



CARBAL YARNIN!

December 2019

CEO WORDS

Carbal finishes off 2019 with a healthy annual report and a positive outlook for further expansion in 2020....

The 2018-19 financial year represented a year of dramatic expansion for Carbal Medical Services with the realisation of a couple of major current Strategic Plan objectives. Carbal has been limited for growth of service delivery by space available in the existing facilities for a number of years. With the increasing demand for General Practice, Allied Health and Well-being programs by our service community, it has long been a desire of the Board to consolidate many of our services under one roof that would also allow for considerable further expansion.

In December 2018, we were able to successfully negotiate the purchase of a large, two-storey building at 125 Russell Street in Toowoomba. The building was formerly a site for Qld X-Ray and in later years housed a variety of medical suites. The owner had gutted the building ready for development and so Carbal was able to take possession of the building 'shell' in late January 2019 and commence a customised fit-out that would best suit our needs. The funding for this building was provided largely by the sale of the previous clinic in Mary Street and the remaining funds came from Carbal reserves. The Board of Management and staff of Carbal are very proud that this building was totally funded and is now fully owned by Carbal Medical Services. I also acknowledge a small Commonwealth grant that was subsequently received to upgrade some of the IT services within the building.



Carbal has been operating from the Russell Street site since the end of May and now offers expanded clinical services and a diverse range of Allied Health services, all operating from the same facility. The treatment room has been expanded and is now able to cater for more clients at the same time. Our administration team and a number of the DDWMPHN funded well-being program staff are located upstairs where we also have an excellent Training Room that has already seen much use by a number of partner organisations.

In June 2019, Carbal also finalised the purchase of 14 Makepeace Street which has been used as a temporary home for a number of the well-being programs since August 2018. With the consolidation of these programs into Russell Street, we have been able to develop the Makepeace Street site into a centre for the specific delivery of Integrated Team Care (ITC) activities. The DDWMPHN funded program currently delivers services to approximately 1300 clients. The Food Bank that we have established is also located at this site. Again, Carbal is very proud of the fact that we were able to purchase this facility without any assistance from governments.

Our NDIS service, which is based at South Street through an arrangement with Mercy Services, continues to expand and has turned over \$1M in the first full year of operations. We now have a team of twelve staff involved in the delivery of NDIS services to members of our community.



There are more than 2000 clients currently being serviced by Warwick Clinic as it draws Aboriginal and Torres Strait Islander people from catchment areas including, Stanthorpe, Killarney, Inglewood, Allora, Clifton, Emu Vale, Maryvale, Goondiwindi and Northern NSW. Figures listed elsewhere in this report show the regional distribution of current Carbal clients.

Carbal continues to be heavily involved in the delivery of Aboriginal Health research projects and the collection and reporting of associated data that will enhance the decision-making processes when priority need funding determinations are to be made. Carbal currently partners with a range of experienced research bodies including, Australian National University, Qld University of Technology, University of Qld, University of Newcastle, James Cook University, Menzies School of Health Research, Australian Red Cross, QIMR Berghofer & Qld Genomics and Qld Health to deliver research-based projects through Carbal Medical Service facilities. It is this commitment to obtaining data-driven identification of health priorities so that limited health funding may be more efficiently and effectively directed that has led Carbal to establishing the Carbal Institute of Health Research which is now operating from the previous administration facility situated at Hanna Court. The Institute is a fully registered and accredited Health Research facility and there are currently 12 research projects being conducted through this centre. We believe that the Institute will have an increasingly significant role to play in furthering the identification of health priorities for Aboriginal and Torres Strait Islander peoples and will be able to provide quality, quantitative data to our major funding partners.

Carbal continues to provide a large number of allied health services to communities within our region. We are currently printing the seventh book in our culturally safe, preventative health education series that we distribute to schools and other organisations throughout the region and also interstate. Titles produced so far include Our Mob, Achievement, Jarjums, Totem, Good Smoking – Bad Smoking, Our Special Place and A Healing Place. We self-funded a Cultural Awareness Training program (Carbal CAT) to deliver to non-health organisations as well as primary health (accredited with the RACGP and ACRRM) to ensure cultural competency across a range of

services that our people access. We are working closely with GPTQ, and RVTS to provide cultural awareness support and workshops for their trainee registrars. Carbal injects a significant amount of self-generated funds annually to supporting community groups and events including NAIDOC, Murri Court, Reconciliation Week, Carbal Reconciliation Community Choir

The 2018-19 financials reflect a further growth in self-generated revenue to approximately 37% and this provides a substantial basis for Carbal to identify and address health related priorities that would otherwise suffer from lack of funding. I would like to take this opportunity to commend Chair, Maree Toombs and each of the members of the Carbal Company Management Board for their ongoing faith, vision and encouragement of all Carbal Staff as we continue to seize opportunities for a holistic approach to addressing not only health care but also the social determinants that impact health and health equity for all First Nation people in our region.

