



2020-2021

# ANNUAL Report

**Carbal Aboriginal and  
Torres Strait Islander  
Health Services Limited**

ACN: 611 551 369  
Trading as - Carbal Medical Services  
ABN: 50 275 271 535



**Carbal  
Medical  
Services**

80 BABIES BORN INTO THE NEW DIRECTIONS FAMILY

CONTINUE TO HOLD ISO  
9001:2015 ACCREDITATION  
ACROSS ALL SITES

70% OF CHILDREN FULLY IMMUNISED

6800 COVID TESTS COMPLETED TO 30 JUNE

7800 PEOPLE COVID VACCINATED TO 30 JUNE

1695 HEARING  
SCREENINGS CONDUCTED  
ACROSS THE REGION IN  
34 SCHOOLS

OVER 8500 PATIENTS RECEIVED  
NURSE FOLLOW UP MBS ITEMS

ASSISTED 20 MEMBERS OF  
THE COMMUNITY TO START  
THEIR OWN BUSINESSES

100% OF PATIENTS WITH SMOKING STATUS RECORDED

SUCCESSFUL ACCREDITATION WITH THE NDIS  
QUALITY AND SAFEGUARD COMMISSION

PROVIDED OVER 24000  
INSTANCES OF NDIS  
RELATED SERVICES

1306 PATIENTS SIGNED FOR  
CHRONIC DISEASE PRACTICE  
INCENTIVE PAYMENTS

OVER 5000 TRANSPORTS PROVIDED

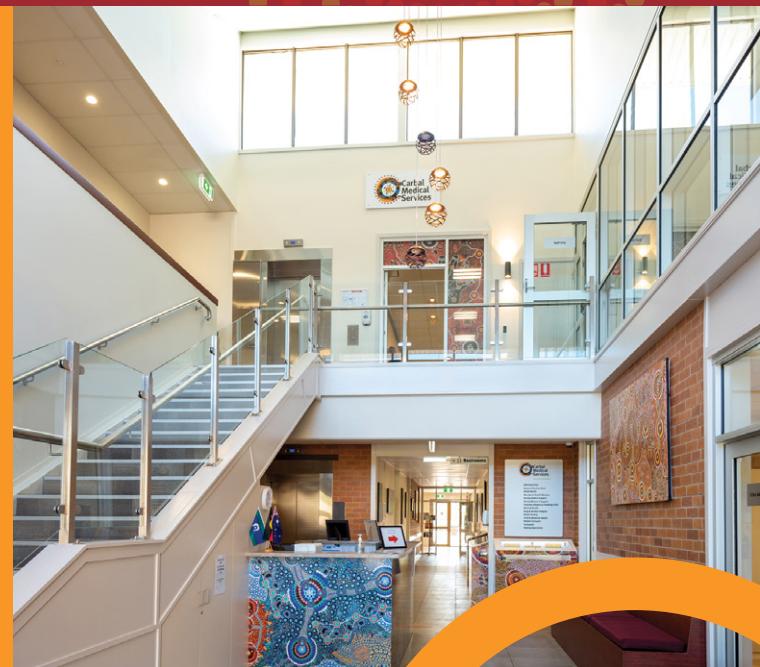
# CARBAL MEDICAL SERVICES ANNUAL REPORT

1. Chair's Report .....	4
2. CEO Report.....	6
3. Treasurer's Report .....	8
4. Audited Financial Statements Year ended 30 June 2021.....	12
5. Year in Overview.....	31-53

**Carbal Aboriginal and  
Torres Strait Islander  
Health Services Limited**

ABN: 50 275 271 535

PO Box 1879  
Toowoomba QLD 4350  
Ph: 07 4688 0500





## FROM THE CHAIR: DR MAREE TOOMBS

The Chair is one of the most important officers in any not for profit organisation. In short, the primary function of the Chair is to ensure that the board operates in a manner that is conducive to the achievement of the strategic outcomes and purposes of the organisation. To this extent, the Carbal board is a skill-based board, ensuring that each specific member brings to the role both skills and experience that enable the organisation to make the big decisions in the very best interests of Carbal now and into the future.

Coinciding with those big decisions are also those that by nature are inherently difficult and challenging. However, those types of decisions are appeased by the board's unflinching dedication to our organisational mandate of always striving to provide gold standard medical and health care to our Indigenous communities. Practically speaking, this means that decisions are measured by that yardstick, an overt example of this is the growing number of research organisations working alongside Carbal to provide exceptional healthcare.

The growth of Carbal and its recognition nationally as being one of Australia's most innovative Indigenous medical services derives from that key strategic mandate, operationalised by management but fulfilled by the amazing people of Carbal and we and the broader community are indebted to you for your hard work over many years.

I have had the privilege of leading the board of Carbal Medical Services for the past 7 years. As an Aboriginal woman, in part, the responsibility is much higher when you know the stakes are high for the community. Particularly in contributing to the health and wellbeing of our Indigenous clients and their families. This includes ensuring we share the benefits of the organisations success and reciprocate our successes into continual quality improvement, striving to always do better for our community. One such example is the opportunities to build a strong workforce and provide

gold standard care. We as Carbal can boast the biggest employee of Indigenous Australians on the Darling and Western Downs. At last count we have 130 staff of which 85% are Aboriginal and/or Torres Strait Islander heritage. One contributor to this success is the inception of the MOB van. The Mob van, funded by Health Workforce Australia, in which I secured funding for in my, then, role as Director Indigenous Health for the Faculty of Medicine at The University of Queensland in 2013. The Mob Van has contributed to the employment numbers at our fixed clinic in Warwick with over 25 staff supporting the needs of that community, where it commenced its life as a mobile primary health care van and was placed in the local park in Warwick. The Van has since taken on several iterations. When it found itself out of work with the newly funded State Government funded fixed clinic in Warwick, it was quickly repurposed.

The iterations of the MOB Van include its participation in a number of Carbal health days that link clients to overarching services, developed partnerships with Schools, refugee communities and other organisations to promote and provide services. Such as:

Hearing health checks to 3000 of our Indigenous Kids over a 2-year period. This service alone has been life changing for our future generation who as a result of hearing health screening has led to timely treatment schedules and a part time audiologist which has prevented delays in waiting for long wait times in public hospitals to receive care.

Our refugee population have benefited from the van as a primary health care provider to this vulnerable population, requiring tailored health care to meet their needs. The success of this program has led to a fixed clinic with interpreters to ensure best practice.

The MOB Van has acted as a spill over clinic when we had a shortage of space in the old clinic in Mary Street.

Most recently, The MOB van has acted as a Covid screening, testing, and vaccine clinic. Likewise, it



continues to provide 715 health checks and has been involved in research projects requiring privacy for participants consenting to projects.

If left untreated, hearing loss can have significant negative social and health impacts in children that go beyond the hearing impairment itself and include reduced quality of life and well-being. As such having 2 audiologists at Carbal twice a month meets an unmet need for urgent diagnosis of hearing health issues in our young people. Early intervention of hearing loss, if diagnosed early, can be corrected with medication and surgery leading to better educational outcomes and a major reduction in permanent hearing loss. This means our children have a better chance of navigating their way through life.

Along the way, I have shared the journey with a number of board members and three CEOs. In 2016, to protect Carbal's integrity and the governance that can sometimes be jeopardised by poor management, we made significant changes to the constitution and moved to a company limited by guarantee. As part of this move, we included several changes to our constitution to ensure the board and its governance responsibilities were transparent and in the best interests of the organisation. Likewise, we revised our governance framework to embed accountability and transparency measures. This includes identification of perceived or real conflicts of interests between staff and board member relationships. The constitution allows for 7 board members with a skills set that complements the board. We abide by all laws and focus on leadership and expertise in driving change based on a good understanding of strategic governance. Our current board is made up of an outstanding group of individuals who are well respected members of the Toowoomba community.

This year we have celebrated many successes, but my personal favourite is that of the success of the Fever Clinic at Charnley street. This clinic offers AstraZeneca

and Pfizer vaccines for not only our local Indigenous peoples but likewise the broader public. It gives me great pride to hear regularly, from non-Indigenous constituents that Carbal offers an amazing service and that we come highly recommended by the Toowoomba community as a preferred place to receive the Covid vaccines.

I want to thank our CEO for all the hard work he puts into Carbal and the partnership that he and our board have forged over his tenure of 7 years of service. Some unique and innovative approaches we have taken include aligning best practice to research which has fuelled best practice models or care. Likewise, a real commitment to lessen the reliance on government funding through innovative service delivery, which in a practical means that Carbal is able to fund initiatives itself is another example of thinking outside the square. 2021 like 2020 has highlighted innovative practices in ways that none of us could imagine. Lets see what 2022 brings.

Associate Professor Maree Toombs  
PhD, B.Ed., Grad Cert Teaching  
and Learning  
**CHAIR**



## FROM THE CEO/CFI: BRIAN HEWITT

The continued success of Carbal has been well supported by the establishment of an Aboriginal and Torres Strait Islander community health service model that generates almost 50% per cent of annual revenue from sources other than State and Commonwealth government health program contracts and grants. Fundamental to this has been the establishment of the Toowoomba Vaccination Centre, our extensive NDIS services and the continued growth in our health education and cultural awareness training programs.

In 2020, Carbal's success and standing as a professional medical service resulted in our being appointed by the Commonwealth Government to establish and operate the GP Respiratory Clinic and Vaccination Centre which services all Toowoomba citizens at our renovated Charnley Street site. At this clinic, we facilitate COVID-19 testing and the administration of AstraZeneca and Pfizer vaccines. More than 13,000 clients have now been seen at this facility and the community feedback is overwhelmingly positive and supportive.

There are now close to 100 clients being supported by Carbal's National Disability Insurance Scheme (NDIS) services. It is widely acknowledged that Carbal operates one of the most successful Aboriginal and Torres Strait Islander NDIS services in Australia. The provision of support for people with a disability is yet another part of Carbal's holistic approach to improving the health of the community.

Carbal works closely with General Practice Training Queensland (GPTQ) and Queensland Rural Medical Education Limited (QRME) to provide the accredited online cultural awareness component of doctor training courses for both the Darling Downs region and throughout Australia.

Through generating significant additional revenue, Carbal has been able to expand and broaden services to provide greater preventative health outcomes to all ages of our community. Carbal's self-funded Schools Hearing Health program has expanded enormously and has established itself as an extremely important component for addressing hearing health and learning concerns within schools right across the Darling Downs. More than 44 per cent of Aboriginal and Torres Strait

Islander children are identified as having hearing issues and as requiring referral and the potential for far greater expansion of the program to meet the increasing demand to test older children is only limited by the staffing and funding resources available. Carbal continues to explore creative ways of addressing this need.

The establishment of the self-funded Marlu Youth program to complement the highly regarded work that is happening in the Strong Fathers and Strong Sisters programs has added another important resource for many of the agencies currently engaged with addressing issues related to youth crime and homelessness. The self-funded Carbal Food Bank has been exceptionally driven by a group of passionate and extremely committed staff within our ITC program. The ITC staff have continued to broaden the sources for food donations, regularly 'cooked up' stews, casseroles and other meals that can be individually packaged for distribution within hundreds of food hampers that are now dispensed monthly to identified needy clients and their families. This level of staff commitment extends across the myriad of Carbal programs and services and remains as the vital basis to the successful and extremely well-regarded reputation that Carbal enjoys.

The difference in the Carbal model extends beyond simply generating more self-supporting revenue that is used to improve facilities, services and supplement or initiate health outcome programs. Carbal also provides additional preventative health and transport services, taking clients as far as Brisbane and the Gold Coast for appointments on an almost daily basis. In 2020, The Commonwealth Department of Health funded an initiative to deliver a broad range of Allied Health Services within the Carbal General Practice clinics in Toowoomba and Warwick. We now have numerous practitioners running regular clinics in-house across eleven different Allied Health fields. This has had the dual benefit of addressing risk factors and chronic conditions much earlier, as well as reducing the extensive waiting list for services that could previously only be addressed within the Public Health system at the hospital and also in ensuring, through our extensive client transport service that patients were seen on a timely and regular basis. The regular services are provided by dieticians, diabetes educators, podiatrists,

psychologists, chiropractors, nutritionists, pharmacists, exercise physiologists, physiotherapists, audiologists, occupational therapists and optometrists. This model is providing better health outcomes for community and is also saving the public health system financial resources by allowing for quicker identification and resolution of chronic health problems. Carbal is hopeful that the outcomes of research data provided by this initiative will lead to government consideration of ongoing assisted funding for in-house Allied Health services in every Aboriginal and Torres Strait Islander Community Controlled Health Organisation that has the capacity to deliver these services.

Carbal supports community in many, many ways, including the funding of NAIDOC celebrations and continued generous support with events and promotions that improve the factors that contribute to social disadvantage. This support is crucial in maintaining health and well-being and Carbal remains committed to providing the time, funds and resources to support activities, projects and programs in this regard.

The 2020-2021 Annual Report briefly showcases the wonderful work and results being achieved by the team at Carbal across many of our service delivery programs and I encourage everyone to read on and spread the positive messages that are contained herein. Finally, as I have stated many times previously, I am extremely proud and regard myself as most fortunate to work with the Board and staff of this wonderful organisation and I would particularly like to pay a special tribute to the dedication, support and leadership skills of an outstanding Senior Management team.

**This team comprises of:**

Tamika Campbell – General Manager Clinical Operations  
Brie Jesberg – Finance Manager  
Kim Passante – Quality and Accreditation Manager  
Charlie Rowe – Community Outreach Manager  
Renee Day – NDIS General Manager  
Peter Fitzgerald – Operations and Human Resources Manager  
Kerry Stewart – Warwick Clinic Manager

Reece Griffin – Toowoomba Clinical Operations Manager  
Deslea Cooper – ITC Manager  
Samantha Freeman – Education and Resources  
Chan Draper – Allied Health Services Manager  
Teela Hyndes -NDIS Operations Manager

I would also like to sincerely thank our IT Support contractor, Legal Advisors, Auditors, Media Managers and Health Service contractors for their vital contributions to our continuing success.

The 2020-21 Carbal Board comprising of Chair – Dr Maree Toombs, Deputy Chair- Cr Bill Cahill, Treasurer – Melanie Waters (resigned) Treasurer – Perry Miller and Directors – Colin Jones, Wayne Williams, George Petroff and Vanessa Moore deserves a special and sincere thank you for their commitment, time, strategic expertise and never-failing encouragement.

Carbal truly has an extraordinary group of people who will continue to contribute enormously to the changing face of Aboriginal Medical Services on the Darling Downs.





