

Specialist and Hospital transport

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
- Please have the courtesy to advise reception if your appointment has been cancelled or changed
- In the case of having a procedure or operation where you have to ring the hospital the evening before to find out your time of appointment, please contact reception staff immediately

Yulu-Burri-Ba

Aboriginal Corporation for Community Health

North Stradbroke Island (NSI)

16 Dickson Way Dunwich QLD
PO Box 154 Dunwich QLD

Phone: (07) 3409 9596
Clinic Fax: (07) 3409 9417

Capalaba

Shop 2 & 3, 1 Finucane Road Capalaba
QLD 4157

Phone: 3164 5800
Fax: 3164 5801

Mums & bubs Clinic

6/7 200 Old Cleveland Road,
Capalaba QLD 4157

Phone: (07) 3245 2666
Fax: (07) 3245 5850

Wynnum

85 Edith Street, Wynnum
QLD 4178

Phone: 3164 5800
Fax: 3164 5801

For opening hours please visit our website:
www.ybb.com.au



Yulu-Burri-Ba

Aboriginal Corporation
for Community Health

Transport Service



This service is available for Yulu-Burri-Ba clients ONLY. We understand the barriers of distance impacting on client access to services, and our aim is to assist in providing effective, efficient and timely transport services.

Our Transport service provides

- Transport to and from our clinics for YBB clients to YBB appointments only
- Transport to and from hospital or specialists appointments

Eligibility

- YBB clients who have no other form of transport
- YBB clients who have an appointment at a YBB clinic
- YBB clients who have an appointment at hospital or a specialist - appointment letter must be provided

Catchment areas

- North Stradbroke Island transport will only be provided to clients living in Dunwich and Amity Point
- Clients who live in the Wynnum catchment area will be eligible for transport to YBB Wynnum clinic only
- Clients who live in the Capalaba catchment area will be eligible for transport to YBB Capalaba clinic only

Please note: Transport bookings for specialists and allied health appointments at any YBB clinic, will be coordinated between clinics when making the appointment.

Guidelines of transport service

- A Transport Officer will contact you up to 24 hours prior to your appointment to confirm. **If confirmation is not obtained then your transport booking will be cancelled.**
- Client must be ready to be picked-up 30 minutes before their appointment or the time advised
- 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
- The Transport Officer is not responsible for finding the client for pick-up
- At least 24 hours notice must be given for transport request
- The Transport service is offered to and from medical appointments only and not for driving clients to and from shops
- 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.
- If a client continually does not present for an appointment and transport has been booked, transport may be declined in future
- The Transport Officer has a right to refuse transport if the client is under the influence of alcohol, other drugs or is abusive
- The Transport officer has the authorisation to ring for an ambulance in the event of an emergency
- The Transport officer has the right to refuse transport if they feel the transport request has been misrepresented

- The Transport officer has the right to refuse transport where they have reasonable concern that there may be a Work Health and Safety risk
- The Transport Officer is responsible for transport only. If a carer is required they must accompany the client.
- 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

YBB vehicles rules

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