**Anthony Rooney
presents a cheque to
clinic manager Tamika
Campbell as a donation
to Carbal to put towards
one of its many Aboriginal
health research projects
In appreciation of Carbal's
services over many years**



CARBAL

What is a 715?

A 715 is an MBS item number that relates to the Medicare Indigenous health check. It is used to identify any issues that may affect your health now or in the future.

Why should I have a 715?

If you identify as Aboriginal or Torres Strait Islander and would like to be made more aware of your health and how best to manage your health – you need to have a 715.

When should I have a 715?

Every 12 months it is important to have a 715 Health Check with one of our doctors to make sure that together we are keeping your health on track.

Make an appointment today with Carbal Medical Services to have your 715 and receive your exclusively designed polo shirt upon completion of your check-up.

1300 379 558



NEW TOOWOOMBA FACILITY

Carbal Medical Services is proud to introduce our new clinic at 125 Russell Street in Toowoomba City. The new facility has some of the most advanced equipment and technology to help deliver world class medical services. We have now been operating for 6 months and have found a successful base of operations for our clinical, midwifery, outreach, allied health and hearing services.

Respected elder, Carbal Board Member and internationally renowned lecturer and artist, Colin Jones has given permission for us to hang his amazing artwork and display cultural pieces from around Queensland and Torres Strait. For anyone who walks through this superb building, it is instantly recognisable as a culturally safe, inclusive and respectful environment; exactly the type of environment that Carbal Medical Services wishes to promote to its clients.

For more information about our new facility or the services we offer at our other sites in Toowoomba and Warwick please phone 1300 379 558, visit our Facebook page or head to our website at www.carbal.com.au





The new site houses the following:

- » Administration
- » General Practice Clinic
- » Allied Health
- » Aboriginal Health Workers
- » Strong Fathers Support
- » Tackling Indigenous Smoking
- » Hearing Health
- » Drug and Alcohol program
- » Vision Testing
- » Child and Maternal Health
- » Patient Transport
- » Telehealth
- » Visiting Specialists



WOULD YOU LIKE TO BE PART OF THE BLOOD SERVICE STUDY THAT COULD HELP CHANGE LIVES?

Join Today And Be Part Of Something Great

Australian Red Cross are conducting a Blood Group study for Aboriginal and Torres Strait Islander people to help match donor blood more accurately to Indigenous people.