## THE TREASURER: MR PERRY MILLER

The attached audited financial statements for 2020-2021 continue to reflect enormous growth in the scope and breadth of the health services delivered by Carbal Medical Services. I would like to express my thanks, on behalf of the Board of Management and the Members, to the Senior Management and Accounts team for their expertise and support in maintaining our excellent financial position and accounting procedures and processes.

The audited financial statements for 2020-2021 follow this report. We ended the trading year with gross revenue of \$15,303,016 which was an increase of \$3,572,615 on the 2021-20 financial year. After expenses, there was a surplus of \$2,773,954 which was an increase of \$784,930 on the previous financial period. Much of the increase in surplus revenue can be attributed to the commencement of the Toowoomba Respiratory and Vaccination Centre by Carbal which contributed a surplus of \$713,727, Medicare billings which contributed a surplus of \$432,926 and Practice Incentive Payments (PIP) which are paid as a result of the clinics reaching prescribed benchmarks with regard to the provision of health services. PIP payments totalled \$574,000 in 2020-21. Capital Assets were valued at \$7,006,593 but will be re-valued in the coming financial year to reflect the value of considerable improvements that have occurred during the latter part of the financial year. Company Equity has risen from \$8,887,140 in 2021-20 to \$11,661,094 in 2020-21.

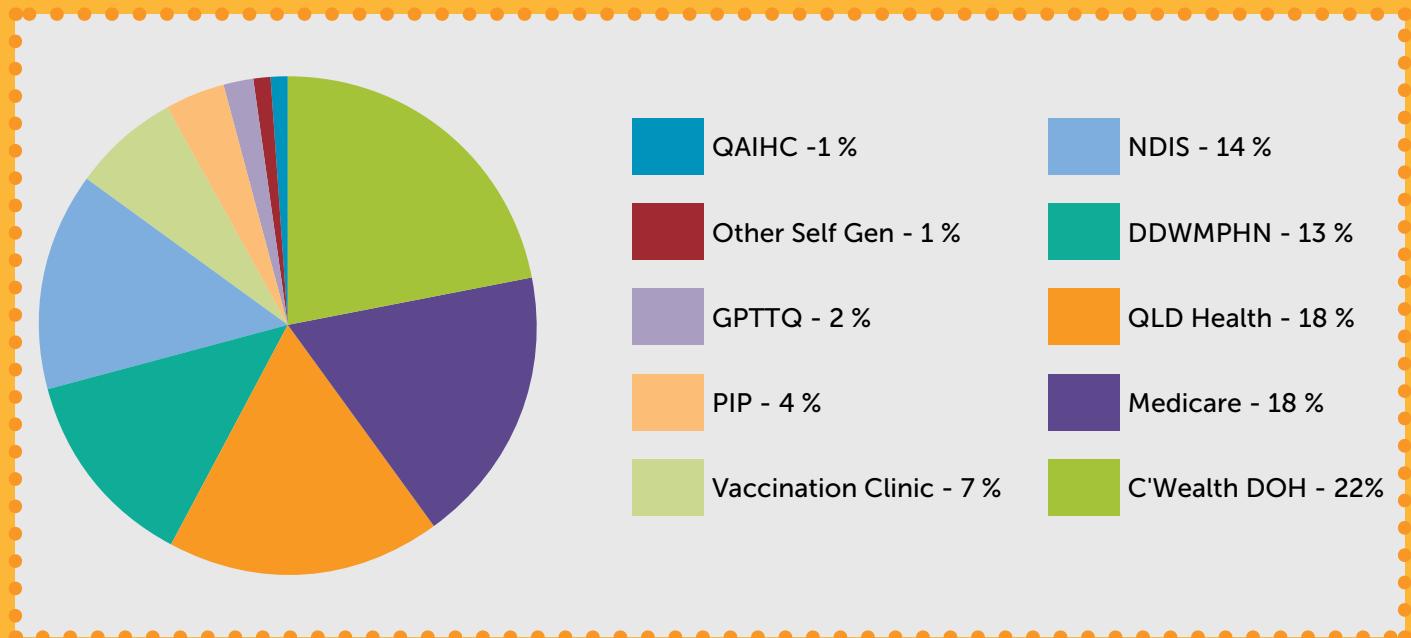
Carbal has maintained our ISO2015 accreditation, which assesses all aspects of our operational processes and procedures with no recommendations for improvement for the third consecutive year. This is high commendation for the management team and staff who have set in place the processes that will ensure that Carbal maintains the highest level of scrutiny and integrity into the future. Our financial sustainability and success is a reflection of the continued confidence of all levels of government and funding bodies in the capacity of Carbal to deliver programs and services at optimum value for money for the taxpayer. In addition to operating two full GP clinics at Toowoomba and Warwick, the Respiratory and Vaccination Centre in Toowoomba and our extensive NDIS services, Carbal delivers 21 funded programs on behalf of the Commonwealth, State Government, DDWMPHN and QAIHC.

Carbal has continued to explore opportunities to increase self-generated funds and thanks largely to the success of our NDIS services and further income generated through our education arm (Cultural Awareness Training) amongst other sources, we have increased the percentage of overall self-generated income from 47% in 2021-20 to 49% in 2020-21. This provides great flexibility and security for the identification and addressing of identified gaps in the provision of health funding. Carbal is able to continue to fund and expand initiatives including the Schools Hearing Test program, Multicultural Health, The Community Food Bank, Marlu Youth, The School Girls Health Initiative, Strong Fathers and Strong Sisters programs to name just a few.

Mr Perry Miller  
TREASURER



## 2019-2021 Income Sources



# DIRECTORS.....



**Name:**

**DR MAREE TOOMBS**

**Title:**

Non-Executive Director Chair

**Qualifications:**

PhD, B.Ed., Grad Cert Teaching and Learning

**Experience and expertise:**

Dr Toombs is passionate about improving the social and emotional wellbeing of Aboriginal peoples in the community. Dr Toombs is a Senior Research Fellow with the University of Queensland, Adjunct Professor, School of Medicine, Dalhousie University, Halifax, Nova Scotia, Adjunct Associate Professor, Queensland University of Technology and Associate Professor Menzies School of Health Research.



**Name:**

**(R WAYNE (BILL) CAHILL**

**Title:**

Non-Executive Deputy Chair

**Special responsibilities:**

Company Secretary

**Experience and expertise:**

Bill has had a successful technical and corporate management background and brings a breadth of experience to his elected position. He is in his forth term as a Councillor with the Toowoomba Regional Council following a 4 year term as a Councillor with the former Crow's Nest Shire Council representing Highfields.



**Name:**

**PERRY MILLER**

**Title:**

Non-Executive Director - Treasurer

**Qualifications:**

Dip Welfare.

**Experience and expertise:**

Perry is a proud Indigenous member of the North Queensland mob and has spent his working career assisting Aboriginal and Torres Strait Islander communities to access better health and well being outcomes. He currently works at Mercy Community Services Toowoomba within the Family and Child Connect program.



**Name:**

**GEORGE PETROFF**

**Title:**

Non-Executive Director

**Qualifications:**

BA (Hons), M Clin Psych, MAPS, FCCLP

**Experience and expertise:**

Mr George Petroff is an experienced Clinical Psychologist who has worked in both the public and private systems for over thirty years. During this time he has excelled in an extensive range of roles within alcohol and other drugs units, universities, psychiatric and acquired brain injury centres and acute mental health units. He currently provides services to a wide variety of clients including many Aboriginal and Torres Strait Islander community members at his practice, Toowoomba Psychology Services.



Name:

Title

Special responsibilities:

Qualifications:

Experience and expertise:

## MELANIE WATERS

Non-Executive Director (Resigned February 2021)

Treasurer

Associate Diploma of Social Science (Welfare), Master of Arts: Humanity and Communications

Melanie Waters is a Kamaroi woman from St. George who continues to hold strong cultural links to her country. Melanie has worked across all levels of Government and in private enterprise within the areas of law and justice, education, social housing, community development, social justice, food and fuel supply. Mel is passionate about improving Aboriginal and Torres Strait Islander emotional, physical and spiritual health which she believes may empower communities and individuals to tackle the health and educational disadvantages which remains at unacceptable levels within our communities. Mel currently works for the University of Southern Queensland administering educational and health initiatives targeted at Aboriginal and Torres Strait Islander children in years 4-12.



Name:

Title:

Qualifications:

Experience and expertise:

## COLIN JONES

Non-Executive Director

Master's Degree in Humanities

Uncle Colin Jones is a Kalkadoon and Nunukul man born in Ipswich in 1947. Colin joined Carbal's board in July 2017 and brings a wide array of experiences, knowledge and insight. As well as being a highly accomplished and internationally renowned artist, Colin Jones is a scholar and a lecturer in Aboriginal culture, art and history. Colin has shared his knowledge locally at Griffith University and around the world for a wide range of organisations and embassies. In addition to these rich experiences Colin has worked at the Queensland Police Service Academy, Cairns Aboriginal Coordinating Council, Barallam Prison and with the Department of Juvenile Justice delivering counselling and assistance to remote community members dealing with drug and alcohol use, child neglect and juvenile crime. Colin has held positions on numerous boards including the Beemar Yumba Children's Shelter in Cherbourg Aboriginal community. Colin currently works with community members who are part of the Strong Fathers Program by providing information about Aboriginal history and culture, guidance and support. Colin continues to lecture and give presentations to university students, staff and many others about Aboriginal history and culture and what it means to be culturally competent in today's society.



Name:

Title:

Qualifications:

Experience and expertise:

## WAYNE WILLIAMS

Non-Executive Director

Bachelor of Education (Primary) USQ (Major in Special Education)

Certificate of Education (USQ)

Wayne is a proud Wakka Wakka man, born in Brisbane in 1963. He is a Teacher whose passion is improving the educational outcomes for Aboriginal and Torres Strait Islander students. He is currently the Co Ordinator, Indigenous Curriculum at the University of Queensland. In this role, Wayne is developing an Indigenous Health and History curriculum for the Faculty of Medicine. Wayne is also a Board Member and Life Member of the Toowoomba PCYC and the former Chairperson of the PCYC Sport and Recreation Group (SRG).



Name:

Title:

Qualifications:

Experience and expertise:

## VANESSA MOORE

Non-Executive Director

Dip. Business, Dip. Leadership and Management

Vanessa is a proud Gunggari woman and her connection to country is the Maranoa River and the township of Mitchell where she was born. Vanessa joined the Carbal board in April 2021 and has a long career history working in Indigenous Affairs for both the Queensland and Australian Governments. She has extensive experience in the areas of project management, economic participation, contract management, community development and administration.

# FINANCIAL STATEMENTS: YEAR ENDED 30 JUNE 2021

CARBAL ABORIGINAL AND  
TORRES STRAIT ISLANDER  
HEALTH SERVICES LTD

ABN 50 275 271 535  
ACN 611 551 369

TRADING AS CARBAL MEDICAL SERVICES

## CONTENTS: FINANCIAL STATEMENTS

Directors Report .....	14
Auditor's Independence Declaration .....	16
Statement of Profit or Loss and Other Comprehensive Income.....	17
Statement of Financial Position .....	18
Statement of Changes in Equity .....	19
Statement of Cash Flows .....	20
Notes to the Financial Statements .....	21
Independent Auditor's Report.....	30

# DECLARATION.....

## MEETINGS OF DIRECTORS....

The number of meetings of the company's Board of Directors ('the Board') held during the financial year, and the number of meetings attended by each director were:

	<b>Full Board</b>	
	<b>Attended</b>	<b>Eligible to attend</b>
<b>Dr Maree Toombs</b>	<b>2</b>	<b>6</b>
<b>Cr Wayne Cahill</b>	<b>4</b>	<b>6</b>
<b>Perry Miller</b>	<b>4</b>	<b>6</b>
<b>George Petroff</b>	<b>5</b>	<b>6</b>
<b>Melanie Waters</b>	<b>2</b>	<b>3</b>
<b>Colin Jones</b>	<b>6</b>	<b>6</b>
<b>Wayne Williams</b>	<b>5</b>	<b>6</b>
<b>Vanessa Moore</b>	<b>3</b>	<b>3</b>
<b>Brian Hewitt</b>	<b>6</b>	<b>6</b>

### Contributions on winding up

In the event of the Company being wound up, ordinary members are required to contribute a maximum of \$10 each. The total amount that members of the company are liable to contribute if the company is wound up is \$230, based on 23 current ordinary members.

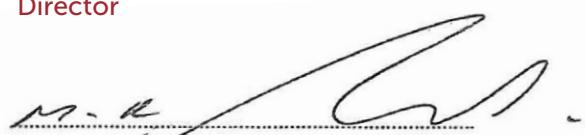
### Auditor's independence declaration

A copy of the auditor's independence declaration as required under section 307C of the Corporations Act 2001, for the year ended 30 June 2021 has been received and can be found on page 6 of the financial report.

This report is made in accordance with a resolution of directors, pursuant to section 298(2)(a) of the Corporations Act 2001.

### On behalf of the directors

Director



Dr Maree Toombs

Director



Cr Wayne Cahill

Dated: 7th July 2021

Dated: 7th July 2021



DIRECTORS' .....

## DIRECTORS' REPORT.....

THE DIRECTORS PRESENT THEIR REPORT, TOGETHER WITH THE FINANCIAL STATEMENTS, ON THE COMPANY FOR THE YEAR ENDED 30 JUNE 2021.

The following persons were directors of the company during the whole of the financial year and up to the date of this report, unless otherwise stated:

**Dr Maree Toombs Chair**  
**Cr Wayne Cahill Deputy Chair**  
**Perry Miller Treasurer**  
**George Petroff**

**Melanie Waters (resigned February 2021)**  
**Colin Jones**  
**Wayne Williams**  
**Vanessa Moore (casually appointed April 2021)**

## OBJECTIVES

To make a significant and growing contribution towards achieving equity in health outcomes for the Aboriginal and Torres Strait Islander communities of Toowoomba and our wider service region.

## STRATEGY FOR ACHIEVING THE OBJECTIVES

- » Delivery of client responsive health services.
- » Provision of holistic, culturally appropriate health services.
- » Strong cultural connection with individual families and the broader community.
- » Collaboration with stakeholders and complementary service providers.
- » Cultural connection with families and the broader community.
- » Commitment to continuous improvement in quality service delivery.
- » Modelling of responsible and representative governance.
- » Provision of a culturally safe and respectful work environment for both staff and clients.

The aim of the Company is to pursue the following purposes:

- a. to develop, coordinate and conduct services that provide for the care and support in meeting the needs of Aboriginal and Torres Strait Islander individuals and groups in Toowoomba and the Darling Downs region;
- b. to collaborate with and support research professionals or entities in the development and implementation of translational research that will improve the health and well being outcomes within Aboriginal and Torres Strait Islander communities.

