



2021-2022

# 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**

# CARBAL MEDICAL SERVICES ANNUAL REPORT

## IN MEMORIAM: DR ROSALEEN JOLLEY

In July 2022, it was my very sad duty to inform the Carbal staff and community that much-loved and respected Carbal Doctor, Ro Jolley had passed away after a long battle with serious illness over a number of years.

Ro is one of the world's most beautiful souls.

She has been steadfastly committed to improving Aboriginal Health for many years and touched the lives of everyone with whom she came into contact.

Ro was a dedicated, compassionate and exceptional General Practitioner who worked for Carbal for many years until last December when she left to concentrate on preparing herself for a very difficult final battle.

She left 'without fuss'....that was her trademark as a person, selfless, stoic and always more concerned for others than herself.

The world is a sadder place today for her loss, but a far better place for the wonderful life she lived and the contribution that she made to Aboriginal health in particular.

Carbal will miss her dearly. I will miss her dearly – her wisdom and advice have been so valued by me in my time at Carbal.

Rest in Peace my dear friend, we are all so proud of you and so much better people for simply having the honour to have known you.

**Brian Hewitt**  
Carbal CEO/CFO



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## Carbal Aboriginal and Torres Strait Islander Health Services Limited

ABN: 50 275 271 535

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Toowoomba QLD 4350  
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## FROM THE CHAIR: UNCLE COLIN JONES

2021-2022 has certainly been a year of change at Carbal!

I am honoured to have taken up the role as Chair of the Board of Directors in April 2022 following the resignation of our previous long-serving Chair, Dr Maree Toombs. Maree served in the role from 2014 until 2022 and on behalf of the Carbal family, we sincerely thank her for her commitment and time. We also appointed two Casual Members to our Board in order to fill vacancies this year: Foundation member Mr Bill Munro and Mr Troy Followes. Both gentlemen have been long serving members with the Company and will be able to bring a diverse range of expertise and skills to the strategic deliberations of the monthly Director's meetings. I would like to thank my fellow Directors, Ms Vanessa Moore, Mr George Petrof, Mr Perry Miller and Mr Wayne Williams for their continued commitment, support and invaluable advice throughout another wonderful year of service to our community.

Carbal continues to expand the diverse health services that we offer, partly due to our standing with the various funding bodies and partly due to an extremely successful business model that allows us great flexibility in self funding the 'gaps' that we identify within the health needs of our clients. I am pleased to report that a service which we have been passionate about offering for many years is now about to be realised. Carbal Dental will commence operations in late October from our new purpose-fitted facility in Bridge Street, Toowoomba. It will be a three Chair practice with a senior supervising and experienced dentist supported by final year dental students from The School of Dentistry at James Cook University. It has been a Carbal strategic aim to deliver dental services to community for many years now, however the lack of any available outside funding has meant that Carbal has had to bide time until our cash reserves and ability to service the annual costs of this service fully reached a position where we could commence this initiative in an ongoing and sustainable way. Our research and data shows us that there is a considerable

demand for additional and specific to Mob dental services in Toowoomba and I am extremely proud to be part of the team that has brought this vision to fruition.

Apart from the opening of Carbal Dental, there are a number of new initiatives that have been established this year and for more information I refer you to the report by our CEO, Brian Hewitt. I would also like to take this opportunity to thank our CEO/CFO for all the guidance and expertise he brings to realising the strategic directions and vision of the Board. We have successfully implemented some innovative approaches to service delivery and this has allowed us to lessen our reliance on government grant funding. The commencement of the very successful Carbal NDIS service and the operation of the Toowoomba Vaccination Centre during the Covid-19 pandemic are just two initiatives that have brought in valuable income to be re-distributed across the full range of our Clinical and Allied Health service delivery to Mob on the Downs. The Treasurer's Report shows that our self-generated income now sits at 50% of total income. There are many beneficiaries of this model in terms of program delivery – Strong Fathers, Marlu Youth, Strong Mothers, Carbal At Home, Carbal Foodbank, Carbal Transport, Carbal Stays and Carbal Education, to name just a few, are completely funded by Carbal initiatives. The CEO has expanded on some of these in his report.

Throughout my time with Carbal, I have been heavily involved in the delivery of the Strong Fathers, Marlu Youth, Art of Carbal and Cultural Awareness Training (which we call Carbal CAT) programs and have witnessed at first hand both the need and the enormous health benefits that Carbal operations bring to community. The Board and I are proud to be associated with such a passionate, caring and committed group of staff and managers and I would like to formally pass on my sincerest thanks for the work that each of them continues to do each and every day. "People with great passion can make the impossible happen"... I don't know who first said that, but I have borne witness to it and I know it to be true.





## FROM THE CEO/CFO: BRIAN HEWITT

It has been another amazing year of growth and sustainable consolidation for Carbal. Carbal has continued to identify 'gaps' in the provision of health, allied health and outreach services to community and address them regardless of available funding. Our excellent financial position, as evidenced by the 2021-2022 Treasurer's Report which outlines that Carbal has achieved a wonderful 50/50 balance between grant funding and self-generated income, underscores our capacity to establish new initiatives and to consistently value-add to the programs and initiatives that are supported by the funding bodies. I would like to sincerely thank the Commonwealth Department of Health, The QLD Department of Health and the Darling Downs, West Moreton PHN for their continued confidence and financial support for what we do. Carbal enjoys an excellent working relationship with these entities and they remain instrumental to our efforts in Closing the Gap.

As the Chair has outlined in his report, the most exciting initiative that has commenced this year is the establishment of Carbal Dental. In May, the Board agreed to purchase and re-fit a Dental Clinic in Bridge Street, Toowoomba. A senior, supervising dentist has been employed and we have entered into an agreement with the School of Dentistry at James Cook University to host final year dental students for a total of 38 weeks each year. There will be three chairs operating in the clinic and all services will be free of cost to community. We expect that the clinic will commence operations in late October. Carbal is very proud to be able to offer this new service, which has been 100% funded by us as we know that there exists enormous demand for dental appointments within our service community and current waiting times within the public system are up to two years.

Carbal has also self-funded a number of integrated services under the banner of Carbal At Home. This program, which also incorporates the new initiatives of Carbal Kitchen and Carbal Stays, lies within the ITC and Schools Hearing Health divisions of Carbal. It has been designed to assist clients with access to clinical and health well-being services within the home. There are further elaborations for each of the new programs elsewhere in this report and I commend each of the

program reports for your review as they provide an insight into the broad range of services currently being offered by Carbal.

As you can see, 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 to the provision of supplementary services including Carbal Transport which takes 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 much earlier, 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 dietitians, 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.