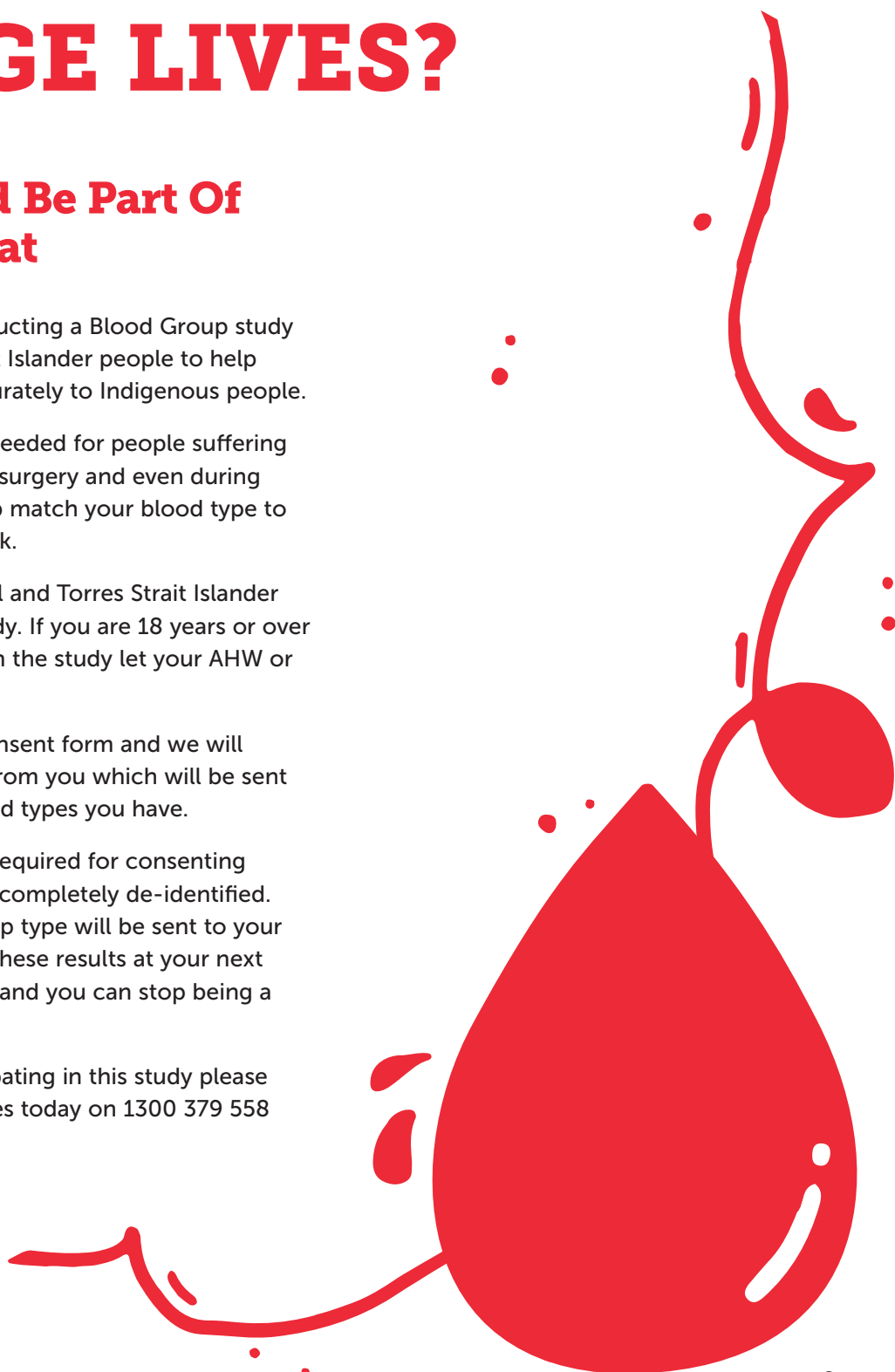
Blood Transfusions are often needed for people suffering from illness or injuries, during surgery and even during pregnancy. This study will help match your blood type to Donor Blood when you are sick.

Blood samples from Aboriginal and Torres Strait Islander people are needed for the study. If you are 18 years or over and would like to participate in the study let your AHW or Nurse know today!

All you need to do is sign a consent form and we will collect a small tube of blood from you which will be sent away to test exactly what blood types you have.

Your information will only be required for consenting purposes. Your sample will be completely de-identified. The results of your blood group type will be sent to your regular GP, they will give you these results at your next visit. Participation is voluntary and you can stop being a part of this study at any time.

If you are interested in participating in this study please contact Carbal medical services today on 1300 379 558 or 0746 397 300.



HEARING ASSESSMENT PROGRAM-EARLY EARS

Carbal Medical Services and Hearing Australia have partnered to deliver the Hearing Assessment Program- Early Ears (HAP-EE)

The Program aims to improve ear and hearing health of Aboriginal and Torres Strait Islander children by:

- » Providing diagnostic hearing assessments and recommendations for follow-up treatment for children in the years prior to primary school
- » Contributing to strengthening ear health surveillance in primary health care services, and
- » Increasing community awareness about the importance of ear and hearing health
- » Identification of children with hearing or ear health problems
- »

This program is specifically tailored to Aboriginal and Torres Strait Islander children between the age of 0 and 5 Years. Carbal will Host up to 2 Audiologist Clinics per month.

Call today to discuss your child's hearing assessment.



SMOKING TAKES AWAY MORE THAN JUST TIME

Keep an eye out for Carbal's Tackling Indigenous Smoking (TIS) new television and bus campaign

We're spreading the message about smoke free homes, cars and workplaces as part indicators for the National Tackling Indigenous Framework.