# DIRECTOR'S.....

## PRINCIPAL ACTIVITIES

Carbal currently delivers seventeen funded programs on behalf of State and Commonwealth governments and the Darling Downs, West Moreton Primary Health Network. This includes the maintenance of two fully operational general practice clinics in Toowoomba and Warwick. In addition to the broad spectrum of programs that we are involved with, Carbal hosts a number of Allied Health professionals and research teams from the University of Queensland and the Queensland University of Technology to assist with the collection of data related to preventative health measures in the fields of physical and mental health.

The Carbal Board of Directors is steadfastly supportive of broadening the charter of operations to include support for activities and programs that may fall outside of specific funding guidelines, but which have been identified as areas of need in relation to the provision of health services for our indigenous communities. Our success in maintaining significant selfgenerated funds has allowed Carbal to 'walk the talk' when it comes to providing programs and services that have real outcomes when measured against the need to provide culturally sensitive health services to the Indigenous communities of the Darling Downs and South West. Carbal will continue to identify gaps and attempt to address these gaps in a practical and sustainable way.

In the prior financial year, Carbal was commissioned by the Commonwealth Government to establish and operate the Toowoomba Respiratory Clinic and Vaccination Centre. In addition to conducting COVID 19 tests, Pfizer and AstraZeneca vaccines are administered to all members of the general public from this site. Carbal has also been Involved in the vaccination roll out for the Homeless and Multi Cultural populations of Toowoomba.

The 'Timely Allied Health' project, which has seen our Allied Health professionals increase in numbers to cover 11 identified areas of need for the community was extended to cover the Warwick catchment area and a new purpose fitted facility was opened to accommodate this. These 2 year inhouse trials have been funded by the Commonwealth Government and have the potential to vastly change the way that allied health services are delivered to Aboriginal people.

## PERFORMANCE MEASURES

The company measures its performance against the following aims:

1. To become the major Primary Health Care service provider to Aboriginal and Torres Strait Islander peoples in Toowoomba and the South West Downs.
2. To maintain involvement in a range of innovative partnerships and service models with hospitals, private providers, other Indigenous health organisations, and non Indigenous, non government organisations, that promote improved access to comprehensive primary health care for the Aboriginal and Torres Strait Islander community in Toowoomba and the South West Downs.
3. To participate in a regional model for Primary Health Care delivery to the Aboriginal and Torres Strait Islander communities in Toowoomba and the South West Downs by working collaboratively with like minded organisations.
4. To provide significant input into the local Aboriginal and Torres Strait Islander community understandings of their key health risk factors and expand our services in response to evidence based community health needs.
5. To implement governance and management reforms for enhancing service models and maintaining sustainable financial independence.

The key performance measures are the NKPI data provided to the funding bodies, the maintenance of our ISO2015 operational practices and governance accreditation and the GPA clinic operations accreditation – all of which have been successfully maintained and delivered during the 2020 2021 financial year.

## Auditor's Independence Declaration

As an auditor of Carbal Aboriginal and Torres Strait Islander Health Services Ltd for the year ended 30 June 2021, I declare that, to the best of my knowledge and belief, there have been:

- i. no contraventions of the auditor independence requirements as set out in the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- ii. no contraventions of any applicable code of professional conduct in relation to the audit.

The declaration is in respect of Carbal Aboriginal and Torres Strait Islander Health Services Ltd during the year.

*Crowe Audit Australia*

**Crowe Audit Australia**



**Bruce Preston**  
Partner

31 August 2021  
Toowoomba

*Liability limited by a scheme approved under Professional Standards Legislation.*

*The title 'Partner' conveys that the person is a senior member within their respective division and is among the group of persons who hold an equity interest (shareholder) in its parent entity, Findex Group Limited. The only professional service offering which is conducted by a partnership is the Crowe Australasia external audit division. All other professional services offered by Findex Group Limited are conducted by a privately-owned organisation and/or its subsidiaries.*

*Findex (Aust) Pty Ltd, trading as Crowe Australasia is a member of Crowe Global, a Swiss verein. Each member firm of Crowe Global is a separate and independent legal entity. Findex (Aust) Pty Ltd and its affiliates are not responsible or liable for any acts or omissions of Crowe Global or any other member of Crowe Global. Crowe Global does not render any professional services and does not have an ownership or partnership interest in Findex (Aust) Pty Ltd. Services are provided by Crowe Audit Australia, an affiliate of Findex (Aust) Pty Ltd.*

© 2021 Findex (Aust) Pty Ltd

# STATEMENT OF COMPREHENSIVE INCOME.....

## FOR THE YEAR ENDED 30 JUNE 2021...

	NOTE	2021	2020
<b>Revenue</b>	<b>3</b>	<b>15,268,629</b>	<b>11,753,974</b>
<b>Other income</b>	<b>3</b>	<b>27,474</b>	<b>(30,318)</b>
<b>Interest revenue calculated using the effective interest method</b>		<b>6913</b>	<b>6745</b>
<b>Total Revenue</b>		<b>15,303,016</b>	<b>11,730,401</b>
<b>Expenses</b>			
<b>Motor vehicle expenses</b>		<b>(329,656)</b>	<b>(113,381)</b>
<b>Building costs</b>		<b>(287,440)</b>	<b>(379,785)</b>
<b>Administration costs</b>		<b>(1,244,960)</b>	<b>(715,261)</b>
<b>Employee benefits expense</b>		<b>(8,561,247)</b>	<b>(6,833,661)</b>
<b>Travel costs</b>		<b>(92,087)</b>	<b>(113,364)</b>
<b>IT Costs</b>		<b>(485,738)</b>	<b>(180,165)</b>
<b>Depreciation expense</b>	<b>4</b>	<b>(504,956)</b>	<b>(414,908)</b>
<b>Programming Costs</b>		<b>(1,005,930)</b>	<b>(990,852)</b>
<b>Finance Cost</b>		<b>(17,048)</b>	-
<b>Total Expenses</b>		<b>(12,529,062)</b>	<b>(9,741,377)</b>
<b>Surplus before income tax expense</b>		<b>2,773,954</b>	<b>1,989,024</b>
<b>Income tax expense</b>		-	-
<b>Surplus after income tax expense for the year attributable to the members of Carbal Aboriginal and Torres Strait Islander Health Services Ltd</b>		<b>2,773,954</b>	<b>1,989,024</b>
<b>Other comprehensive income for the year</b>		-	-
<b>Total comprehensive income for the year attributable to the members of Carbal Aboriginal and Torres Strait Islander Health Services Ltd</b>		<b>2,773,954</b>	<b>1,989,024</b>

THE ABOVE STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME SHOULD BE READ IN CONJUNCTION WITH THE ACCOMPANYING NOTES

# STATEMENT OF FINANCIAL POSITION....

## FOR THE YEAR ENDED 30 JUNE 2021...

<b>ASSETS</b>	<b>NOTE</b>	<b>2021</b>	<b>2020</b>
Current Assets			
<b>Cash and cash equivalents</b>	<b>5</b>	<b>5,771,79</b>	<b>4,082,24</b>
<b>Trade and other receivables</b>	<b>6</b>	<b>143,616</b>	<b>208,890</b>
<b>Other</b>	<b>7</b>	<b>13,308</b>	<b>47,789</b>
Total Current Assets		5,928,714	4,338,921
<b>NON-CURRENT ASSETS</b>			
<b>Property, plant and equipment</b>	<b>8</b>	<b>7,006,593</b>	<b>6,938,200</b>
Total Non-Current Assets		7,006,593	6,938,200
<b>TOTAL ASSETS</b>		<b>12,935,307</b>	<b>11,277,121</b>
<b>LIABILITIES</b>			
Current Liabilities			
<b>Trade and other payables</b>	<b>9</b>	<b>848,234</b>	<b>1,105,70</b>
<b>Financial Liabilities</b>		<b>67</b>	<b>882,848</b>
<b>Employee benefits</b>	<b>10</b>	<b>339,775</b>	<b>315,775</b>
Total Current Liabilities		1,188,076	2,304,327
<b>NON-CURRENT LIABILITIES</b>			
Employee benefits	10	86,137	85,654
Total Non-Current Liabilities		86,137	85,654
Total Liabilities		1,274,213	2,389,981
<b>NET ASSETS</b>		<b>11,661,094</b>	<b>8,887,140</b>
<b>EQUITY</b>			
<b>Retained surpluses</b>		<b>11,661,094</b>	<b>8,887,140</b>
Total Equity		11,661,094	8,887,140

THE ABOVE STATEMENT OF CHANGES IN FINANCIAL POSITION SHOULD BE READ IN CONJUNCTION WITH THE ACCOMPANYING NOTES

# STATEMENT OF CHANGE IN EQUITY ....

## FOR THE YEAR ENDED 30 JUNE 2021...

	Retained Surpluses	Total Equity
	\$	\$
<b>Balance at 1 July 2020</b>	<b>8,887,140</b>	<b>8,887,140</b>
<b>Surplus for the year</b>	<b>2,773,95</b>	<b>2,773,954</b>
<b>Balance at 30 June 2021</b>	<b>11,661,094</b>	<b>11,661,094</b>

	Retained Surpluses	Total Equity
	\$	\$
<b>Balance at 1 July 2021</b>	<b>6,898,11</b>	<b>6,898,11</b>
<b>Surplus for the year</b>	<b>1,989,023</b>	<b>1,989,023</b>
<b>Balance at 30 June 2020</b>	<b>8,887,140</b>	<b>8,887,140</b>

THE ABOVE STATEMENT OF CHANGES IN EQUITY SHOULD BE READ IN  
(ON)UNCTION WITH THE ACCOMPANYING NOTES

# STATEMENT OF CASH FLOWS....

## FOR THE YEAR ENDED 30 JUNE 2021...

	2021	2020
<b>(CASH FLOW FROM OPERATING ACTIVITIES)</b>		
Receipts from customers	6,588,08	4,958,675
Payments to suppliers and employees	(13,088,346)	(7,481,164)
Interest received	6,913	6745
Grants received	8,745,821	6,711,154
Finance Costs	(17,048)	(715,261)
Net cash provided by operating activities	12	2,235,423
		3,480,149
<b>(CASH FLOW FROM INVESTING ACTIVITIES)</b>		
Proceeds from sale of plant and equipment	72,297	106,209
Payments for property, plant and equipment	(618,172)	(2,173,779)
Net cash used in investing activities	(545,875)	(2,067,570)
<b>(CASH FLOWS FROM FINANCING ACTIVITIES)</b>		
Net cash provided by financing activities	-	-
Net increase in cash and cash equivalents	1,689,548	1,412,579
Cash and cash equivalents at the beginning of the financial year	4,082,242	1,982,710
Cash and cash equivalents at the end of the financial year	5	5,771,790
		3,395,289

THE ABOVE STATEMENT OF CHANGES IN CASH FLOWS SHOULD BE READ IN CONJUNCTION WITH THE ACCOMPANYING NOTES

# NOTES TO FINANCIAL STATEMENTS.....

## NOTE 1. SIGNIFICANT ACCOUNTING POLICIES

The financial statements cover Carbal Aboriginal and Torres Strait Islander Health Services Ltd as an individual entity. The financial statements are presented in Australian dollars, which is Carbal Aboriginal and Torres Strait Islander Health Services Ltd's functional and presentation currency.

Carbal Aboriginal and Torres Strait Islander Health Services Ltd is a not for profit Company limited by guarantee, incorporated and domiciled in Australia.

A description of the nature of the company's operations and its principal activities are included in the directors' report, which is not part of the financial statements.

The financial statements were authorised for issue, in accordance with a resolution of directors, on the date the director's report was signed. The directors have the power to amend and reissue the financial statements.

The principal accounting policies adopted in the preparation of the financial statements are set out below. These policies have been consistently applied to all the years presented, unless otherwise stated.

### Basis of preparation

In the Directors' opinion, the Company is not a reporting entity because there are no users dependent on general purpose financial statements.

These are special purpose financial statements that have been prepared for the purposes of complying with the Australian Charities and Not for profits Commission Act 2012 to prepare and distribute financial statements to the members of Carbal Aboriginal and Torres Strait Islander Health Services Ltd. The directors have determined that the accounting policies adopted are appropriate to meet the needs of the members of Carbal Aboriginal and Torres Strait Islander Health Services Ltd.

These financial statements have been prepared in accordance with the recognition and measurement requirements specified by the Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board ('AASB') and the disclosure requirements of AASB 101 'Presentation of Financial Statements', AASB 107 'Statement of Cash Flows', AASB 108 'Accounting Policies, Changes in Accounting Estimates and Errors', AASB 1048 'Interpretation of Standards' and AASB 1054 'Australian Additional Disclosures', as appropriate for not for profit oriented entities.

### Historical cost convention

The financial statements have been prepared under the historical cost convention.

### Critical accounting estimates

The preparation of the financial statements requires the use of certain critical accounting estimates. It also requires management to exercise its judgement in the process of applying the company's accounting policies. The areas involving a higher degree of judgement or complexity, or areas where assumptions and estimates are significant to the financial statements are disclosed in note 2.

### Revenue recognition

Revenue is recognised at an amount that reflects the consideration to which the company is expected to be entitled in exchange for transferring goods or services to a customer. For each contract with a customer, the company identifies the contract with a customer, identifies the performance obligations in the contract, determines the transaction price which takes into account estimates of variable consideration and the time value of money, allocates the transaction price to the separate performance obligations on the basis of the relative standalone selling price of each distinct good or service to be delivered, and recognises revenue when or as each performance obligation is satisfied in a manner that depicts the transfer to the customer of the goods or services promised.

Where the performance obligations within an enforceable contract are not sufficiently specific revenue will be recognised as it is received.

All revenue is stated net of the amount of goods and services tax (GST).

### Income Tax

As the Company company is a charitable institution in terms of subsection 50 5 of the Income Tax Assessment Act 1997, as amended, it is exempt from paying income tax.

### Current and non-current classification

Assets and liabilities are presented in the statement of financial position based on current and non current classification.

An asset is classified as current when: it is either expected to be realised or intended to be sold or consumed in the company's normal operating cycle; it is held primarily for the purpose of trading; it is expected to be realised within 12 months after the reporting period; or the asset is cash or cash equivalent unless restricted from being exchanged or used to settle a liability for at least 12 months after the reporting period. All other assets are classified as non current.

A liability is classified as current when: it is either expected to be settled in the company's normal operating cycle; it is held primarily for the purpose of trading; it is due to be settled within 12 months after the reporting period; or there is no unconditional right to defer the settlement of the liability for at least 12 months after the reporting period. All other liabilities are classified as non current.

# NOTES TO FINANCIAL STATEMENTS.....

## Cash and cash equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with financial institutions, other short term, highly liquid investments with original maturities of three months or less that are readily convertible to known amounts of cash and which are subject to an insignificant risk of changes in value.

