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# NEWSLETTER | AUGUST 2016

# **CEO - AUGUST MESSAGE**

Health & well-being of Aboriginal & Torres Strait Islander people.

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# Dear valued members of the Carbal Medical Services Community,

As you will see from this newsletter, there is much happening at Carbal Medical Services and our health workers and clinical staff continue to engage extensively in community activities that will enrich the health and well-being of Aboriginal and Torres Strait Islander people.

Carbal was a great supporter, both financially and by attendance in the recent NAIDOC celebration activities that were conducted across our region and I commend our staff on their pro-active involvement in these important celebrations.

Carbal staff are often requested to assist with forums, discussions and the dissemination of health-related education across the region and are always happy to be involved. If you have a group or health-related activity that you believe would benefit from having a Carbal staff member attend or present information, please do not hesitate to contact us and wherever we may assist we certainly will.

The Board of Directors of Carbal Aboriginal and Torres Strait Islanders Health Services Limited, together with the CEO and Operations Managers, recently completed a Strategic Planning session to map out the direction for our services over the next three years. It was a most productive session and a new 2016-2018 Strategic Plan is currently being finalised for print. This document will be distributed along with the Annual Report in October this year. The Board identified a number of areas that they are keen to see further developed – building on the successes of the 2015-2016 period and continuing to identify service delivery gaps for our Indigenous populations and addressing them in as timely a manner as possible.

The long-awaited opening of Carbal Medical Services in Stanthorpe is getting nearer and we have almost completed the arrangements to

commence operating from our mobile clinic in the grounds of Stanthorpe Hospital. The service will commence with one doctor and an Aboriginal Health Worker and we will review the demand for services over the next three months.

Please use your networks to inform all who may be interested that the service should commence on September 1. Further advice on the commencement of taking appointments will be provided in the coming weeks.

After a long period of searching for another full-time Doctor to assist with the ever-increasing demand at our Warwick Clinic, I am pleased to announce that Dr Zelalem will be commencing at the clinic on Monday 15th August. Dr Zelalem is very experienced and his arrival should alleviate the growing waiting period issues.

## **BOARD DIRECTORS AND MEMBERS:**

Under the new Carbal Aboriginal and Torres Strait Islander Health Services Limited constitution, there is no longer a limit on membership numbers. The new Board will accept applications for membership and Director vacancies at any time and these will be presented for discussion and ratifications at the next available Board of Directors meeting following lodgement of the application. There are a number of criteria that need to be met upon application and these are outlined in the Constitution which is available electronically by emailing

# bhewitt@carbal.com.au

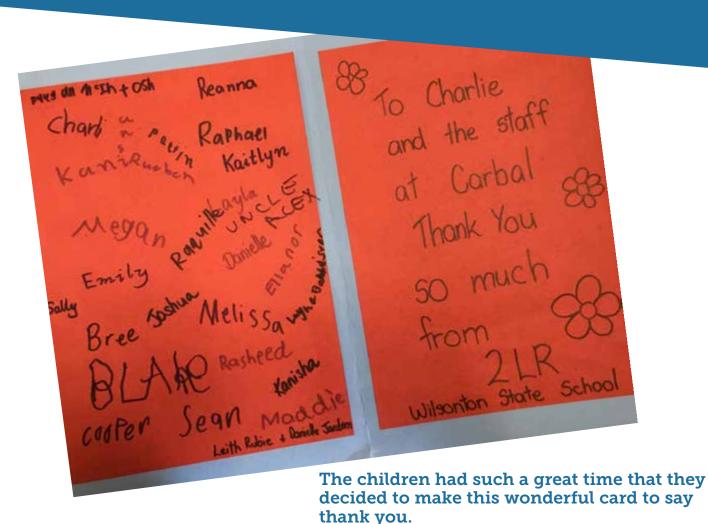
Application forms for Board or Company membership will be forwarded upon request.

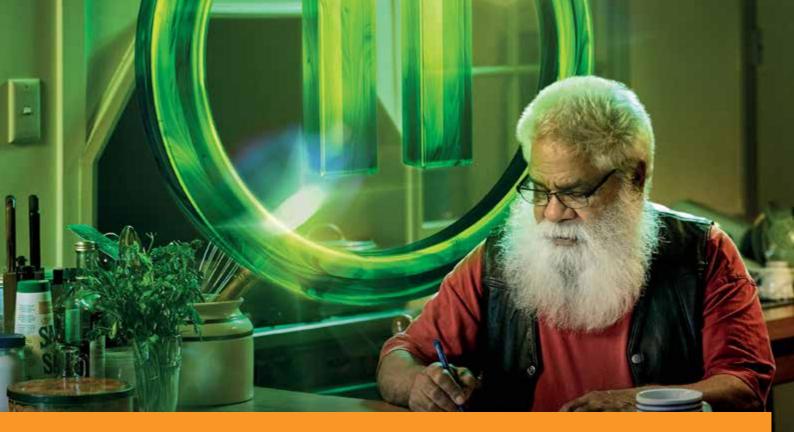
Brian Hewitt
M.Ed., B.Ed., Dip Ed., JP Qual
CEO CARBAL MEDICAL SERVICES