Since being appointed as the CEO/CFO of Carbal in December 2014 there has been enormous positive growth at Carbal. I have been fortunate enough to have enjoyed the loyal support of an extremely talented and committed group of staff and senior management and together with the steadfast and always appreciative support of our Board of Directors we have achieved an imposing record of achievement in addressing the need to improve Aboriginal health in this time. A timeline put together by our General Manager, Tamika Campbell appears elsewhere in this report and makes for interesting reading. As I have stated many times previously, I am extremely proud 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 Services**
- **Charlie Rowe – General Manager Outreach Services**
- **Brie Jesberg – Finance Manager**
- **Kim Passante – Quality and Accreditation Manager**
- **Peter Fitzgerald – Operations and Media Manager**
- **Renee Day – Special Projects Manager**
- **Teela Hyndes – NDIS Operations Manager**
- **Kerry Stewart – Warwick Clinic Manager**
- **Reece Griffin – Toowoomba Clinical Operations Manager**
- **Deslea Cooper – ITC Manager/ Carbal @ Home Manager**
- **Samantha Freeman – Education and Resources**
- **Chan Draper – Carbal At Home Manager (now Carbal Dental Manager)**

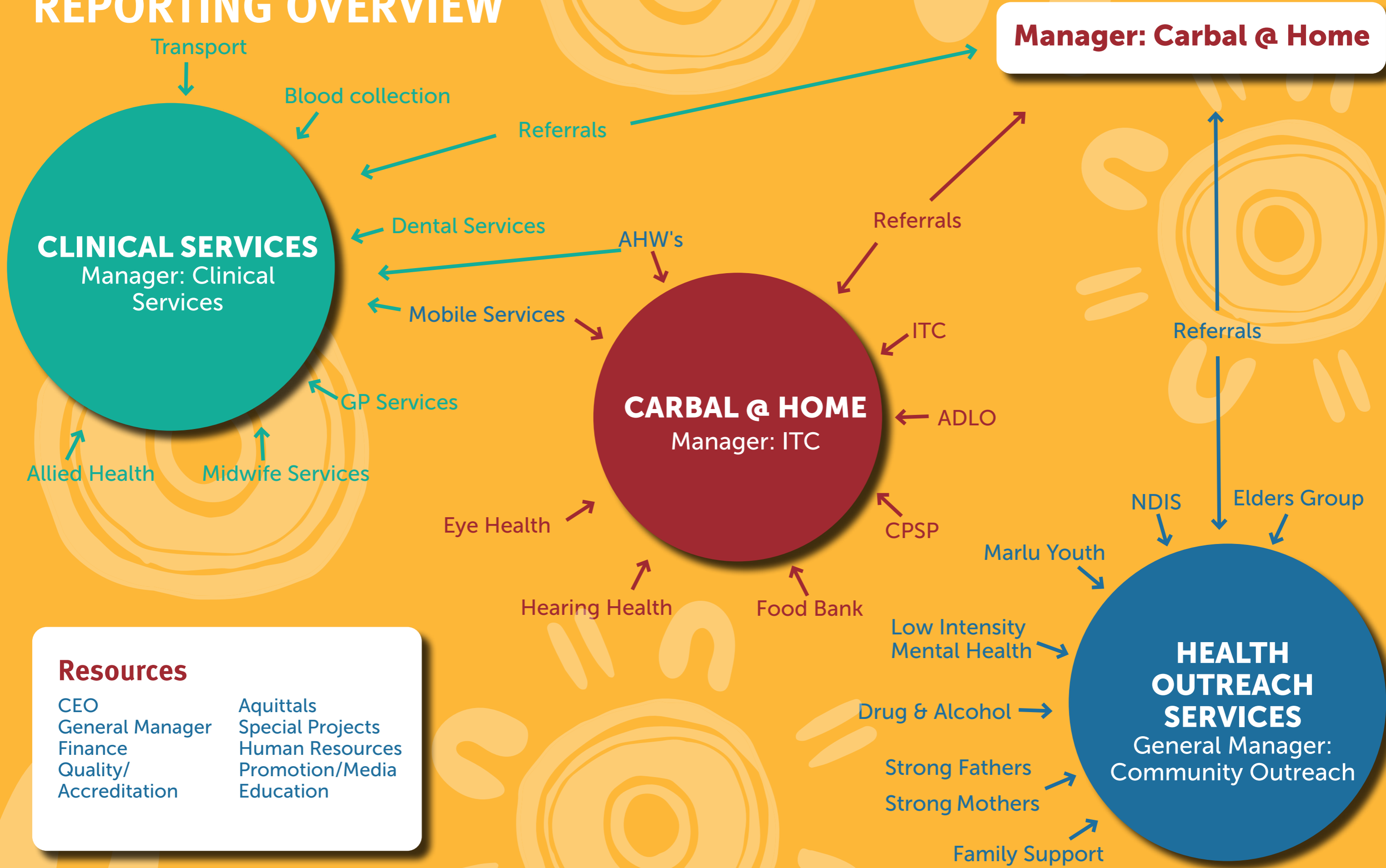
I would also like to sincerely thank our IT Support contractor, Legal Advisors, Auditors, Education & Media Managers and Health Service contractors for their vital contributions to our continuing success.

The present Carbal Board comprising of Chair – Uncle Colin Jones, Treasurer – Vanessa Moore Deputy Chairs – Perry Miller, Wayne Williams and George Petroff deserve 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 as the 'Carbal story' continues to unfold into the future.

**Brian Hewitt**  
**CEO / CFO**  
**Carbal Medical Services**

# CARBAL MEDICAL SERVICES REPORTING OVERVIEW



**Manager: Carbal @ Home**

**CLINICAL SERVICES**  
 Manager: Clinical Services

**CARBAL @ HOME**  
 Manager: ITC

**HEALTH OUTREACH SERVICES**  
 General Manager: Community Outreach

- Resources**
- CEO
  - General Manager
  - Finance
  - Quality/Accreditation
  - Aquittals
  - Special Projects
  - Human Resources
  - Promotion/Media
  - Education



## THE TREASURER: VANESSA MOORE

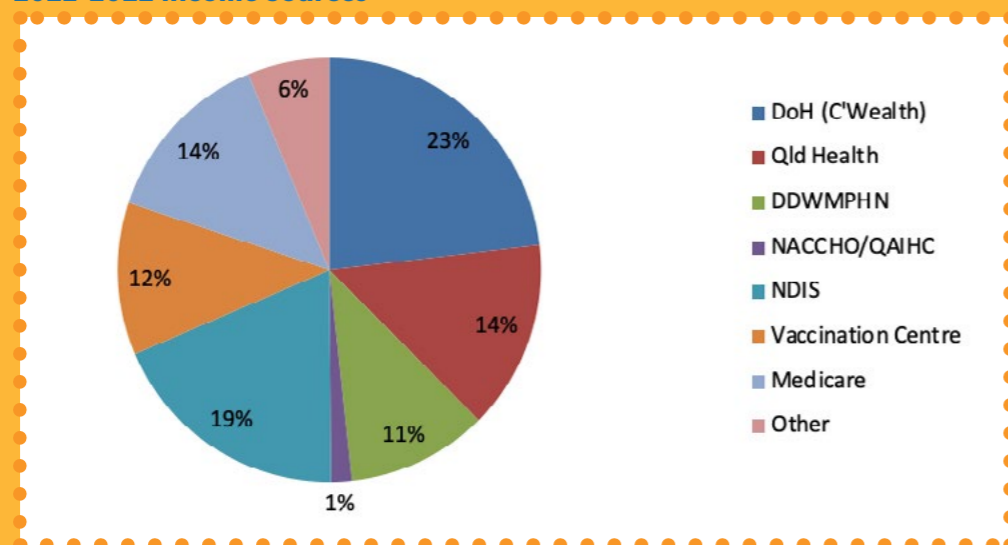
The attached audited financial statements for 2021-2022 are the best set of annual return figures since Carbal commenced operations in 2002. They reflect an extremely sound position – one that would be the envy of many not-for-profits in this country I am sure. I would like to express my thanks, on behalf of the Board of Management and the Members, to the CEO, Finance Manager and Accounts team for their expertise and support in maintaining our financial position and accounts.

