



# Expression of Interest

EOI-2526-18 – Better Billing Medicare Billing Courses Grant



Release date / time	17/12/2025
Closing date / time	5pm AEDT 21/01/2026 - Application may close earlier if all funding is allocated

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## 1. About COORDINARE PHN

COORDINARE, as the South Eastern NSW Primary Health Network, is dedicated to fostering healthier communities. Our role is to improve the health and wellbeing of our community which is one of the largest rural and regional populations in NSW. Our region stretches from Helensburgh in the north to the Victoria border in the south and inland to Cooma/Monaro, Queanbeyan, Yass and Goulburn. More information about COORDINARE can be found on our [website](#), including [COORDINARE's Strategic Directions 2024-2027](#).

## 2. Expression of Interest

### Background

General practices across South Eastern NSW are under increasing financial and operational pressure. Rising costs including wages, superannuation, and infrastructure are not being matched by Medicare rebate increases, which have grown by only \$1.05 for standard consultations in the past year. The Medicare rebate freeze (2013–2019) added to these challenges, leaving many practices struggling to remain viable.

Smaller practices and solo GPs, especially in regional towns, are feeling this impact most. With limited administrative support and tighter margins, absorbing cost increases or investing in improvements can be difficult. Many practices also report challenges with Medicare billing and compliance requirements.

**COORDINARE** is actively supporting general practices to prepare for and implement key reforms, including the **Expanded Bulk Billing Incentives (BBI)**, the **Bulk Billing Practice Incentive Program (BBPIP)**, and upcoming **MBS item changes**. This support includes tailored resources, education, and hands-on practice assistance to help clinics navigate the evolving funding landscape.

This BetterBilling subscription complements these efforts by equipping practices with the billing knowledge and tools needed to maximise the benefits of these reforms and enhance financial sustainability.

### Funding and Scope of program

COORDINARE invites eligible general practices to apply for the Better Billing – MBS Education Grant Subscription. Each subscription provides six months of access to practical billing education and is designed for GPs, practice managers, nurses and administrative staff.

There will be up to **100 subsidised** Better Billing subscriptions available under this Grant. The full value of each subscription is \$330 per subscription. Subscriptions are allocated to individuals, with a maximum of two per practice. Participating practices only need to contribute \$30, meaning the total contribution for a practice could be up to only \$60, while COORDINARE invests the remaining amount to ensure practices receive high-quality education and resources.

Contribution from Participating practices will be paid directly to Better Billing.

## Eligibility

Applications must meet the following eligibility requirements:

- Only Applications from general practices (Applicants) within Southeastern NSW will be accepted.
- Each applicant general practice may nominate up to two employees (participants). These can include general practitioners, nurses, practice managers, or other administrative staff within their organisation. Individuals nominated must not also be nominated by any other general practice in Southeastern NSW.
- Applicants commit to enhancing billing practices through education and self-assessment.
- Applicants commit to support participants by providing adequate time during work hours, access to necessary resources, and encouragement to complete all required education and training components.
- Applicants must not be receiving similar funding from other funding sources.
- Applicants agree to contribute \$30 per participant (maximum of two participants per practice) to access the training.
- Applications involving participants considered 'related parties' under the [Commonwealth definition](#) may require more details and consideration from Funding Body.
- Applications must be complete, accurate, and include all required information.
- Submissions must comply with formatting, deadlines, and procedural requirements.

Applications that do not meet these requirements may not progress to assessment.

## 3. About Better Billing MBS course

Better Billing is an Australian, GP-led business focused on educating and empowering general practitioners through structured and practical MBS training. Courses are designed to take the stress out of Medicare and give GPs and practice staff the clarity they need to bill both correctly and sustainably.

The subscription to Better Billing MBS Course provides a range of self-paced online courses that are clear, practical, and based on real-life general practice.

- Self-paced & accessible anytime
- Real examples from Australian GP clinics
- Created by GPs and billing experts
- Includes downloadable resources & cheat sheets
- CPD-recognised (eligible for CPD hours through self-recording)

### Some of the Topics Covered in the MBS Courses

#### ***Introduction to MBS for GPs***

- Understanding the structure of MBS item numbers
- Bulk billing vs. private billing
- Time-based vs. task-based items
- How to read and interpret MBS item descriptors

- Setting up good billing habits from the start

### ***Time-Based Billing***

- Correct use of time-based consultation items (e.g. 23, 36, 44)
- What counts as billable time?
- Documentation requirements
- Common misunderstandings and how to avoid them
- Maximising billing while staying compliant

### ***Chronic Disease Management***

- GP Chronic Condition Management Plans
- Setting and documenting goals of care
- Making CDM meaningful and Medicare-compliant
- Common CDM workflows for general practice

### ***Team-Based Care & Nurse Billing***

- Understanding item 10997 and nurse support
- Efficient CDM recall systems
- Role of nurses in billing and care coordination
- Delegation, documentation, and compliance
- Maximising team-based revenue ethically

More information can be found at [Medicare Billing Courses | BetterBilling](#)

## **4. Timeline**

An **indicative** timeline is outlined below. COORDINARE reserves the right to modify these timeframes. Any changes to this EOI will be updated on COORDINARE's website.

Scholarship opens	17 December 2025
Last day for applications to be received	Up to 21 January 2026. Application may close earlier if all funding is allocated.
Assessment of applications	February 2026
Application outcome	February 2026
Last date for Course enrolment	12 March 2026
Course commences	Access to course materials will be granted within 72 hours of enrolment, contingent upon successful processing of the co-payment.
Course completion	Access to eLearning modules will end after 9 months of enrolment

Participants are required to complete both a pre-program and post-program survey to help assess their experience and the overall impact of the program.

