



Yulu-Burri-Ba

Aboriginal Corporation
for Community Health

TRANSPORT SERVICES

POLICY STATEMENT

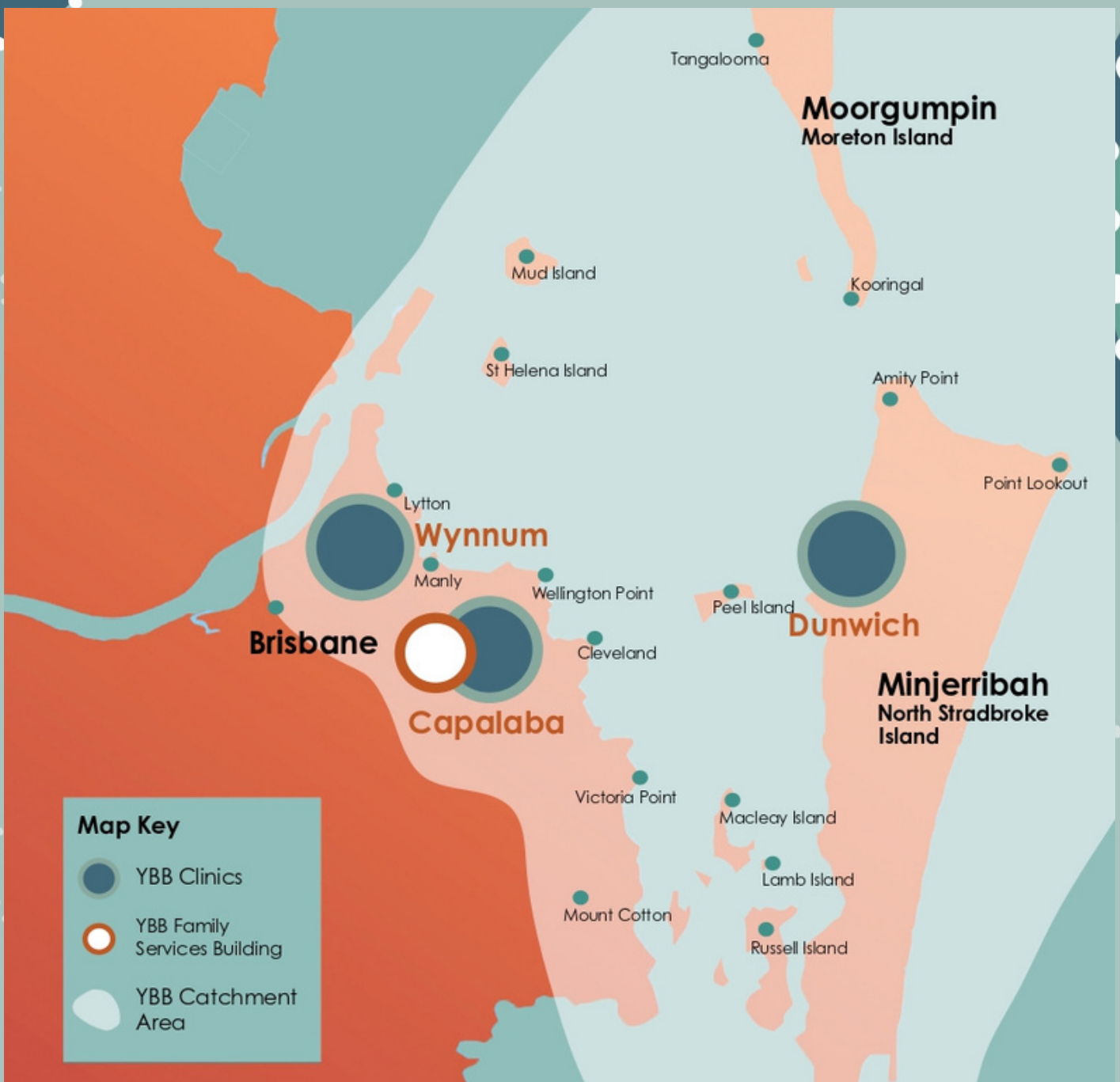
The Yulu-Burri-Ba Transport Service was established for clients to access comprehensive health care services that would otherwise be restricted because of lack of access to transport. This service is intended to support the health and wellbeing of Aboriginal and Torres Strait Islander people, their families and carers by providing culturally appropriate transport to access medical and wellbeing services. This document provides the general framework for the provision of Yulu-Burri-Ba Transport Services.

