of patients who say they would have otherwise gone to an ED if a UCC wasn't available (and these are big numbers). And it's a good point that we should have local population growth in the back of our minds if we're looking at raw increases or decreases in cat 4/5s.

Do you have any thoughts on how to best demonstrate the impact of UCCs, given cat 4/5s are down by ~10% across the country and cat 1-3s are up by ~10% across the country. That is, how to combat a potential argument that the change is happening across the country, including in areas without a UCC? (Again, I imagine this comes back to the number of patients who say they would have otherwise gone to an ED.)

Thanks

s47F

Primary Care and Workforce Adviser

Office of the Hon Mark Butler MP
 Minister for Health and Aged Care
 M: s47F @health.gov.au

From: Andrew Cohen s47F

Sent: Sunday, 23 March 2025 2:54 PM

To: s47F @Health.gov.au>; s47F @Health.gov.au>; s47F @Health.gov.au>

Cc: CROW, Andrew s47F

Subject: Observed UCC / ED trends

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s47F ,

We thought it might be useful to pass on this top-line analysis of UCC impacts, looking at trends in SA and Vic that we happened to be reviewing. s47F this is in line with our email last week.

I think the data others are using does not correctly account for timing or the underlying shifts and growth in population and health needs in the area.

The key insight is how Cat 1-3 is trending vs Cat 4-5 and vs historical trend. When you split this out properly per the attached, the trend and relativities are clear.

Let us know if helpful to extend analysis for other states and sites? As context I briefed the RACGP President, CEO and Chair late last week on this topic.

I hope helpful,

Andrew

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From: s47F
To: [Andrew Cohen](#); s47F
Cc: [CROW, Andrew](#)
Subject: RE: Early perspective: BB loading [SEC=UNOFFICIAL]
Date: Wednesday, 26 March 2025 7:23:00 AM

This is great Andrew. Thank you.

The clinic example in Dapto is particularly useful.

See you soon,

s47F

From: Andrew Cohen s47F
Sent: Wednesday, 26 March 2025 7:15 AM
To: s47F @Health.gov.au>; s47F @Health.gov.au>;
s47F @Health.gov.au>
Cc: CROW, Andrew s47F
Subject: Early perspective: BB loading

s47F

Great to see you last night and congratulations again on such a meaningful budget for our sector. It will transform bulk-billing.

I was promised s47F to send the attached. It is an early perspective on how the mechanics of the 12.5% BB loading could work.

s47G

I can talk through it further on the weekend if you make it to Murrumbidgee.

Andrew

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From: s47F
To:
Cc: [Andrew Cohen](#)
Subject: RE: Urgent Care Follow-up [SEC=UNOFFICIAL]
Date: Monday, 12 August 2024 3:10:00 PM
Attachments: [image001.png](#)

Thanks s47F – that's most useful.

s47F

From: s47F
Sent: Monday, August 12, 2024 3:09 PM
To: s47F <s47F@Health.gov.au>
Cc: Andrew Cohen <s47F>
Subject: Urgent Care Follow-up

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Hi s47F

Hope you are well,

As was mentioned – ForHealth is concerned that there is a growing use of misleading information circulating on Urgent Care.

This was pretty evident in the article this morning from s47F .

We thought it would be helpful for the team and Minister to be armed with the below facts – we can help expand on these or answer any questions with our dataset.

s47G

s47G

We are happy to assist in any way, please don't hesitate to reach out.

Regards,

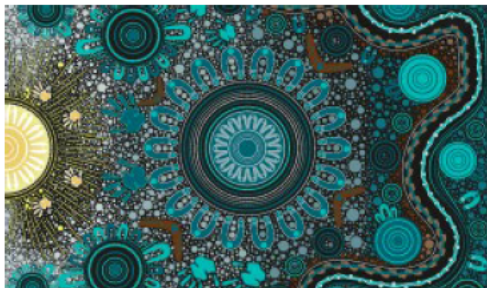
s47F



M s47F

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linkedin.com/company/forhealthgroup

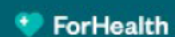


Acknowledgement of Country

We acknowledge the Traditional Owners and Custodians of the land on which our medical & dental centre is located, the Gadigal and Wangal clans of the Eora Nation, and pay our respects to their Elders past, present, and emerging. We recognise the ongoing connection that First Nations Peoples have to the land and the importance of their cultural heritage to the community.