## Trade and other receivables

Trade and other receivables include amounts due from funding bodies as well as amounts receivable from customers for services delivered in the ordinary course of business. Other receivables are recognised at amortised cost, less any provision for impairment.

## Property, plant and equipment

Land, buildings and leasehold improvements are stated at cost less depreciation and any impairment in value.

Plant and equipment is stated at cost less depreciation and any impairment in value.

### DEPRECIATION

Property, plant and equipment, excluding freehold land, is depreciated on a straight line basis over the assets useful life to the Company, commencing when the asset is ready for use.

Leased assets and leasehold improvements are amortised over the shorter of either the unexpired period of the lease or their estimated useful life.

Depreciation is calculated on a straight line basis to write off the net cost of each item of property, plant and equipment (excluding land) over their expected useful lives as follows:

Buildings	40 years
Leasehold improvements	10 - 40 years
Health promotion equipment	3 - 30 years
Office and computer equipment	4 - 25 years
Medical equipment	2 - 13 years
Motor vehicles	8 years

The residual values, useful lives and depreciation methods are reviewed, and adjusted if appropriate, at each reporting date.

An item of property, plant and equipment is derecognised upon disposal or when there is no future economic benefit to the company. Gains and losses between the carrying amount and the disposal proceeds are taken to profit or loss.

The company applies a policy by which items of plant and equipment over a \$5,000 threshold shall be carried at cost less any accumulated depreciation and any accumulated impairment losses.

## Trade and other payables

These amounts represent liabilities for goods and services provided to the company prior to the end of the financial year and which are unpaid. Due to their short term nature they are measured at amortised cost and are not discounted. The amounts are unsecured and are usually paid within 30 days of recognition.

## Employee benefits

### Short term employee benefits

Liabilities for wages and salaries, including non monetary benefits, annual leave and long service leave expected to be settled wholly within 12 months of the reporting date are measured at the amounts expected to be paid when the liabilities are settled.

### Other long term employee benefits

The liability for annual leave and long service leave not expected to be settled within 12 months of the reporting date are measured at the present value of expected future payments to be made in respect of services provided by employees up to the reporting date using the projected unit credit method. Consideration is given to expected future wage and salary levels, experience of employee departures and periods of service. Expected future payments are discounted using market yields at the reporting date on national government bonds with terms to maturity and currency that match, as closely as possible, the estimated future cash outflows.

## Fair Value measurement

When an asset or liability, financial or non financial, is measured at fair value for recognition or disclosure purposes, the fair value is based on the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date; and assumes that the transaction will take place either: in the principal market; or in the absence of a principal market, in the most advantageous market.

Fair value is measured using the assumptions that market participants would use when pricing the asset or liability, assuming they act in their economic best interests. For non financial assets, the fair value measurement is based on its highest and best use. Valuation techniques that are appropriate in the circumstances and for which sufficient data are available to measure fair value, are used, maximising the use of relevant observable inputs and minimising the use of unobservable inputs.

## Goods and Services Tax ('GST') and other similar taxes

Revenues, expenses and assets are recognised net of the amount of associated GST, unless the GST incurred is not recoverable from the tax authority. In this case it is recognised as part of the cost of the acquisition of the asset or as part of the expense.

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or

# NOTES TO FINANCIAL STATEMENTS.....

payable to, the tax authority is included in other receivables or other payables in the statement of financial position.

Cash flows are presented on a gross basis. The GST components of cash flows arising from investing or financing activities which are recoverable from, or payable to the tax authority, are presented as operating cash flows.

Commitments and contingencies are disclosed net of the amount of GST recoverable from, or payable to, the tax authority.

## NOTE 2. CRITICAL ACCOUNTING JUDGEMENTS, ESTIMATES AND ASSUMPTIONS

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the reported amounts in the financial statements. Management continually evaluates its judgements and estimates in relation to assets, liabilities, contingent liabilities, revenue and expenses. Management bases its judgements, estimates and assumptions on historical experience and on other various factors, including expectations of future events, management believes to be reasonable under the circumstances. The resulting accounting judgements and estimates will seldom equal the related actual results. The judgements, estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities (refer to the respective notes) within the next financial year are discussed below.

### Estimation of useful lives of assets

The Company determines the estimated useful lives and related depreciation charges for its property, plant and equipment. The useful lives could change significantly as a result of technical innovations or some other event. The depreciation charge will increase where the useful lives are less than previously estimated lives, or technically obsolete or non strategic assets that have been abandoned or sold will be written off or written down.

### Employee benefits provision

Refer to Note 1, the liability for employee benefits expected to be settled more than 12 months from the reporting date are recognised and measured at the present value of the estimated future cash flows to be made in respect of all employees at the reporting date. In determining the present value of the liability, estimates of attrition rates and pay increases through promotion and inflation have been taken into account.

# NOTES TO THE FINANCIAL STATEMENTS.....

## FOR THE YEAR ENDED 30 JUNE 2021...

### NOTE 3: REVENUE

	2021	2020
	\$	\$
<b>Grant Income</b>	<b>8,745,821</b>	<b>6,711,154</b>
<b>Medicare Billings</b>	<b>3,136,814</b>	<b>2,647,656</b>
<b>Practice incentive payments</b>	<b>573,805</b>	<b>509,179</b>
<b>NDIS Billings</b>	<b>2,050,986</b>	<b>1,729,378</b>
<b>Other income</b>	<b>761,203</b>	<b>156,607</b>
Revenue	15,268,629	11,753,974
Other revenue		
Gain/(loss) on disposal of property, plant and equipment	27,474	(30,318)
	<b>27,474</b>	<b>(30,318)</b>

### NOTE 4 - EXPENSES

Surplus before income tax includes the following specific expenses:

<b>Depreciation</b>	<b>504,956</b>	<b>414,908</b>
---------------------	----------------	----------------

### NOTE 5 - CURRENT ASSETS - CASH AND CASH EQUIVALENTS

<b>Cash at Bank</b>	<b>5,771,790</b>	<b>4,082,242</b>
	<b>5,771,790</b>	<b>4,082,242</b>

### NOTE 6 - CURRENT ASSETS - TRADE AND OTHER RECEIVABLES

<b>Trade receivables</b>	<b>141,102</b>	<b>165,844</b>
<b>Other receivable</b>	<b>2,514</b>	<b>43,946</b>
	<b>143,616</b>	<b>208,890</b>

### NOTE 7 - CURRENT ASSETS - OTHER

<b>Short term deposits</b>	<b>-</b>	<b>8,525</b>
<b>Prepayments</b>	<b>13,308</b>	<b>39,264</b>
	<b>13,308</b>	<b>47,789</b>

# NOTES TO THE FINANCIAL STATEMENTS.....

## FOR THE YEAR ENDED 30 JUNE 2021...

NOTE 8. NON-CURRENT ASSETS - PROPERTY, PLANT AND EQUIPMENT	2021	2020
<b>Land , buildings and improvements - at cost</b>	<b>6,495,672</b>	<b>6,227,336</b>
<b>Less: Accumulated depreciation</b>	<b>(236,214)</b>	<b>(108,967)</b>
	<b>6,259,458</b>	<b>6,118,369</b>
 <b>Motor Vehicles at cost</b>	 1,046,287	 945,271
<b>Less: Accumulated depreciation</b>	<b>(585,204)</b>	<b>(288,366)</b>
	<b>461,083</b>	<b>656,905</b>
 <b>Office &amp; Computer Equipment at deemed cost</b>	 244,916	 107,983
<b>Less: Accumulated depreciation</b>	<b>(68,152)</b>	<b>(44,789)</b>
	<b>176,764</b>	<b>63,194</b>
 <b>Leasehold improvements at cost</b>	 131,342	 116,904
<b>Less: Accumulated depreciation</b>	<b>(22,054)</b>	<b>(17,172)</b>
	<b>109,288</b>	<b>99,732</b>
 <b>Medical Equipment at deemed cost</b>	 16,800	 16,800
<b>Less: Accumulated depreciation</b>	<b>(16,800)</b>	<b>(16,800)</b>
	<b>7,006,593</b>	<b>6,938,200</b>

# NOTES TO THE FINANCIAL STATEMENTS....

## FOR THE YEAR ENDED 30 JUNE 2021...

### NOTE 8. NON-CURRENT ASSETS – PROPERTY, PLANT AND EQUIPMENT ((CONT))

#### RECONCILIATIONS

Reconciliations of the written down values at the beginning and end of the current and previous financial year are set out below:

	Land and buildings	Motor Vehicles	Office & computer equipment	Leasehold Improvements	Medical equipment	Total
<b>Balance at 30 June 2021</b>	<b>6,259,458</b>	<b>461,083</b>	<b>176,764</b>	<b>109,288</b>	<b>-</b>	<b>7,006,593</b>
Additions	268,337	198,463	136,933	14,439	-	(45,887)
Disposals	-	(45,887)	-	-	-	-
<b>Depreciation expense</b>	<b>(127,247)</b>	<b>(348,398)</b>	<b>(23,364)</b>	<b>(4,883)</b>	<b>-</b>	<b>(38,786)</b>
<b>Balance at 30 June 2020</b>	<b>4,546,935</b>	<b>522,734</b>	<b>99,861</b>	<b>96,611</b>	<b>49,716</b>	<b>5,315,857</b>
Additions	1,679,337	480,700	5,485	8,255	-	2,173,777
Disposals	-	(116,528)	(25,780)	(5,993)	(75,344)	(223,645)
Transfers	-	-	(5,100)	(5,100)	-	-
Depreciation expense	(107,904)	(230,001)	(11,271)	(4,241)	(25,628)	(327,789)
<b>Balance at 30 June 2020</b>	<b>6,118,368</b>	<b>656,905</b>	<b>63,195</b>	<b>99,732</b>	<b>-</b>	<b>6,938,200</b>

# NOTES TO THE FINANCIAL STATEMENTS.....

## FOR THE YEAR ENDED 30 JUNE 2021...

	2021	2020
<b>NOTE 9. CURRENT LIABILITIES – TRADE AND OTHER PAYABLES</b>		
<b>Trade payables</b>	386,168	589,760
<b>GST and other payables</b>	200,763	233,027
<b>Payroll liabilities</b>	258,882	282,917
<b>Unexpected grants</b>	<b>2,420</b>	-
	848,233	1,105,704

### NOTE 10. CURRENT LIABILITIES – EMPLOYEE BENEFITS

<b>Annual leave</b>	<b>334,925</b>	<b>310,797</b>
<b>Time owed in lieu</b>	<b>4,850</b>	<b>4,978</b>
	<b>339,775</b>	<b>315,775</b>
<b>Long service leave provision</b>	<b>86,137</b>	<b>85,654</b>

### NOTE 11. REMUNERATION OF AUDITORS

During the financial year the following fees were paid or payable for services provided by Crowe South QLD, the auditor of the company, its network firms and unrelated firms:

Audit services – Crowe Horwath South QLD

<b>Audit of the financial statements</b>	<b>17,500</b>	<b>17,000</b>
<b>Other services</b>		
<b>Preparation of financial statements - Crowe Audit Australia</b>	<b>3,300</b>	<b>3,100</b>
<b>Assistance in reconciliation of fixed asset register – Findex (Aust) Pty Ltd</b>	<b>1,500</b>	<b>1,500</b>
<b>Other accounting services Findex (Aust) Pty Ltd</b>	<b>11,106</b>	-
	15,906	4,600

# NOTES TO THE FINANCIAL STATEMENTS.....

## FOR THE YEAR ENDED 30 JUNE 2021...

	2021	2020
<b>NOTE 12. RECONCILIATION OF SURPLUS AFTER INCOME TAX TO NET CASH FROM OPERATING ACTIVITIES</b>		
<b>Surplus after income tax expense for the year</b>	<b>2,773,954</b>	<b>1,989,023</b>
<b>Adjustments for:</b>		
<b>Depreciation</b>	<b>504,956</b>	<b>414,908</b>
<b>Net loss (gain) on disposal of property, plant and equipment</b>	<b>-27,474</b>	<b>30,318</b>
<b>Changes in assets and liabilities:</b>		
<b>(increase)/decrease in trade and other receivables</b>	<b>65,275</b>	<b>-84,145</b>
<b>(increase)/decrease in prepayments</b>	<b>34,481</b>	<b>-14,778</b>
<b>increase/(decrease) in trade and other payables</b>	<b>-1,140,252</b>	<b>1,704,801</b>
<b>increase/(decrease) in employee benefits</b>	<b>24,483</b>	<b>126,975</b>
<b>Cashflows from operations</b>	<b>2,235,423</b>	<b>4,167,102</b>

## NOTE 13. ECONOMIC DEPENDENCY

Carbal Aboriginal and Torres Strait Islander Health Services Ltd is dependent upon the ongoing receipt of Federal and State government grants to ensure the ongoing continuance and expansion of its programs. At the date of this report, the directors and management have no reason to believe that this financial support will not continue.

## NOTE 14. EVENTS AFTER THE END OF THE REPORTING PERIOD

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the Company, the results of those operations or the state of affairs of the Company in future financial years.

# NOTES TO THE FINANCIAL STATEMENTS.....

## FOR THE YEAR ENDED 30 JUNE 2021...

### NOTE 15 CONTINGENT LIABILITIES

The Company receives significant funding from Federal and State Agencies in the form of grant funding to further their objectives.

Under the terms of these Deeds of Grant Funding, the Company may be liable to repay the funds if certain conditions and criteria are not met. At the time of signing this report the company is unable to estimate with sufficient reliability any funds which may be repayable, if at all, under existing funding agreements.

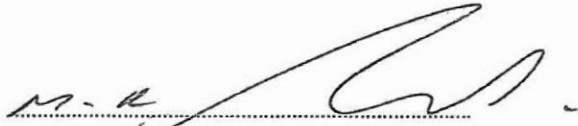
The Company has no other contingent liabilities at the date of the financial report.ad the following contingent liabilities at the end of the reporting period.

#### In the directors' opinion:

- » the Company is not a reporting entity because there are no users dependent on general purpose financial statements. Accordingly, as described in Note 1 to the financial statements, the attached special purpose financial statements have been prepared for the purposes of complying with the Australian Charities and Not for profits Commission Act 2012 and associated regulations to prepare and distribute financial statements to the members of Carbal Aboriginal and Torres Strait Islander Health Services Ltd;
- » the attached financial statements and notes comply with the Australian Charities and Not for profits Commission Act 2012, the Accounting Standards as described in Note 1 to the financial statements and other mandatory professional reporting requirements;
- » the attached financial statements and notes give a true and fair view of the Company's financial position as at 30 June 2021 and of its performance for the financial year ended on that date; and
- » there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable.