We ended the trading year with a surplus of \$3,731,548 which was an increase of \$957,594 on the previous period. Our revenue for the period was \$18,338,517 which was an increase of \$3,035,501 on 2020-21. This growth is largely attributable to the increased receipts from the Toowoomba Respiratory Clinic which Carbal operates on behalf of the Commonwealth and also as a result of the marked increase in NDIS earnings. Due to the sound level of confidence in Carbal by the various funding bodies, Carbal has continued to attract program funding for new and existing programs and this has all contributed to the very healthy position which allows us to self-fund a number of much needed initiatives. It is vital that we continue to explore opportunities to generate non-grant funds as it is these funds that provide the flexibility and timeliness to address gaps in the provision of health funding to community as the needs arise. The following chart shows a breakdown of our 2021-2022 income.

The chart reflects that 50% of our income is grant-based whilst the remaining 50% is self-generated. This represents a very strong position on which to make strategic decisions going forward and has allowed us to expand our operations to areas that will also contribute to our non-grant income. These initiatives, including Carbal At Home, Carbal Kitchen, Carbal STA Housing and Carbal Dental are discussed more fully elsewhere in this report. Part of our self-generated income is being used to cover administration costs and also to 'value-add' to the various programs that we are funded to deliver by governments and the DDWMPHN. Carbal averages less than 5% in program administration costs and this would be at the lowest end of NFP costs in Australia. It also represents an extremely efficient use of taxpayer funds. The Board of Management is extremely pleased that we are able to expand our services within our charter due to the continued growth in our income and the professional management of our assets and resources.

Total assets, including cash term deposits and property, plant and equipment for the Company now stands at \$16,807,470 which reflects an increase of approximately \$3,872,163 on the previous period. Carbal owns 7 properties valued at over \$7M and a vehicle fleet currently valued at over \$1.2M. We have no loans and no debt. This places us in a very sound position to continue identifying and addressing areas of need in health provision for our communities.

2021-2022 Income Sources



The audit of the financial statements of Carbal Aboriginal and Torres Strait Islander Health Services Ltd ("Carbal" or the "Company") for the year ended 30 June 2022, focuses on aspects of financial reporting believed to have a significant impact on the relevance, reliability, comparability and understandability of the information provided in the financial report. On the basis of materiality, the auditors have found the accounting policies applied to be appropriate for Carbal, that transactions are accurately recorded, and accounting estimates and judgements reflected in the accounting records are appropriate. I commend the 2021-21 Auditors Report to all members. An extract from the Auditors report states as follows:

### Report on the Audit of the Financial Report – Opinion

"We have audited the accompanying financial report, being a special purpose financial report of Carbal Medical Services (the Company), which comprises the statement of financial position as at 30 June 2022, 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:

- (i) giving a true and fair view of the Company's financial position as at 30 June 2022 and of its financial performance for the year ended; and
- (ii) 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."

**Vanessa Moore**  
Treasurer  
Carbal Medical Services

# DIRECTORS



**Name:**

**COLIN JONES**

**Title:**

Non-Executive Chair

**Qualifications:**

Master's Degree - Humanities

**Experience and expertise:**

Uncle Colin Jones is a Kalkadoon and Nunukul man born in Ipswich in 1947. Colin joined Carbal's board in July 2017 and assumed the role of chair in May 2022. He 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 all 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:**

**VANESSA MOORE**

**Title:**

Non-Executive Treasurer

**Experience and expertise:**

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 with 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. Vanessa assumed the Role of Treasurer in May.



**Name:**

**PERRY MILLER**

**Title:**

Non-Executive Director/Deputy Chair

**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/ Deputy Chair

**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:**

**WAYNE WILLIAMS**

**Title**

Non Executive Director/ Deputy Chair

**Special responsibilities:**

Treasurer

**Qualifications:**

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

Certificate of Education (USQ)

**Experience and expertise:**

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:**

**BILL MUNRO**

**Title:**

Non-Executive Director – Casual Appointment June 2022



**Name:**

**TROY FOLLOWES**

**Title:**

Non-Executive Director – Casual Appointment June 2022



**Name:**

**DR MAREE TOOMBS (RESIGNED MARCH 2022)**

After serving 10 years as a Carbal Board Director and the past eight years as the Chair of Carbal, Professor Maree Toombs has announced due to her increasing workload as Associate Dean, Faculty of Medicine at the University of QLD and the increased time she is required to spend in Brisbane attending to this role, she will be stepping down from the role of Chair as of February and resigning as of March 2022.



**Name:**

**(R WAYNE AHILL (JULY 2021 – APRIL 2022))**

# FINANCIAL STATEMENTS: YEAR ENDED 30 JUNE 2022

CARBAL ABORIGINAL AND  
TORRES STRAIT ISLANDER  
HEALTH SERVICES LTD

ABN 50 275 271 535  
ACN 611 551 369

TRADING AS CARBAL MEDICAL SERVICES

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# 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:

	Full Board	
	Attended	Eligible to attend
Colin Jones	9	9
Vanessa Moore	9	9
George Petroff	9	9
Perry Miller	8	9
Wayne Williams	8	9
Bill Munro	-	-
Troy Fellows	-	-
Dr Maree Tombs	3	6
Cr Wayne Cahill	6	7
Brian Hewitt	9	9

### Company Secretary

Brian Hewitt (M. Ed., B. Ed., Dip Ed., JP Qual) has held the joint positions of CEO and CFO of Carbal Medical Services since December 2014 and has held the position of Company secretary since May 2020.

### 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.

### Events after the reporting date


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.

### 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 2022 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: 

Director: 

Dated 6th September 2022



# DIRECTORS' REPORT

## The directors present their report, together with the financial statements, on the company for the year ended 30 June 2022.