Artwork 'Unity in Health: A Journey to Reconciliation' by Lani Balzan



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From: [Andrew Cohen](#)
To: s47F
Cc: s47F
Subject: RE: Impact of Bulk Billing Incentive [SEC=OFFICIAL]
Date: Tuesday, 21 November 2023 2:58:16 PM
Attachments: [image001.png](#)
[image002.png](#)

No problems at all s47F

Andrew Cohen
 CEO



Ms47F
 Level 1, 30–38 Short St, Leichhardt, NSW 2040
forhealth.com.au

From: s47F @Health.gov.au>
Sent: Tuesday, November 21, 2023 2:55 PM
To: Andrew Cohen s47F ; s47F
 @Health.gov.au>
Cc: s47F @Health.gov.au>
Subject: RE: Impact of Bulk Billing Incentive [SEC=OFFICIAL]

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Hi Andrew

Thanks so much for sharing this.
 This is really helpful for shaping some of the education materials that are going out.

Best,
 s47F

From: Andrew Cohen s47F
Sent: Tuesday, 21 November 2023 10:40 AM
To: s47F @Health.gov.au>; s47F
 @Health.gov.au>
Cc: s47F @Health.gov.au>
Subject: Impact of Bulk Billing Incentive

s47F

I am conscious the Minister is looking for early examples of the BBI impact.

Our network has a high rate of BB by its nature, but we identified 20 practices with lower BB

rates. I personally did a roadshow at these practices to educate GPs on the change and the 20 practices changed their pricing guidelines as a result. I had previously sent these examples to s47F cc'd.

s47G

s47G

Similar examples are listed below that are **referenceable that have seen +10% pt jumps** already.

Site	Rolling 7 day % of Visits Bulk Billed		Delta	
	Oct 1 st	Nov 19 th	% point change	% change
Caringbah				
Modbury				
Darlinghurst				
Dapto				
Preston				
Rockingham				
Melton				
Highett				

We believe GP education is key as GPs don't immediately understand the economics. In confidence, I have attached the **education materials I used for s47G(1)(b)** as an example ... **the key slide is slide 4** where GPs have an "ah hah" moment about how price and volume interact.

I think the peak bodies who wanted the tripling have a role to play to educate GPs on the social and economic impact of the tripling. We also think Ausdoc will be an important channel and if we can help please let me know.

I hope this is helpful,

Andrew

Andrew Cohen

CEO



MS47F

Level 1, 30–38 Short St, Leichhardt, NSW 2040

forhealth.com.au

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From: [Andrew Cohen](#)
To: s47F
Cc: s47F
Subject: Consideration: MM2+ UCC workforce
Date: Saturday, 27 January 2024 12:56:59 PM
Attachments: [image001.png](#)

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s47F given discussion a few weeks ago),

HNY!

I thought it might be useful to flag one idea for UCC hours / workforce at regional sites for consideration by the Department and might also flag with them directly.

The most common idea raised by my team relates to Senior ED Registrars. My understanding is as follows:

- **Available supply:**

Department's modelling indicates an "oversupply" of emergency medicine workforce by 2030.

<https://www.health.gov.au/sites/default/files/documents/2021/03/emergency-medicine-australia-s-future-health-workforce-report.pdf>

Supported by more recent modelling in NSW.

<https://www.health.nsw.gov.au/workforce/modelling/Pages/emergency-medicine.aspx>

Clinically safe: Currently managing Cat 4/5 patients in ED, and often managing ED. If workforce was restricted to PGY4+ (registrar level) there is no supervision requirements or limitation to scope.

- **Mechanism:** Section 19AA restricts the ability of a doctor to bill MBS in a general practice unless on an accredited training program to becoming a Fellow (FRACGP/FACRRM). That means a hospital doctor cannot bill MBS in a UCC. A s19AA exemption is needed. Conceptually, this is similar to existing s19AB exemptions for some IMGs in non-DPA areas (e.g. for after-hour periods).
- **Restrictions:** It might only apply in MM2+ locations, or for after-hour periods, and be time-limited to 6 months. It could be restricted to PGY4+ doctors (i.e. registrar level and above)
- **Demand:** We get a high level of inbound inquiries from this workforce looking for work. They can be moved to regional sites using per diem arrangements.