Signed in accordance with a resolution of directors.

Director



Dr Maree Toombs

Dated: 7th July 2021

Director



Cr Wayne Cahill

Dated: 7th July 2021

# INDEPENDENT AUDITOR'S REPORT.....

## FOR THE YEAR ENDED 30 JUNE 2021...

TO THE MEMBERS OF CARBAL ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH SERVICES LTD

### Opinion

We have audited the accompanying financial report, being a special purpose financial report of Carbal Aboriginal and Torres Strait Islander Health Services Ltd (the Company), which comprises the statement of financial position as at 30 June 2021, the statement of profit or loss and other comprehensive income, the statement of changes in equity and the statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the directors' declaration.

In our opinion, the accompanying financial report of the Company is in accordance with the Corporations Act 2001, including:

- a. giving a true and fair view of the Company's financial position as at 30 June 2021 and of its financial performance for the year ended; and
- b. complying with Australian Accounting Standards to the extent described in Note and the Corporations Regulations 2001.

### Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Company in accordance with the auditor independence requirements of the Corporations Act 2001 and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (including Independence Standards) (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We confirm that the independence declaration required by the Corporations Act 2001, which has been given to the directors of the Company, would be in the same terms if given to the directors as at the time of this auditor's report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### Emphasis of Matter - Basis of Accounting

We draw attention to Note to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the directors' financial reporting responsibilities under the Corporations Act 2001. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

### Responsibilities of Directors for the Financial Report

The directors of the Company are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note to the financial report is appropriate to meet the requirements of the Corporations Act 2001 and is appropriate to meet the needs of the members. The directors' responsibility also includes such internal control as the directors determine necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the directors are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

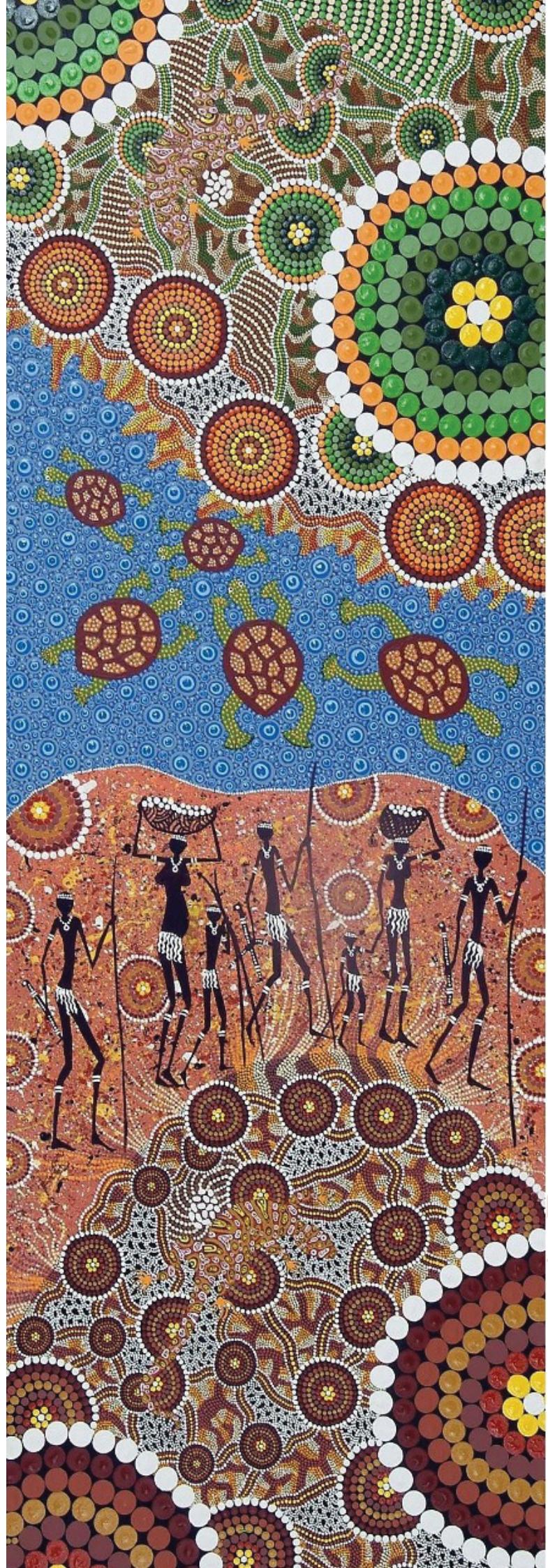
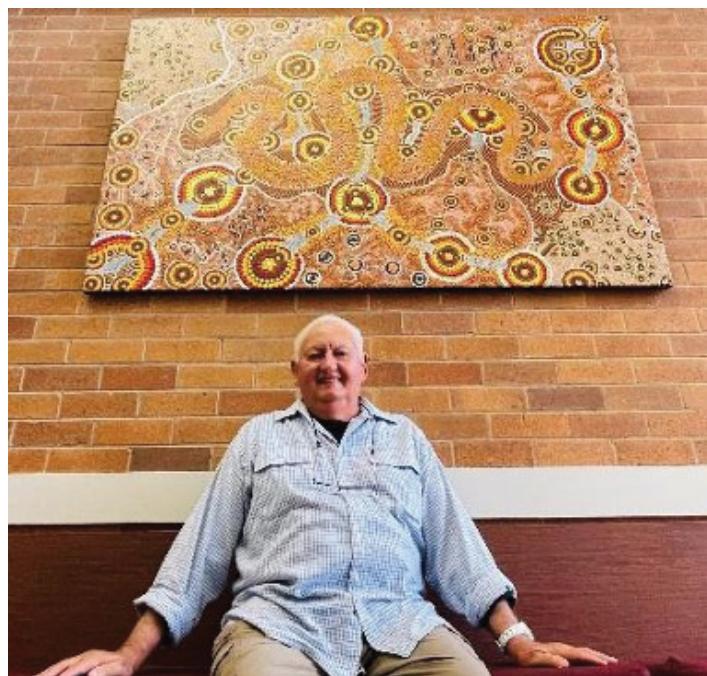
### Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial report.

# THE ART OF CARBAL

Uncle Colin Jones' art and artifacts have been on display at Carbal sites in Toowoomba and Warwick for many years. During that time, many patients and visitors to our centres have commented on the paintings and objects and expressed their desire to learn more about the stories behind them. Uncle Colin can often be seen talking to a patient who has taken interest in one of his pieces and is listening intently to his explanation, never knowing he is the creator or the owner. Carbal is fortunate to have this knowledgeable, tireless and internationally renowned artist and Indigenous academic on its board and available as an elder and educator to the broader community.

The Art of Carbal book was commissioned to celebrate the stories behind Uncle Colins' art and to educate the community about the richness of First Nation's culture. The book also contains a photographic reference section containing artifacts on display at Carbal's Toowoomba clinic. The next logical step, was to develop a website showcasing Uncle Colins' art and with his approval offer prints of his art for sale so that others may enjoy and appreciate his work. So far the site has attracted steady sales with all revenue from those sales going directly to our Strong Fathers and Marlu Youth programmes.



# (CARBAL ADDICTION SUPPORT SERVICE (CASS))

## **Andrew Bateup – Support Worker**

The CASS program has been funded by DDWMMPHN for the past 4 years. CASS continues to offer a culturally safe and appropriate support service for the Aboriginal and Torres Strait Islander community with alcohol or drug dependencies throughout the Toowoomba and Warwick regions.

A harm reduction model is utilised to support clients utilising withdrawal management and rehabilitation. Four interrelated stages are applied during the process of intervention. Clients can either self-refer or be referred to the CASS team. During the first few appointments with the CASS team, clients will undertake an alcohol and drug assessment (STAR Chart) and be encouraged to put into place their action plans for the support they want to receive.

For those clients who wish to cease their alcohol and drug use, the CASS team offers support with education and transport to and from inpatient detox units located in the Southeast Queensland region. For those clients that wish to detox within the comfort of their own home, the CASS team can support them in conjunction with treatment from their GP. Post detox, the client is supported to continue their recovery through either the inpatient rehabilitation centre of their choice or a day program in their local region.

Clients who are not ready for abstinence-based support can access CASS team alcohol and drug education, brief interventions, advocacy and transport to access the Opiate Replacement Program. CASS will also support access to other services in a culturally appropriate manner. The CASS team recognises that recovery is often a long journey and continues to offer post rehabilitation support for those clients that have maintained their sobriety. This is achieved through referring the clients to other services and checking in on the welfare with the clients as required.



## **ELDERS GROUP**

## **Naomi Von-Nida – Support Worker**

The Elders Group exists to facilitate the empowering of Aboriginal and Torres Strait Islander people to maintain their health and wellbeing in a safe and culturally appropriate way. This is partially achieved by assisting them to feel a sense of purpose. We recognise that health is not only affected by physical and mental health issues, but also by a wide range of social, economic and environmental factors.

The Elder's group operates as a healing circle and a place for Aboriginal and Torres Strait Islander people to come together for friendship, yarning and cultural activities. We take them out on excursions, such as to the Deadly Weaving event that was held in May and other social events that may arise. We also play bingo for food prizes and organise craft activities to help them with improving cognitive function, assist hand-eye coordination and decrease the risk of poor mental health. The group also provides a safe place to debrief with people their own age. These activities help to instill a sense of belonging.

# CARBAL SCHOOLS HEARING HEALTH PROGRAM

## Tash Frelek – Co-ordinator

The Schools Hearing Health program is an initiative that has been operating for over 4 years and is fully funded by Carbal Medical Services. This last year, the program expanded to service 41 schools across Toowoomba and the outreach areas of Goondiwindi, Millmerran, Texas and Stanthorpe, Killarney and Wallangarra. The free hearing checks are provided for all ATSI students enrolled in Prep to Year 3 provided that prior consent has been received from parents. To help fund the program and as a result of many requests from schools, Carbal also offers hearing screenings to Non-Indigenous children for a fee of \$25. This cost covers the initial test and one follow up test. Last year we also administered 253 paid tests.

Schools are visited each term where a hearing screening or a follow-up is provided. When issues are detected, the parents are sent a letter of notification and one is also sent to their family GP. All parents and the school are notified of the outcome regardless of the results.

During 2020-21, 60 students were detected with significant hearing loss and a further 150 students presented with an ear or hearing related issue. (Eustachian tube dysfunction, middle ear pathology, wax build-up or a foreign object in the ear canal).

Children can be referred to Australian Hearing for a further assessment if they have returned 2 checks with identified issues. Australian Hearing may then recommend surgery, hearing aids or whatever is required to address the problem.

Checks – during the school check, the child has Otoscopy, Tympanometry and audiometry tests performed. These tests take around 5 to 15mins per child to complete depending upon whether any hearing issues are identified.

During 2020 Carbal purchased and custom-fitted a mobile hearing health assessment clinic. This was purchased to help minimize the disruption to staff and students in the school grounds and to provide more accurate testings in a quieter environment.

Visits to the schools during school terms are very busy with all 40 term weeks booked in advance. This also means that at present we do not have the capacity to screen grades higher than Year 3. We prioritise these years as they are the ages when hearing issues can cause the most damage to the developmental and learning of each child.

hearing  
health



THANKS CARBAL...WE "HEAR" THINGS WENT WELL. OVER TWO DAYS LAST WEEK A TOTAL OF 95 STUDENTS HAD THEIR HEARING CHECKED RIGHT HERE AT SCHOOL, WITH NO CHARGE TO PARENTS AND CARERS. THE PROCESS COULD NOT HAVE RUN MORE SMOOTHLY AND WE ARE THANKFUL FOR ACCESS TO THIS VALUABLE SERVICE.

- Killarney State School Term 2 visit.



# FEMALE BOARDING STUDENTS HYGIENE INITIATIVE

This program commenced out of the need for sanitary items and hygiene products by female High School boarders when they are staying so far away from home. A lot of these girls come from remote communities and their families have many financial issues living in low socio-economic circumstances. The communities that the girls come from ranges from Murray Island – Torres Strait, Weipa, Palm Island, Cunnamulla, Mt Isa, Cherbourg, Wondai, Lighting Ridge and many more communities. The girls can feel isolated and lonely being so far away from their families and this is just one way to show that they are welcomed into our community.

Carbal Staff saw girls at 6 boarding schools and 131 students received these welcome bags full of products. We have received funding assistance from QCF - Queensland Charity Foundations as well as donations of women's products and handbags from Share The Dignity. Carbal also contributes generously to the funding of this initiative.

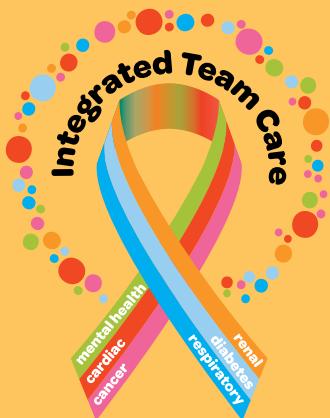
Each girl receives a bag full of female sanitary items as well as shampoo/conditioner, soap/bodywash, deodorant, brush/comb, moisturizer, toothbrush/toothpaste, razors and tissues. The girls know that they can call the Carbal Co-ordinator, Toni Crossley if they require more female sanitary items and they are provided. Each bag also contains information regarding women's health and particularly menstruation cycles for the girls who might be too embarrassed to ask questions.

Whilst there, Carbal staff speak to the girls on the importance of having regular health checks including the comprehensive 715 full health check each year. As they get older, PAP smears and breast checks are also recommended. Carbal staff also discuss the pathways and benefits of working in health and particularly health for Mob - how rewarding it is, becoming healthier yourself as well as influencing your community to become healthier.



We are always pleased by the looks on the girls faces as they open their bags but it can be heart breaking at the same time to see how little it takes to bring some happiness to their lives. They are always most appreciative and grateful – it is a wonderful grass roots initiative and we hope it can continue for many years.

**Toni Crossley – Co-ordinator**



# MARLU YOUTH

## Dan Minton – Support Worker

- Marlu Youth is a new program that has been modelled on the Strong Fathers program which has now been running for a number of years. The programs are designed to facilitate a greater understanding of emotional and mental health issues through the use of cultural lessons and physical education.
- The first course was delivered over 3 months and included 8 young males who attended on a weekly basis. Each client presented with a range of life issues that revolved around past traumas, poor school attendance and criminal history.
- The clients also attended the Fitlab gym where they learnt how to work together by doing team activities and offering each other encouragement and support. They also learnt about healthy eating, how the body changes as they grow and goal setting. There were monthly tests to see how their fitness levels improved each month.
- The clients learnt about Aboriginal culture from Uncle Colin and Charlie each week through discussion of lived experiences and by participating in art therapy. All men who attended the program shared their life experiences with the young men to give them an understanding of what struggles we all face and the different possibilities to learn from our mistakes. They learn that through adversity we all can grow and be stronger.
- Staff from the Carbal Outreach team taught the young men traditional weaving and one of the clients who spent the first 6 years of his life in an extreme domestic violence situation and was getting suspended from school on a daily basis was selected to have his artwork put on display in the Toowoomba Art Gallery for NAIDOC week. The art work was a representation of what boys can achieve instead of committing violence or crimes.
- Another client of the program was not attending school, would isolate himself in his room and would lash out at his parents and siblings, has now been able to attend school on a regular basis, build a friendship circle, articulate to his parents the emotional pain he feels and also attend a job interview which resulted in securing an employment trial.

