



Purpose: Yulu-Burri-Ba Aboriginal Corporation for Community Health will provide a transport service to eligible clients who need assistance to enable them to attend one of our clinics or referred medical appointments.

Scope: Each Yulu-Burri-Ba clinic has a defined area in which it will provide transport services. Yulu-Burri-Ba may provide transport services to eligible clients outside their defined area in the following circumstances:

- Specialist or medical services that are not available at their local Yulu-Burri-Ba clinic but are available at another Yulu -Burri-Ba site and at the discretion of the client's clinic.
- This relates to referrals that have only originated from a Yulu-Burri-Ba clinic.
- Once you are transported to the clinic you must stay at the clinic until the completion of your appointment. If you leave the clinic to carry out other duties you will not be transported home.
- Hospital appointments for residents living on North Stradbroke Island. In these cases, the client must bring the appointment letter to reception at least one week prior to the transport and transport will be organised accordingly.

Eligibility: Transport is considered for all Yulu-Burri-Ba clients. Clients who cannot access private transport themselves and it is unreasonable for them to access alternative public transport options. This may include the following clients:

- Elderly, frail or the very unwell
- People with a disability
- Pregnant women
- Families with children

Ineligibility: The transport service **will not** be provided for:

- Well, independently mobile clients. Clients should seek the assistance of their family for transport wherever possible.
- A client who is physically violent, and/or verbally abusive.
- A client who is under the influence of alcohol and/or non-prescribed or illegal substances.
- A client who is unaccompanied by a family member and who is at risk of self-harm or suicide.
- Children under the age of 13 not accompanied by an adult.
- Children 13-16 where written consent has not been given by the parent
- Driving clients to and from shops or any other agencies.

- Personal use (banking, shopping, school attendance, relocating, Centrelink or any Government agencies).

Availability: The transport service is available from Monday to Friday with:

- Home picks ups for clinic appointments starting at 8:30am in the morning
- The latest home pick up occurring before 2:30pm in the afternoon
- Drop off's back home will occur until 4:00pm in the afternoon
- Clients must be ready to be picked up 30 minutes before their appointment or the time they have been advised by the transport driver, if you miss your transport you will have to make other arrangements for transport.
- Clients must be waiting out the front of their premises ready for pick up (weather permitting).

Notice: At least 24 hours' notice must be provided for transport requests to Yulu-Burri-Ba.

*Yulu Burri Ba may make exceptions and try to be flexible and arrange same day transport if there is an appointment open for a doctor and a vehicle is available. **This cannot be guaranteed.***

Rules of Use: Clients are:

- Required to confirm their transport after being contacted by the transport driver prior to their appointment. It will be assumed that the transport is no longer required, if this confirmation is not received.
- Not permitted to eat, drink or smoke in the vehicle.
- Responsible for their own behaviour and that of the children.
- To wear a seat belt and make sure their children are also using safety restraints.
- To be contactable to confirm transport arrangements.
- To be contactable in case Yulu-Burri-Ba needs to make changes to their transportation.

Misuse: If a client misuses the transportation service, they will receive a written warning notice. Misuse includes but not limited to:

- Using the transportation service for personal use.
- Being aggressive or abusive.
- Not being ready for the driver when they call to collect the client.
- Being under the influence of drugs and/or alcohol.
- Failing to contact or provide Yulu-Burri-Ba with sufficient notice of any change in their transport requirements. This includes change of appointment times and transport no longer being needed.



Yulu-Burri-Ba
Aboriginal Corporation
for Community Health

Transport Policy

After two warning notices, Management will be notified and transportation services may not be considered for future appointments.