**Colin Jones - Chair**

**George Petroff - Deputy Chair**

**Perry Miller - Deputy Chair**

**Wayne Williams - Deputy Chair**

**Vanessa Moore - Treasurer**

**Bill Munro (casually appointed June 2022)**

**Troy Followes (casually appointed June 2022)**

**Dr Maree Toombs (resigned March 2022)**

**Cr Wayne Cahill (July 2021-April 2022)**

## 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.

## PRINCIPAL ACTIVITIES

Carbal currently delivers twenty-one 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, operation of the main Covid Vaccination Centre in Toowoomba and an extensive NDIS services division. In addition to the broad spectrum of programs that we are involved with, Carbal hosts a number of Allied Health professionals and research teams 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 self-generated 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.

Carbal was commissioned by the Commonwealth Government to establish and operate the Toowoomba Respiratory Clinic and Vaccination Centre at the commencement of the Covid 19 pandemic in 2020. In addition to conducting Covid 19 tests, Pfizer, Astra Zeneca and Moderna vaccines and boosters are administered to all members of the general public from this site. Carbal has also been instrumental 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 2021-2022 financial year.

# STATEMENT OF COMPREHENSIVE INCOME

## FOR THE YEAR ENDED 30 JUNE 2022

REVENUE	NOTE	2022	2021
Revenue	3	<b>18,382,959</b>	15,268,629
Other income	3	<b>113,541</b>	27,474
Interest revenue calculated using the effective interest method		<b>19,274</b>	6,913
<b>Total Revenue</b>		<b>18,515,774</b>	15,303,016
<b>Expenses</b>			
Motor vehicle expenses		<b>(260,032)</b>	(329,656)
Building costs		<b>(363,694)</b>	(287,440)
Administration costs		<b>(1,855,057)</b>	(1,244,960)
Employee benefits expense		<b>(8,551,388)</b>	(8,561,247)
Travel costs		<b>(89,294)</b>	(92,087)
IT Costs		<b>(467,209)</b>	(485,738)
Depreciation expense	4	<b>(473,972)</b>	(504,956)
Programming Costs		<b>(2,590,637)</b>	(1,005,930)
Finance Cost		<b>(10,674)</b>	(17,048)
<b>Total Expenses</b>		<b>(14,661,959)</b>	(12,529,062)
<b>Surplus before income tax expense</b>		<b>3,853,815</b>	2,773,954
Income tax expense		-	-
<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>3,853,815</b>	2,773,954
Other comprehensive income for the year		-	-
<b>Total comprehensive income for the year attributable to the members of Carbal Aboriginal and Torres Strait Islander Health Services Ltd</b>		<b>3,853,815</b>	2,773,954

THE ACCOMPANYING NOTES FORM PART OF THESE FINANCIAL STATEMENTS.

## STATEMENT OF FINANCIAL POSITION

### FOR THE YEAR ENDED 30 JUNE 2022

ASSETS	NOTE	2022	2021
<b>CURRENT ASSETS</b>			
Cash and cash equivalents	5	<b>8,059,648</b>	5,771,79
Trade and other receivables	6	<b>77,315</b>	143,616
Other	7	<b>484,773</b>	13,308
Total Current Assets		<b>8,621,736</b>	5,928,714
<b>NON-CURRENT ASSETS</b>			
Property, plant and equipment	8	<b>8,185,734</b>	7,006,593
TOTAL NON-CURRENT ASSETS		<b>8,185,734</b>	7,006,593
TOTAL ASSETS		<b>16,807,470</b>	12,935,307
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Trade and other payables	9	<b>711,533</b>	848,234
Financial Liabilities		<b>67</b>	67
Employee benefits	10	<b>426,327</b>	339,775
TOTAL CURRENT LIABILITIES		<b>1,137,927</b>	1,188,076
<b>NON-CURRENT LIABILITIES</b>			
Employee benefits	10	<b>154,634</b>	86,137
Total Non-Current Liabilities		<b>154,634</b>	86,137
TOTAL LIABILITIES		<b>1,292,561</b>	1,274,213
NET ASSETS		<b>15,514,909</b>	11,661,094
<b>EQUITY</b>			
Retained surpluses		<b>15,514,909</b>	11,661,094
TOTAL EQUITY		<b>15,514,909</b>	11,661,094

THE ACCOMPANYING NOTES FORM PART OF THESE FINANCIAL STATEMENTS.

## STATEMENT OF CHANGE IN EQUITY

### FOR THE YEAR ENDED 30 JUNE 2022

	Retained Surpluses	Total Equity
	\$	\$
<b>Balance at 1 July 2021</b>	<b>11,661,094</b>	<b>11,661,094</b>
Surplus for the year	<b>3,853,815</b>	<b>3,853,815</b>
<b>Balance at 30 June 2022</b>	<b>15,514,909</b>	<b>15,514,909</b>
	\$	\$
<b>Balance at 1 July 2020</b>	<b>8,887,140</b>	<b>8,887,140</b>
Surplus for the year	<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>

THE ACCOMPANYING NOTES FORM PART OF THESE FINANCIAL STATEMENTS.

# STATEMENT OF CASH FLOWS

## FOR THE YEAR ENDED 30 JUNE 2022

	2022	2021
<b>CASH FLOW FROM OPERATING ACTIVITIES</b>		
Receipts from customers	<b>8,215,132</b>	6,588,08
Payments to suppliers and employees	<b>(14,323,639)</b>	(13,088,346)
Interest received	<b>19,274</b>	6,913
Grants received	<b>9,971,248</b>	8,745,821
Finance Costs	<b>(10,674)</b>	(17,048)
Net cash provided by operating activities	<b>3,871,339</b>	2,235,423
	13	
<b>CASH FLOW FROM INVESTING ACTIVITIES</b>		
Proceeds from sale of plant and equipment	<b>189,054</b>	72,297
Payments for property, plant and equipment	<b>(1,772,535)</b>	(618,172)
Net cash used in investing activities	<b>(1,583,481)</b>	(545,875)
<b>CASH FLOWS FROM FINANCING ACTIVITIES</b>		
Net increase in cash and cash equivalents	<b>2,287,858</b>	1,689,548
Cash and cash equivalents at the beginning of the financial year	<b>5,771,790</b>	4,082,242
Cash and cash equivalents at the end of the financial year	<b>8,059,648</b>	5,771,790
	5	

THE ACCOMPANYING NOTES FORM PART OF THESE FINANCIAL STATEMENTS.

# NOTES TO THE FINANCIAL STATEMENTS

The financial statements cover Carbal Medical Services as an individual entity. The financial statements are presented in Australian dollars, which is Carbal Medical Services' functional and presentation currency.

Carbal Medical Services is a for-profit Company limited by shares, 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.

## 1 – SIGNIFICANT ACCOUNTING POLICIES

### 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 Medical Services. The directors have determined that the accounting policies adopted are appropriate to meet the needs of the members of Carbal Medical Services.

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. These financial statements have not been prepared in accordance with the recognition and measurement requirements of AASB16 Leases.

