



CARBAL YARNINI

OCTOBER 2018

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ranked amongst the top 5 CEO's in Australia
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**Carbal
Medical
Services**

NEWSLETTER | OCT 2018

CEO - MESSAGE



// I have now been fortunate enough to lead the management team at Carbal Medical Services for almost four years and whilst I have seen enormous improvements in our services and the care being delivered to our local service area communities, the challenge of significantly improving the health status of Aboriginal and Torres Strait Islander people nationally remains as an area of concern and one requiring a much-increased focus by all levels of government.

The annual Closing The Gap reports indicate some overall improvements, particularly in areas of infant mortality, child immunisation rates and access to chronic health care services, but overall progress has been slow and inconsistent. There remains significant health disparities between Aboriginal and Torres Strait Islander peoples and other Australians and the link to social determinants, behavioural risk factors and cultural identification cannot be ignored. There is abundant research available to show that a strong connection to culture and culturally appropriate interaction is strongly correlated with good health through strengthened identity, resilience and general well-being. This holistic approach forms the basis for health service delivery by Carbal Medical Services.

Since the successful, culturally appropriate delivery of health services to First Nation peoples by First Nation peoples was initiated in the 1970's, successive governments have been committed to this approach and the rise of the community based Aboriginal Medical Services (AMS) began.

However, funding to support the approach has been at best incremental and this is not enough to reduce the inequality gap between Aboriginal and Torres Strait Islander peoples and other Australians because it is largely negated by improvements in health treatments generally and these gains apply to a far greater degree to non-aboriginal Australians, for a variety of reasons – hence the 'gap' remains the same or even widens.

In recent times, governments have addressed concerns with mainstream technology access by assigning billions of dollars to the establishment of the NBN, concerns with the care of people with disabilities by assigning billions of dollars to the NDIS and concerns with environment, energy and climate change with similar multi-billion dollar investments. However, when it comes to addressing the disparity in health outcomes between First Nations people and other Australians, which is in fact a human rights issue, there is a general malign and view that it is a 'bottomless pit'.



IT IS A RIGHT OF BEING HUMAN TO EXPECT A DECENT STANDARD OF HEALTH ACCESS AND LIFE EXPECTANCY, IT IS NOT A GIFT OR A FAVOUR OR A REWARD. IT IS NOT A 'BOTTOMLESS PIT', IT SIMPLY REQUIRES A POSITIVE RESOLVE AND (O-ORDINATED APPROACH TO ADDRESS.

Health parity can be addressed for Aboriginal and Torres Strait Australians provided there is a reasonable injection of funds within an achievable and accountable timeframe. The only government that has real accountability for the success or otherwise of the Closing The Gap strategy will be the one that holds office in 2032....not particularly conducive to creating a mindset to address inequalities.

Evidence shows that dramatic improvements in health outcomes can be achieved and that gains on many issues can occur within even short time frames.

Other comparable countries, including New Zealand and Canada have made greater progress in improving the health status of indigenous peoples than what we have achieved in Australia. Australia is regarded as an extremely wealthy nation – given this standing, is it reasonable to suggest that one of the wealthiest nations in the world cannot solve a health crisis that only affects less than 3% of its population?

It is my opinion that, if a reasonable increase in the level of funding, committed over the next ten years, principally to First Nations health organisations, who are well acknowledged as being in the best position to deliver outcomes, is applied, then we will see real and sustainable change to health outcomes for all First Nation people in this country. This Annual Report shows the real gains that are possible when Aboriginal people are given ownership of delivering health outcomes – there are similar success stories right across the country. Governments need to stop inhibiting outcomes with excessive reporting and have confidence that the AMS initiative can and will achieve the necessary successes if given proper support. It is my hope that we move to this position sooner rather than later....

The 2017-18 trading year has evidenced further significant growth and great successes. 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.



Regards,

Brian Hewitt

M.Ed., B.Ed., Dip Ed., JP Qual

CEO CARBAL MEDICAL SERVICES

CONGRATULATIONS

Congratulations to Brian Hewitt for being ranked amongst the top 5 CEO's in Australia

The Third Sector awards present a special occasion for celebrating and recognising best NFP practice around Australia. Providing an unbiased and objective point of reference, Third Sector and a team of judges scores hundreds of entries to showcase the very best in the sector.

