











IN THIS ISSUE



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Charlie Rowe - Outreach Community Manager

and much much more......















NEWSLETTER | DECEMBER 2017

CEO - MESSAGE





Dear valued members of the Carbal Medical Services Community,

I am extremely proud that Carbal has been recognised, especially and most importantly by our own State peak body, for the self-funded initiatives we have taken to value-add to the many health-related programs we are delivering across our Darling and Southern Downs communities. The award is testament to the great expertise and commitment of our staff and Board of Directors and the real improvements that we are bringing to the sector.

Innovative practices have included the development of a NKPI Data Manual that assists all staff to maximise the data quality that is used to better assess where funding should be directed to achieve maximum outcomes. This manual is available for free distribution and is already in use at a number of other Aboriginal Medical Services.

The creation of a traditional Yarning Circle at our Support Services (NDIS) facility, where many community programs and meetings now take place, is the first to be established on the Darling Downs since the many that once existed were abandoned to modern development. It has become a very special place for our community.

Carbal has designed and produced a series of readers to assist with encouraging Aboriginal children and their families to better engage and communicate with each other. Non-Aboriginal children and families who choose to read these books may gain greater cultural insight into Aboriginal families whose traditions are often handed down orally, and where there may be relatively little parent-child reading in the home. The books acknowledge this tradition and attempt to incorporate that value into a process which at the same time encourages reading and being read to. Healthy, well-educated, balanced minds contribute greatly to overall health outcomes in all people and Carbal

believes that encouraging literacy and a love of reading is another step towards achieving an education-based facilitation that will further assist us to Close The Gap in health outcomes for Aboriginal Australians. The books have been widely distributed to schools and kindergartens across the region.

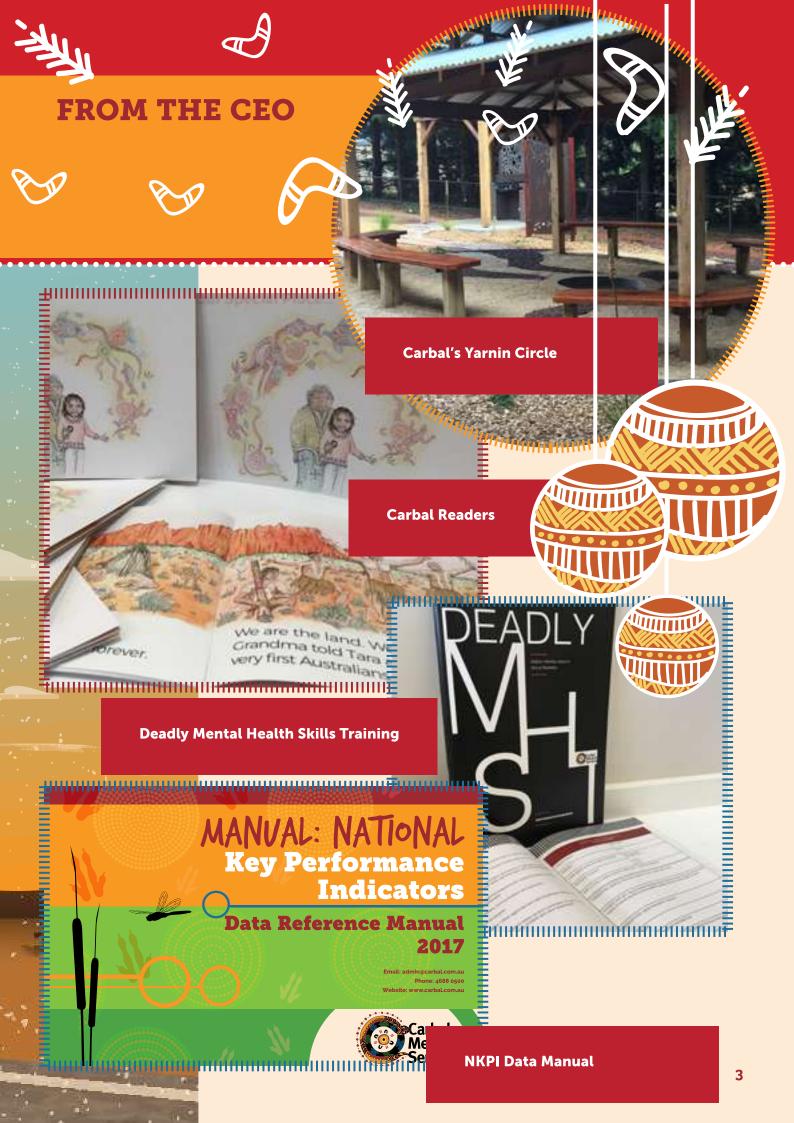
Carbal developed a culturally aware Mental Health Skills Training Package for Doctors and Medical professionals, which contributes to better understandings and better delivery techniques when working with Aboriginal clients and has also been accredited by RACGP for attendees to meet professional development requirements for registration. This program has been delivered to small groups across the region thanks to a funding partnership with the Darling Downs West Moreton Primary Health Network.