March and October 2026

## 5. Grant application requirements

Applications can be submitted via [electronic form](#) on the [COORDINARE website](#). Applications must be received by **5:00pm AEST 21 January 2025**. Late applications will not be accepted.

Please note that applications may close earlier if sufficient Expressions of Interest have been received. In this case, COORDINARE will decide at, its own discretion, to assess and place your applications on a waiting list.

For any questions regarding this process please email Commissioning Business Team at [commissioning@coordinare.org.au](mailto:commissioning@coordinare.org.au).

## 6. Obtain further information

Please direct all questions to Business Team, on [commissioning@coordinare.org.au](mailto:commissioning@coordinare.org.au).

A collated, de-identified response to all relevant questions will be provided on COORDINARE website to all interested parties

## 7. Evaluation and Outcome

All applications will be assessed on their response to the assessment criteria found within the application form.

Applications will be assessed on need, readiness, and geographic diversity. This means we consider how much you and your practice would benefit from improved billing knowledge, your ability to commit time and resources to complete the training, and ensuring fair access across South Eastern NSW, with priority given to rural, regional and smaller practices.

All applicants will receive a formal letter from COORDINARE confirming the outcome of their applications.

## 9. Interpretation

The following table includes key term definitions relevant to this EOI.

Requirement	Details
COORDINARE	The South Eastern New South Wales Primary Health Network and the organisation responsible for the EOI and the EOI process.
Closing time	The time specified by which EOI responses must be received.

Response(s) to EOI	A document/s lodged by a Respondent in response to this EOI containing a response to provide Goods or Services sought through this EOI process.
Respondent	An entity that submits a response to this EOI.
EOI Process	The process commenced by the issuing of this EOI and concluding upon formal announcement by SENSW PHN of the selection of a preferred respondent(s) or upon the earlier termination of the EOI process.
Expression of Interest (EOI)	This document and any other documents designated by SENSW PHN.

## 10. Conditions of this Expression of Interest

ABN/Taxation requirements	COORDINARE will only deal with Respondents who have an Australian Business Number (ABN).
Acceptance	Non complying submissions may be rejected. COORDINARE may not accept the lowest priced proposal and may not accept any proposal.
Additional information	COORDINARE reserves the right to request additional information from respondents. If additional information required by COORDINARE when, written information and/or interviews may be requested to obtain such information. Respondents are required to provide additional information at no cost to COORDINARE. COORDINARE may also provide additional information or clarification.
Assessment	COORDINARE reserves the right to engage a third party to carry out assessments of a Respondent's financial, technical, planning and other resource capability. COORDINARE is entitled to consider all information known to COORDINARE in relation to a respondent and their submissions when assessing submissions.
Conflicts of interest	Respondents must declare to COORDINARE any matter or issue which is or may be perceived to be or may lead to a conflict of interest regarding their submission or participation in the EOI process, or in the event their proposal is successful.
Expenses	All expenses and costs incurred by a Respondent in connection with this EOI including (without limitation) preparing and lodging a submission, providing COORDINARE with further information, attending interviews and participating in any subsequent negotiations, are the sole responsibility of the Respondent.
Explanations	Verbal explanations or instructions given prior to acceptance of a proposal shall not bind COORDINARE.
General	Respondents should familiarise themselves with this document and the separate online Submission Form and ensure that their proposals comply with the requirements set out in these documents. Respondents are deemed



	to have examined statutory requirements and satisfied themselves that they are not participating in any anti-competitive, collusive, deceptive or misleading practices in structuring and submitting the proposal.
Legal entity	COORDINARE will only enter into a contract with an organisation or individual with established legal status (e.g. under Corporations Law, Health Services Act, Trustee Act), or a natural person at least 18 years of age with mental capacity to understand the agreement.
Lobbying	Any attempt by any Respondent to exert influence on the outcome of the assessment process by lobbying COORDINARE staff, directly or indirectly, will be grounds for disqualification of the proposal from further consideration.
Ownership	All submissions become the property of COORDINARE once lodged. COORDINARE may copy, or otherwise deal with all or any part of a submission for the purpose of conducting evaluation of submissions.
Negotiation	COORDINARE reserves the right to negotiate with short-listed Respondents after the EOI closing time and allow any Respondent to alter its submission. Contract negotiations are strictly confidential and not to be disclosed to third parties.
No contract	Nothing in this EOI should be construed to give rise to any contractual obligations or rights, express or implied, by the issue of this EOI or the lodgement of a submission in response to it. No contract will be created unless and until a formal written contract is executed between COORDINARE and a Respondent. Respondents will not be considered approved until a final service agreement is in place.
Notification of Probity Breach	Should any supplier feel that it has been unfairly excluded from responding or unfairly disadvantaged by the process, the supplier is invited to write to the Business Team at <a href="mailto:commissioning@coordinare.org.au">commissioning@coordinare.org.au</a>
Part applications	COORDINARE reserves the right to accept applications in relation to some and not all of the scope of activity described, or contract with one, more than one or no Respondent on the basis of the proposals received.
Process	COORDINARE reserves the right to withdraw from, or alter, the EOI process described in this document for whatever reason, prior to the signing of any agreement/contract with any party.
Relevant Information	COORDINARE reserves the right to consider any information in its possession which it consider may be relevant to a decision to enter into a contract with a successful provider.