BRIAN'S PHILOSOPHY IS THAT EVERYONE SHOULD HAVE THE SAME LEVEL OF OPPORTUNITY AND HE CREATES THOSE OPPORTUNITIES THROUGH CARBAL. HE ENABLES ALL STAFF TO PROVIDE THE HIGHEST LEVEL OF SERVICE AND DEMONSTRATES THE HIGHEST LEVEL OF RESPECT FOR ALL STAKEHOLDERS AND COMMUNITY MEMBERS. HE CONTINUES TO BE AN IMPORTANT ADVOCATE FOR SOCIAL CHANGE IN WORD AND IN DEED.



As CEO of Carbal Medical Services, Brian is recognised for demonstrably investing in creating social changes for Aboriginal and Torres Strait Islander communities across and beyond our region. For championing the notion that it is a basic human right of all to expect excellent health care, education, housing and food. At every opportunity including presentations at conferences and in reports, Brian has and continues to advocate for the individual's right and challenges government and policy makers to understand the reality of communities in need.

Brian has ensured that Carbal is at the forefront of social-change by developing programs, clinical opportunities, resources and environments that are conducive to positive influence and change within our Aboriginal and Torres Strait Islander communities. Brian's holistic approach to organisational structuring has meant that no program works in isolation. The Tackling Indigenous

Smoking program for instance aims to assist people in giving-up smoking. This is a hugely successful program with over 500 people thus far being helped on their journey. Brian has further augmented this program by the development of in-house resources that assist young people in understanding the risks of smoking, thus adding a prevention and early intervention component to an already successful program. The resources are provided through schools and community. This wrap-around approach is mirrored across all areas.

With Brian at the helm, Carbal continues to invest in the development of educational resources that support primary care providers and Aboriginal Health Workers to provide culturally appropriate care. For example, thus far, over 100 professionals have completed Deadly Mental Health Skills Training developed and provided by Carbal Medical Services.

NEWS FROM THE CLINICS



The past few months have seen important changes that continue to contribute to Carbal's ever expanding capabilities as an Aboriginal Medical Service.

We have been busy ensuring that we can provide excellent clinical services to our growing client base by recruiting new General Practitioners in Warwick and Toowoomba for next year. The capacity for our Aboriginal Health Workers, Doctors, Nurses, Midwives, Mental Health Workers and Program Staff to work together as one cohesive unit continues to improve health outcomes for our community – thank you.

As Carbal continues to grow, we are on the precipice of consolidating our Toowoomba clinical operations, Allied Health services, Tackling Indigenous Smoking service, Midwifery services, Integrated Team Care program, hearing health, Targeted Psychological Services and all administration to a new purpose built state of the art facility. We are currently in the process of exploring exactly how the design of this space will best serve our community. We have also recently been selected to participate in the Integrating Pharmacists within Aboriginal Controlled services (IPAC) project. This service provides us with a pharmacist for three days a week working within the clinics to provide practical information about medication and advice for our patients. We have also been selected to participate in the national Indigenous bowel screening pilot with Menzies school of Health which provides an alternative pathway to screening for eligible patients. The participation of Indigenous people in the National Bowel Cancer Screening Program is estimated at 19.5% compared with 42.7% of non-Indigenous Australians. The alternative pathway is aimed at closing that gap in finding bowel changes early to help save lives.

In Warwick, the establishment of the Guy Street community hub has freed up much needed space for the anticipated continued increase in demand for our health services in that area and Carbal remains well poised to continue to deliver quality health outcomes for the community there. We have also increased our midwifery services to include an Aboriginal Health Worker to assist with initiatives such as Koala Club which has become an important place for mums and bubs to meet face to face with our midwives in a safe and relaxed

The Ideas van makes another visit for some important eye check-ups and treatment for members of our community.



The Mob van has been busy visiting schools around Toowoomba, providing a comfortable space for our young men and women to have their 715 health checks.