These are just some of the innovative practices and service deliveries for which Carbal has now been recognised, as we continue to find ways to address health-related issues and access for our community. Since 2015, our client numbers have increased from 2676 to 5109 and our episodes of care have increased from 16,056 to 38,724......that represents a significant increase in community access to much needed health attention and services and shows great confidence and support for what we are achieving.

As this is the last newsletter for a year that has disappeared far too quickly, I would like to take the opportunity on behalf of the Board and staff of Carbal to wish all of our community a very happy and peaceful Christmas. Thank you for your ongoing support - we look forward to being of even greater assistance in the years ahead.

Regards,

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













ABOUT THE COVER

Carbal Aboriginal Medical Services, based on the Darling Downs, has received the 2017 State award for 'Excellence in Innovation' from QAIHC (Queensland Aboriginal and Islander Health Council) which is the peak representative body for Aboriginal health organisations in Qld.



Carbal CEO, Brian Hewitt and Treasurer, Bill Cahill proudly accept the Award for Innovation Excellence.

LENC

The Toowoomba based organisation was successful after demonstrating sector leadership in the development of a number of innovative initiatives that will assist in improving the health outcomes for Aboriginal Australians. The initiatives include the development of a data capture manual that allows for better targeting of funds based on identified and quantified needs. The manual has been recognised by the Department of Health and is being freely distributed for use across the sector.

Chair, Maree Toombs said, "The Board and staff of Carbal are continually exploring ways to better service our clients and also identify gaps or opportunities that can assist in Closing the Gap in health outcomes for our community".

The Board also paid tribute to the leadership of CEO, Brian Hewitt who has driven major change and efficiencies across the organisation in recent years. Carbal is well regarded by all levels of government as one of the best performing and most efficient NFP organisations in Qld.





The Warwick clinic has had a busy couple of months and we are now winding down and preparing for a well-earned rest with our families over the Christmas break.

STUDENT DOCTORS

Warwick Clinic has hosted 3 Medical Students over the past few months.

TIS

Tackling Indigenous Smoking support worker Melissa Chalmers has been busy working with community to develop some TV ads around quitting smoking keep your eye out on channel 7 for the ads or visit our website: carbal.com. au. For more information on TIS, call Melissa on 0409196014.

VISITING SERVICES

Essilor Vision Foundation, PSG and Carbal have formed a partnership to provide the Warwick Clinic a free bulk billing mobile optometry service to our clients they will also visit Toowoomba. This service was well attended and we hope to have some further visits in the future.

SARAH BONEY

Enrolled to complete her Aboriginal Health Worker Course with Tafe QLD. Carbal - We wish you the very best of luck Sarah.

CRAFT GROUP

Was treated to special guest Amy Hammond from Tamworth who held a Basket weaving Workshop for the community Warwick Craft Group.

NEW DIRECTIONS

Koala Club has held their Christmas break up for the year and we look forward to seeing all again in the New Year.







WARWICK

Has increased new patient numbers, and is getting very busy with 3 GPs now working in the clinic.

GOOD NEWS STORY

Good News Story — Darleen Oliver has won the Breast Screen art completion Darleen art work will be on the new Breast screen bags.