No need to reply but wanted to flag in case useful context.

Andrew

Andrew Cohen
 CEO



ms47F

Level 1, 30–38 Short St, Leichhardt, NSW 2040

forhealth.com.au

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From: s47F
To:
Subject: RE: Updated 12.5% Perspective & IMG UK Intake [SEC=OFFICIAL]
Date: Thursday, 17 April 2025 3:24:59 PM
Attachments: [image003.png](#)
[image004.png](#)

Hi s47F

Thank you very much for this.

Happy to touch base next week to talk about the bulk billing PIP. Would 2.30-3.00 pm or 3.00-3.30 pm on Wednesday 23 April suit?

Thanks

s47F

Primary Care and Workforce Adviser

Office of the Hon Mark Butler MP
 Minister for Health and Aged Care
 M: s47F [@health.gov.au](mailto:s47F@health.gov.au)

From: s47F
Sent: Monday, 14 April 2025 9:53 PM
To: s47F <s47F@Health.gov.au>
Subject: Updated 12.5% Perspective & IMG UK Intake

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Hi s47F

I will give you a call tomorrow to discuss the attached – we applied different splits to our data to figure out how many clinics / visits would be converted if you need both the clinic and GP's to be positively impacted – interestingly the 50/50 loading split had the greatest uptake.

Also – let me know if you want more detailed slides/case studies but see below some details over centres where we have had a significant increase in recruitment due to International Medical Graduates from the UK. We have other sites with similar profiles to this, but these sites have had the largest injections.

s47F, s47G

s47F, s47G

Speak soon,

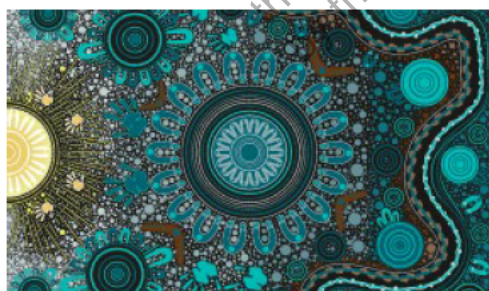
s47F



Ms s47F

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Acknowledgement of Country

We acknowledge the Traditional Owners and Custodians of the land on which our medical & dental centre is located, the Gadigal and Wangal clans of the Eora Nation, and pay our respects to their Elders past, present, and emerging. We recognise the ongoing connection that First Nations Peoples have to the land and the importance of their cultural heritage to the community.



Artwork 'Unity in Health: A Journey to Reconciliation' by Lani Balzan



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From: s47F
To:
Subject: BB Incentive - ForHealth Perspective
Date: Friday, 4 April 2025 12:46:02 AM
Attachments: [image001.png](#)
[image002.png](#)
[BB loading_perspective v2.pdf](#)

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Hi s47F

Hope you are well!! And the election campaign hasn't been too crazy for you,

Did you receive the ForHealth presentation on the Bulk Billing (12.5%) incentive, and the split between GP / Clinic? I have attached if not.



I might give you a call tomorrow to chat through if you have time?

s47F

s47F



Ms47F

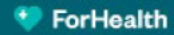
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Artwork 'Unity in Health: A Journey to Reconciliation' by Lani Balzan



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From: s47F
To:
Subject: UCC cost per patient / catch up
Date: Monday, 29 July 2024 8:27:20 PM
Attachments: [image001.png](#)
[UCC unit cost vdraft.pdf](#)

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Hi s47F

Hope you had a good time in Fiji!!

We noticed some discussion on the unit cost per patient of the ACT nurse-led-clinics and some inference to UCCs,

We thought it would be useful for you, s47F and the Minister if we framed up how this cost could come down over time with patient / GP scale post initial establishment phase.

Andrew is with the Minister briefly tomorrow, and we thought sending in advance would be helpful framing for him.