Dr Nasar is farewelled at Mary Street.



Warwick Staff

Toowoomba Staff



Mary Street clinic gets it's positive on for RUOK day



Child Health Nurse, Jaimi-Leigh conducts an important hearing check



Chronic Disease Nurse, Reece, can help you with managing your diabetes

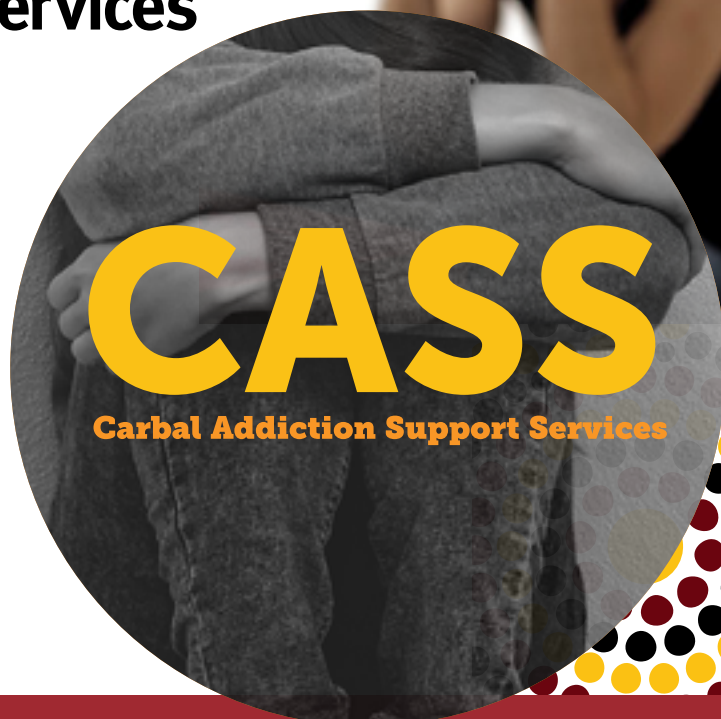


Supported by funding
from the Darling Downs and
West Moreton PHN under the
Australian Government's
PHN Program.



**Carbal
Medical
Services**

Carbal ADDICTION SUPPORT SERVICES



**Carbal provides Drug and Alcohol
Treatment Services to Aboriginal
and Torres Strait Islander people
and their families.**

Offering culturally appropriate support for Aboriginal and Torres Strait Islander people going through a difficult stage on their journey. Holistic ongoing support will be provided for withdrawal, rehabilitation and relapse prevention.

- ✓ **Using an holistic approach, a Case Worker and Counsellor will work with you to help support you on your journey to recovery.**

**This service is based at
Carbal's Wellbeing Hub.**

INTERESTED?

**Please contact us on 4633 9500
in Toowoomba or 4548 9500 in
Warwick for more information
about referrals and services.**

carbal.com.au

VERSION 6 August 2018

PROGRAM NEWS

Delivering over twenty unique programs to the community has always and continues to be a mammoth undertaking, but Carbal remains committed to providing program services from both funded and self-generated sources to ensure the best possible outcome for our community.

Carbal's Integrated Team Care (ITC) Program

Over the past few months, Carbal's Integrated Team Care (ITC) Program has been made more identifiable to the some 600 patients reliant on that program's services with the introduction of a stand-alone logo that seeks to represent the chronic diseases affecting people for whom the program caters.



National Disability Insurance Scheme (NDIS) service

Our National Disability Insurance Scheme (NDIS) service continues to expand and require more staff to cater to the ever-increasing demand. We are dedicated to providing culturally appropriate supports to people with a disability and their families.



Hearing Health program

Our self-funded Hearing Health program currently services 25 schools in Carbal's region. Otoscopy, tympanometry and audiometry checks are conducted for prep to year 3 Indigenous students to detect any hearing issues. Out of the 1137 checks conducted by Carbal this year, 324 have been identified as having hearing issues and 80 with detected permanent hearing loss.



The Strong Mind, Strong Spirit program

The Strong Mind, Strong Spirit program which includes low intensity mental health and targeted psychological services have been conducting weekly group activities and have held community days in Toowoomba and Warwick.



