

## Specialist and Hospital transport

Eligibility is accessed on a case by case basis.

- One week minimum notice must be given for transport requests
- Book your transport as soon as you know your appointment details
- Bring your appointment details to reception for transport approval
- Client must present proof of appointment for our records
- Emergency transport bookings are handled by YBB clinic staff
- The Transport Officer will confirm your transport booking one week prior to your appointment
- If water taxi tickets are required, you are responsible for payment of these
- DO NOT contact the Transport Officer unless absolutely necessary
- Transport Officer will make arrangements for pick-up when you have finished your appointment for return to the water taxi
- Please have the courtesy to advise reception if your appointment has been cancelled or changed
- In the case of having a procedure or operation where you have to ring the hospital the evening before to find out your time of appointment, please contact reception staff immediately

## Yulu-Burri-Ba

Aboriginal Corporation for Community Health

### North Stradbroke Island (NSI)

16 Dickson Way Dunwich QLD  
PO Box 154 Dunwich QLD

**Phone:** (07) 3409 9596

**Clinic Fax:** (07) 3409 9417

**Admin Fax:** (07) 3409 9009

#### opening hours

Monday to Friday  
7:30am to 4:30pm

### Capalaba

Shop 2 & 3, 1 Finucane Road Capalaba  
QLD 4157

#### opening hours

Monday to Friday  
8:30am to 4:30pm

### Wynnum

85 Edith Street, Wynnum  
QLD 4178

**Phone:** 3164 5800

**Fax:** 3164 5801

#### opening hours

Mondays  
8:30am to 5:00pm  
Tuesday to Friday  
8:30am to 4:30pm

[www.ybb.com.au](http://www.ybb.com.au)



## Yulu-Burri-Ba

Aboriginal Corporation  
for Community Health

# Transport Service



**This service is available for Yulu-Burri-Ba clients ONLY. We understand the barriers of distance impacting on client access to services, and our aim is to assist in providing effective, efficient and timely transport services.**

### **Our Transport service provides**

- Transport to and from our clinics for YBB clients to YBB appointments only
- Transport to and from hospital or specialists appointments

### **Eligibility**

- YBB clients who have no other form of transport
- YBB clients who have an appointment at a YBB clinic
- YBB clients who have an appointment at hospital or a specialist - appointment letter must be provided

### **Catchment areas**

- North Stradbroke Island transport will only be provided to clients living in Dunwich and Amity Point
- Clients who live in the Wynnum catchment area will be eligible for transport to YBB Wynnum clinic only
- Clients who live in the Capalaba catchment area will be eligible for transport to YBB Capalaba clinic only

*Please note: Transport bookings for specialists and allied health appointments at any YBB clinic, will be coordinated between clinics when making the appointment.*

## **Guidelines of transport service**

- **Client must be ready to be picked-up 30 minutes before their appointment or the time advised**
- **Client must be waiting out the front of their premises for pick-up**
- **Client MUST advise where pick-up is required from at the time of booking appointment**
- **The Transport Officer is not responsible for finding the client for pick-up**
- **At least 48 hours notice must be given for transport request**
- **The Transport service is offered to and from medical appointments only and not for driving clients to and from shops**
- **Depending on the number of transports for the day, it is not always possible for the transport officer to be available for return pick-up immediately. Delays may occur.**
- **This is a courtesy transport service and not an individual taxi service. Times are scheduled by Yulu-Burri-Ba.**
- **If a client continually does not present for an appointment and transport has been booked, transport may be declined in future**
- **The Transport Officer has a right to refuse transport if the client is under the influence of alcohol, other drugs or is abusive**
- **The Transport officer has the authorisation to ring for an ambulance in the event of an emergency**
- **The Transport officer has the right to refuse transport if they feel the transport request has been misrepresented and/or is an emergency**

- The Transport officer has the right to refuse transport where they have reasonable concern that there may be a Work Health and Safety risk
- The Transport Officer is responsible for transport only. If a carer is required they must accompany the client.
- All transport bookings are made through Yulu-Burri-Ba reception
- DO NOT contact transport Officer direct
- Transport times will depend on the number of transports booked

### **YBB vehicles rules**

- NO food or drink are to be consumed in vehicles
- No smoking in vehicles
- NO wet clothing to be worn in vehicles
- Seat belts MUST be worn at all times
- Babies, Toddlers and children up to 7 years old must use Child Restraints as per Child Restraint Laws