RUSSELL HINKLEY

Completed his Aboriginal Health Worker Training and is now a fully qualified Health Worker.



Christmas is fast approaching, Be sure to book in to see your doctor to arrange scripts to prepare for the Christmas closure.

Mary street staff would like to welcome Sandy Olive to the Clinic; Sandy is a registered Nurse and works full time at Mary Street.

Dr Nasar will be returning to Carbal from the 29th December. He will be working Wednesday Thursday and Friday.

We are excited to announce that we now have New Directions Midwives onsite at Mary street, the New Directions team will still be providing the same services they did from at the Hub but only from the clinic moving forward.

We would love to see you all at our women's wellness day.

As always please call our friendly receptionist to make an appointment

We strongly suggest that you make yourself aware of the pick-up points for transport for that day, the drivers will have a flyer to hand out prior the day so you are aware.

BBQ Lunch will be provided.
Kids are welcome. We will have
a kid's corner operating for
the day to assist mums whilst
getting their checks done — lots
of activities and games.

On Women's Wellness Day we will not be taking any New Patients, we apologise for any inconvenience.

Our clinic now has a new ramp for the ambulance to access the treatment room; thanks to the Commonwealth Department of Health for support funding. You will see the outstanding job that Kurt our handyman has done; it is going to assist in a massive way. Unfortunately the doors are not for access to any clients that wish to park at the back of the clinic. All clients are to follow the signs indicating toward reception, wheelchair access following the signs is available too.









NEW DIRECTIONS

To continually enhance our services, the New Directions team recently conducted an evaluation for those mums and bubs who have recently had interaction with our service.

We would like to thank everyone so far who has taken the time to let us know what worked well for them. Overall, we had outstanding results.v

Koala Club members in Toowoomba with Paediatric Dietician Emma Robinson, using their senses to taste and feel the different textures in the different foods.



RESULTS ARE IN!



- 97% were 'completely satisfied' with how often New Directions provided services during their antenatal & postnatal care.
- » 87.5% of respondents were 'completely satisfied' and 12.5% were 'satisfied' with the New Directions program.
- » 82% of respondents stated that the New Directions team were always there when needed and 18% indicating they had a shared care arrangement.
- » 97% of respondents indicated that the New Directions team were supportive of their family and their individual needs.

The survey remains open and we would love to hear from you! Let us know what you think @: https://www.surveymonkey.com/r/NewD.

We would like to congratulate Amanda Brady as the prize winner for completing the survey before the 3rd November.

Koala Club Warwick had an amazing turnout for their Christmas Party in November with mums and some dads attending the party with their children. Santa made an appearance @ 10:30 with lots of excitement and small gifts for each child, the Carbal Colouring book, crayons and a lolly bag. We also gave out Warwick Library kits which had information on reading to your baby and children. Inside the kits were age appropriate books for each child. Carbal's Our Mob and Our Special Place were also given out to families. We made hand print cards on card paper with different colour paints and our little ones loved having their hands painted with lots of smiles and giggles.

It was especially fun for adults trying to avoid these painted hands and toes! Lovely fresh fruit and a treat of cupcakes for morning tea followed by a sausage sizzle for lunch. Toowoomba New Directions team members Natasha and Belinda came to play and we made two canvases, one with foot prints the other with hand prints of each child that attended. We extend a big thank you to all the parents and children who attended Koala Club throughout the year. Also thank you to Santa for coming to visit. Everyone is looking forward to Koala Club next year with lots of fun ideas to work with.

We wish you all a Merry Christmas and Happy and Safe New Year.





Carbal Support Services now hosts the following programs:

- » National Disability Insurance Scheme (NDIS);
- » Indigenous Young Parent Support Worker;
- » Early Intervention Specialist;
- » Tackling Indigenous Smoking (TIS); and
- » Carbal Addiction Support Services (CASS).

The South Street location provides the perfect environment to cater to the needs of community members who may require the expertise and resources on offer at Carbal Support Services. Access to the Community Circle is also available to the clients who utilise these programs.

To contact Carbal Support Services, please call 46 397 400.