# ABOUT THE COVER

As part of the Naidoc week celebrations, Carbal's Charlie Rowe and volunteer, Alec Roach visited Wilsonton State Primary School's year 2LR and their teacher, Mrs Ruby to present the children with some shirts and puppets. The puppets were designed to encourage interaction between children and their parents and siblings as an aid to improving literacy.





'THERE WILL BE NO PENALTY FOR LATE FORMS AND THERE IS STILL PLENTY OF TIME TO COMPLETE THE CENSUS'.

# **ITS CENSUS TIME!**

It has been identified by the Australian Bureau of statistics that the Aboriginal and Torres Strait Islander community may have been undercounted in the 2011 census.

As a result, Government funding for indigenous services such as housing, transport, employment, health and education may have been severely impacted. It will ultimately be more beneficial for the community to participate in the 2016 Census.

To help make the process more accurate this year, Census will be providing an Indigenous Field Officer to assist those, one on one, who may be experiencing difficulty engaging with the process for whatever reason or would like further information on the Census more broadly.

At this stage, this person will be located at the Mary Street Clinic

between

10AM and 2PM

to answer any questions or assist.

Follow the Link for more information:

http://www.abs.gov.au/websitedbs/censushome.nsf/home/ Census?opendocument&ref=topBar

You may also be interested in:

http://www.communitynews.com.au/canning-times/news/aboriginal-leaders-call-for-greater-2016-census-participation/

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# PERSONAL HELPERS & MENTORS PROGRAM

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After six moves in six years, our Personal Helpers and Mentors Program (PHaMs) finally has a permanent home!

PHaMs now occupy a building within the grounds of Mercy Family Services and look forward to exploring different project opportunities that will enhance the lives of Aboriginal & Torres Strait Islander families within the Toowoomba community.

PHaMs celebrated with an official opening in late July with clients, staff, dignitaries and state government department representatives present.

Tours of the site were conducted after a spiritual cleansing ceremony was performed for those present by PHaMs staff member, Alan Martin, who is also a Spiritual Healer.

Members of the community are welcome to pop in and check out our new site and share a cuppa and a laugh.

If you would like any further information, please don't hesitate to contact the PHaMs Team Leader, **Kim Soppa on 46397412** 





# ITS OFFICIAL - BUPA RANGEVILLE IS OPEN!

Bupa Rangeville was officially opened on Friday the 22<sup>nd</sup> of July.

Bupa Rangeville was officially opened on Friday the 22<sup>nd</sup> of July with the help of Toowoomba Regional Councillor Joe Ramia, Louis Dudley and Olympian Libby Trickett, along with residents, family and friends.

To help officially open the home, Carbal staff member, Alan Martin and Board member, Judith Standen attended the event and conducted a traditional Smoking Ceremony to bless the new home as well as an Acknowledgement of Country.

During the event, Libby Trickett presented the home with a signed Australian swimming cap as a small housewarming gift. Once the event had concluded, Libby posed for photos with the Gold Medal she won from the London Olympics with team members, residents, friends and family members.

Bupa Rangeville General Manager Tracey Lange said: "It was an exciting day for not only our new residents, but for the residents who have come here from Bupa Toowoomba – this building has become a warm home for our residents.

"It was an honour to have Alan and Judith give up their time and give our home and our residents such a special and warm welcome." Libby said it was great to be able to be part of the official opening of Bupa Rangeville.

"It was fantastic to be able to share this special day with the team and residents at Bupa Rangeville and present them with a small housewarming gift," Libby said.

"You can tell the residents are really looking forward to supporting our sporting heroes in the next few weeks at the Olympics in Rio."

Toowoomba Regional Councillor Joe Ramia said the services that Bupa provide will make a tangible difference to the quality of life for the residents of Toowoomba.

"Community expectations have evolved over the last few decades in terms of aged care. I am very confident that Bupa has got the mix right at this new facility and I welcome what they are doing for our community."

