



YULU-BURRI-BA

Aboriginal Corporation for Community Health



Yulu-Burri-Ba at Jia Burns Day: Connecting with Our Community

We were thrilled to be out in the community recently as part of Jia Burns Day—a wonderful event that brought together so many of our community, families, and friends.

It was a day full of recognition that everyone needs to stay connected, be active and take care. Thank you to everyone who joined us on the day. Together, we can continue to build a stronger, more connected community for all.

We look forward to many more opportunities to listen, learn, and grow with you.



Yulu-Burri-Ba

August | September | October | November 2024

CEO Message



As 2024 comes to a close, I've taken the time to reflect on the year that's passed—celebrating Yulu-Burri-Ba's successes and identifying areas where we can continue to improve.

I am proud of the progress Yulu-Burri-Ba has made, and I'm excited about what lies ahead in 2025.

One of the key changes we've implemented this year is the extension of our clinic hours, ensuring greater accessibility and flexibility for all our clients. Check out our opening hours on page 3 of the newsletter.

Yulu-Burri-Ba understands how important it is to be able to receive care at a time that works best for you, and we're committed to providing even more convenient options in the coming year.

I would also like to take this opportunity to extend my sincere thanks to our dedicated staff. Their hard work, commitment, and unwavering support has been the cornerstone of our success this year. We couldn't have made these strides without them.

Looking ahead to 2025, we're focused on building on this progress—continuing to grow and evolve, enhancing our services, improving patient experiences, and continuing to adapt to meet your needs.

Thank you for being part of our journey this year – we look forward to an even brighter future together!

Stay safe and have a happy Christmas.

David Collins CEO

Our Acknowledgement to Country

Yulu-Burri-Ba acknowledges the Traditional Custodians of the Quandamooka land on which we work and for many of us, live.

We pay our respects to the Elders of this land who have provided leadership and guidance for Yulu-Burri-Ba to meet the health needs of our community.

It is with pride that we recognize the strength of our community and the voice of our youth who are the leaders of tomorrow.



Extended Clinic Hours

Capalaba

Monday to Friday: 8:00am - 6:30pm

Every Saturday: 8:30am to 4:30pm

Wynnum

Monday to Friday: 8:30am - 4:30pm

Every Saturday: 8:30am - 4:30pm

Dunwich

Monday to Friday: 7:30am - 4:00pm*

Every 3rd Saturday of the month: 8:30am to 4:30pm

*After Monday 16 December 2024

DEADLY CHOICES AUSTRALIAN OPEN HEALTH CHECK COMPETITION!



WIN WITH A 715

GET A 715 HEALTH CHECK AND PICK UP A DEADLY CHOICES SHIRT FOR A CHANCE TO WIN FLIGHTS, ACCOMODATION AND TICKETS TO THE 2025 AUSTRALIAN OPEN IN JANUARY

Midwife Meetup!

This November the Jajum Bajara team held a morning tea for the Yulu-Burri-Ba Straddie staff and Queensland Health Midwives, Social health team and Aboriginal and Torres Strait Islander Liaison Officer to come together and strengthen their connections.

The meeting allowed the teams and staff to discuss their work processes, success stories and improvement opportunities so that they can better meet the needs of the community.

“The morning tea has been a great chance for the Midwives and our Straddie staff to catch up and come together. It allowed open discussion for how we can make our services even better for our Straddie Mums and Bubs”

Helen Leyendeckers
Jajum Bajara Team Leader



Jajums Playtime

Every Friday 9:30am - 11:30am
Redlands integrated Early Years Place, Corner
School Road and Mt Cotton Road Capalaba

Educational Activities run by our Child Health Nurse



Yarning and Morning Tea

Arts and Crafts for Mums and Bubs



Contact FSP or 0432 307 367 if
you would like to come along!

Jai Burns Day



Yulu-Burri-Ba Achieves Accreditations in 2024!

We are excited to announce that in 2024, Yulu-Burri-Ba has successfully undergone rigorous audits and has been accredited to meet several industry standards.

These include:

- International Standards - ISO:9001:2015
- Australian General Practitioners Accreditation Limited - AGPAL
- Human Services Quality Framework - HSQF
- Royal Australian College of General Practitioners - RACGP Accreditation

Why is Accreditation Important?

Accreditation is not just a badge of honour, but a commitment to providing exceptional care and services. It means that Yulu-Burri-Ba is recognised for meeting the highest standards within the healthcare and human services sectors.

Here's why it matters:

- Independent recognition: Accreditation assures that Yulu-Burri-Ba meets the requirements set by governing industry standards.
- Commitment to excellence: It reflects our dedication to best practice, quality, systems, processes, and continuous improvement.
- Community trust: It strengthens the community's confidence in the quality and safety of our care, treatment, and services.
- Continuous improvement: Accreditation is a cyclical process that's embedded in our everyday operations, ensuring ongoing quality and growth.
- Support for GP training: It guarantees that our GP registrars receive high-standard training and supervision, essential for their professional development.

We take great pride in providing the highest quality services to our community. These accreditations are a testament to our dedication to quality care and our ongoing commitment to the wellbeing of those we serve.

We look forward to continuing to deliver the highest standard of care for many years to come.

Chair Yoga

Wednesdays Fortnightly 10am

**Come along to the next session at the Capalaba Warriors
Junior Rugby League Football Club Banfield Lane Capalaba**

No cost!

**Just be up to date with your health checks or have
booked an appointment for one at the next
opportunity!**



**Contact our CLOs Cara Joseph YBB Wynnum 3164 5800
or Matthew Milson YBB Capalaba 3900 7800 to enroll**



COMMUNITY CHRISTMAS PARTY



MURRI CHRISTMAS

Join us for a BBQ, waterslides, arts
& crafts, DC games and more!

All children under 14 years need to
be present with a parent or
guardian

TUESDAY • 10AM - 2PM
17 DEC 2024



QYAC Oval, 100 E Coast Rd, Dunwich QLD,
4183



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 with the information we need to better our services. We take all of our feedback, whether negative or positive, very seriously.

How Do You Make a Complaint or Give a Compliment?

Compliment

If you have received great customer service or wish to pay Yulu-Burri-Ba a compliment, please let our Managers know. They will make sure the right person receives your feedback. Thank you – we all like to feel valued and appreciated.

Complaint

If you have a complaint:

- First speak to the Manager.
- You may also ask staff to give you a 'Complaints and Grievance' form.

If after speaking with a manager you wish to escalate the matter further, please contact:

Yulu-Burri-Ba Health Services Manager

Email: info@ybb.com.au

Phone: 07 3409 9596

Write: PO 154, Dunwich QLD 4183

To discuss matters outside of Yulu-Burri-Ba, contact:

Health Clients:

The Office of the Health Ombudsman

Email: info@oho.qld.gov.au

Phone: 133 646

Write: 400 George Street, Brisbane Qld 4000

Social & Family Wellbeing Clients:

The Complaints Unit at The Department of
Child Safety, Youth and Women

Email: feedback@csyw.qld.gov.au

Phone: 1800 080 464

Write: Locked Bag 3405, Brisbane Qld 4001

Or scan the QR code!



Where to Find Us



Dunwich

16 Dickson Way Dunwich, QLD 4183
Phone: (07) 3409 9596



Capalaba

Shop 2&3/1 Finucane Road
Capalaba QLD 4157
Phone: (07) 3900 7800



Wynnum

8 Edith St Wynnum, QLD 4178
Phone: (07) 3164 5800



Family Services

7A/39 Old Cleveland Road
Capalaba, QLD 4157
Phone: (07) 3900 7800