### 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

The tax expense recognised in the statement of profit or loss and other comprehensive income comprises current income tax expense plus deferred tax expense.

Current tax is the amount of income taxes payable (recoverable) in respect of the taxable profit (loss) for the year and is measured at the amount expected to be paid to (recovered from) the taxation authorities, using the tax rates and laws that have been enacted or substantively enacted by the end of the reporting period. Current tax liabilities (assets) are measured at the amounts expected to be paid to (recovered from) the relevant taxation authority.

### 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 THE 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:

Leasehold improvements	10 - 40 years
Fences, Gates & Grids	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 is 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 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

# NOTES TO THE FINANCIAL STATEMENTS

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.

## 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 2022

3 - REVENUE	2022	2021
	\$	\$
Grant Income	<b>10,278,038</b>	8,745,821
Medicare Billings	<b>2,536,543</b>	3,136,814
Practice incentive payments	<b>650,178</b>	573,805
NDIS Billings	<b>3,457,645</b>	2,050,986
Other income	<b>1,460,555</b>	761,203
Revenue	<b>18,382,959</b>	15,268,629
Other revenue		
Gain/(loss) on disposal of property, plant and equipment	<b>113,541</b>	27,474
	<b>113,541</b>	27,474
<b>4 - EXPENSES</b>		
Surplus before income tax includes the following specific expenses:		
Depreciation	<b>473,972</b>	504,956
<b>5 - CURRENT ASSETS - CASH AND CASH EQUIVALENTS</b>		
Cash at Bank	<b>8,059,648</b>	5,771,790
	<b>8,059,648</b>	5,771,790
<b>6 - CURRENT ASSETS - TRADE AND OTHER RECEIVABLES</b>		
Trade receivables	<b>74,801</b>	141,102
Other receivable	<b>2,514</b>	2,514
	<b>77,315</b>	143,616
<b>7 - CURRENT ASSETS - OTHER</b>		
Prepayments	-	13,308
Property purchase deposit	<b>484,773</b>	-
	<b>484,773</b>	13,308

# NOTES TO THE FINANCIAL STATEMENTS

## FOR THE YEAR ENDED 30 JUNE 2022

8 - NON-CURRENT ASSETS - PROPERTY, PLANT AND EQUIPMENT	2022	2021
Land, buildings and improvements - at cost	<b>7,790,915</b>	6,495,672
Less: Accumulated depreciation	<b>(283,862)</b>	(236,214)
	<b>7,507,053</b>	6,259,458
Motor Vehicles at cost	<b>1,041,827</b>	1,046,287
Less: Accumulated depreciation	<b>(676,697)</b>	(585,204)
	<b>365,130</b>	461,083
Office & Computer Equipment at deemed cost	<b>250,462</b>	244,916
Less: Accumulated depreciation	<b>(105,180)</b>	(68,152)
	<b>145,282</b>	176,764
Leasehold improvements at cost	<b>137,023</b>	131,342
Less: Accumulated depreciation	<b>(27,258)</b>	(22,054)
	<b>109,765</b>	109,288
Medical Equipment at deemed cost	<b>49,300</b>	16,800
Less: Accumulated depreciation	<b>(16,800)</b>	(16,800)
Plant and Equipment - at cost	<b>27,175</b>	
Less: Accumulated depreciation	<b>(1,172)</b>	
	<b>8,185,734</b>	7,006,593

# NOTES TO THE FINANCIAL STATEMENTS

## FOR THE YEAR ENDED 30 JUNE 2022

	2022	2021
<b>9 - (CURRENT LIABILITIES) - TRADE AND OTHER PAYABLES</b>		
<b>CURRENT</b>		
Trade payables	<b>117,535</b>	71,263
Unexpected grants	-	172,844
Payroll liabilities	<b>441,248</b>	258,882
Other Payables	<b>152,750</b>	345,000
	<b>711,533</b>	848,233

## 10 - (CURRENT LIABILITIES) - EMPLOYEE BENEFITS

<b>CURRENT</b>		
Annual leave	<b>421,676</b>	334,925
Time owed in lieu	<b>4,651</b>	4,850
	<b>426,327</b>	339,775
<b>NON-CURRENT</b>		
Long service leave provision	<b>154,634</b>	86,137

## 11 - KEY MANAGEMENT PERSONNEL

Total key management personnel remuneration	<b>1,128,784</b>	<b>977,791</b>
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## 12 - AUDITORS' REMUNERATION

During the financial year the following fees were paid or payable for services provided by Crowe Audit Australia, the auditor of the company, its network firms and related firms.

Audit services – Crowe Audit Australia		
Auditing of financial statements	25,500	17,500
Other services		
Preparation of financial statements - Crowe Audit Australia	1,000	3,300
Assistance in reconciliation of fixed asset register – Findex (Aust) Pty Ltd	<b>1,500</b>	1,500
Other accounting services Findex (Aust) Pty Ltd	<b>8,190</b>	11,106
	<b>10,690</b>	15,906

## NOTES TO THE FINANCIAL STATEMENTS

### FOR THE YEAR ENDED 30 JUNE 2022

#### NON-CURRENT ASSETS - PROPERTY, PLANT AND EQUIPMENT

#### RECONCILIATIONS

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

Year ended 30 June 2022	Land and buildings	Plant and Equipment	Motor Vehicles	Office & computer equipment	Leasehold Improvements	Medical equipment	Total
Balance at the beginning of year	6,259,458	-	461,083	176,764	109,288	-	7,006,593
Additions	1,577,733	27,175	281,052	5,546	5,681	32,500	1,729,687
Disposals	-	-	(285,515)	-	-	-	(285,515)
Transfers	-	-	208,937	-	-	-	208,937
Depreciation expense	(130,137)	(1,172)	(300,431)	(37,028)	(5,204)	-	(473,972)
Balance at the end of the year	7,507,054	26,003	365,126	145,282	109,765	32,500	8,185,734
<b>Year Ended 30 June 2021</b>							
Balance at the beginning of year	6,118,368	-	656,905	63,195	99,732	-	6,938,200
Additions	268,337	-	198,463	136,933	14,439	-	618,172
Disposals	-	-	(45,887)	-	-	-	(45,887)
Depreciation expense	(127,247)	-	(348,398)	(23,364)	(4,883)	-	(503,892)
Balance at the end of the year	6,259,458	-	461,083	176,764	109,288	-	7,006,593

# NOTES TO THE FINANCIAL STATEMENTS

## FOR THE YEAR ENDED 30 JUNE 2022

	2022	2021
<b>13 - RECONCILIATION OF SURPLUS AFTER INCOME TAX TO NET CASH FROM OPERATING ACTIVITIES</b>		
Surplus after income tax expense for the year	<b>3,731,545</b>	2,773,954
Adjustments for:		
Depreciation	<b>473,972</b>	504,956
Net loss (gain) on disposal of property, plant and equipment	<b>(113,541)</b>	(27,474)
Changes in assets and liabilities:		
(increase)/decrease in trade and other receivables	<b>110,210</b>	65,275
(increase)/decrease in prepayments	<b>(471,465)</b>	34,481
increase/(decrease) in trade and other payables	<b>(14,431)</b>	(1,140,252)
increase/(decrease) in employee benefits	<b>155,048</b>	24,483
Cashflows from operations	<b>3,871,339</b>	2,235,423

### 14 - ECONOMIC DEPENDENCY

Carbal Medical Services 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.