As part of Bupa's wider commitment to recognising Aboriginal and Torres Strait Islander Peoples, in line with its Reconciliation Action Plan, Rangeville became the second Bupa home in the country to display an acknowledgement to the Traditional Owners of Australia on the front entrance of the home.

Thank you to Sara Potts, Communications Advisor at Bupa Aged Care for her contribution.

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# **CARBAL WARWICK'S CRAFT GROUP SHINES**

Jumpers & Jazz Festival since 2004.

The Jumpers and Jazz Festival has been part of the Warwick townscape in since winter 2004.

The festival lasts for 10 days with a program of over 150 events IN(LVDING LIVE JAZZ, WONDERFUL FOOD, ART WORKSHOPS, POP UP (RAFT SHOPS, MARKETS AND OF (OURSE, THE WONDERFUL TREE JUMPER EXHIBITION.

Businesses, community groups and individuals from far and wide, register each year to create a 'Tree Jumper' to help decorate the trees lining the CBD area.

This year the Carbal art and craft group participated for the second year and their entry in the, 'Best Community Group Entry', received a Highly Commended award.

WELL DONE TO EVERYONE INVOLVED, WHAT A BRILLIANT EFFORT!





# On Wednesday July 2, Carbal ran its second Optometry Clinic at the Mary street clinic.

Julia Lovell provided eye examinations and sight testing for about 10 Carbal clients including James Hagan Jnr. (pictured)

Free glasses for those who need them will be provided by our partner – Essilor Vision Foundation.

We plan to offer ongoing Optometry clinics, so if you would like to be part of a future clinic please call our reception staff in Toowoomba on 46397300 or in Warwick on 46610800.

THANKS AGAIN JULIA FOR (OMING IN AND OFFERING YOUR EXPERTISE.







# Henry, now 67 years of age, started smoking at the age of 17 when working, in his first job, as a stable hand. For the next 50 years, Henry smoked upwards of 30 cigarettes a day.

Henry had tried to quit smoking four times in this period but admits to not being mentally ready for the commitment. Unfortunately, Henry has prostate cancer but the surgery and treatment he has undergone has motivated him to quit smoking for real.

In addition to feeling healthier and putting some weight on since quitting smoking, Henry has noticed that his sense of taste and smell have come back to him and with the extra money he's saved, has purchased new clothes.

Henry does admit to missing smoking on occasion, but he hasn't had any cravings this time around and keeps himself busy on his computer and going to Church.

Its likely anyone would agree, that quitting smoking after 50 years is an amazing achievement and one for which Henry can be rightly proud.

From the Tackling Indigenous Smoking Program and the broader Carbal community, congratulations Henry and all the best!

# If you are interested in quitting smoking, please contact

Jenny-Lee Carr on 46397300 in Toowoomba or Lee Lingwoodock on 46610800 in Warwick.

**VISIT OUR WEBSITE** 



# **CONGRATULATIONS TO CHARLIE ROWE**

For his appointment to the community advisory committee.

My name is Charlie Rowe and I am the Program Development Manager at Carbal. I am also an Aboriginal and Torres Strait Islander Health Worker. Recently I have been elected to be on the Community Advisory Committee.

The Community Advisory Committee is tasked to provide a community perspective to the Darling Downs and West Moreton Primary Health Network (DDWMPHN) Board to ensure that decisions, investments, and innovations are appropriately patient-centred, cost effective, are locally relevant and aligned to local care experiences and expectations.

# The role of the Community Advisory Committee includes:

- Providing the community perspective to the DDWMPHN Board;
- Assisting with the development of local strategies to improve the operation of the health care system for patients in the DDWMPHN;
- Working in collaboration with the Darling Downs Hospital & Health Service and West Moreton Hospital & Health Service:
- Working with Community Advisory Committees from neighbouring PHNs

If you have any questions please don't hesitate in contacting me at crowe@carbal.com.au or Telephone: 46880 550

Thanks Charlie







# 2016 JOINT HEALTH NAIDOC EVENT

The national theme for this year's NAIDOC week was Songlines.

For the first time Carbal worked in partnership with Goolburri, the Darling Downs and West Moreton Primary Health Network and the Darling Downs Health and Hospital Service to host an extra special family centred NAIDOC event.

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The national theme for this year's NAIDOC week was Songlines – The living narrative of our nation and plenty of music, culture and stories were shared on the day.

Toowoomba's Jack Martin Centre was to be the venue for the day but due to the rainy and cold weather the event was moved to the USQ Clive Berghofer Centre.