The Tackling Indigenous Smoking program

The Tackling Indigenous Smoking program continues to host weekly BBQ's at our well-being hub and conducts regular surveys and information sessions for community members at every event that Carbal is involved with.



New Directions midwifery services

Our New Directions midwifery services have recorded 100% of birthweights this year and have been working hard to provide antenatal services providing outreach and clinical care. We now have the ability to use telehealth to link up with Toowoomba Hospital negating the requirement for visits which can be difficult for some mums.



Strong Fathers, Strong Families

Strong Fathers, Strong Families continues to provide an avenue for men to find some direction from within, become the role models that they aspire to be and feel rewarded for taking more steps on their journey towards becoming a significant person in the lives of their children, spouses and families.



why is hearing health so important?

Ear Disease is serious; it can lead to loss of hearing forever.

**But there
is good news!**

Ear Disease
can be prevented
and treated.

Hearing Health Clinics

Hearing Health Clinics are carried out within our Toowoomba Mary St, and Warwick Clinics, as well as a majority of the schools within our area. We are able to offer Hearing Screenings to adults and children from the age of 3 years and up.

If you have any questions, or wish to enquire about availability of appointments, please call for more information.

1300 379 558

STRONG FATHERS, STRONG FAMILIES



Charlie heads up Carbal's new Well-Being Hub



Community Outreach is an important part of Carbal's self-funded operations and an important part of our holistic approach to individual healthcare within the context of First Nations people. Our Community Outreach Manager, Charlie Rowe, works closely with a number of agencies as diverse as kindergartens to Probation and Parole as well as being a prominent, recognised member of the Murri Court. Charlie also works closely with our Carbal Addiction Support Services team providing extra assistance to those members of the community experiencing difficulty.

The Toowoomba Well-Being Hub will provide a safe space for the Strong Fathers, Strong Families group, Carbal Addiction Support Services clients, their families and other potentially vulnerable members of the Carbal community to yarn up about their options and be supported in a culturally appropriate environment. The site will soon house a 'men's shed' where Strong Fathers clients can learn to use tools and work with artistic mediums to produce their own work.

A Women's group; Strong Mothers, Strong Families is also in the pipeline and further exploration of what form the program will take to ensure the needs of women in the community can be fully met will be fully explored and developed in the coming months.

For more information about Carbal's Well-Being Hub phone 46 339 500 or Charlie on 0400 644 657

carbal.com.au/strong-fathers-strong-families

STRONG FATHERS STRONG FAMILIES

**Carbal Medical Services
can help you and your family!**

BEING A STRONG SUPPORT MODEL IS IMPORTANT FOR FATHERS

How you behave teaches your kids
how to act when they grow up.

**Some ideas that might help being
a strong role model include:**

- ✓ Teach your kids respect by being a good role model.
- ✓ Your daughter will learn about male/female relationships by watching you, it is important she sees you showing care and respect for women in the family.
- ✓ Your son will watch you and copy what you do. This is how he learns about being a man, male/female relationships, friendships and his role in the community and family.

BENEFITS FOR CHILDREN WHO HAVE A STRONG RELATIONSHIP WITH THEIR FATHER:

- ✓ Better results at school.
- ✓ Have better relationships.
- ✓ Have a stronger connection with their community.



**Call Charlie on 46 339 500
for more detailed
program information.**

Carbal acknowledges all support
provided by the Federal and State
government Departments of Health
and our many partners who assist us.



**Carbal
Medical
Services**

VERSION 2 October 2018



CARBAL PRODUCES THE FOURTH BOOK IN THE HARMONY IN THE HOME SERIES.

Carbal is again very proud to introduce the latest in a new series of books focussing on our community and the stories we have to tell.

CEO, Brian Hewitt describes the Harmony series; Our Mob, Our Special Place, Totem and now Achievement.

The Harmony in the Home series of books are localized, picture/activity books that Carbal Medical Services has produced 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 this book may gain greater cultural insight into Aboriginal families whose traditions are often handed down orally.