For more information don't hesitate to have a yarn with one of our team: 46397 400







Charlie's been busy getting out and about yarnin with a whole range of people from the community. His role as the Strong Fathers Facilitator requires him to liaise more and more with Murri Court, DVAC, Child Services and other agencies and individuals.

Here's what Angel Everett from Good Start Early Learning had to say.

For the last couple of months, Charlie has also been engaging with Child Care Centres to teach and incorporate Aboriginal Culture into the early learning environment. Here's what Angel Everett from Good Start Early Learning had to say about Charlie's recent visits.

Here at Good Start Glenvale Road, we educate our children and families, about the Aboriginal & Torres Strait Islander Culture.

From our Nursery to Kindergarten Room, we begin our day by saying the Acknowledgment to Country, which is: "Here is the land. Here is the sky. Here are my friends and here am I. We acknowledge the Giabal and Jarowair People and thank them for the land, on which we play today." Every room uses Dream Time and Carbal stories at group times, as it helps the children connect to the culture, through texts. The Toddlers are doing a yarning circle outside and our Pre-Kindergarten & Kindergarten rooms have yarning circles, where the children hold a talking stick, when it's their time for speaking. We have cultural areas in each room, where the children can use musical

instruments, puzzles, photos, natural bush items and both wooden and material dolls, where the children respect and connect to the culture. Our paints are also carefully selected to ensure that we are including ochre powder also many different fabrics with aboriginal prints can be seen in our art areas. From building the connections with Carbal Medical Services, we have had Charlie Rowe come to visit our centre, where he has read dream time stories, talked about the children's health and has done some sand art with them. All the children love Charlie and value him as a part of our Goodstart Glenvale Road family. Our children are living and breathing the Aboriginal culture and have been educating their families, by saying the Acknowledgment of Country when they are at home daily. The children are closing the gap, through their exploration and acceptance of the Aboriginal culture and this is evident, through their discussions, experiences and being one with land. As Educators, we help build connections with the Aboriginal and Torres Strait Islander cultures, through professional trainings and having our staff meetings, at the sacred and beautiful yarning circle at Carbal. Our aspirations are to delve deeper with our knowledge and understandings of Aboriginal and Torres Strait Islander cultures, through didarri thinking, more traditional art experiences, extending our musical library, creating our own centre yarning circle, for the children, families and community, providing Aboriginal art resources for our families, being able to source our Didgeridoo, that Charlie Rowe had an Elder traditionally paint for us and connecting with the Aboriginal Elders and community, to help us bridge the gap. Whilst this may seem at times unachievable we know together there's no limit.

Angel Everett Good Start Glenvale Road.



The Warwick Carbal Community
Art Group had the pleasure of
participating in a workshop hosted
by acclaimed weaving artist, Amy
Hammond, from 'Yinarr Maramali',
Tamworth.

Amy has exhibited work at both Tamworth Regional Gallery and Weswal Gallery.

Craft group members created their own individual woven pieces while hearing Amy's story and the history of weaving as being an integral part of our indigenous history.

Amy hopes to return next year for another workshop to pass on the skills of weaving with natural grasses grown in the Warwick area.

Renowned artist weaves into town

M Stelle Bear

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https://www.warwickdailynews.com.au/news/weaving-exhibitionist-spins-her-way-into-warwick/3266760/









SMART RECALLS

Carbal has changed the way we contact you about appointments regarding your test results.

You will now receive a SMS stating you have an unread message from Carbal Medical Services.

This is a secure mobile messaging service.

Here's what to do

- 1 Receive the message
- 2 Click on the link
- 3 Enter your 3 point identity verification

And you will receive your message.



Carbal Medical Services

Twmba 4639 7300 or Warwick 4661 0800

NON URGENT APPOINTMENT

Reminder date: 18 Oct 2017

Dear [Patient First Name]

Your doctor has requested you book a follow up appointment to discuss recent test results.

Please arrange an appointment to discuss your results by contacting reception twmba - 46397300 Warwick - 46610800





» Amy, Shelley, Ellen, Hellen, Miranda, Zoe and Tamika show off their stuff...

