

## Island and Mainland Transport Service

This service is available for Yulu-Burri-Ba clients to assist in providing effective, efficient and timely services and addresses barriers of distance impacting on client access to services, through the provision of vehicle services.

***NO food or drink to be consumed in Yulu vehicles***

***NO smoking in Yulu vehicles***

***NO wet clothing to be worn in Yulu vehicles***

***Seat Belts MUST be worn at all times***



**YULU-BURRI-BA  
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**Transport  
Service  
Guidelines**

# ***Transport Service both on North Stradbroke Island and the Mainland***

## **Transport procedures**

- ⇒ This service is for clients of Yulu-Burri-Ba ONLY.
- ⇒ If a client continually does not present for an appointment and transport has been booked, the offer of transport may be declined in future.
- ⇒ Transport Officer has the right to refuse a transport if the client is under the influence of alcohol or other drugs or is abusive.
- ⇒ Transport Officer has the authorization to ring for an ambulance in the event of an emergency.
- ⇒ Transport Officer has the right to refuse transport if they feel the transport request has been misrepresented and is an emergency.
- ⇒ Transport Officer has the right to refuse transport where they have reasonable concern that there may be a Workplace Health and Safety risk.
- ⇒ Service is only available if all other avenues of transport have been exhausted.
- ⇒ A carer or family member must accompany client if required. Our transport officer is responsible for transport only.

- ⇒ 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 for that day.

## **Island Transport**

***This transport service is available to and from our Medical Centre for clients who are unable to access other transport.***

- ⇒ Client must be ready for transport pick-up for medical centre ½ hour before medical appointment.
- ⇒ 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.
- ⇒ Transport Officer is not responsible for finding client for pick-up.
- ⇒ At least four hours notice must be given for transport request.
- ⇒ Transport is offered to and from medical appointments at Yulu-Burri-Ba. Transport officer is not responsible for driving client to and from various shops etc.

## **Mainland Transport**

***This service offers transport to medical appointments on the mainland.***

***Eligibility is accessed on a case by case basis.***

- ⇒ Transport service is for clients of Yulu-Burri-Ba ONLY and must be referred by our medical staff.
- ⇒ Client must present proof of appointment for our records.
- ⇒ 24 hours notice must be given for transport requests and bookings are made through reception.
- ⇒ Transport service is available for appointments only and not shopping etc.
- ⇒ 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, therefore pick-up and drop off times are scheduled by Yulu-Burri-Ba.***