As an organisation we aim to prevent the uptake of smoking, promote smoking cessation and reduce exposure to second-hand smoke. We are currently in partnership with Darling Downs Health on their Bridging Antenatal Care, Indigenous Babies and Smoking Cessation (BAIBS) project as well as SISTAQUIT, an initiative which aims to reduce smoking rates with pregnant women

Our TIS team are ready to talk with you about your smoking journey and help with resources and advice to guide you towards your quit journey.

Call us today on 1300 379 558 and speak with our Tackling Indigenous Smoking team today.



SMOKING TAKES AWAY MORE THAN JUST TIME

Carbal Medical Services is proud to be supporting South West Qld's Emu's in their future endeavours and assist in making their community days and sporting events smoke free

We know that 2nd and 3rd hand smoke can be very harmful, and evidence shows that if smoking is seen to be "normal" at a community level it is more likely that our youth will take up smoking and it makes it harder for people who are currently smoking to give up.

Carbal Can Tackling Indigenous smoking marketing campaign aims to reduce the number of young people taking up smoking and increase and support the number of current smokers to Quit by changing the attitudes, beliefs and intentions around tobacco use.

It is important that we share our messages with today's youth and educate them on how to be positive lifestyle role models for our younger generations.

The Tackling indigenous Smoking program is a long term government initiative that aims to increase the life expectancy of Aboriginal & Torres Strait Islanders by reducing tobacco use.



Carbal Cultural Awareness Training

General Practice

Carbal Cultural Awareness Training (CAT) is a six session, comprehensive course that provides health professionals with the practical tools to deliver culturally competent services.

It covers:

- History
- Culture
- Health Education
- Social and Emotional Wellbeing
- Communication

Carbal CAT examines cultural norms and discusses the importance of creating a culturally safe and inclusive practice.



Course fees can be offset by the Practice Incentives Program (PIP) Indigenous Health Incentive (IHI)

The PIP IHI aims to support general practice to better manage chronic disease in Aboriginal and/or Torres Strait Islander patients. The PIP IHI gives accredited practices annual incentives when they register these patients who have a chronic disease. The PIP IHI has 3 components:

- ✓ \$1000 sign on payment
- ✓ \$250 patient registration payment (per patient per year)
- ✓ \$250 Outcomes payment (up to \$250 per patient per year)

This payment can be utilised to assist practices undertake specified activities that seek to improve the provision of care to Aboriginal and/or Torres Strait Islander patients. One of the PIP IHI requirements states that at least 2 staff members undertake cultural awareness training one of whom must be a GP.

**THIS TRAINING IS BOTH ACCRM AND RACGP ACCREDITED
AND PDP/CPD POINTS ARE AWARDED FOR ATTENDANCE**

LEARNING WITH CARBAL



Student Paramedics Visit Carbal For Cultural Awareness

On Tuesday, 3rd December, Carbal hosted four paramedic students and their clinical educator as part of their observational placement looking at paramedic practice in regional, rural and remote environments.

Carbal staff members; Charlie Rowe and Tamika Campbell shared their knowledge on Aboriginal and Torres Strait Islander health and the unique challenges faced by anyone working in the field. The group discussed cultural awareness and the importance of Aboriginal Health Workers and their role in making health more accessible to Aboriginal and Torres Strait Islander people. The group also discussed what it means to be culturally competent in Indigenous health.

Indigenous Spirometry Immersion Programme

On the 28th and 29th of November, Carbal hosted trainers from the Department of Respiratory and Sleep medicine and trainees from within Carbal and around the state as well as two observers from Western Australia.

The Indigenous Respiratory Outreach Programme (IROC) provides spirometry training for Indigenous Health Workers around the state.

Spirometry is the international gold standard lung function test used for diagnosing, monitoring and managing chronic lung disease such as asthma and chronic obstructive pulmonary disease (COPD).

Our health workers and nurses learned about spirometry, how to use the machine and how to interpret test results.



INFLUENTIAL INDIGENOUS AUSTRALIAN

HISTORY

In this edition of Yarnin we look back at Aunt Fanny Cochrane Smith, a proud and strong Tasmanian Aborigine who kept her culture alive through practice throughout her life

Fanny Cochrane Smith (1834-1905), Tasmanian Aborigine, was born in early December 1834 at the Wybalenna Aboriginal establishment, Flinders Island, Tasmania, daughter of Tanganuturra (Sarah), father unknown.