October was Breast Cancer Awareness month – Breast Cancer remains the most common cancer among Australian women. Survival rates continue to improve in Australia with 89 out of every 100 women diagnosed with invasive breast cancer now surviving five or more years beyond diagnosis.

So come along to our Women's Wellness Day and have your breasts check by Breast Screen Australia, so you don't miss out appointments can be made now by calling reception 46397300

Women's Wellness Day Wednesday 6th December 10:00am — 2:00pm



WHERE'S KENNY THE CARBAL KOALA? GONE TO CHINA ON HIS ANNUAL HOLIDAY!



Kenny, the Koala Club (New Directions Mums and Bubs Assistant) was lucky enough to accompany Jonathan from the Commonwealth Department of Health on his recent holiday to China.

He was mostly lucky because he was not detected as a stowaway in Jonathans luggage......Kenny made lots of new friends and Jonathan got lots of strange looks but both had a great time!



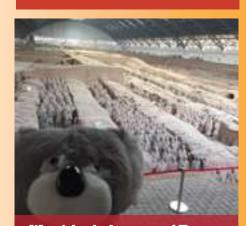
Where do they sell Gum Leaves Jonathan?



This is the Forbidden City.... they don't like noise here, but that is OK as I don't have a mouth....need to speak with the designers about that....



Outside the Olympic Stadium... I could have put it together better than that!



Wow! A whole army of Terra Cotta Warriors that were buried for thousands of years....that happens to my toys too!



Tiananmen Square....
Jonathan said they often
have tanks here! Wish I could
find one....It is hot and I am
thirsty....



The Great Wall of Xian! It is very high but Jonathan gave me a hand......(little puppet joke there...)









ARE YOU A 15 - 19 YEAR OLD? YOU COULD BE AT RISK



Meningococcal disease is a rare but severe infection that can cause death within 24 hours or profound life-long disability (brain damage, hearing loss, limb loss).

Some of the highest rates of meningococcal carriage occur amongst 15 to 19 year olds and this age group can transmit the meningococcal bacteria to people who are at increased risk of infection, including young children.

There is a safe and effective vaccine that covers strains A, C, W and Y, It is designed to protect young people and also reduce risks for the community as a whole by decreasing the proportion of people carrying the bacteria in their nose and throat.

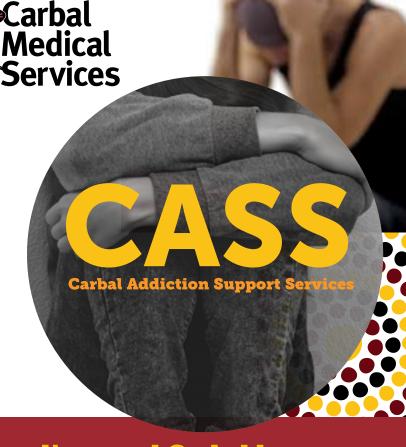
Carbal Medical Services urges you to contact reception on 46397300 If you are between the age of 15 and 19, to arrange for you free vaccination.

Vaccinating this group will protect individuals immediately and the wider community over time.



An Australian Government Initiative

Carbal ADDICTION SUPPORT SERVI(ES



In response to a long standing need Carbal has successfully sought funding from the DDWMPHN to provide an Alcohol and other Drug rehabilitation service to Aboriginal and Torres Strait Islander people and their families.

Offering culturally appropriate support for Aboriginal and Torres Strait Islander people struggling with alcohol and other drug issues. Holistic ongoing support will be provided for withdrawal, rehabilitation and relapse prevention.

✓ Using a holistic approach, a Case Worker and Counsellor will work with clients, their families and clinicians to provide supported at-home withdrawal and community based rehabilitation and recovery services.

This service is based at Carbal's South Street site.



INTERESTED?

Please contact us on 46 397 400 for more information about referrals and services.

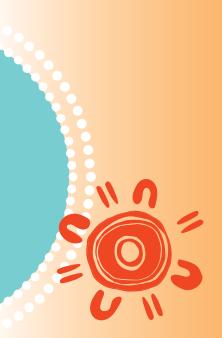
carbal.com.au

VERSION 2 October 2017

INTEGRATED TEAM CARE STAFF SNAPSHOT

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My name is Tricia Brown and I am one of the Integrated Team Care (ITC) Care Coordinators for Carbal Medical services.