Also – I will give you a call tomorrow to touch base on catching up when in CBR later this week, and touch base on s22

Regards,

s47F



M s47F

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Artwork 'Unity in Health: A Journey to Reconciliation' by Lani Balzan



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From: s47F
To:
Cc: [Andrew Cohen](#)
Subject: UCC Funding (Vic + Regional)
Date: Wednesday, 29 May 2024 12:04:18 PM
Attachments: [image001.png](#)
[240529 Vic and Regional UCC Funding vF3.pdf](#)

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Hi s47F

Again, thanks for your time earlier this week, we appreciate the engagement on this issue.

We think the attached helps articulate our concerns.

It focuses on issue sites we see around the network:

- 1) De-funded Victorian sites
- 2) Underfunded Regional sites
- 3) Underfunded QLD sites

It would be great to talk you through it – let me know when would be a good time to chat through?

Happy to take on the phone or alternatively jump on a teams/zoom call,

Regards,

s47F



M s47F

forhealth.com.au

linkedin.com/company/forhealthgroup



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Artwork 'Unity in Health: A Journey to Reconciliation' by Lani Balzan



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From: [Andrew Cohen](#)
To: s47F
Cc: s47F
Subject: RE: The Australian --- Medicare urgent care clinic case study [SEC=OFFICIAL]
Date: Monday, 22 January 2024 3:17:46 PM
Attachments: [image001.png](#)
[UCC response v.F.docx](#)

s47F ,

In case helpful to you and the Minister, below and attached is a short summary that counters some of the issues in the article from our experience and understanding.

Andrew

S47G

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Andrew Cohen
CEO



Ms47F

Level 1, 30–38 Short St, Leichhardt, NSW 2040

forhealth.com.au

From: s47F @Health.gov.au>
Sent: Sunday, January 21, 2024 8:49 PM
To: Andrew Cohen s47F ; CROW, Andrew s47F
Cc: s47F @Health.gov.au>; s47F
 Thomas McLaughlin s47F
Subject: RE: The Australian --- Medicare urgent care clinic case study [SEC=OFFICIAL]

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Agree with your review of the article.

If you have anything new that could help balance it out in future that would be helpful.

Sent from [Workspace ONE Boxer](#)

On 21 January 2024 at 8:43:16 pm AEDT, Andrew Cohen s47F wrote:

s47F,

I just read the article. Patient story was good, but the rest was not well researched / correct / balanced.

Is it worth us sending you both some very obvious issues with their commentary in case helpful to response?

Andrew

Andrew Cohen
CEO



Ms47F

Level 1, 30–38 Short St, Leichhardt, NSW 2040

forhealth.com.au

From: s47F @Health.gov.au>
Sent: Friday, January 19, 2024 11:35 AM
To: CROW, Andrew s47F ; Andrew Cohen
 s47F
Cc: s47F @Health.gov.au>; s47F
 Thomas McLaughlin
 s47F
Subject: RE: The Australian --- Medicare urgent care clinic case study [SEC=OFFICIAL]

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That is frustrating but thank s47F for taking the call anyway

From: CROW, Andrew s47F
Sent: Friday, 19 January 2024 11:34 AM
To: s47F @Health.gov.au>; Andrew Cohen
 s47F
Cc: s47F @Health.gov.au>; s47F
 ; Thomas McLaughlin
 s47F
Subject: RE: The Australian --- Medicare urgent care clinic case study [SEC=OFFICIAL]

Thanks s47F

As a FYI- s47F has now been contacted. She said journalist was very rushed when asking her the questions

From: s47F @Health.gov.au>
Sent: Friday, January 19, 2024 11:02 AM
To: CROW, Andrew s47F ; Andrew Cohen
 s47F
Cc: s47F @Health.gov.au>; s47F
 ; Thomas McLaughlin
 s47F
Subject: RE: The Australian --- Medicare urgent care clinic case study [SEC=OFFICIAL]

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I haven't heard anything more from the journalist but have let them know s47F availability.

Apparently, the story is "The gist is doctors questioning their value for money and the large amounts they are receiving in comparison to struggling GP clinics. We also have a case study with a positive experience."

From: CROW, Andrew s47F

Sent: Friday, 19 January 2024 11:00 AM

To: Andrew Cohen s47F; s47F

s47F@Health.gov.au>

Cc: s47F s47F@Health.gov.au; s47F

; Thomas McLaughlin

s47F

Subject: RE: The Australian --- Medicare urgent care clinic case study [SEC=OFFICIAL]

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Assume we have not heard anymore from journalist re s47F usage.