After the age of 7 Fanny spent her childhood in European homes and institutions. In December 1842 she entered the Queen's Orphan School, Hobart, to learn domestic service skills, but where the children learned little and were subjected to prison-like discipline. More of her time was spent in the Flinders Island home of the catechist Robert Clark, where she lived in conditions of appalling squalor, neglect and brutality. At 12 she worked for the Clarks as a domestic servant at the pittance of £2 10s. 0d. a year.

In 1847 the 46 survivors of the Aboriginal establishment were removed to Oyster Cove, south of Hobart. Fanny went into service in Hobart, but soon returned to Oyster Cove to live with her mother and sister. On 27 October 1854 in Hobart she married William Smith, an English sawyer and ex-convict transported for stealing a donkey.





Upon marriage Fanny received a £24 annuity. She and William worked at fencing and shingle splitting and also ran a boarding-house in Hobart. Her younger brother Adam lived with them and her people from Oyster Cove visited. After Adam died in 1857, Fanny and William took up land near Oyster Cove. Their son William Henry was born in 1858; five more boys and five girls followed. Fanny raised her children in a simple five-roomed wooden house. Her mother often lived there and Trugernanner, William Lanne and others were frequent callers. The family grew their own produce but their income came from timber; Fanny worked in the bush splitting shingles and carried them out herself. She walked the 31 miles (50 km) to Hobart for supplies.

After Trugernanner's death in 1876 Fanny renewed her claim to be the last surviving Tasmanian Aboriginal. In recognition of the claim, parliament increased her annuity to £50, and in 1889 gave her a free grant of 300 acres (121 ha). She continued to hunt and gather bush foods and medicines, make baskets, dive for shellfish and carry out Aboriginal religious observances.

Proud of her Aboriginal identity, she also moved with confidence in the European world. She and William were early converts to Methodism in their area and one of their sons became a lay preacher.

Church services were held in Fanny's kitchen until a church was built on land which she donated. She was active in fund-raising and hosted the annual Methodist picnic, people travelling long distances to sample her cooking and to see her perform Aboriginal songs and dances. In 1899 and 1903 she recorded songs on wax cylinders: held in the Tasmanian Museum and Art Gallery, these are the only recordings ever made of Tasmanian Aboriginal song and speech.

Fanny Cochrane Smith died of pneumonia and pleurisy at Port Cygnet on 24 February 1905, William having died in 1903. Her funeral cortège was followed by more than 400 people and she is still remembered warmly as 'one of nature's ladies' who could entertain any gathering with her sparkling eyes and ready wit.



Carbal Cultural Awareness Training



Carbal CAT helps your organisation develop an understanding by guiding your staff through the history of Aboriginal and Torres Strait Islander people pre and post European settlement. Accurate knowledge of Aboriginal history, people and culture is essential to understanding the present and shaping the future.

Carbal Medical Services is an Aboriginal Medical Service providing valuable health care and community services across the Toowoomba Region. We have respected community members within our organisation who have a strong connection with their culture and sense of identity. By sharing the Aboriginal and Torres Strait Islander journey we can enable your staff to provide a truly culturally safe, informed and inclusive service

ALL SESSIONS ARE FULLY CATERED FOR AND HELD AT CARBAL MEDICAL SERVICES' TRAINING CENTRE IN TOOWOOMBA (ITY).

**Approximate cost is
\$280 per participant**

(Discounts may apply for larger groups).

IF YOUR ORGANISATION IS INTERESTED IN EDUCATING YOUR STAFF TO BE CULTURALLY COMPETENT WHEN WORKING ALONGSIDE AND INTERACTING WITH ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE, CONTACT US TODAY.

CARBAL MEDICAL SERVICES

All Carbal Medical Services clinics will be **CLOSED** from Monday 23rd December and will be **RE-OPENING** on Tuesday 7th January 2020



For After Hours Medical Service

If you are in the **Toowoomba** area please call **13SICK (137 425)**, or go to Toowoomba Hospital emergency

If you live in the **Warwick** area please call Warwick Hospital **4661 6900** or go to Warwick Hospital emergency



We wish you and your mob a happy and safe Christmas and a very happy New Year. We look forward to continuing to provide for your health needs in 2020.