

# MESSAGE FROM THE CEO - DAVID COLLINS

A happy new year to you all! I hope you celebrated the start of 2023 safely and in good spirits with family and friends. As we start a new year, I want to take a moment to look back on 2022 and thank you all for your support over the past 12 months.

2022 was another transformative year for Yulu-Burri-Ba. It was a year in which we successfully strengthened the health services we provide, considerably expanded our Family Services team and positively partnered with the Minjerribah Moorgumpin Elders in the Youth Social and Emotional Wellbeing Program.

While 2O22 was not COVID free, I believe that through working together we made good progress towards keeping our community safe and ensuring that we meet the COVID challenges of the future.

2023 is set to be another exciting year for Yulu-Burri-Ba. Our mission is to deliver quality primary and social wellbeing programs in a culturally safe and sensitive manner that improves the health of Aboriginal and Torres Strait Islander people across Quandamooka Country.

With the support of our staff, community and stakeholders, we will achieve this mission and continue to provide the best quality health and family wellbeing services to you.

A big thank you to all for your continued support and work for Yulu-Burri-Ba.



#### **OUR ACKNOWLEDGEMENT TO COUNTRY**

We here at Yulu-Burri-Ba would like to acknowledge the custodians of the Quandamooka land in which we have the pleasure to work on.

We pay our respects to the elders of this land, past, present and emerging. We recognise what a privilege it is to be able to build our business on country, and practice the traditions and beliefs established by the Quandamooka people.

Yulu-Burri-Ba is also grateful for the many Quandamooka employees we are very fortunate to work with us. They continue to teach us and help us in protecting the culture, land and heritage of our beautiful home.



# CAN'T GET AN APPOINTMENT?



# DEC , 645 people COULDN'T be seen because 645 people DIDN'T show up.

Forgetting to cancel your appointment if you no longer need it prevents someone else from being seen and means you'll be waiting longer to see your doctor again.

Ask us about the best ways to cancel an appointment and make sure we have your up-to-date contact details.

CAP - 3900 7800

WYN - 3164 5800

NSI - 3409 9596



# SATURDAY CLINICS

Saturday clinics are the perfect time to book you and your jajums in for a health check!

## CAPALABA

First Saturday of each month 8:30AM - 12:30PM

GP & vaccination appointments available

## WYNNUM

Second Saturday of each month 8:30AM - 12:30PM

GP & vaccination appointments available

## DUNWICH

Third Saturday of each month 8:30AM - 12:30PM

GP & vaccination appointments available

## Telehealth

Yulu-Burri-Ba is encouraging our clients to use our new telehealth services whenever possible.

#### What is Telehealth?

Telehealth is a great way to access healthcare by using a phone or video call to yarn with your doctor or any of your health care providers.

# What services are available through telehealth?

Almost all clinic services are available through Telehealth, including the following routine appointments:

- Discuss test results and post-op care
- Yarn with the social health team
- Discuss management of chronic diseases
- Allied Health appointments
- And much more!

If you are not sure if Telehealth is the right thing for you, just ask when you call your clinic to book your next appointment.

#### What do I need?

To get started, you will need a device that is connected to the internet e.g. a mobile phone, laptop, or tablet. If you have booked a video consult, you will need a device with a camera. If you're not sure whether you have the right device, ask your clinic for assistance.

# Attending your appointment using Telehealth

Four easy steps to start your Telehealth appointment:

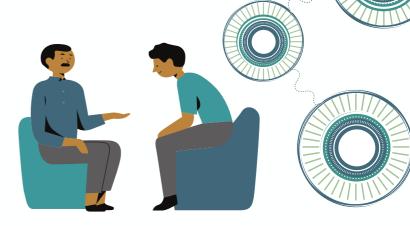
- Find a quiet room with good lighting and make sure you've connected to the internet
- Click the link in the email or SMS you received from the clinic
- Enter your name and phone number when prompted
- 4. Wait for the doctor to arrive and start your appointment



## FREE PSYCHOLOGY SERVICE

Change Futures can provide free psychology and counselling services for children, young people, adults and older adults across the community.





## Are you COVID positive?

A lot of mob are testing positive for COVID - if you are one of them, don't let isolation make you feel alone! You aren't!

Our clinic teams are here to provide support, information and assistance during this difficult time.

Just call your clinic and book with the covid pathway GP when you receive a positive test result.

NSI: 3409 9596 CAP: 3900 7800 WYN: 3164 5800



# SORRY BUSINESS HELP LINES



## CRISIS NUMBERS Ambulance/Police- 000

Ambulance/Police- 000 Kids Helpline- 1800 55 1800 Crisis Care Line- 13 11 14 13 Health- 13 43 25 84

## Treatment, Counselling

## & Referrals

Beyond Blue- 1300 224 636

Wesley Mission- 1300 541 623

Alcohol Drug Service- 3825 6060

## 24 Hour Emergencies

DV Connect - 1800 811 811
Sexual Assault Line- 1800 010 120
Dept Of Child Safety- 3513 3700
Homeless Hotline- 1800 474 753
Redland Hospital- 3488 3111







Friday the 13th of January we held our annual community fun day to show our appreciation for the continued support we receive from our community. This day is about acknowledging the relationships we have with our clients and their families, while promoting health and culture for our mob!