She has not heard anything yet from journalist but is willing to do. Her number is s47F if needed (not sure if passed on last night)

From: Andrew Cohen s47F

Sent: Thursday, January 18, 2024 4:35 PM

To: s47F s47F@Health.gov.au; CROW, Andrew

s47F

Cc: s47F s47F@Health.gov.au; s47F

; Thomas McLaughlin

s47F

Subject: RE: The Australian --- Medicare urgent care clinic case study [SEC=OFFICIAL]

Ok, s47F / Crowy can you let s47F know to be on stand-by and come back to us on the best patient referral.

Andrew Cohen

CEO



M s47F

Level 1, 30-38 Short St, Leichhardt, NSW 2040

forhealth.com.au

From: s47F s47F@Health.gov.au>

Sent: Thursday, January 18, 2024 4:33 PM

To: Andrew Cohen s47F; CROW, Andrew

s47F

Cc: s47F s47F@Health.gov.au; s47F

; Thomas McLaughlin

s47F

Subject: RE: The Australian --- Medicare urgent care clinic case study [SEC=OFFICIAL]

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I think that would be very worthwhile.

I've put in a call and message to the journalist and she hasn't replied yet.

From: Andrew Cohen s47F
Sent: Thursday, 18 January 2024 4:31 PM
To: s47F @Health.gov.au>; CROW, Andrew s47F
Cc: s47F @Health.gov.au>; s47F
 ; Thomas McLaughlin s47F
Subject: RE: The Australian --- Medicare urgent care clinic case study [SEC=OFFICIAL]

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Thanks s47F

Yes we will get onto this straight away and find someone.

They mentioned the relevant voices ... do you think it is worth suggesting to speak to me and an experienced UCC GP like s47F?

Andrew

Andrew Cohen
 CEO

M s47F
 Level 1, 30-38 Short St, Leichhardt, NSW 2040
forhealth.com.au

From: s47F @Health.gov.au>
Sent: Thursday, January 18, 2024 3:50 PM
To: CROW, Andrew s47F Andrew Cohen s47F
Cc: s47F @Health.gov.au>
Subject: FW: The Australian --- Medicare urgent care clinic case study [SEC=OFFICIAL]

Caution: This email originated from outside the organisation. Please be cautious before clicking any link or attachment.

Hey all,

Sorry to bother you with this.

The Department have just sent through this request from The Australian.

Would you have a patient from one of your UCCs that would be willing to chat to The Australian?

From: s47F

Sent: Thursday, 18 January 2024 9:53 AM

To: News <news@health.gov.au>

Subject: The Australian --- Medicare urgent care clinic case study

REMINDER: Think before you click! This email originated from outside our organisation. Only click links or open attachments if you recognise the sender and know the content is safe.

Hi there,

We are looking for a case study for a story we are writing on Medicare urgent care clinics.

We are hoping a patient can share their experience and be in a photo. Questions we would ask would be around why they chose to visit urgent care instead of the emergency department, and their reasons for using the service i.e. free bulk billed healthcare etc.

I thought you might have some patients from the rollout of the various services around the country who might be able to speak to us?

The story is about some of the questions around the cost and efficiency of urgent care clinics vs GPs. I understand we have all the relevant voices for the story but are really looking for someone who will speak to their own personal experience with urgent care.

Would need someone by tomorrow afternoon.

Let me know if you can help.

Thanks very much

--

s47F

theaustralian.com.au

We acknowledge the Traditional Owners of the land in all states and territories on which we work and report. We pay our respects to Aboriginal and Torres Strait Islander Elders past, present and emerging, and honour their history, cultures, and traditions of storytelling.

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[SEC=OFFICIAL]

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s47F, s47E(c)

From: s47F
Sent: Thursday, 9 October 2025 3:57 PM
To: DE TOCA, Lucas
Subject: Bulk Billing Conversion update and planned events
Attachments: Conversion Tracker vMP.pdf

Lucas,

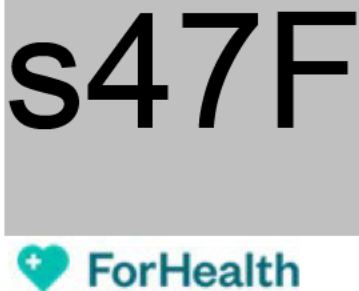
It was wonderful to meet with you yesterday.