### 15 - 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 2022

### 16 - 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 and the following contingent liabilities at the end of the reporting period.

### 17 - COMMITMENTS

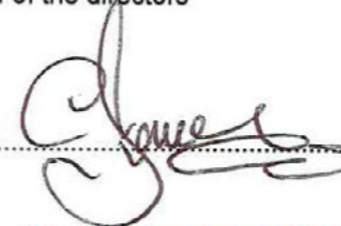
The Company had committed to the purchase of 68 Hoey Street for approximately \$484,000 as at 30 June 2022.

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 Medical Services;
- » 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 2022 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.

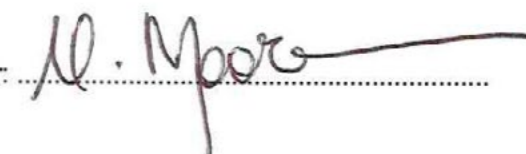
On behalf of the directors

Director: .....



Dated 6th September 2022

Director: .....





# INDEPENDENT AUDIT REPORT

## 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 Medical Services (the Company), which comprises the statement of financial position as at 30 June 2022, 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:

- i. giving a true and fair view of the Company's financial position as at 30 June 2022 and of its financial performance for the year ended; and
- ii. 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.



# TOOWOOMBA CLINIC REPORT

Carbal Medical Services has been providing culturally appropriate health services to Aboriginal and Torres Strait Islanders living on the Darling Downs and Southern Downs since 2002. Carbal has had a permanent presence in the Southern Downs since 2014. We currently employ approximately 100 staff across all sites (Darling & Southern Downs), 85% of whom identify as Aboriginal or Torres Strait Islanders. Carbal currently delivers medical services and numerous health programs to over 8000 people across the region. Our programs deliver to an additional 4000-5000 clients. Despite the Covid-19 pandemic the clinics have continued to deliver first class health care to our community.

Importantly, we continue to provide a successful, fully self-funded transport service, and have transported more than 5406 clients to and from their appointments. This allows us to continue to reduce the access barriers for our MOB for all thing health, up to and including clinical, allied health, and midwifery appointments.

This year staff have visited five local schools and completed hundreds of 715's health checks with school aged children. By providing health care and education we are empowering our youth to "own their health care journey". The school students love the cultural inclusion of the MOB Van and are proud to show it off to their peers. They wear their 715 hoodies and shirts with pride.

The Toowoomba clinic has also been able to host several Midwifery, Aboriginal Health Worker, Nursing and Medical students this year. To be able to share the cultural and medical expertise of our multidisciplinary health care team with students from all health fields gives us an opportunity to ensure that - regardless of where they may work in the future - health professionals will have the experience of working in a leading Aboriginal Medical Service.

Carbal's Russell Street Clinic has also continued to provide a weekly GP service to a small group of refugees who are new residents of the Darling Downs region. Employing multilingual doctors and receptionists has allowed us to manage what are often complex conditions and provide immunisations as well as provide much needed mental health support. The service is highly regarded in the Community and the clients are grateful to have their health care needs met.



## From The Aboriginal Health Workers (AHW)

As Aboriginal Healthcare workers (AHW's) we strive as a team to establish rapport and trust with our patients. We give 100% of ourselves, our knowledge and our skills to provide quality services within our clinic and in the community. Our first class holistic care aims to ensure optimal health outcomes by following up with patients so that they return for regular healthcare and preventative check-ups. As AHW's we listen and understand the patient's needs and concerns and we strive to provide services and referrals to achieve the desired health outcomes for each and every patient. We act as advocates for our patients and will assist with out of clinic appointments and services. This year we have provided

- 1728 primary health screenings
- 504 81300 (AHW) referrals which allows us to assist patients with the doctors' recommendations including the provision of education, support and encouragement so that our mob can learn to look after their own health.
- referred 17 patients to Quitline and work with them to achieve the goal of giving up smoking
- attended multiple community events which has allowed to give back to community and share our knowledge about what it means to be healthy
- provided sexual health advice/education and support along with contraceptive education, advice,
- provided feminine hygiene products to women of all ages that have no access or affordability to acquire these elsewhere.
- provided young men with personal hygiene packs,
- supported other Allied Health Services that attend our Clinic on a regular basis such as the Happy Hearing Clinic by conducting the PLUM and HATS questionnaires and assisting with the Hearing assessments. This has allowed all our AHW's to further their knowledge and skills in conducting tympanometry and audiometry screenings for all clients.
- partnered with CheckUp who provide access to ENT specialists appointments at no costs to the patients through a private pathway.
- provided clinical support in the treatment room alongside the nurses including administering flu and COVID vaccinations, completing pathology, urine tests, ECG's, and Spirometry.
- The service that Aboriginal Healthcare Workers provide is crucial for the provision of holistic care at our clinic and we as a team strive to assist anyone who chooses to use the services regardless of gender, race, social status, or sexual preference. We provide care to all - we are inclusive of all.

## From the Nurses

The Carbal team of nurses are committed to providing exceptional client focused care. Through efficient teamwork, respect, kindness, and a passion for client education, our community experiences high quality nursing care. These nursing services include in-house pathology, immunisations, assistance with minor surgical procedures, wound care, and a wide range of point of care testing and medical tests. Our passionate women's wellness nurse has provided our clients with wellness checks and performed the lifesaving service of cervical screening tests. Another vital role of our nurses has been the provision of education to clients especially through our targeted chronic disease nursing role. Our nurses remain committed to research projects and furthering their own education through an evidence-based practice. It is an honour for the nurses to facilitate and educate students whilst on their placement within Carbal. Through the commitment of the nursing staff, the Carbal nursing team has been able to assist 1058 clients requiring pathology, 205 clients who have required childhood/teenage vaccinations and has provided care to over 4000 clients across the year.



# TOOWOOMBA CLINIC REPORT

## From the New Directions Team

Since January 2022, we have welcomed 27 new babies, including one set of twins!! Carbal New Directions consists of two Registered Midwives who are supported by our Aboriginal Health Worker. The team have assisted women by providing education, transport to and from appointments, as well as attending hospital antenatal clinic appointments with clients. This is followed up by providing additional antenatal home visits as well as organising clinic and other health appointments. The service continues after birth with home visits to weigh and measure babies, the provision post birth & breast-feeding support and information, and checking on the mothers and babies well-being after birth.

