

## COMPLAINTS & FEEDBACK

Have 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](mailto: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](mailto: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](mailto:amaq@amaq.com.au)
- Office of the Health Ombudsman

### TELL US WHAT YOU THINK

Yulu-Burri-Ba are committed to providing holistic health care to raise the health and wellbeing of Aboriginal and Torres Strait Islander people in the community.

Do you have any suggestions on how we could improve our care or services that you'd like to give feedback on? We would love to hear your feedback or suggestions and there are several ways you can do this!

Online – visit <https://www.ybb.com.au/contact-us/feedback/>

Online - 'contact us' form to write to us

Written Form – fill in the 'Tell Us What You Think' form included in your Client Pack and either hand back in to a staff member, or ask for a pre-paid envelope to send back to us. A copy of this form is also available from any of our services.

If neither of these options are suitable you can also provide feedback verbally to any of our staff members who will then pass it on to the appropriate Manager.

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](mailto:hr@ybb.com.au)

## Yulu-Burri-Ba Aboriginal Corporation for Community Health

### Wynnum

85 Edith Street

Wynnum QLD 4178

Phone: (07) 3164 5800

Fax: (07) 3164 5801

### Opening hours

Monday: 8:30am to 4:30pm

Tuesday: 8:30am to 4:30pm

Wednesday: 8:30am to 4:30pm

Thursday: 8:30am to 4:30pm

Friday: 8:30am to 4:30pm

**Closed Saturday and Sunday**

[www.ybb.com.au](http://www.ybb.com.au)

For after hours services please  
phone 13-SICK (13 7425)  
or alternatively contact the  
Redland Hospital on (07) 3488 3111

### Goal

To enhance the health and well being of the Aboriginal and Torres Strait Islander people and their families of Redland Bay & Surrounding areas through the provision of a safe, friendly, confidential and culturally appropriate quality primary health care service that recognises community participation.



## Yulu-Burri-Ba

Aboriginal Corporation  
for Community Health

## Wynnum Clinic

Phone: (07) 3164 5800

Fax: (07) 3164 5801



## YULU-BURRI-BA PROVIDES

- GP Services
- Clinic Nurses
- Child & Maternal Health Nurse
- Midwife
- Care Coordination
- Community liaison officer
- Transport
- Pathology
- Exercise Management
- Chronic Disease Management
- Immunisations
- Preventative Health Checks
- Vaccinations
- Pathology Services

## ALLIED HEALTH AND VISITING SPECIALIST SERVICES

- Physiotherapy
- Dietician
- Podiatry
- Optometry
- Diabetes Education
- Psychologist
- Social Wellbeing Services
- And more...

## TRANSPORT

Transport is available for certain patients who meet the current transport policy. Please ask reception when making an appointment.

## APPOINTMENTS

Please telephone (07) 3164 5800 to arrange an appointment. Every effort will be made to accommodate your preferred time and Doctor. Longer consultations are available if needed. Walk in appointments are accepted however booked appointments and emergencies will always take first priority.

## TELEPHONE ACCESS

Doctors of this practice may be contacted during normal surgery hours. Your call will be transferred through to a doctor or nursing staff in a case of an emergency. After hours messages will be taken and returned at the earliest convenience. Please remember in a case of an emergency please call 000 or after hours service (National Home Doctors Service) on 13 7425. This applies to after normal clinic hours, and they will assist you.

## HOME VISITS

Home visits are offered on the basis of clinical needs. Home visits are offered after hours by National Home Doctors Service 13 SICK (13 7425)

## AFTER HOURS ARRANGEMENTS

This Clinic provides after hours care of patients through National Home Doctors Service. If this service is required please contact 13 Sick (13 7425) and your call will be answered. Please remember if this is a case of an emergency dial 000.

## FEE POLICY

The Doctors at this Practice bulk-bill all patients. However, we do ask that you bring your Medicare Card, Health Care Card and a pension card if you have one. If you are not a holder of a current Medicare Card there will be a fee.

## PRIVACY STATEMENT

*This Clinic collects information from you for the primary purpose of providing quality health care. We require you to provide us with your personal details and full medical history so that we may properly assess, diagnose, treat and be proactive in your health care needs. These records are the property of the Clinic, and to obtain a copy of these records completion of a "transfer of records" form will require your signature. Our policy is to release the medical records to the medical Centre that you will be transferring to. The doctor can authorize a copy of your records. If you require your records from your Doctor or wish to discuss these records this can also be discussed with your Doctor.*

## MANAGEMENT OF YOUR PERSONAL HEALTH INFORMATION

Management of your personal health information is treated with the strictest confidence. It is the policy of the practice to maintain security of personal health information at all times and to ensure that this information is only available to authorized members of staff.

## THIRD PARTY CONSENT

You are welcome to have a support person with you in your consultation.

We provide training for various clinic positions including medical, nursing & aboriginal health workers students. We will ask for your permission for students to be present during your consultations.

## PATIENT CONSENT

This Clinic participates in the National, State, Territory Reminder systems. If you do not wish to participate please advise us accordingly. You do have an option and this is noted on the bottom of your Patient Health Summary. Reception staff are available for more information if required.

## INTERPRETER SERVICE

An Interpreter service is available for those patients who may require assistance. If this service is required please speak with our reception staff who will be eager to assist you., or you can visit the following website [www.tisnational.gov.au/](http://www.tisnational.gov.au/)

## RESULTS/RECALLS/REMINDERS

Patients will need to make an appointment with their doctor or another doctor at this practice to obtain their results. Due to the "privacy act" we are unable to give this information out over the telephone. However, if these results are abnormal we will contact you.