Please see the list of clinics converting to fully bulk billing attached, with more conversions to come beyond those listed in the tracker.

As outlined in the email below, we are also reaching out to MPs to join events celebrating several of these clinics.

Please don't hesitate to contact me if you have any questions (my mobile is below) and thank you again for your time yesterday.

Kind regards,



From: s47F
Sent: Monday, 6 October 2025 5:12 PM
To: s47F
Cc: Andrew Cohen ; s47F
Subject: Bulk Billing Conversion update and planned events
 Hi s47F

I hope you are well, as we get closer to 1 November, s47G

I have attached a complete list with all our conversions (both those that have already converted plus the others that are planned to convert and when), which we have also provided to Joanne Ryan's office to support them with their motion to Parliament this week.

As you know all MPs are welcome to visit our clinics at any time, however, we have identified a number of clinics where we have/or are intending to contact the local member directly to organise a visit to celebrate the change. The table below captures these sites, so you are across.

Please let me know if we have missed anywhere that you feel we should prioritise. We are keen to support as many visits as possible, so this is just our initial list.

There are also a few sites where it's not clear who the most appropriate Government rep so if you could please let me know the best person in your office to speak to, I can follow that up and make sure we are inviting the correct people.

Thank you, I am very happy to chat if you have any questions or feedback.

Looking forward to hearing from you,

s47F

Electorate	MP	Site	State	Conversion date
Goldstein	Timothy Wilson	s47G	VIC	s47G
Deakin	Matthew Gregg		VIC	
Dunkley	Jodie Belyea		VIC	
Calwell	Basem Abdo		VIC	
Canning	Andrew Hastie		WA	
Cook	Simon Kennedy		NSW	
Cunningham	Alison Byrnes		NSW	
Dobell	Emma McBride		NSW	
Greenway	Michelle Rowland		NSW	
Macarthur	Michael Freeland		NSW	
Parramatta	Andrew Charlton		NSW	
Blair	Shayne Neumann		QLD	
Flynn	Colin Boyce		QLD	
Longman	Terry Young		QLD	
McPherson	Leon Rebello		QLD	
Moncrieff	Angie Bell		QLD	
Rankin	James Chalmers		QLD	
Boothby	Louise Miller-Frost		SA	
Makin	Antonio Zappia		SA	
Bruce	Julian Hill		VIC	
Cooper	Ged Kearney		VIC	
Hawke	Sam Rae		VIC	
Jagajaga	Kate Thwaites		VIC	
Scullin	Andrew Giles		VIC	
Watson	Anthony Burke		NSW	
Hunter	Daniel Repacholi		NSW	
Lilley	Anika Wells		QLD	
Oxley	Milton Dick		QLD	
Spence	Matt Burnell		SA	
Ballarat	Catherine King		VIC	
Lalor	Joanne Ryan		VIC	

s47F



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s47F, s47E(c)

From: Andrew Cohen s47F
Sent: Wednesday, 12 November 2025 10:36 PM
To: s47F
Cc: Thomas McLaughlin; s47F; Andrew Crow
Subject: UCC workforce options
Attachments: 20251113 Workforce vF2.pdf

Follow Up Flag: Follow up
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s47F

As promised, a few slides to frame discussion with the Minister and others tomorrow.

Kind regards,

Andrew

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s47F, s47E(c)

From: s47F
Sent: Friday, 6 March 2026 4:49 PM
To: s47F
Subject: UCC workforce paper
Attachments: 20260226 UCC Workforce Reform.pdf

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Good Afternoon, s47F

I hope you are well and had a good week in Canberra.

As flagged when we met, we have developed a paper in collaboration with several PHN's summarising options for urgent care workforce reform. This has been shared with the Department, and I have attached it in case it is of interest.

I am very happy to discuss the content of the paper if you have any questions.

We are also continuing to work through the GP workforce challenges in complex urban areas, like Western Sydney and I hope to be able to share a paper with you on that shortly.

Thanks so much for your engagement to date on these issues and I look forward to speaking with you again soon.

Kind regards,



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