We have also been supporting our Carbal Strong Mothers program, via weekly attendance and being involved in discussions about health, communication, resilience and the impacts of some behaviours on mothers and babies.

At present in Toowoomba, we have 24 pregnant women who we are caring for through our midwifery program. In Warwick there has been 7 new babies born since January 2022 & we have 7 pregnant women currently accessing our New Direction services. Emma travels to Warwick weekly and supports women through their pregnancy and follows up with them post-natum. We are looking forward to Spring when a lot of our babies are due!



## Timely Allied Health for Mob

Over the past 12 months our Allied Health team has grown to include a diverse range of services. We aim to identify gaps and source the appropriate health practitioner to ensure that we are meeting the needs of our community. Our clients have accessed over 1400 appointments in the last financial year. Having a "one stop shop" where patients can be seen at one location by their GP, AHW's, nurses and Allied Health practitioners provides timely access to services, improves patient health outcomes and aims to prevent any harm from both diagnosed and undiagnosed conditions.

Our team continues to promote and assist the community in engaging in Chronic Disease Self-Management using existing educational resources and health literature to support clients in managing and understanding their health needs outside the clinic as well as developing new material as we find a need for it.

We continue to provide transport services to and from appointments. Continuity of care is guaranteed as many of our practitioners are regulars in the clinic and have been with us for several years. Our dedicated Allied Health receptionist provides excellent support to the practitioners and patients to ensure "smooth sailing" for each and every allied health clinic.

The Timely Allied Health for MOB team currently provides the following services:

- Counselling
- Audiology
- Paediatric Audiology
- Podiatry
- Psychology
- Dietetics
- Physiotherapy
- Exercise physio
- Diabetes Education
- Speech Pathologist
- Occupational Therapist



# WARWICK CLINIC REPORT

The 2021-2022 financial year has been a busy one for the Warwick Clinic. Despite the challenges, we have continued to service our ever-growing community and achieved many milestones of success. We continue to expand our service delivery with over 500 new patients accessing the clinic during the year. The Warwick team remain committed to close the gap and improve the quality of health for the Aboriginal and Torres Strait Islander people living in our region.

## Community & Events

Warwick Clinic has held several events this year such as Flu Vaccination and "Closing the Gap" BBQ'S. The goal of the day was to ensure clients understand their role and the role of the clinic in improving their health through both prevention and treatment. We also made sure that clients had the opportunity to access the latest flu vaccination which was made all the more important due to the ongoing impact of the Covid-19 pandemic. Due to the distance from the Toowoomba Respiratory Clinic we have been providing on-site Covid vaccinations for a large number of community members. We are still vaccinating on a weekly basis and all staff have continued to complete online training to ensure that we are up to date with the ever changing COVID vaccines and rules.

Our Biggest Morning Tea fundraiser included some very generous donations of baked goodies to the Carbal clinic which were sold with the proceeds going back to the Cancer Council.

The QLD Under 19 players visited the Clinic for a community day during their visit to Warwick. Community members loved having a chat with them all. It was great to be able to host events again. The whole community benefits from being able to get together and share in our challenges and successes.

## Allied Health Warwick

The Warwick Allied Health service has been operating for over 12 months now at the King Street premises. Services provided include Audiology, Counselling, Diabetes Education, Dietetics, exercise physiology, Occupational Therapy, Physiotherapy, Podiatry and Psychology. In the twelve-month period, 1353 appointments were attended from 1137 referrals issued by Carbal Doctors. In the first three months of this year, 305 appointments were attended servicing 192 individual patients. Positive feedback from both providers and patients has reinforced the value of this service. Patients use the services with the assurance that their needs will be catered for in a safe, comfortable, and culturally appropriate environment.

## Koala Club

Koala Club meets most Fridays during the school term. We regularly have 10 or more families join in for a morning of shared activities including art, games, learning about languages, visitor information sessions and a shared morning tea. Meetings take place in a range of places including a hall, local parks, the library and even day trips to Queen Mary Falls. This year we also had the opportunity to hold an activity at our community's under 8's day. Families always enjoy this event as it gives them a great opportunity to connect with other community services.

Participants communicate and stay in contact with each other through our Koala Club Facebook page which has proven to be a very helpful communication tool to organise activities, share ideas and stay in contact with past attendees which further builds a sense of community and connection.

We were lucky enough to partner with JCU in a research project. As part of the project we were able to choose a topic and the group decided to look deeper into language. It was so important for our mums to learn language. Together they made a language book with their respective Indigenous languages. Pictures from our play group were used and a local elder painted the cover. The language study extended to the use of symbols. Through a range of activities, children were able to explore through play how communication, connection, community and language are valued.

Activities included:

- Painting rocks with Aboriginal symbols / art which were then hidden through the garden or used to matching games
- Card games with Aboriginal symbols / art
- When going on walks or in the park playing treasure hunt games using Indigenous words that had been learnt the previous week
- Drawing symbols in the dirt / sandpit and in paintings

## Group Activities

Weekly group activities for anyone who wants to take part are hosted by our NDIS team. Conducted at a culturally appropriate, groups are usually run separately for our women and men in a 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 Wednesday between 1pm and 3pm from the NDIS building in Guy Street.

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.

**Kerry Stewart**  
Clinic Manager, Warwick



# NDIS SERVICES REPORT

**Teela Hyndes – Operations Manager**  
**Renee Day – Special Projects Manager**

This year has provided more opportunities, challenges, growth, change, and success.

Now in our fifth year of providing National Disability Insurance Scheme services to the community, we have continued to grow with another increase of 37%. We have provided disability support to 198 people across multiple areas of our region; Toowoomba, Warwick, Stanthorpe and surrounds.

The NDIS system continues to be complex to navigate. We have welcomed the introduction of the NACCHO funded ADLO (Aboriginal Disability Liaison Officer) position. With staff in both Toowoomba and Warwick they have spent their time identifying and assisting First Nations people who live with severe and permanent conditions (and their carers) to gain access to the NDIS. Carbal are achieving a high rate of client access approvals; securing lifelong support for new participants.

Our relatively new sub-contracting model via which we deliver direct supports to clients, has now been operating for 12 months. The model has proven a success for the organisation, contractors and clients. Copious amounts of time have been dedicated to training and mentoring community members through their journey to establish and proudly operate their own business. It is their care and daily commitment, that assists clients to live an overall better quality of life in their homes and the community.

We continue to advocate for all First Nations people to receive support coordination funding within their NDIS plans. Our community members require intense support to navigate, understand, and utilise their plans; as well as to connect with culturally appropriate service providers. We currently have 6 support coordinators who assist participants with the culturally appropriate guidance they require. We continue to see extensive growth in this area, as we work collaboratively with many external organisations and are recognised for our exceptional dedication and skills.

With more participants' funding becoming plan managed - which provides more choice and control for clients - we have received an influx of new clients seeking these supports, demonstrated by a 30% increase in clients over a 3-month period. Our finance department are to be commended for keeping up with dramatic increase in demand.

