KINGSCLIFF BEACH MEDICAL

Appointments

Appointments can be made in person or via telehealth (*existing patient only*). To book an appointment, please call 02 6674 3266 or book online through our website. If you have more than two concerns, please make an extended appointment to allow enough time. If you require an interpreter, kindly advise us in advance.
If you need to speak with your doctor outside of a scheduled appointment, please leave a message with reception. Your doctor will make every effort to respond to your enquiry at the end of their session. A small number of appointments are reserved each day for walk-in and urgent cases.

Repeat Prescriptions/Referrals/Forms

Appointments are required for all prescriptions, referrals, and forms.

Results

Patients are responsible for scheduling a follow-up appointment after tests, such as blood tests, x-rays, or other medical tests. If your doctor needs to see you following a test, you will receive a text message or one of our receptionists will call to arrange an appointment within the recommended time frame. You will be notified of any urgent results by phone.

Reminders

We offer reminders for cervical screenings, repeat tests, health assessments, and other preventive health services. If you do not wish to receive these reminders, please let your doctor know.

House Calls

If necessary, and depending on doctor availability, home visits may be arranged for existing patients unable to attend the practice

Privacy Policy

Your medical record is a confidential document. Our practice is committed to maintaining the security of your personal health information at all times and ensuring it is only available to authorised staff. All doctors and staff are trained in compliance with the "Australian Privacy Principles (APPs)" and take breaches of these regulations very seriously. If you require access or a copy of your medical notes, please submit a written request to the practice.

Practice Information

Contact Information

Address: 40 Marine Parade Kingscliff, NSW, 2487

Postal: PO Box 1612 Kingscliff, NSW, 2487

Phone: 02 6674 3266

Fax: 02 6674 3300

Email: reception@kingscliffbeachmedical.net.au

Open: Monday to Friday 8:30am – 5:00pm

Closed: Weekends and public holidays

Website: kingscliffbeachmedical.net.au

General Practitioners

Dr Zoe Burgman

Dr Bronwyn Mann

Dr Katherine Shomali

Dr Joanna Millar

Dr Joelle Guertin

Dr Madeline Taylor

Dr Ashleigh Black

Dr Isabella Tompson

Dr Lewis Bastin-Byrne

Dr Melissa Herbert

Dr Sarah Nicholas – Registrar

Dr Danielle ten Brink – Registrar

Emergency Contacts

Ambulance or Police: 000

Tweed Valley Hospital: 02 6677 2000

771 Cudgen Road, Cudgen, NSW 2487

After Hours

Outside of normal surgery hours:

13SICK – Afterhours telehealth doctor service – Ph: 13 7425 W: 13sick.com.au

Health Direct – Speak to a registered nurse 24 hrs – Phone: 1800 022 222

Services Available

- General medical consultations
- Childhood and adult immunisations
- Travel health advice and vaccinations, including yellow fever
- Skin checks and skin cancer care (medical and surgical)
- Minor procedures and surgical treatments
- Wound management
- Antenatal and postnatal support
- Family planning and reproductive health
- Mental health support and care
- Medical assessments for personal and commercial driver's licences
- Care for Department of Veterans' Affairs (DVA) patients
- Work-related injury assessments and management (WorkCover)
- Aged care, including 75+ health assessments
- Ongoing care for chronic disease management

Complaints

If you are dissatisfied with any aspect of the service, please speak directly to your doctor or the practice manager. For matters outside the practice, please contact:

Health Care Complaints Commission
Toll free in NSW: 1800 043 159

In writing: Locked Mail Bag 18
Strawberry Hills NSW 2012

Email: hccc@hccc.nsw.gov.au

Accreditation

Our practice is accredited through Quality Practice Accreditation, which certifies our compliance with Royal Australian College of General Practitioners (RACGP) standards for general practice. This accreditation ensures we are committed to providing safe and quality healthcare for our community.

QPA

Updated July 2026

Fees

Accounts must be paid at the time of consultation. Please ensure your bank details are registered with Medicare for a timely rebate.

Pensions, DVA Gold card holders, and children aged 12 and under are bulk billed during normal consultation hours.

Any consultation booked after 5 pm will incur a fee, regardless of concession card status.

Fees are at the discretion of each practitioner, and additional services may incur fees that are not listed below.

Standard Fees

Standard Consultation: $90.00 (Medicare rebate: $45.05)

Long Consultation: $133.00 (Medicare rebate: $87.10)

Extended Consultation: $175.00 (Medicare rebate: $128.35)

Centrelink Health Card Holders

Standard Consultation: $80.00 (Medicare rebate: $43.90)

Long Consultation: $123.00 (Medicare rebate: $87.10)

Extended Consultation: $165.00 (Medicare rebate: $128.35)

Cancellation & Non-Attendance Policy

We understand that unplanned issues can arise, and you may need to cancel your appointment. If this occurs, please cancel at least 1 hour before the scheduled appointment time.
Failure to attend an appointment or provide 1 hour's notice will incur a $55.00 fee, charged by your doctor. This fee is not eligible for a Medicare rebate. All fees must be paid before another appointment can be scheduled.

Email and Electronic Communication

Email should only be used for non-clinical matters. Consultations and advice cannot be provided via email unless under exceptional circumstances. For sharing confidential information, specific security measures are in place. Please note, emails are checked infrequently during business hours, and responses are provided within a reasonable time frame.
We also use SMS to remind patients of upcoming appointments and contact the practice for results or recalls.

Medical Education

Kingscliff Beach Medical is proud to be an accredited teaching practice for both GP registrars and medical students.

Feedback

We welcome your feedback! Please use the suggestion box at the front desk for any concerns or comments. All submissions are confidential. If you would like a response, please include your name and contact details.