Our oldest attendee, who was referred to us via Murri Court at the age of 19, has made some significant changes over the duration of the program. Previously all major relationships for him were in breakdown and at times he was living between the houses of friends and those of extended family. Over time, he was able to build a stronger, stable relationship with his partner and mother and through his continued development he encouraged his father to attend rehab where he is now receiving support by our Carbal team. He has also shown leadership by sharing his life experiences and cultural understandings with the younger males.

Further support was provided to each client and to their families by way of access to Strong Fathers, Strong Mothers, Koala Club and Elders Group.

Carbal will continue to grow and develop Marlu Youth so that young adults may have stronger influences relating to culture, traditional practices and learning through spiritual pathways.

# INTEGRATED TEAM CARE (ITC)



## Manager – Deslea Cooper

The Integrated Team Care (ITC) Program exists to improve access to primary health care services for Aboriginal and Torres Strait Islander people by offering care coordination and supplementary services. Funded by Darling Downs and West Moreton Primary Health Network (DDWM PHN), the service essentially supports people with chronic conditions. It ensures that patients have access to affordable pharmaceuticals, transport services for medical specialist appointments, medical aids and also access to a wider array of community services. The program utilises the services of Outreach Workers and Care Co-ordinators to provide the connection between services and community.

## Achievements

During the past 12 months, a total of 284 new clients were referred to the program. This brings the client base being serviced by the program to 1134 - compared to 850 last year. The Care Coordinators as per mandated Commonwealth Government guidelines, utilised supplementary services funding to support 20,119 individual occasions of care in the last year. These services have included support with the provision of CPAP Machines, medical footwear, Dose Administration Aids, Oxygen concentrators, accommodation for out of town health appointments, dressings, spectacles, and many out-of-pocket Allied Health and Specialist appointment costs.

An important component of the ITC Program are the Transport Services. During the last twelve months, we have supported and transported over 376 Toowoomba & Warwick clients to 4,963 occasions of care. We are also able to provide taxi or fuel cards when there is not transport available due to other commitments.

## Good News Stories

A patient had been referred to our ITC program for her diabetes and chronic renal disease. Initially, we helped the patient with transport to and from medical and allied health appointments and with her weekly renal appointments. Unfortunately, just before Christmas 2020 the patient suffered a heart attack and had a long hospital stay which ended up with the patient getting numerous pressure sores. The ITC program assisted with the provision of medical aids, including a wheel chair, shower chair, over the toilet seat aid and also with the hiring of a pressure mattress, a roho cushion for her wheelchair and dressings for her pressure sores. We have also assisted with getting My Aged Care assessments done. As the patient's pressure sores needed to be dressed on a daily basis, we made sure that the patient was transported to the clinic daily for wound dressing and we made sure that she had enough of the right dressings for her wound care. The patients wounds have now healed completely.

The patient is a 70-year-old lady who was referred to ITC with mental health issues. Her mental health had been deteriorating due to a long wait for a complete knee reconstruction. When we first spoke with this patient she had been in hospital for many weeks and she was not allowed to be released from hospital without particular medical aids provided at home. ITC provided the patient with a wheelie walker, shower chair, an over the toilet seat and an adjustable high back chair. The patient was also struggling to pick things up so an extendable arm grabber was provided to assist.

A patient had a complete mental breakdown in 2000 due to extreme stress and has not recovered from this, being on medication ever since. Due to her severe anxiety, she cannot do simple things like shower alone. She had not seen a professional for years for her mental health issues, so we spoke to the patient about the benefits for her and her husband if this re-commenced. The patient then requested a referral from her GP to see a Psychologist. We received an email from the patient a few days after she was released from hospital.

"I am writing to thank you sincerely for your wonderful support in the prompt provision of the adjustable high back chair which was safely delivered to my address this morning. Your kind assistance during this difficult period in my overall health is so very much appreciated and your support in the supply of important items to aid in my disability are already making a huge difference to my care and comfort since being discharged from hospital."

# CARBAL COMMUNITY FOOD BANK

In late 2019 Carbal ITC Team found there was a need for extra support in community outside of the current ITC support already provided. This need was for food. The ITC Team approached an Organisation called Second Bites which is an Emergency Food Relief organisation, dedicated to rescuing and redistributing surplus fresh food to people in need. Carbal jumped on board with to encourage and support community members to start eating more healthily and we provide weekly food hampers to as many families as possible.

Carbal purchased a delivery van that enables ITC staff to collect fresh fruit and produce from three Toowoomba Second Bites locations twice each week. ITC staff continued with this arrangement for 12 months, collecting a large variety of food to place into hampers. However, during 2020, Covid 19 restrictions affected the supply of food. Carbal then approached another organisation called OZ Harvest. This organisation was happy to support us every Wednesday with a large variety of meat, fruit and vegetables and bakery goods. In just nine months we received 3370kg of fresh produce and this has allowed us to distribute 442 hampers to community. ITC staff also engage in weekly 'cook- ups' where we make soups, chicken dishes, curries, shepherd's pies etc for our elderly and the most needy in community. Due to an increase in the program and the need to store large amounts of perishables, Carbal purchased and installed a new Cold Room at the ITC facility.

Since July 1 this year we have also started receiving food from Fishes & Loaves who collect from a warehouse each week in Brisbane and then distribute from their warehouse here in Toowoomba. We collect produce from them every Thursday. The program continues to expand in both need and in the addressing of this need and Carbal is proud to add the Food Bank to a long list of self-funded programs that we deliver.

## MULTICULTURAL CLINIC

In March 2020, Carbal commenced a new health service dedicated specifically to refugees. The clinic has grown quickly and now provides services to more than 570 refugees from countries as diverse as Iraq, Syria and Afghanistan. Services offered include:

- » General Practitioner services
- » Antenatal services
- » Women's wellness services
- » Immunisation catch up and flu clinics
- » Mobile refugee health checks for school students.

Students at 6 primary and secondary schools in Toowoomba have received refugee health checks over the past 12 months with a total of 277 students receiving developmental, hearing and vision screening to ensure that good health supports their learning.

Flu clinics located at convenient locations such as the Multicultural Australia Youth Hub have provided opportunistic healthcare to people from a refugee background who may have limited access to transport and preventative health services.

In partnership with Multicultural Australia, the Carbal Multicultural Clinic has contacted over 80 refugees to offer them an opportunity to receive the Covid-19 vaccination. 21 refugees have so far been supported to complete the Covid-19 registration forms and receive the vaccination at Carbal's vaccination clinic.

The multicultural clinic continues to provide healthcare to refugee patients with complex needs. Our focus on preventative health including flu clinics, refugee health checks and Covid-19 vaccinations will continue, along with our commitment to partnering with local service providers to meet our patient's needs.

# STRONG FATHERS, STRONG FAMILIES

## Charlie Rowe - Outreach Services Manager

Strong Fathers, Strong Families, is a program designed specifically to promote the important roles of fathers, grandfathers, uncles and carers as healthy role models and to engage fully in the lives of their children.

Strong Fathers has completed 9 group courses since July 2020. Every client who was referred completed the 7-week program. There were some awesome outcomes for the men who completed the program. It has changed their lives. Strong Fathers operates in partnership with the Community Justice Program and the Murri Court. The success rate for referred clients who complete the program not being sent back to prison since the program commenced in 2016 is 100%. The impact upon families of this statistic is immeasurable. The number of families who were re-united with their children because of this program is also very high.

### Case Study

A client has been coming to the Strong Fathers program for the past 3 years. Prior to starting he had a long history of being in and out of prison. Since participating in the program, he has not re-offended and he has not been back to prison. This year he has secured a new vehicle licence, purchased a car, welcomed a new baby into his family and his 15-year-old son has returned home to live with him..... and to top that off..... he is also getting married this year!

The Strong Fathers program has built his inner strength so that he now makes the right decisions for himself and for his family. Through the Strong Fathers program, he has learnt self control. He has attended all his medical and specialist appointments. It has been a wonderful success story.

Strong Fathers offers Pre and Post Support - the client knows he can call me or come to see me whenever he needs to. I have also seen the growth of his own support system within community.

Strong Fathers, Strong Families is another program that is fully funded by Carbal Medical Services. We are very proud of our achievements and for the ongoing commitment by our organisation.



# STRONG MIND STRONG SPIRIT

## Social and Emotional Wellbeing Program

Funded by the DDWMPHN, Carbal Medical Services delivers low intensity mental health services to our community which aims to increase overall community access to evidence based psychological intervention for people with, or at risk of, mild mental illness and who do not require the traditional services provided through existing primary mental health care intervention pathways.

Carbal also delivers Social and Emotional Wellbeing (SEWB) Mental Health Support with a primary focus on people with mild to moderate mental illness who are not clinically suited to lower intensity levels of intervention, including self-help, digital mental health services, and low intensity mental health services and who are underserviced through other arrangements, particularly the MBS.

Each client is centrally triaged into the SEWB program, matching the treatment targets and delivering services at that level either by an Aboriginal Health Worker, Psychologist, Mental Health trained GP, Psychiatrist or Peer Worker. This is further augmented by the National Psychosocial Support (NPS), Continuity of Services (CoS) and Suicide Prevention (Reach Out and Recover) programs which are delivered by Carbal and also funded through the DDWMPHN.

In 2019/2020 Carbal Medical Services delivered Social and Emotional Wellbeing services to 283 clients, not including those who attended one-off group sessions or were exited from the program. Every quarter Carbal reports on outcomes and provides a case study as an example of how Strong Mind ,Strong Spirit, integrated with Carbal's other support services is changing and influencing lives.

### One such example is:

A male in his mid-forties presented with major depression, anxiety presenting with trauma related behaviors, family abuse, Complex behaviors, Communication and Language Barriers (due to anxiety), Housing, Chronic diseases.

His goals were to improve his social and emotional wellbeing and accommodation.

### Carbal Medical Services delivered the following wraparound and care coordination services:

- » Assisted in relocation from rural location.
- » Supported client with referrals
- » Provided current GP: Mental Health Care Plan and Referrals
- » Engaged client with:
- » Psychologist – Mental Health
- » Dept. Of Housing
- » Housing Hub
- » Nutritionist
- » Diabetes educator
- » Podiatry
- » ITC (Integrated Team Care- Carbal)
- » Aboriginal Support Worker (ASW) facilitated transport to all appointments.

### Outcomes achieved:

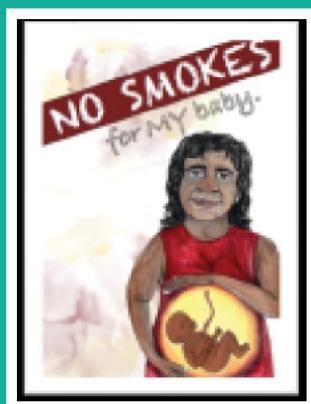
- » Has obtained Mental Health Care plan from GP
- » Has gained housing for family to be closer to Hospital for medical conditions.
- » Was supported in accessing Housing Hub, Nutritionist, Diabetes educator, Podiatry.
- » Has started Therapy with Psychology
- » Was supported in accessing ITC to access new sleep CPAP machine, new diabetic machine, Blood pressure machine, all Webster packs for medication to be paid for and delivered to family address.
- » ASW is continuing to support client with any transport or further consolation's if requested.

# TACKLING INDIGENOUS SMOKING

## Tamika Campbell & Reece Griffin - TIS Team Leaders

The Carbal Medical Services Tackling Indigenous Smoking (TIS) Program underwent a major change in the 2020-2021 year. Traditionally TIS has been run by two dedicated TIS Workers whose roles were to run groups and promote smoking cessation. With the challenges presented by COVID19 and the inability to engage in face-to-face group sessions, Carbal looked for innovative solutions to engage, empower and promote smoking cessation for our mob.

It is now every member of staff's role at Carbal to promote TIS and encourage people who smoke to quit. All Carbal Staff provide specially designed resources and education to individuals and groups of people to make sure that they understand the importance of quitting. Carbal has produced a wide variety of resources for staff to use:



### Storybooks

We have two TIS storybooks, one that talks about what good and bad smoking is and the other aimed at young mums and the dangers of second-hand smoke.

Each of these books has been provided to every school and Kindergarten in Toowoomba (10,000 copies provided in 2020-2021)

### Corporate Box

This is a box full of support materials for organisations who want to help their workers who smoke, to quit. The idea is that one person within an organisation becomes the TIS champion and encourages others in their 'quit' journey. There's a collection of stress balls, encouragement sayings, a journal to complete and a handbook. In 2020-21 this box was provided to 11 organisations.



### TIS Presentation Series

We have a collection of PowerPoint Presentations that are used by staff in group meetings or provided for a school or organisation visit. There are five PowerPoint presentations, and they are aimed at:

- » Mothers (run 7 times in 2020/21)
- » Youth (run 3 times in 2020/21)
- » Workplaces (run 11 times in 2020/21)
- » Schools (run 21 times in 2020/21)
- » The Home (run once in 2020/21)

These presentations are now also available in online modules through Carbal@Home.

## Education Bites

These are 30 seconds to 1 minute “bites” of education and are hosted on our Facebook page. These are updated regularly and focus on whatever the theme of the month is – workplaces, youth, second-hand smoking etc.

In 2020/21 we had over 500 people in total viewing our education bites with many people then presenting to the clinic and asking about smoking cessation.

On the 29th May we hosted our TIS Fun Run with over 90 participants, this was an excellent way to celebrate the journey to quitting and support our community in a positive health promotion. We look forward to another successful year of quitting in 2022!



# **TIMELY ALLIED HEALTH FOR MOB**

## **Manager – Chan Draper**

It gives me great pleasure to provide the Annual Report for Timely Allied Health for Mob program. As you are all aware we have successfully contracted a range of allied health professionals to be based at our Russell Street premises. We have also been fortunate enough to secure a building in Warwick to carry out services from a different location due to demand. This speaks volumes for both clinics and indicates the need for mob to access these services.

In that time, we have had 2262 Referrals for Toowoomba clinic. Our mob are receiving the onsite clinics with great enthusiasm, hence the increase of referrals and we are pleased to report only a minimal number of 'no shows'.