Our Mob, Our Special Place, Totem and Achievement acknowledge this tradition and attempt to incorporate it's 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 as they apply to Aboriginal and Non-Aboriginal Australians.

All books are provided simply as picture/story books that some may find useful in the education process. Carbal has been providing free copies of both books for school libraries and to Aboriginal and Torres Strait Islander students at schools within our area of operations.

Have a look at books by Carbal by visiting our website or following this link:

<http://carbal.com.au/story-books/>

If you would like one, contact Shay Collins on 46 880 599 at Carbal.

INFLUENTIAL INDIGENOUS AUSTRALIAN

Neville Bonner - 1922 -

*Image credit: https://en.wikipedia.org/wiki/Neville_Bonner#/media/File:Neville_Bonner_1979.jpg

HISTORY





INFLUENTIAL INDIGENOUS PEOPLE

Neville Bonner, Ukebaragh Island
(1922–1993)

<http://the8percent.com/neville-bonner-voice-of-a-broken-people/>



In previous issues of Carbal Yarnin, we have sought to showcase an individual Indigenous Australian who has in some way changed, for the better, the national community. In this issue, we focus on Neville Bonner, a champion of his people and the first Indigenous person in the nation to become a parliamentarian.

Neville Bonner was born under a palm tree on Ukebaragh Island in 1922. The son of a Jagera woman and an Englishman, Bonner's earliest experience remained etched in his memory:

"...my mother was not allowed to go to hospital to give birth to me, she gave birth to me in a little gunya under the palm tree, that still lives down there, on a government issued blanket. Those are the kind of things that we had to cope with when I was born and when I was a small child, right up into my teenage years and into my manhood."

Neville Bonner

As a young boy, Bonner worked hard to support his family. While Aboriginal children were not generally admitted to NSW state schools at this time, he was given permission to attend the local school after a good word from the police superintendent. After two days, however, he was forced to leave after protests from non-indigenous parents.

Following the death of his mother when he was fourteen, Bonner moved across the border with his grandparents to Beaudesert, Queensland. It was here, in his grandmother's country, that he enrolled at Beaudesert State School and received his only year of formal education.

After meeting his first wife Mona on a cattle station in north Queensland, the couple returned to her home on Palm Island where they married in 1943.

Living with his family on the Aboriginal Reserve for the next seventeen years, Bonner became actively involved in community affairs. It was during this time that Bonner learned many of the skills he would later call on as a politician.

"I learned to manoeuvre people, I suppose, to get the things done that I wanted to have done for the benefit of myself, my family and other people on the community."

Neville Bonner

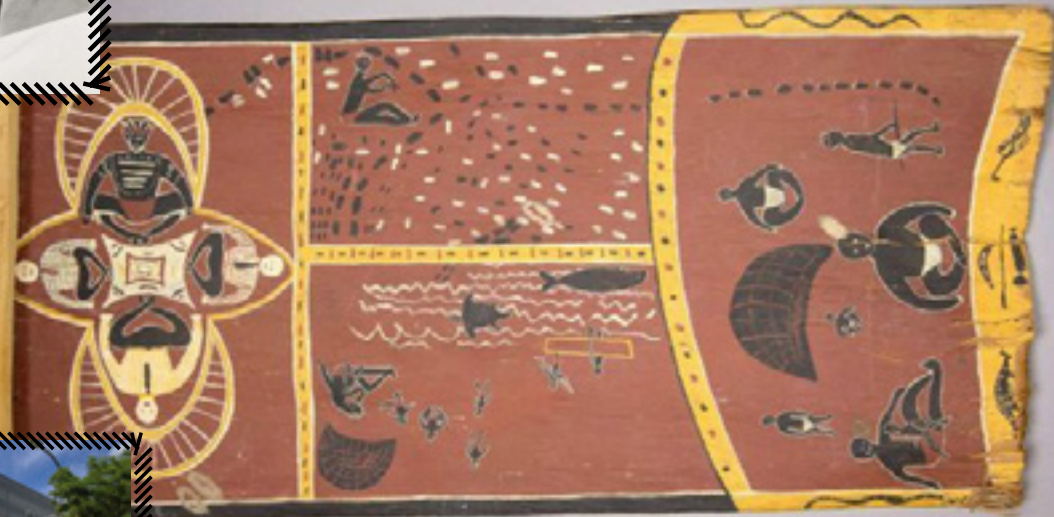
Following the 1967 referendum that recognised Aboriginal people as Australian citizens, Bonner decided it was time to enter politics and joined the Liberal Party the next day. When he was selected to fill a Liberal Senate vacancy in 1971, Bonner proudly became the first Indigenous Member of Parliament in Australian history. The press were ready with their cameras when he followed his maiden speech with a boomerang throwing display on the lawns of Parliament House.