My role is to assist those who have one or more of the 6 major Chronic Diseases; cancer, diabetes, chronic respiratory, renal or cardiovascular disease and mental health. I enjoy my position as a Care Coordinator as I have always been a person who loves to help others that are in need and help them in whichever way that I can.

I was born in Sydney and moved to Queensland when I was 13. I have been living in Toowoomba now for over 5 years. My Father's side of the family come from the NSW South coast Batesman Bay area and their tribe is Walbunga. On my Mother's side are Kamilaroi Kambuwal.

ARE YOU A CLIENT OF THE ITC PROGRAM?

TIME TO HAVE YOUR SAY!

Carbal are continually striving to improve their services to meet individual client needs. If you have been or are currently an active client of the Integrated Team Care Program, we would love to hear from you about your experiences. This will assist our Care Coordinators to support you and improve your health journey.

https://www.surveymonkey.com/r/ITCCarbal

For assistance in completion of the survey or if you have any questions, contact your local Care Coordinator. Toowoomba: 4688 0500/Warwick 4661 0850



Integrated TEAM CARE

(HRONI(DISEASE (OORDINATION & OVTREA(H WORKER

CHRONIC DISEASE COORDINATION

ELIGIBILITY & REFERRAL

- » Identify as Aboriginal and/or Torres Strait Islander.
- » Have one or more of the following chronic diseases:
 - Diabetes.
 - Cardiovascular disease.
 - Chronic respiratory disease
 - Chronic renal (kidney) disease.
 - Cancer.
 - Mental Health.
- » Undertake a 715 Health Assessment and have a current GP Care Plan.
- » Provide Consent.
- your GP will forward a referral to the Carbal Care Coordinator and be informed and be informed every step of the way as to outcomes achieved.

OUTREACH WORKER

REFERRAL

The referral can be provided by any stakeholder who identifies the need for transport.

This service also accepts self referrals.

ELIGIBILITY

- ✓ Identify as Aboriginal and/or Torres Strait Islander
- Provide Consent
- Require transport to a medical appointment or to access to medical facilitates.

TRANSPORT

Minimum of 24 hours notice of appointments is required to arrange suitable transport.

CONTACT

Toowoomba. 46880500, 18-20 Hanna Court

> Warwick: 46610800, 55 Wood Street

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Visit our website for news, podcasts and videos.