HOURS OF OPERATION

- Clinic appointments - Monday to Friday 8.30 am to 4.30pm.
- Hospital and Specialist transports – Monday to Friday 6am and 3pm on a case-by-case basis.

WAITING TIMES

- Waiting times after an appointment has finished may occur.
- Yulu-Burri-Ba drivers will attempt to transport the client as soon as possible before and after an appointment, but to efficiently transport all clients, this cannot be guaranteed.



**Please note transport is only available to places where there is a Yulu-burri-ba referral in place.*

These include hospitals and specialist appointments.

OTHER CONDITIONS OF TRANSPORT INCLUDE

- Children under the age of 13 must be accompanied by a carer or parent.
- Children between the ages of 13-16 need to have written consent from a carer to be transported without a carer or parent present.
- Once you are transported to the clinic you must stay at this clinic until the completion of your appointment. If you chose to leave the clinic to carry out personal duties, you forfeit your right to be transported home and will need to find other means of transport
- If transport is not confirmed the transport will be cancelled.
- Clients also need to provide contact details and be contactable should any issues or delays
- Yulu-Burri-Ba Transport Service will not take responsibility for any missed appointment if attempts have been made to contact the client and they did not answer or respond.

TRANSPORT BOOKINGS

- Hospital and Specialist Transport – must be booked 24hours before the transport required.
- Clinic transport – must be booked by 12pm the day prior to the appointment.
- Late bookings (at short notice) are subject to availability.

TRANSPORT CONFIRMATION

- The Transport team will contact the client to confirm their booking by 4.30pm the day prior to their booking.
- If a client has not confirmed their transport by 4.30pm the day prior to their booking, the booking may be cancelled.
- Yulu-Burri-Ba Transport Service's will not take responsibility for any missed appointment if a client has not made an effort to respond to the transport team's confirmation call.

GEOGRAPHIC AREAS

- Transport is provided to access the nearest clinic that offers access to the health service required (e.g. dental or specialist) or to the nearest provider in the clients' location.
- If clients prefer a clinic or provider other than nearest, they will need to arrange their own transport arrangements.

TRANSPORT WILL BE PROVIDED

Yulu-Burri-Ba provides transport services for Aboriginal and Torres Strait Islander people, their households (partners and children), and their carers only.

Transport services will be provided to patients based on need and priority, including.

- Elderly, frail
- Very unwell
- People with a disability
- Pregnant women
- Families with children

TRANSPORT WILL NOT BE PROVIDED

The transport service does not have the capacity to offer transport to all clients.

- If the client is able to access private transport (themselves or family member) or has reasonable public transport options.
- Unless there are extenuating circumstances, transport is restricted to the client and one other family member as a carer.
- Clients who are well and independently mobile clients.
- To support clients with high complex needs.
- Medical emergencies, if a client is experiencing chest pain or other medical conditions, an ambulance should be called.

CONDITIONS OF TRANSPORT SERVICE

If a client misuses the transport services, or the driver considers transport presents a legislative (road rules) or safety threat to another passenger or themselves, transport may be refused or ceased. This may result in a warning being issued or suspension from transport services.

We require a mutually respectful arrangement, and consider misuse includes but is not limited to:

- Using transport for non-medical or personal use
- Not being ready for transport at time of pickup, patients should be ready 30mins prior to pick-up time
- Failing to provide sufficient notice of cancellation or changes to transport arrangements
- Eating, drinking or smoking in YBB vehicles
- Refusing to wear a seatbelt or use required child restraints
- Being under the influence of alcohol or other illegal substances
- Aggressive or threatening behavior including physical or verbal abuse

If the above rules are broken, the client will be sent a warning letter and the clients' eligibility for transport may be forfeited.



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