"For the first time in the history of this country there was an Aboriginal voice in the parliament and that gave me an enormous feeling of overwhelming responsibility. I made people aware, the lawmakers in this country, I made them aware of Indigenous people. I think that was an achievement."

Neville Bonner

INFLUENTIAL INDIGENOUS PEOPLE

Neville Bonner, Ukebaragh Island
(1922–1993)



In Bonner's position as Senator, he often found himself wedged between the conflicting views of a conservative Queensland state government and the changing attitudes of the Commonwealth. These tensions were present throughout his political career and, on issues related to Indigenous affairs, he often faced the harshest criticism from those he set out to represent.

Each time Bonner crossed the floor he was wearing his favourite R.M Williams boots. He defied the parliament's strict dress code by wearing these in the Senate chambers.

Bonner became a highly respected parliamentary figure during his twelve years as Senator. Always one to stand up for what he believed, he crossed the floor many times to vote against his own party. Bonner resigned from the Liberal Party in 1983 after he was dropped from a winnable position on the Senate election ticket. He went on to run as an independent, but narrowly missed re-election.

Neville Bonner was named Australian of the Year in 1979 and for the next twenty years, he continued to be a strong advocate for Indigenous rights. Following his death in 1999, Senator Robert Hill paid tribute to this "remarkable man" saying,

Senator Robert Hill expressed his condolences in the Senate following the death of Neville Bonner on 5 February 1999.

parlinfo.aph.gov.au

"His life was a lesson to us all: the way he overcame personal adversity; the inspiration he offered to all who refused to be shackled by disadvantage; the guidance he offered on values, in particular tolerance and compassion; and the way in which he accepted disappointment without bitterness."

Senator Robert Hill

Portrait of a Nation: Australian Schools Portrait Project. (2013). Retrieved from <https://www.portrait.gov.au/portraitofanation/bonner-biography.html>

CARBAL'S STRONG MIND, STRONG SPIRIT

Community Days.

Carbal will continue to hold Community days and events following on from the success of the previous days held on the first of September in both Toowoomba and Warwick.

People enjoyed jumping castles, animal petting zoos, barbeques, face-painting, live music and visits from the local police and other stakeholders. With over 450 Community members in attendance the days were a huge success.

The atmosphere at both Wilsonton Park in Toowoomba and Leslie Park in Warwick provided a comfortable environment for members of the Community to find out more about the Strong Mind, Strong Spirit program, speak with Carbal staff and conduct surveys about how people see themselves within the community. Other Carbal programs such as Tackling Indigenous Smoking, Strong Fathers, NDIS, Personal Helpers and Mentors and Carbal Addiction Support Services were on-hand to speak and engage with community members interested in learning more.

Thank you to all involved for making these events fun, entertaining and informative for everybody.

Keep an eye on Facebook for news about future Community days.

If you would like to know more contact the Strong Mind Strong Spirit team at Carbal's Wellbeing hubs in Toowoomba on 46 339 500 or in Warwick on 45 489 500.



CARBAL'S STRONG MIND, STRONG SPIRIT



Strong Mind, Strong Spirit

This initiative is supported by funding from the Darling Downs and West Moreton PHN through the Australian Government's PHN Program

**For a range of services to help
you on your journey to social
and emotional wellbeing**

**Helping to reconnect
Here for community,
here for you**

**Toowoomba
Ph 07 46 397 400**

**Warwick
Ph 07 45 489 500**



carbal.com.au