We had activities such as water slides, face painting, beading, free sausage sizzle, popcorn, ice blocks,

show bags and more!



Yulu-Burri-Ba would like to acknowledge the many people and organisations who contributed to this event.

- The Yulu-burri-ba board and staff
- Minjerribah Elders
- · Mazzoni Plant Hire
- Sibelco
- YBB Mens Shed
- Department of Sports and Recreation

- Dunwich Police
- NSI Housing
- Straddie Sharks
- Deadly Choices



# Why vaccinate children aged 5-11 years against COVID-19?

Children aged 5-11 years represent around 8% of all COVID infections, but only a very, very small proportion of hospitalisations – and those who are hospitalised are mostly there for monitoring and do not have severe disease. That said, children with underlying conditions are still vulnerable, and rarely – otherwise healthy children may become unwell.

In summary – COVID (including omicron) infections are common but severe illness is rare. There is good reason though to vaccinate, with both direct and indirect benefits:

#### DIRECT BENEFITS:

- 1. SARS-Cov-2 infections, hospitalisations and deaths due to COVID-19
- Modelling studies indicate that vaccinating young children will have a considerable effect on reducing COVID-19 hospitalisations, ICU admissions and death in the overall population
- Vaccination of 5 to 11 year old children is likely to reduce the risk of hospitalisation and death in this age group specifically but is hard to quantify the effect, given sincere disease in this age group is rare
- 2. Paediatric inflammatory multisystem syndrome temporally associated with SARS-CoV-2 (PIMS-TS) is a rare but very serious condition associated with COVID-19 in children. It occurs in around 1:3000 children in the weeks after a COVID-19 infection. Vaccination reduces the risk of COVID infection and the occurrence of this COVID-related syndrome.
- 3. Post-acute COVID-19 syndrome

(PACS) or "Long COVID" – although this syndrome appears to be much less common in children, there is insufficient data to know for sure what long-term effects COVID infection will have on children

#### INDIRECT BENEFITS:

Vaccination of children in this age group reduces the risks associated with:

- School closures as part of public health measures
- Disruption to extra-curricular and social activities
- Parents needing to be absent from work
- Isolation of children and their families

# Pfizer COVID Vaccine for children 5-11 years – Safety Data

- The Pfizer COVID vaccine for children
- aged 5-11 years was trialled with around 3,500 children in this age group, with no serious adverse events and generally mild reactions to the vaccine
- Roll-out in the USA commenced in November – by January 2022, over 8 million children have been vaccinated, with the profile of side effects and adverse events very similar to that in the trials. There have been 11 reported myocarditis / pericarditis events following vaccination (i.e. around 1 per 100,000), all recovered.
- AusVaxSafety tracks adverse events following vaccination. 57,000 post-vaccination surveys over the first 3 weeks of the Australian vaccine roll-out reported generally milder side effects after vaccination than for teenagers and adults

# Please welcome our new GP Registers to

## **YBB**

For many years, Yulu-Burri-Ba has provided specialised General Practitioner (GP) training to Doctors in our GP Registrar Program. Our GP Registrars receive an excellent opportunity to work in a busy, Yet supportive environment which focuses on improving the lives of Aboriginal and Torres Strait Islander people.



Dr Alison Caldwell

New GP Register at our

Dunwich clinic

Dr David Koh
New GP Register at our
Wynnum clinic





Dr Ayesha Ejaz New GP Register at our Capalaba clinic







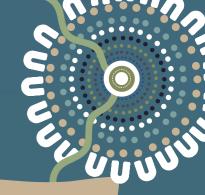
what is International womens day?

International Women's Day is an occasion to celebrate the progress made towards achieving gender equality and women's empowerment but also to critically reflect on those accomplishments and strive for a greater momentum towards gender equality worldwide





## What's coming up?



### 13th February - Anniversary of National Apology Day

On 13 February 2008, Prime Minister Kevin Rudd delivered the National Apology to Australia's Aboriginal peoples and Torres Strait Islander peoples for the injustices of past government policies, particularly to the Stolen Generations

#### 16th March - National Close the Gap Day

Close the Gap Day is an event that raises awareness and seeks to close the gap of life expectancy, child mortality, educational and employment outcomes between Aboriginal peoples & Torres

Strait Islander peoples & non-Indigenous Australians.

#### 15th to 19th march- World's Greatest Shave

The World's Greatest Shave is a campaign led by the Leukemia Foundation, an Australian charity dedicated to supporting people living with blood cancer by providing information, treatment, and care.

