

## COMPLAINTS

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We take complaints seriously and endeavour to respond to your queries or questions promptly and professionally. The following describes the usual flow of the complaint systems:

- 1) Talk to the receptionist.
- 2) If you feel you have further concerns, please write to:

The Practice Manager  
PO Box 3432  
Toowoomba Q 4350

- 3) If you require further assistance, or if you feel your complaint has not been met with an adequate response, contact the Office of the Health Ombudsman on 133 OHO (133 646).

## FEE STRUCTURE

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This practice chooses to bulk bill children 15 years and under, Veterans and Pension Card holders. Patients who hold a Centrelink Concession Card are also bulk billed. Those who do not fall within the abovementioned categories will be charged a fee of \$65 for a standard consultation. These details are on display in the waiting room. If your Medicare card has expired, we advise that you contact the local Medicare office located at Bell Street, Toowoomba. You may be charged a fee without a Medicare card, but may be eligible to apply for reimbursement from Medicare. Some services may also attract a fee so please ask the receptionist. The practice

## OUR LOCATION

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The Grand Central Medical Centre is located on the Ground Floor of Grand Central Shopping Centre, on the corner of Margaret and Victoria Streets, Toowoomba. . We have on-site parking for your convenience.

## PRIVACY POLICY

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It is the policy of this Practice that all patient's health records and information are handled and stored to protect the privacy of patients. Our Practice privacy policy is available upon request. We adhere to the Privacy Act 1988 (Privacy Amendment Act 2012 & Privacy Regulation 2013). For further information please visit [www.oaic.gov.au](http://www.oaic.gov.au).

## FURTHER INFORMATION

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If you have any questions or require further information regarding the practice, please do not hesitate to contact us on 07 4637 1000.

## ACCREDITED GENERAL PRACTICE

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The Grand Central Medical Centre is an AGPAL Accredited Practice. The Medical Centre has adhered to strict regulations and guidelines set by the RACGP (Royal Australian College of General Practitioner's) to achieve this accreditation.



## GRAND CENTRAL MEDICAL CENTRE

Shop 0025/25a  
Grand Central Shopping Centre  
Toowoomba, QLD 4350

**Ph: 07 4637 1000**

**DVA & Concession/Pension  
Cardholders,  
&  
Children aged under 15 years  
are  
Bulk Billed**

*Monday - Friday 8:00am – 5.00pm*

*Saturday 9.00am – 1.00pm*

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