

YULU-BURRI-BA

*Aboriginal Corporation for Community
Health*



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for Community Health



@YuluBurriBa



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COVID-19 EDITION

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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 & DISCLAIMER

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

EMPLOYMENT OPPORTUNITIES

Aboriginal Health Worker
Full Time - Wynnum

For more information visit our website at ybb.com.au

HOW TO WASH YOUR HANDS CORRECTLY

Make sure you wash your hands for at least 20 seconds.



Make sure you wash your wrists, thumbs, the back of your hands, between your fingers and under your nails by rubbing them against your palm.



Use soap that foams and running water.



If you don't have access to these things, sanitise your hands with an alcohol based hand sanitiser.



WHAT IS SOCIAL DISTANCING?

As described by the Australian Government, social distancing means:

- Only leave your home for essentials such as food shopping, exercising, medical appointments/ pharmacy visits, caring for someone else, and work, if you cannot work from home.

- staying 1.5 metres away from others

- avoiding physical greetings

- avoiding public gatherings



WHAT TO DO IF YOU ARE FEELING UNWELL AND YOU HAVE AN APPOINTMENT AT ONE OF OUR CLINICS

DO NOT COME INTO OUR CLINICS IF YOU ARE **NOT WELL!** KEEP YOUR COMMUNITY AND OUR STAFF SAFE BY CALLING US FIRST IF YOU HAVE **ANY COLD OR FLU LIKE SYMPTOMS!**

- If you need to see a doctor/are booked to see a doctor, call your clinic and tell the receptionist your symptoms.
- They will ask you some questions and then inform you that a nurse will call you back shortly to triage you.
- One of our nurses will call you back as soon as possible - your health is our priority.
- The nurse will determine if you can attend the clinic or if you are eligible for telehealth.

SAY HI TO DR CELESTE

Dr Celeste Burgoyne is our our deadly North Stradbroke Island Clinic GP Registrar this year!

"I am passionate about holistic care, understanding people - what underlies their health issues, what are their stories. I believe that preventative health is where we can make the biggest change, and it is also one of the things I love about general practice."



Head over to our facebook page to see Dr celeste at work!

LONG SERVICE CELEBRATIONS



Here at Yulu-Burri-Ba, we have an array of hard working employees that have dedicated over a decade of their lives to providing quality health care to the Indigenous communities of the Quandamooka region.

But this month we are celebrating over ten years of service to Yulu-Burri-Ba for North Stradbroke Island Community Liason Officer Keiron Costelloe!

Yulu-Burri-Ba and the Dunwich Community owe a lot to your hard work and dedication!

THANK YOU!



WHAT IS THE DIFFERENCE BETWEEN COVID-19, INFLUENZA AND THE COMMON COLD

SYMPTOMS	COVID-19 Symptoms range from mild to severe	COLD Gradual onset of symptoms	FLU Abrupt onset of symptoms
FEVER	COMMON	RARE	COMMON
COUGH	COMMON	COMMON	COMMON
SORE THROAT	SOMETIMES	COMMON	COMMON
SHORTNESS OF BREATH	SOMETIMES	NO	NO
FATIGUE	SOMETIMES	SOMETIMES	COMMON
ACHES AND PAINS	SOMETIMES	NO	COMMON
HEADACHES	SOMETIMES	COMMON	COMMON
RUNNY OR STUFFY NOSE	SOMETIMES	COMMON	SOMETIMES
DIARRHEA	RARE	NO	SOMETIMES, ESPECIALLY FOR CHILDREN

IT IS ALWAYS BEST TO CHECK WITH A HEALTH PROFESSIONAL TO GET A PROPER DIAGNOSIS



FOODS THAT WILL HELP BOOST YOUR IMMUNE SYSTEM

BLUEBERRIES - try adding them to you pancakes or porridge in the morning!

TUEMRIC - maybe figure out how to make tumeric lattes? (sounds fancy)

OILY FISH - tuna or salmon, try adding some to a salad!

BROCCOLI - maybe a broccoli bake is on the menu for dinner tonight?

SWEET POTATOES - so good in an easy, healthy nourish bowl!

SPINACH - adding spinach to a pasta dish is a super easy, yummy way to incorporate spinach into your meals

GINGER - as the weather gets cooler, the curry cravings get higher

ALMONDS - so good as a snack

ORANGES - freshly squeezed orange juice? YES PLEASE

KIWIFRUIT - do you guys eat the skin? Because you should!

GARLIC - you else puts twice as much garlic than the recipe calls for?



HOW TO LOOK AFTER YOUR SELF IN ISOLATION

Keep active! move your body to stay fit and reduce stress



Cook some healthy, nutritionally dense meals



Set yourself some daily goals to keep yourself accountable



Don't lose contact with your friends and family



Keep yourself informed - knowing the correct information can help you take reasonable precautions and keep you from panicking.

Every morning when you wake up, remind yourself that this is only temporary and it will pass



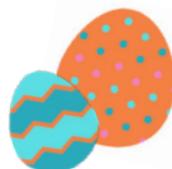
If you are feeling overwhelmed, contact your local clinic and ask to talk to our social wellbeing team

**KEEP SMILING,
STAY ACTIVE,
PRIORITISE
YOUR HEALTH!**



KEEP AN EYE OUT
FOR THIS YEAR'S
FLU SHOTS! THEY
WILL BE
ARRIVING SOON!

HAVE A
SAFE AND
HAPPY
EASTER
FROM
YULU-BURR-BA



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This year given the pandemic, dawn services, marches and any other public gatherings have been closed off to the public. Instead, on **April 25, 6 AM**, RSL Queensland is asking everyone to stand in their **driveway**, on their **balcony** or in their **living room**, to commemorate those who have served and sacrificed.

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WHERE CAN I FIND YULU-BURRI-BA



DUNWICH

16 DICKSON WAY,
DUNWICH QLD 4183
(07) 3409 9596

CAPALABA

SHOP 2/1 FINUCANE
ROAD, CAPALABA
QLD 4157
(07) 3900 7800

WYNNUM

85 EDITH STREET,
WYNNUM QLD 4178
(07) 3164 5800

OPENING HOURS

DUNWICH

M: 7:30 TO 4:30
T: 7:30 TO 4:30
W: 7:30 TO 4:30
T: 7:30 TO 4:30
F: 7:30 TO 4:30

CAPALABA

M: 8:00 TO 5:00
T: 8:00 TO 5:00
W: 8:00 TO 5:00
T: 8:00 TO 5:00
F: 8:00 TO 5:00

WYNNUM

M: 8:30 TO 4:30
T: 8:30 TO 4:30
W: 8:30 TO 4:30
T: 8:30 TO 4:30
F: 8:30 TO 4:30