With over 20 health and community organisations, 30 stallholders, art and dance workshops, health screening, shirt giveaways, a raffle of healthy food hampers, book readings, face painting, emergency service demonstrations, a jumping castle and plenty of food it was a busy and educational day.

Mel, from the Aboriginal and Torres Strait Islander

Disability Network of Queensland (ATSIDNQ) said, "We had such a great day meeting people from the community and having a yarn with them. We look forward to next year".

The partnership developed between the local health organisations was at the centre of the event and is an important symbol of unity. By continuing to work together we can do so much more to close the gap and improve the health of local community members.

HUGE THANKS TO ALL THOSE INVOLVED IN ORGANISING THE EVENT AND TO THOSE WHO GAVE THEIR TIME TO PREPARE AND PARTI(IPATE IN BOTH TOOWOOMBA AND MILLMERRAN.



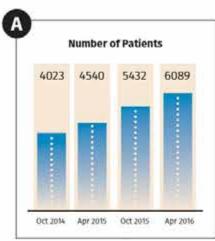
**CARBAL MEDICAL SERVICES 2014 - 2016** 

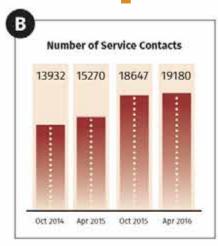
# Organisational Health Check

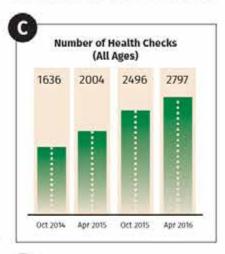
# **Performance Highlights**

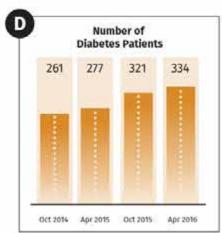
Like everyone who has a regular health check, at Carbal Medical Services we are committed as an organisation to our own health checks to let you know how we have been going over the past two years.

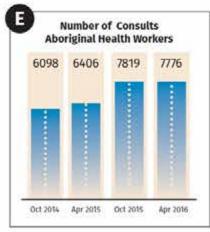
# Achievements Snapshot ......

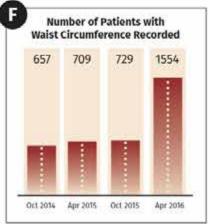












# Number of Consults (Dietitian, Podiatry & Psychologist) 198 533 542 635 Oct 2014 Apr 2015 Oct 2015 Apr 2016

# **Service Improvements**

- Warwick clinic opened in January 2015
- Full time Doctor at Warwick from August 2015
- Increased allied health available for patients with dedicated clinic days
- Working towards 100% diabetes cycle of care completed for diabetic patients
- Chronic disease nurse at the clinic every day

# WELL DONE TEAM!



Toowoomba Medical Centre 104 Mary Street, Toowoomba. Phone. 4639 7300

**Warwick Medical Centre** 

55 Wood Street, Warwick. Phone. 4661 0800



# OUR MOMENT TO PAUSE AND MAKE A DIFFERENCE

### What is the Census?

The Census aims to take a 'snapshot' of Australia on Census night. It helps to build a picture of our communities. It collects important information that is used to allocate services and funding in your community.

Everyone in Australia on Census night must complete the Census.

## When is the Census?

9 August is Census night in Australia. The Census is held every five years.

### Who conducts the Census?

The Australia Bureau of Statistics (ABS) conducts the Census.

# Who will see my information?

The personal information you provide in the Census is not shared with anyone, including other government departments or agencies, such as the Police, Housing, the Australian Tax Office (ATO) or Centrelink.

# How do I identify as Aboriginal or Torres Strait Islander in the Census?

If you identify as an Aboriginal or Torres Strait Islander person, you should mark 'yes' for that question.

If you identify as both Aboriginal and Torres Strait Islander person, you should mark both 'yes' boxes for that question. It is important we get the full picture of everyone who identifies as an Aboriginal and/or Torres Strait Islander person and where they are in Australia. It helps plan for health, education, employment and other important services in your community.

# How do I complete the Census?

From August 1, look out for your household's letter in the mail. Use this letter to complete the Census online, or follow the directions to request a paper form. If you complete a paper form, remember to return it in the Reply Paid envelope as soon as possible.

You must include everyone in your home on Census night, including babies, children, aunties, uncles, cousins and visitors.

# What do I do if I do not receive a letter or paper form?

If you haven't received your household's letter or a paper form by Census night - August 9 - you should call the ABS on **1300 214 531**.

# More information

For more information go to census.abs.gov.au



**OUR MOMENT TO MAKE A DIFFERENCE**