## JAJUM BAJARA

## WHAT IS IT?

'Jajum Bajara' is based on internationally recognised and evidence based Birthing in our Community (BIOC) model of care. For the first time, Indigenous pregnant people and babies in YBB's service catchment can benefit from this BIOC program. Pregnant people will be allocated a named midwife and family support worker who will ensure continuity of midwifery care throughout their pregnancy journey. Jajum Bajara's focus is to provide the best maternity care for the babies family.

## AM I ELIGIBLE?

Yes, if you are a pregnant Aboriginal or Torres Strait Islander woman or having a Aboriginal or Torres Strait Islander baby and are a client of YBB

# HOW DO I ACCESS THE PROGRAM?

Book an appointment with your GP or Contact Redland Hospital Antenatal clinic at (07)3488 3434







## Have you had your Health Check?

A health check is an examination of your current state of health, carried out by one of our deadly Nurses, Aboriginal Health Workers and a Doctor.

The aim of the health check is to help find, prevent or lessen the effect of health issues.

It's like getting a car serviced before it breaks down. It's better to avoid disease than to treat it.

## What can a health check involve?

- · Updating your medical history and examining your health issues
- · Performing tests like checking your blood pressure, blood sugar levels and an eye check
- · A follow up if required and referrals to any other health specialists like Dietician, Dentist and Podiatrist to name a few
- · Advice and information on how to improve your health

All eligible clients who complete their health check also have a choice in receiving a Deadly Choices shirt, scarf, hat or Bennie! Give us a call at one of our clinics to book in for your health check!



### WE LOVE FEEDBACK

Yulu-Burri-Ba strives to provide the best service to the community. Incorporating your feedback is an important aspect that provides us the information we need to better our services. We take all of our feedback, whether negative or positive very seriously.

Are you a Social & Family Wellbeing service client? Take our survey (https://www.surveymonkey.com/r/SZML7KT)

#### **HOW TO MAKE A COMPLAINT**

- Firstly speak to the Manager or Supervisor, which can often
- Resolve most problems
   effectively and in a timely
   manner, as well as helping
   to identify ways that we can
   improve in the future.
- You may also ask for a
   'Complaints and Grievance'
   form which can be filled in and
   handed back in.
- After speaking with a Manager or Supervisor, you can also contact our Clinical Services Manager by email hr.@ybb.com. au or call us on 07 3409 9596 or write to us at PO 154 Dunwich QLD 4183.

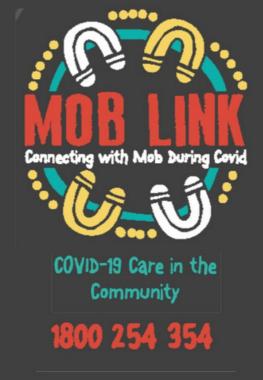
If you wish to take the matter further and feel you need to discuss the matter outside of the surgery there are several options available including the:

 The Complaints Unit at The Department of Child Safety, Youth and Women by email feedback@csyw.qld.gov.au, or by phone 1800 080 464, or by post at Locked Bag 3405, Brisbane Qld 4001

- Medical Registration Board of Australia (Australian Health Practitioner Regulation Agency), The State or Territory Manager, AHPRA, G.P.O. Box 9958, In your capital city 1300 419 495
- Australian Medical Association, PO Box 123, Red Hill, QLD 405, (07) 3872 2222, amaq@amaq.com.au
- Office of the Health
   Ombudsman
   OR
- Contact us Yulu-Burri-Ba Aboriginal Corporation for Community Health PO Box 154 Dunwich QLD 4183 P (07) 3409 9596 E hr@ybb.com. au. Please address all emails & post to the relevant program you are contacting us

READ OUR PRIVACY POLICY AND DISCLAIMER

www.ybb.com.au/privacy-policy-disclaimer/



#### What is Mob Link?

Mob Link is a service that was created during the pandemic by IUIH to support mob in SEQ by linking you to the services you need.

#### Mob Link can help by linking you to:

- Support navigating the hospital system
- Health and social services
- COVID care support services such as:
  - Booking community events to discuss
     COVID
  - o Booking vaccination events
  - Booking an appointment to be vaccinated at an AMS
  - Organise care for someone who has contracted COVID
  - Organise support for mob experiencing hardship due to isolation

18



Yulu-Burri-Ba Aboriginal Corporation for Community Health

16 Dickson Way Dunwich 4183

MON - FRI 9AM - 3:30PM



## Have you recently changed your name, number, address medicare card or health care card?

If you have, it's so important you update this information with your clinic!

We need your information to be correct and current to ensure we can give you the best care possible!

Call your clinic and let them know about any changes straight away!





## You can find us at



#### **DUNWICH**

16 Dickson way Dunwich, QLD 4183

PH: 3409 9596

## **CAPALABA**

SHOP 2/1 FINUCANE ROAD, CAPALABA QLD 4157

PH: (07) 3900 7800





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### **WYNNUM**

85 EDITH STREET, WYNNUM QLD 4178

PH: (07) 3164 5800

## **FAMILY SERVICES**

7A/39 Old Cleveland Road, Capalaba QLD 4157

PH: (07) 3900 7870



