

Stradbroke Island and Capalaba Service

This service is for clients of Yulu-Burri-Ba ONLY, who have no other means of transport.

- 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 a 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

Yulu-Burri-Ba

Aboriginal Corporation for Community Health

North Stradbroke Island

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

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

Capalaba

Shop 2 & 3, 1 Finucane Road Capalaba
QLD 4157

Opening Hours

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

**Closed Saturday and Sunday
Appointments Required**

www.ybb.com.au



Yulu-Burri-Ba

Aboriginal Corporation
for Community Health

Transport Service



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

Things to remember

- Please have the courtesy to advise reception of changed plans
- Please let reception know if your appointment has been cancelled or changed
- In the case of having a procedure/operation where you have to ring the hospital the evening before to find out your time of appointment, then and only then are you to ring the Transport Officer to advise your appointment time
- Transport service is available for appointment 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. Times are scheduled by Yulu-Burri-Ba.

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

Transport to Yulu-Burri-Ba Clinics

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

Stradbroke Island transport will only be provided to clients living in Dunwich.

- Client must be ready for transport pick-up half an hour before medical appointment or time advised by Transport Officer
- 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 24 hours notice must be given for transport request
- Transport is offered to and from medical appointments
- Transport Officer is not responsible for driving client to and from various shops etc.

Other appointment transport

This service offers transport to medical appointment other than at Yulu-Burri-Ba.

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
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