

About Us.

We believe that everyone has a right to accessible, affordable and appropriate healthcare, regardless of who they are. We therefore bulk bill most of our services and try to keep fees affordable. We also specialise in providing health services to socially disadvantaged people, including people from diverse cultural backgrounds and we routinely use interpreters. We are open to anyone in the community who chooses us as their healthcare provider. In fact, by choosing us, you are helping us to help disadvantaged members of the community.

As a social enterprise clinic, we divert our earnings to the provision of health services for those who cannot afford to pay.

We are also a registered charity. To find out more or to donate please visit www.worldwellnessgroup.org.au
Your donation over \$2 is tax deductible.



GP Services

- Check-ups and general family medicine
- Health assessments & management plans
- Mental health assessment
- Refugee health assessment
- Asylum healthcare
- Vaccinations
- Women's health services
- Preventative health
- Home visits by special request only
- Men's health

Staying Well

To encourage all our clients to stay well and optimise their health and wellbeing, we have a range of group health programs, therapy groups and self-management.

Interpreters

We use telephone interpreters at no charge to you. Please let us know if you need an interpreter and which language is required. For complex matters we can arrange an on-site interpreter.

Getting Your Results

Your doctor will advise when to expect results to be sent to our clinic for your test or procedure. We may need to book you for a follow-up appointment to discuss the results.

Telephone Access

Our GPs may be contacted during normal opening hours. If the GP cannot take your call, we will take a message and the GP will call you back. Please advise us if your call is urgent.

Home Visits

We can only do home visits by special prior arrangement and in certain circumstances. Please ask our staff.



Reminder System

Our clinic is committed to preventative care. We will ask for your permission to be included in our reminder system. We may send you a reminder notice offering you preventative health services appropriate to your care.

Privacy

Our clinic is committed to preventative care. We will ask for your permission to be included in our reminder system. We may send you a reminder notice offering you preventative health services appropriate to your care.

Compliments & Complaints

We value receiving your feedback as we are always looking for ways to improve our service.

Ways you can provide feedback:

1. Suggestion box at reception
2. Talk to us and provide feedback verbally
3. Email (admin@worldwellnessgroup.org.au)
4. Client feedback system via the form on our website

If you have a problem, we would like to hear about it. We take your concerns, suggestions and complaints seriously.

In Queensland, unresolved complaints can also be submitted to:
Office of the Health Ombudsman

phone: 133 646
www.oho.qld.gov.au/
PO Box 13281
George Street
Brisbane Qld 4003