Every provider on our team is considered to be an intricate part of shaping health for our mob, so we are always looking for ways to be innovative. An area where we decided to enhance the service was with our exercise physiologist. We transport our clients for every clinic to attend The Fit Lab to see the exercise physiologist in a gym capacity. This allowed the exercise physiologist to design appropriate treatment for our mob. Even though a clinical room was provided here at Carbal, the growth of these referrals demonstrated that we needed to move this clinic offsite to a more suitable location.

Many of our Toowoomba allied health providers also attend our Warwick clinic to address the requirements for mob in the Southern Downs region. Warwick have maintained and expanded the working relationship with local providers who are attending the clinic and all have now re-settled to the new King Street premises. We have also increased clinics in both Toowoomba and Warwick, with those that were monthly changing to fortnightly and those that were fortnightly changing to weekly. We are fortunate to have providers who are so flexible when it comes to changes.

Our allied health providers also participated in our Carbal Cultural Awareness training. They really benefited from the training session, as they felt it gave them a tool to be culturally safe and appropriate. It really assists a great working partnership when this type of training is accessed.

## **Allied Health Providers attending Carbal Cultural Awareness Training**

Throughout the year, we have collated feedback from our clients from both Toowoomba and Warwick clinics. Here are a few comments reflecting that they were impressed with the services.

*"Encouraging, constructive and very helpful"*

*"Helpful and great"*

*"Fantastic work"*

*"Very Pleased"*

*"Wonderful"*

*"Very supportive and happy with my progress"*

We really value our feedback from mob. It is also pleasant to see us all collaborate to improve health outcomes.

### **We have seen great progress in the referrals;**

- » Psychology have increased appointments attended from 18 to 45 in a month
- » Physiotherapy have increased appointments attended from 7 to 45 in a month
- » Podiatry have increased appointments attended from 4 to 15 in a month
- » All Allied Health providers now wear our specially designed shirts.

Timely Allied Health for Mob is not just intended for clients of Carbal, we also extended the service to all other clinics for their indigenous clients to access. Once we became known to other services, the referrals commenced, and our service has been well received.

This is an ideal platform to thank all the staff at Carbal along with all our providers for the endless effort that is moving us forward with mob health outcomes.

As we look to the future, we see that there will be an increase in demand for services throughout the community. We continue to develop and recruit for our Allied Health team and we also acknowledge the importance of current partnerships.



# CARBAL NDIS SUPPORT SERVICES

There has been continued growth of staff, clients and a further expansion of Carbal NDIS Support Services during 2020-2021. We experienced an increase of 30% in support services delivered during the past year. Carbal provides support coordination, direct support services (within homes and in the community), plan management, and assistance with NDIS access. We have expanded to the surrounding areas of Toowoomba and Warwick including Stanthorpe, Killarney, Clifton, Oakey and Lockyer Valley.

## **Carbal NDIS Services is designed to:**

- » Support participants with low to medium support needs.
- » Service specifically our Aboriginal and Torres Strait Islander community.
- » Honour commitments to providing disability supports to participants residing within SIL housing, Toowoomba's CCU and Ballie Henderson Hospital.



The expansion has required increased staff to meet the demand. We currently provide employment to 23 local people in this program. Over 90% of the staff identify as being of Aboriginal or Torres Strait Islander decent and this enables us to provide culturally safe and appropriate services. Additionally, clinical team members have also been trained to better support participants with their Chronic Health conditions.

## **Carbal NDIS Support Services prides itself on the outcomes for participants. Overall, there is a positive trend across key indicators. These include:**

- » Decreased homelessness, due to support provided in gaining suitable housing.
- » Carbal's organised group activities and day trips have significantly increased social and community participation for our participants and other community members. Maintaining these connections are one of the keys to maintaining good mental and physical health. There have been many friendships made, skills learnt, and much fun had.
- » Improving independence in clients by building capacity and skills in all areas of daily living and relationships.
- » Increased employment and training opportunities for our participants. Encouraging the benefits of entrepreneurship.
- » Improvements to client wellbeing by recognising the importance of history, family, culture and Country when providing support.
- » Participants living healthier lifestyles; through supporting clients with meal preparation, healthy eating, medication administration, education, exercise, attending medical appointments, and accessing addiction support services.

These quality outcomes are a result of working collaboratively with multiple Hospital Service teams, Carbal Medical Services Clinics and the ITC program, Allied Health professionals, Probation and Parole, Pharmacies and many more important stakeholders.

Due to the expansion of Carbal Support Services over its 4 years of operation, some strategic changes were required to accommodate future growth. This required a change to how we contract our direct support providers. From the 1st July 2021, existing support worker staff were assisted to transition to operate as sole traders. Carbal designed a 'Business Basics' training module; and over 6 months delivered training to equip staff with the skills to confidently manage their own businesses. During the year we were also extremely proud and grateful to receive a grant from QCOSS to fund 17 employees to undertake Cert IV in Primary Health Care and 6 employees to complete their Diploma of Management.

Carbal NDIS Support Service's response to the COVID-19 pandemic focused on supporting participants and staff to ensure maximum safety and minimum disruption. There was an increase in 1:1 supports during this time. Funding flexibility supported participants to meet critical needs.

Carbal NDIS Support Services ensures a participant-first approach to ensure the best outcomes for participants, their families, and the community.

**Initiatives for the year ahead include:**

- » To further increase growth and diversity, servicing clients and increasing job and business opportunities in our local communities.
- » Expand Carbal Support Services into communities with large Aboriginal and Torres Strait Islander populations; that require culturally appropriate disability support services.
- » Explore the opportunities and challenges of providing group supports in client's homes.
- » Continuing to design and implement new social programs individually tailored to clients' interests and needs, ie cooking classes, sporting and music groups and the opportunity to develop a microbusiness.
- » The success of Carbal Support Services and the quality of the supports we provide to participants is due to the dedication and skills of our managers, staff, contractors, volunteers, and external stakeholders who all work tirelessly and wholeheartedly to provide such a great service.



# TOOWOOMBA GENERAL PRACTICE CLINIC REPORT

## Reece Griffin – Clinic Manager

The 2020-2021 financial year has been a year of continued growth and success despite the Covid 19 pandemic and the obstacles it brought with it. I am proud to announce that the Russell Street team again successfully passed accreditation with Quality Practice Australia.

Achieving accreditation as measured against the Royal Australian College of General Practice standards shows our patients that we are serious about continuing to provide high quality, culturally appropriate, multidisciplinary, holistic health care to over 6000 patients in our community.

Our model continues to improve access to all services by providing transport to and from, not only our facility, but also other specialist services across the region. As a result, our transport drivers have provided over 5406 trips using our custom-fitted DMAX vans, that can seat up 7 passengers including children and babies. The vans are also equipped to accommodate those with reduced mobility.

We are fortunate to include in our supportive team, 8 Doctors, 8 Nurses, 2 midwives, 5 Aboriginal Health workers and 4 receptionists, all of whom combine to provide excellent primary and preventative health care and Chronic Disease management.

The Mob Van continues to be utilised to provide preventative health assessments to many schools in the Toowoomba region and this in turn engages and empowers our youth to acknowledge, own and improve their health. The GP and Aboriginal Health workers have provided this service along with education to over 259 students during the past 12 months. The MOB Van has established a great rapport across the community, both the students and staff alike thoroughly enjoy the time spent in the MOB Van.

Our first community event held post pandemic was our successful Flu Day where we were able to provide immunizations to over 92 community members. There were shirts, fruit and vegetable Hampers and gift cards awarded as prizes to community members.

We are proud to partner with Keepsight.org and Diabetes Australia to promote the importance, prevention and early detection of eyesight related conditions. Together we were able to create Culturally appropriate resources and incentives to promote and incentivise our MOB to continue to look after their eye health.

The clinic continues to raise awareness about conditions affecting MOB. Each month we have a health-related theme focus for our screenings which allows us to educate and identify patients that may benefit from support in this area. This also included a staff get-together for Carbal's Biggest Bake Off which consisted of staff getting together and raising much needed funds for the Cancer Council of Australia - an event that was enjoyed by all.

In May 2021, Carbal began to administer covid vaccines to the community. For the past 12 months Carbal has been very pro-active in educating our patients to be able to make an informed decision about the Covid 19 vaccine. The vaccination is the ONLY way that we will be able to control the constant spread of this highly contagious virus and be able to return to normal life again. To say thank you to MOB for getting the vaccine and protecting those that are vulnerable, Carbal designed beanies to give to everyone who receives the jab.

Carbal had the pleasure of hosting the very first First Nations' COVID-19 vaccination program for Aboriginal & Torres Strait Islander health workers (AHW's) at our purpose-built training centre in Toowoomba. The First Nations' COVID-19 vaccination training aims to upskill our AHW's to assist service vaccination team members involved in the Australian vaccination clinics.

### **Facilitated by Queensland Health, the workshop provided an overview of:**

- » COVID-19 vaccines;
- » Preparing for vaccination;
- » How to administer vaccines;
- » Post vaccination care.

Our AHW's play a pivotal role in the COVID-19 vaccination rollout and will assist in ensuring that correct information is provided to our patients in relation to COVID-19 immunisations.

Carbal's New Directions program provides pregnant women and their families with culturally appropriate antenatal and postnatal care. It is our aim to provide high quality personalised care by treating every woman as an individual. This ensures that the best possible outcomes for mother and baby are achieved. Carbal New Directions employs two midwives and two Aboriginal Health workers who assist with the provision of services. Our patient numbers fluctuate, but on average we will be caring for thirty-five to forty-five women at a time. The success of the service is identified through the positive feedback we receive from our clients and their families. Additionally, we have many women returning to Carbal New Directions for their second and third babies due to the high standard of care provided.

Carbal teamed up with Queensland Aboriginal and Torres Strait Islander health council (QAIHC) and Toowoomba hospital to deliver culturally-appropriate antenatal education sessions in our community the "Mudal-yaal Yarnin – Antenatal Classes". These classes teach expectant mums how to best look after themselves and their babies during this exciting time. The experienced midwives provide many crucial tips relating to health, diet and nutrition, as well as what mums can expect before, during and after the birth. The classes were held at our purpose-built training facility at Charnley Street and the environment was fun, laidback and informative.



# Toowoomba Respiratory Clinic and Vaccination Centre

## Tamika Campbell – Clinical Operations Manager

As predicted in the 2019-2020 Annual Report, the Respiratory clinic was commissioned by the Department of Health to transition to a dual testing/ vaccination centre for the 160,000 people who live in the Darling Downs region as soon as the COVID 19 vaccine was approved by ATAGI as safe for administration. We now have capacity to offer 4 Isolation rooms for Covid Testing and 5 vaccination rooms for Covid immunisations.

It was and still is vital that we continue to support Australia's Covid suppression strategy and provide a facility where the community can have timely access to face to face Covid 19 testing in a GP led Respiratory clinic. During the past 12 months, we administered 5,796 Covid 19 Respiratory Assessments and Tests. We were fortunate to have the capacity to source two external buildings to allow us to safely adhere to the strict infection control requirements as set out by Aspen Medical Australia and allow separation for patients presenting for assessments rather than vaccinations.

Within two weeks of the March 2021 vaccine landing in QLD, the Respiratory Clinic commenced vaccinating our community. We were able to expand our workforce and ensure that all staff had met the strict training requirements set by the Commonwealth Department of Health in line with guidance from vaccine manufacturers, jurisdictional legislation and reporting requirements. We also navigated our way through an updated booking and patient information system which was rolled out across the country for the first time to allow us to document and upload vaccination records to the Australian Immunisation register.

We ran several successful marketing campaigns, and News/ Radio interviews to highlight the importance of vaccination throughout the community and to assist Toowoomba residents in making an informed decision, especially during times where guidance and advice about the vaccine and vaccine eligibility was changing weekly. Carbal maintains a united front in informing all community members that the Covid 19 vaccine is a safe way to protect ourselves, our families and our communities, especially the vulnerable and those unable to be vaccinated. The more people that have the vaccine, the safer our communities will be. All Carbal staff members are fully vaccinated.

In support of this, we also created a story book titled, "Miro and Iluka and the covid 19 vaccine" which we are using as an educational resource. This story book is aimed specifically at youth and encourages families to talk about vaccines and the importance of being vaccinated. The book is distributed to schools across the region and encourages conversations to be had around the importance of vaccination and immunisation.

The staff at the Respiratory / Vaccine clinic have maintained their professionalism every day and calmly handled any challenge they were faced with, including the Southeast Queensland cluster outbreaks which saw the patient numbers for both Testing and Vaccines rise to almost 1000 in one week. It was "all hands-on deck" to manage administration, patient coordination, testing, vaccine delivery and parking logistics.

From the commencement of the vaccine clinic in late March 2021 we have vaccinated 6,185 people living on the Darling Downs. This has included the provision of dedicated vaccine clinics staffed with multilingual staff and doctors to accommodate the high number of multicultural residents in Toowoomba. We have also conducted dedicated homeless persons vaccine clinics where we provided transport to those unable to access the service on their own.

We continue to participate in the Rural GPRC National Leaders forum led by the Rural Health Commissioner, Professor Ruth Stewart and we attend fortnightly meetings allowing a valuable space to network, troubleshoot and share ideas and feedback with regard to the National Vaccine rollout and Covid Pandemic response and how GPRC's are addressing this.

# KOALA CLUB

## Louarna Waters – Support Worker

The Koala Club is conducted fortnightly in Toowoomba and weekly in Warwick. It consists of a play group to encourage fun ways for mums and especially new mums, to interact and promote healthy lifestyle choices for Aboriginal and Torres Strait Islander women and their babies. Koala Club creates a safe space, conducted by health professionals where mums can enjoy activities with their children under 5 years of age.

Group discussions focus on the women's strengths and what they already know and how we can build together to grow healthier and happier families. By engaging in a group setting the mothers are able to share stories and ideas that they have found to be successful. Carbal midwives regularly attend and provide support and education for the new and expecting mums. They are also introduced to the large number of support services and programs that are available at Carbal.

## CARBAL RESEARCH AND MENTORING

During the past 12 months. Carbal has partnered with the University of Queensland, University of Southern Queensland, James Cook University, The Australian Catholic University as well as Toowoomba TAFE to share our knowledge through placements with Medical, Nursing and Midwifery Students as well as students studying to become Aboriginal Health Workers.

A placement at Carbal Medical Services allows the students to see first-hand the complex determinants of Aboriginal and Torres Strait Islander health, become culturally responsive and develop their own cultural competence and understanding of cultural safety. It can also assist to build effective communication and relationship building skills whilst having the opportunity to contribute to and potentially become advocates for Aboriginal and Torres Strait Islander health outcomes.