GPTQ ANNUAL EXPOSED





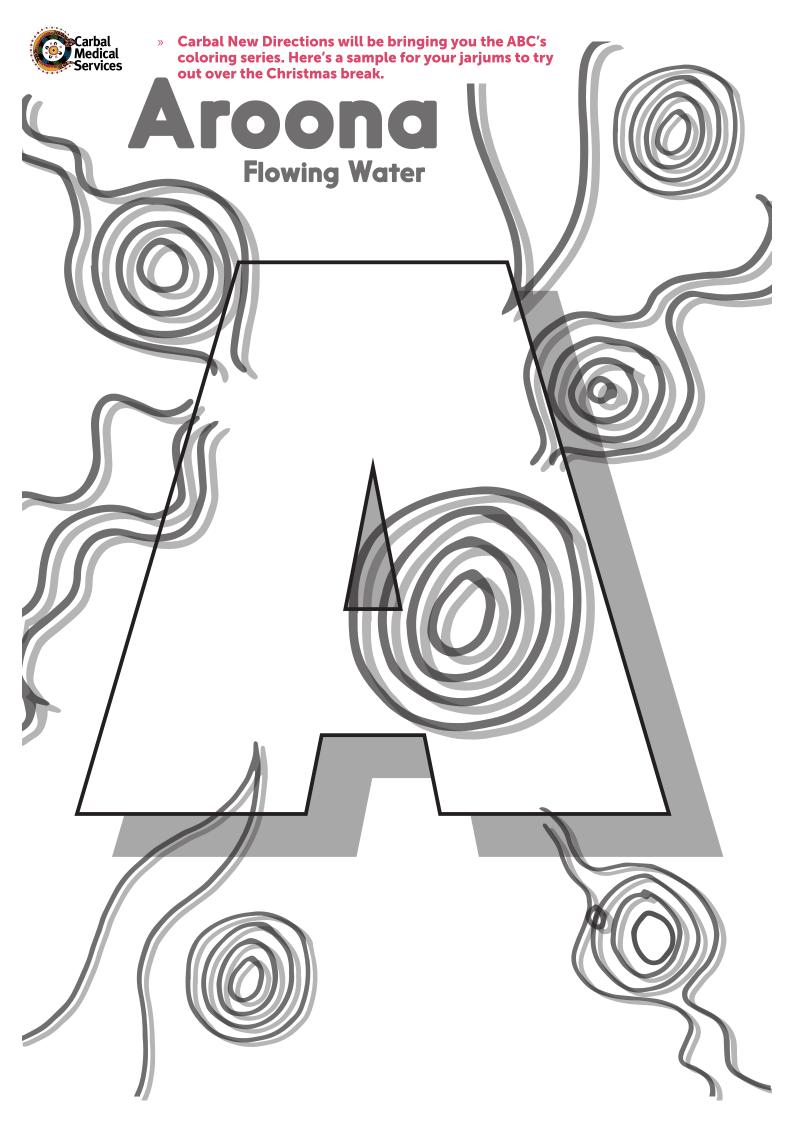


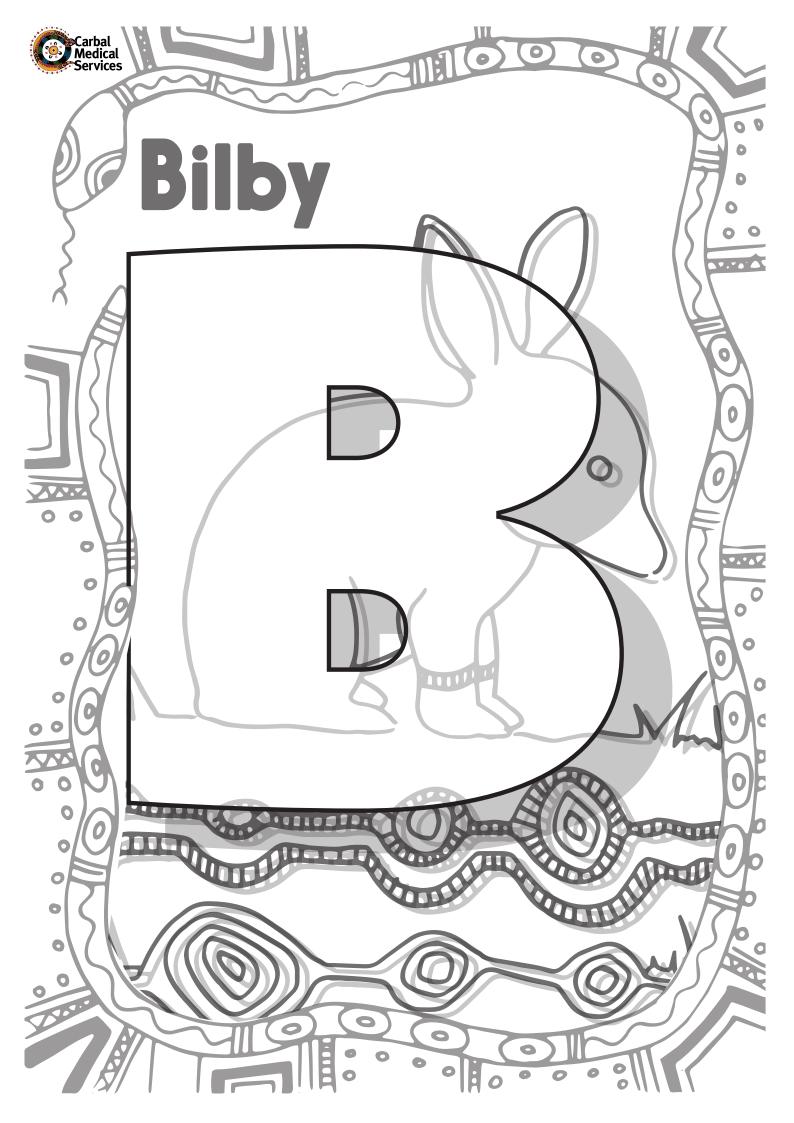


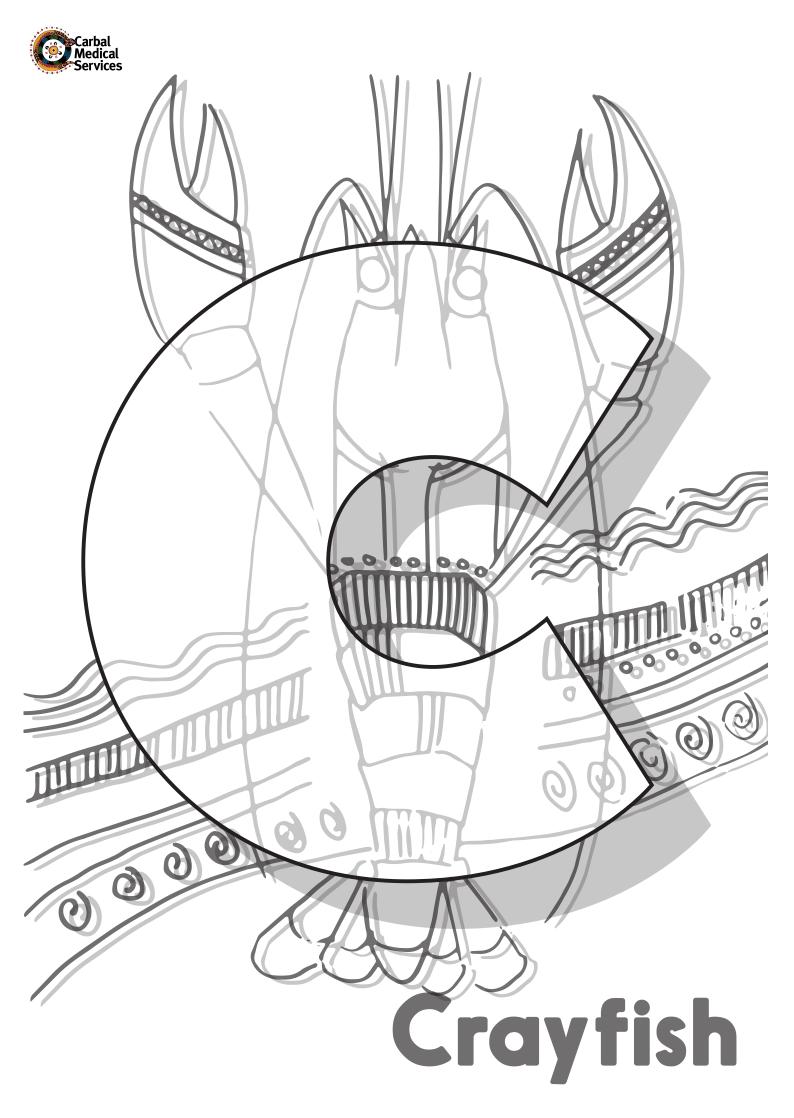
Carbal Medical Services was again invited to Host an Exhibition table at the GPTQ Annual EXPOsed workshop for the new 2018 cohort of GP Registrars across the region. The event is designed specifically for doctors who have accepted a GP training place with GPTQ in 2018.

Throughout the day we were able to share information and education around what working in an Aboriginal Medical Service is like and how rewarding it can be and also offer information on the many programs that Carbal now has to offer.

Thanks to Tamika and Kim for representing Carbal at this event







CARBAL MEDICAL SERVICES

We would like to advise that Carbal is closed for the holiday season

from 1:00pm Friday - 22nd of December and re-opens 9:00am Tuesday - 9th of January.



If you are in the Toowoomba area please call 13SICK (137425), 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 look forward to providing services in 2018.



FOR A HOME VISITING DOCTOR