Spending time with our teams allows the students to become aware of and develop an understanding of the holistic patient centred and multidisciplinary care that we offer.

Students can see and experience what it is we do, how we do it and why. This means that when they graduate, no matter what direction they take, they will have a good awareness of Aboriginal and Torres Strait Islander health care. We know that the Aboriginal Community Controlled health care model paves the way when it comes to how Primary Health Care should be delivered, how we view the patient holistically and treat the whole person and not just the biomedical issues. When students experience this first-hand, it helps to create a better more well-rounded health carer.

Carbal continues to be an accredited training practice with General Practice Training Queensland and again has hosted a range of General practice registrars in both their first and seconds year of training.

The Registrars are fortunate enough to have continued access to Charlie Rowe – Carbal Outreach Manager and Cultural Mentor for General practice Training Queensland for the past 2 years. Charlie facilitates weekly Cultural sessions for the training registrars over a 10-week program. He provides advice and a deeper understanding of cultural and social wellbeing to enhance the skill set of these upcoming Doctors in indigenous health care. This allows a better insight into the complexities of the needs, historical issues and the impacts of intergenerational trauma for Aboriginal and Torres Strait Islander health as well as an insight to the provision of holistic care in a culturally safe way.

# WARWICK CLINIC

## Kerry Stewart – Clinic Manager

The 2020-2021 financial year has been a busy one for the Warwick clinic and we have delivered significant achievements and continued to expand our services to our ever-growing community. Carbal Warwick is committed to Closing the Gap and life expectancy imbalance between Aboriginal and Torres Strait Islander people and non-Indigenous people.

The Warwick Clinic has taken on many challenges during the year and will continue to implement effective clinical and community support across all aspects of health provision to further develop and increase our service delivery. We have opened a new Allied Health facility to allow for the expansion of our Allied Health services which include a Dietitian, Diabetic Educator, Physiotherapist, Podiatrists, Psychologist, Occupational Therapist, Speech Pathologist and Chiropractor.

Warwick continues to dedicate resources to community health days and community forums. We deliver services such as immunisations, COVID vaccines, comprehensive health checks, women's wellness checks, develop GP Management plans, facilitate a diverse number of community health enhancement programs and administer vision checks on our Diabetic Retinopathy Camera.

Warwick Clinic has welcomed 708 new Patients during the past year.

All staff have completed COVID training and our Aboriginal Health Workers are also trained to administer the COVID Jabs and Flu Vaccines.

## Carbal Craft Group

The Carbal craft group meet on a weekly basis on Thursdays between 10am – 2pm. The group meets at the Baptist Church Hall, Percy Street, Warwick. We have held a total of 44 sessions during the year with an average attendance rate of around a dozen people each week. Activities vary from week to week with a major focus on preparing craft and art work to use as material to decorate a tree for the annual Jumpers and Jazz festival which is held in Warwick. The group is regularly awarded recognition for their outstanding work which includes knitting, crocheting and painting as well as activities using felt, foam, wool, bark, pine cones and pretty much any other medium that is available. The members of the group have lots of fun and laughs and this program gives the participants time to catch up and relax through sharing their thoughts, ideas and their art.

## Koala Club

Koala Club meets weekly on a Friday morning from 9am-12noon during the school term. Regular attendance is between 12 and 25 people. The numbers drop during the cold winter months as mums elect to keep their new babes inside and warm. A number of regular mums have now found employment. This is exciting but it is also a bit sad for us to say goodbye. The Koala Club Group generally meet at Warwick Baptist Church Hall however we sometimes meet at the local park, bike park, River, Library or Queen Mary Falls for a nice change.

As we are part of the JCU research project we needed to select a main goal. The group chose Self Care and them participated in a number of supporting activities:

- » Pamper days – painting nails, foot soaks, face masks, hand massages
- » Easy and healthy meals were cooked together
- » Taking the children to the bike park to play and run with them
- » Healthy sausage sizzles in the park
- » River walks – taking the kids with bikes and prams for a walk around the river
- » A lady from Centrelink visited to help Mums with questions regarding Centrelink and getting back into work
- » A Dentist from Warwick Hospital visited and spoke about oral health care
- » Painting / craft activities for the children and science experiments with bubbles, colour and vinegar.
- » Yarning circle – discussion of our mental health and better ways of caring for ourselves

The Koala Club group also concentrated on supporting Indigenous language. We are in the process of making a book with pictures of our bubs hands / feet etc. and writing on the opposite page our native words. The group have also explored language through:

- » Painting and symbols – making games – painting symbols on rocks to play a matching game
- » Reading books
- » Craft activities that align with the books we have read
- » A trip to Queen Mary falls for a treasure hunt – finding the pictures with the native word on our picnic and walk
- » Yarning circles
- » Book week dress ups and activities in the Library
- » Bike park – discussing our mob languages with what we see
- » River walks – discussing our mob languages and what we see

## Women's Group

Carbal Medical Services Warwick runs a Women's Group that is hosted by our NDIS team on a weekly basis. This is conducted at a culturally appropriate and safe place for our women in our community. This group is made up of community members as well as NDIS clients, to promote social interaction. It runs each Tuesday between 1pm and 3pm at the Baptist Hall, where we offer different activities and outings, and a sit-down lunch together. During this group time, clients participate in games, craft activities, and celebrate special events. We have also done a few pampering weeks around Mother's Day to show our appreciation of mums and to make the ladies feel special about themselves. Once a month we usually take our ladies on an outing anywhere from Toowoomba to Stanthorpe to get them out and about within our community. This allows the ladies to socialise and make new friends. In some cases, this may be the only outing some of our participants have. Our group started with 4 people attending and now accommodates up to 15 people each week. We look forward to further growth in our group and welcome newcomers with open arms.

## Men's Group

The mission of Carbal Men's Group is to help, support and inspire men of all ages to reach their full potential. We achieve this through providing group programs for men, including weekly workshops and other opportunities for self-discovery.

Men's group is a safe place for men to be real, not only to express what's going on for them, but to learn from the experience of others who are also prepared to drop their mask and be vulnerable.

Some men find the personal growth from the group helps them to find or fine tune their passion into a new direction, giving them and those around them a more rewarding life.

Carbal provides much funding and resources to ensure the ongoing provision of quality health programs and related services to our Warwick community. Importantly, we also ensure that the services are delivered in a culturally safe and embracing way. Warwick Clinic would like to say thank you to our Board of Directors and to acknowledge their support and commitment to the ongoing Governance of good healthcare for our community.

# **CARBAL EDUCATION AND PROMOTIONS**

## **Coordinator – Samantha Seet**

### **Service Profile**

The Education and Promotion sector in Carbal Medical Services has as a primary role to develop, accredit and deliver culturally appropriate and relevant education to professionals for the advancement of cultural competency within service providers in our region. We have greatly expanded in the 2020-21 financial year, and over this period, our organisation has been rapidly gaining reputation as a trusted education provider to health and service professionals in the Southeast Queensland regions. Through our educational and promotional efforts, we aim to promote effective stakeholder and community engagement for the advancement of Aboriginal and Torres Strait Islander health and wellbeing.

### **Achievements**

This financial year, Carbal has had the pleasure of conducting our training with a variety of health and support professionals from an ever-growing geographic footprint that includes Kingaroy, Warwick, and Brisbane. We have delivered private training to organisations from a wide range of health and support services that are vital to community health and wellbeing. These include Headspace Warwick, Richmond Fellowship Queensland, South Queensland Rural health, Act for Kids, Safe places for Children and many others. We have a continuing partnership with QRME to deliver the unit CHCDIV002 that has established our role as an education provider for RTO's. The Darling Downs West Moreton Primary Health Network (DDWMPHN) has also returned this financial year, as a sponsor for our GP Carbal CAT workshops. These PHN-sponsored GP CAT workshops were delivered in Toowoomba, Ipswich and Kingaroy for GP's and clinicians from various organisations. We have maintained a very high rate of positive feedback in our evaluations from our Carbal CAT workshops from both GP and community sessions. Our online capabilities have now been established through our Moodlecloud Online Learning Platform, Carbal at Home, along with our zoom capabilities for yarning sessions that are critical for interactive discussions. The relevant online courses have also received ACRRM and RACGP accreditation for GP's, and Carbal at Home has provided online learning capabilities for other programs and initiatives in Carbal.

### **Funding Body**

Carbal Medical Services is committed to utilising self-generated funding for the majority of its educational projects.

#### **Snapshot of our current Carbal Education Suite:**

- » Carbal Cultural Awareness Training (CAT) – Face to face and online options
- » Deadly Mental Health Skills Training (MHST) – Face to face and online options
- » Deadly Focused Psychological Skills Training (FPS) – Face to face and online options
- » Social Emotional Wellbeing Approach to Care: AHW/ Peer support – Online only
- » Carbal Business Basics – Face to face and online options
- » CHCDIV002 Promote Aboriginal and Torres Strait Islander cultural safety – Blended
- » Chronic Disease Prevention through Culture – Face to face via online tool

Evaluation report summary (average across CAT workshops in 20/21 FY)

Learning needs fully met: 85%

Learning needs partially met: 15%

Learning needs not met: 0%

I CAN'T THINK OF ANY SUGGESTIONS. I HAVE BEEN IN AUSTRALIA FOR THE PAST TWELVE YEARS, I HAVE BEEN TO MANY TRAININGS; THIS TRAINING WAS THE MOST VALUABLE TRAINING I HAVE ATTENDED. THE TRAINING COULD HAVE BEEN LONGER, I COULD HAVE SAT HERE FOR DAYS. THANK YOU SO MUCH.

I HAVE BEEN EXTREMELY IMPRESSED AND EDUCATED BY UNCLE COLIN AND THIS TEAM TODAY. A HISTORY EDUCATION LIKE NO OTHER, I WILL RETAIN DUE TO THE WAY UNCLE COLIN KEPT ME INTRIGUED AND INTERESTED WITH HIS KNOWLEDGE AND AMAZING ABILITY TO EDUCATE AND EXPLAIN.

#### Testimonial snapshot CAT workshops in 20/21 FY

YOU ARE ALL ENGAGING AND POLISHED SPEAKERS. I WOULD RECOMMEND THIS COURSE TO BE PART OF ALL HEALTH PRACTITIONER TRAINING.



THIS WAS ONE OF THE MOST FULFILLING EDUCATION SESSIONS I HAVE EVER ATTENDED. I AM INSPIRED BY THE RESILIENCE OF THE ABORIGINAL PEOPLE. UNCLE COLIN, YOU ARE AMAZING!!

THIS WAS THE BEST CULTURAL AWARENESS TRAINING I HAVE ATTENDED. IT WAS INTERESTING AND THEREFORE I FEEL I HAVE ABSORBED AND WILL RETAIN THE VALUABLE INFORMATION THAT HAS BEEN SHARED. THANK YOU!

THANK YOU FOR PROVIDING THE BEST EVER CULTURAL AWARENESS TRAINING THAT I HAVE EVER BEEN TO!

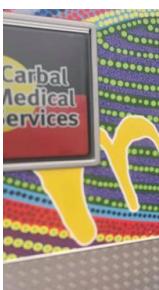
## Challenges

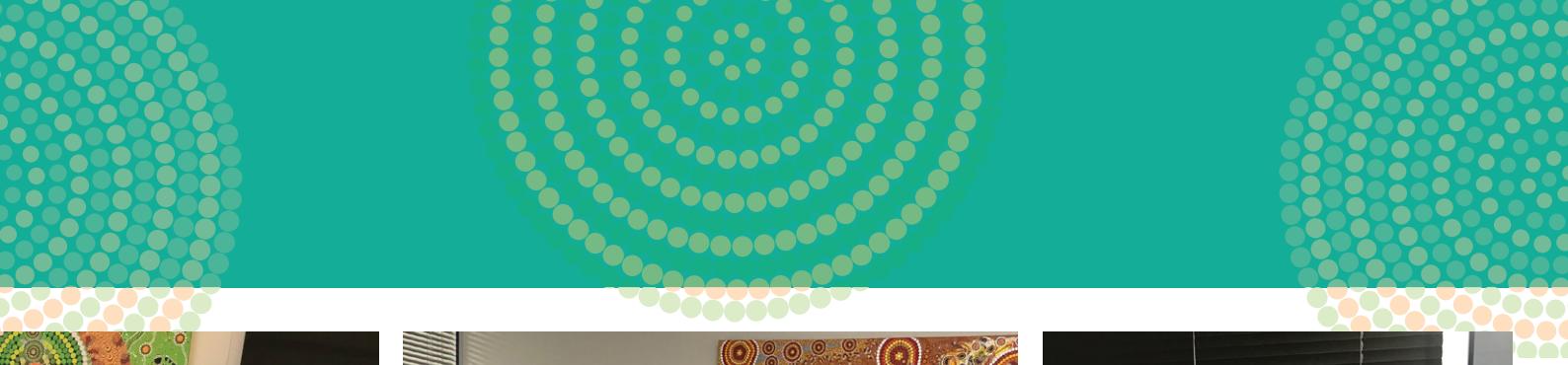
The primary challenges for our Education and Promotion efforts in the 2020/21 financial year continues to be dealing with the COVID-19 Pandemic. The challenges to deliver face-to-face training during ever-changing restrictions have been mitigated with COVID-Safe workplace health and safety planning. In addition, the quick adaptations for many of our education and promotional efforts to be socially distanced via online platforms has been vital. The importance of interactivity as a criterion for accredited education and training has required research for appropriate software and apps within our budget, to deliver online learning in a way that does not compromise interactivity while minimising spending.

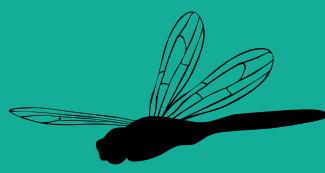
## Future direction:

Carbal is invested in online learning as one of the ways forward to mitigate the uncertainties of a future living with COVID-19, and our new online learning platform Carbal at Home is now being utilised to mitigate social distancing challenges. Having online capabilities for training is expected to increase our reach beyond our current geographical footprint, and thereby vastly increase revenue for our commercial sector in education in the next financial year. We have recently been contacted by a number of organisations in Queensland to be a contracted vendor for ongoing cultural training for their organisations, and this highlights the growing reputation we have in Queensland as a valuable training provider. Community engagement continues to be an important tool in education and promotions and despite obstacles in the global COVID-19 context, Carbal has mitigated these obstacles by adapting to continue in this vital endeavour. It is our view that further education and promotions are vital for continual development in the provision of culturally competent services and improving engagement with our First Nations communities for the national interest of Closing the Gap.

# OUR YEAR IN PICTURES...







[www.carbal.com.au](http://www.carbal.com.au)