This year we also further established the provision of short term accommodation or respite supports by purchasing a 5 bedroom property. The vision for this aspect of our service is to provide a safe, culturally appropriate and supportive space for clients to reconnect with family, community and Country. So far we have been able to provide round the clock support to a group of our current clients all of whom found the house and access to Carbal's respite support invaluable.

Through the challenges of covid we have managed client and staff safety whilst continuing to provide face to face supports each and every day. We are extremely proud of our achievements, growth, and the quality services. Our board, management, staff, contractors, stakeholders and clients have worked together to ensure that continued supports - that allow people to live their life, the way they want to - have flourished.



# TOOWOOMBA VACCINE & RESPIRATORY CLINIC

We are continuing to support Australia's Covid Suppression Strategy by providing a facility where the community can have safe, efficient access to immunisations, testing and management for Covid 19 and other respiratory illnesses. We have provided these free services to a large number of community members regardless of whether they hold a medicare card or not. As is to be expected, the Respiratory Clinic's throughput was correlated with spikes in community Covid numbers. Due to the winter season the last 6 months have been the busiest, with not only Covid presentations but also many other respiratory conditions. We added the provision of rapid antigen testing for those needing results immediately as well as the continued provision of PCR testing and respiratory panel swabs. During the past 12 months we have administered 8 839 Covid 19 respiratory assessments and tests through our GP led respiratory clinic. We provided 837 positive consults as one of our services. These were GP consults for patients testing positive to Covid who were needing medical advice about their respiratory or other illnesses via telephone consults as well as offering (when necessary) face to face assessments. We were also able to provide antiviral medications to those meeting eligibility.



The vaccine clinic has continued to be able to provide vaccinating services to all members of the community primarily through our clinic at Charnley street. We provide primary doses and boosters to anyone aged 5 years and up. The vaccine clinic staff are always keeping up to date with the many changes with vaccines so that we can provide clients with the most up to date information. We provide community members with access to current recommended vaccines for their age groups. Moderna and Pfizer are offered to children and adults can choose from Pfizer, Moderna, AstraZeneca and Novavax.

The unprecedented need for vaccinations has meant that many of our staff have participated in relevant training. All of our AHWs are now able to provide Covid and Flu immunisations. Two of our registered nurses also completed Immunisation courses to allow them to be able to give immunisations in community settings. We have been providing vaccinations to refugees by holding clinics on specific days with the support of a multilingual GP and receptionist. In the last 12 months we have vaccinated 21 319 people.

Accredited members of the vaccination team have also been very active in the community assisting those unable to attend the clinic in person. They have visited schools, the Toowoomba Turf Club, Nursing Homes and provided targeted supports to those in our community who are homeless. The team have also provided 576 Influenza vaccinations for community members to help with the Influenza outbreaks.

The Carbal Vaccine & Respiratory Clinic has received much positive feedback from the community. These kind words buoyed the team on the many days when high demand made it extremely busy!

Roberta McCorley: *"These ladies were lovely, my daughter and I received our second needle from them. They were very polite, and understanding. They made the process so much easier as my daughter suffers epilepsy and reacted badly from the needles. Highly recommend."*

Debbie Williams: *"Such an organised place for vaccinations!!! Straight in and then just the 15 mins waiting time after the injection."*

Deborah Mouzouris: *"Excellent service, so well organised, couldn't be happier. Thank you all so much"*

Frank Rodney Wilson: *"Thanks for your well-organised, efficient, professional and friendly service in getting me, my wife and son vaccinated."*

**Tamika Campbell**  
General Manager Clinical Services



## CARBAL DENTAL

It is well known that Aboriginal and Torres Strait Islander people have poorer health than their non-Indigenous counterparts. Oral health is no exception with the two most common oral health problems being gum disease and tooth decay. Social determinants, reduced health literacy, financial and accessibility barriers as well as a lack of cultural awareness by some providers has resulted in preventative dental care not being received with dental disease often being left untreated.

We know that oral health is an important component of overall health and quality of life. Living with poor oral health causes issues far beyond the physical elements including embarrassment, low self-esteem and can impact on the social and emotional wellbeing of our Mob. For children, these effects can be long lasting and carry over to adulthood.

Many years ago, Carbal Medical Services identified that access to free and culturally appropriate dental services was desperately needed in our community and we have been working towards a goal that is now in its final stages.

After many property searches, we were finally able to secure a suitable property located in Wilsonton. This dental clinic has a state-of-the-art design and custom fit out that will allow operation of three dental consulting rooms, each with Intra-Oral X-ray facilities. Furthermore, Carbal has developed a partnership with the School of Dental at James Cook University and they will provide training opportunities and placement for dentistry and dental assistant students.

This is a fully Carbal self-funded initiative that will see dental professionals providing services to Aboriginal and Torres Strait Islander people and direct family members of all ages in the Darling Downs community. Services will include routine dental check-ups and screening, scaling and cleaning, fissure sealants and fluoride application, extractions, education, regular recall and follow up with the possibility of root canal therapy.

Our Senior Dentist will have the capability to refer out for specialist treatments like dentures. Referral and assessment by qualified dentists can often result in decreased wait times in the public dental system allowing for a further increase in access and a reduced financial burden. Early access to preventative dental services and treatment for dental disease will reduce the long-term effects of the ongoing issue that Aboriginal and Torres Strait Islander people have been facing for decades. This service will be fully operational by the end of October with Students commencing early 2023.

**Tamika Campbell**  
General Manager Clinical Services



# TACKLING INDIGENOUS SMOKING (TIS)



This past year has been a busy time for the Carbal Tackling Indigenous Smoking (TIS) team with the continued provision of education to a wide range of community organisations.

While working with schools and groups of children we received repeated feedback that

it would be worthwhile to have a resource that could be shared with parents, family or community so that facts around tobacco use and its risks could be followed up outside the classroom. We asked more questions and found out that students wanted something fun to do together that wasn't just about how bad smoking is for everyone. They also wanted to know about culture, language, art, community, and families.

Having found another need we set about developing a board game. We refined the design to be a hybrid of snakes and ladders and trivial pursuit (because basically everyone knows how to play these). We made sure that it wasn't just about smoking but included a variety of topics to educate and stimulate whilst bringing families together and "Making Tracks" – Carbal's cultural board game for school aged kids and their families was born. It aims to educate kids and their families around health issues, including smoking, and also provide cultural information. There are six categories covered in the game: history, culture, language, health, art and smoking. The board game is being provided to all schools in the region as part of the TIS engagement strategy.

Additional to the board game we have created a second resource with our future Tackling Indigenous smoking champions in mind which is now ready for distribution. It focuses on younger kids in primary school ensuring that they have the tools to become TIS champions – educating their peers, their parents, family and community about the dangers of smoking and ensuring that they too never take up the habit.

Carbal TIS has created a toolbox jam packed full of fun and educational resources that provide children with the necessary facts, figures and incentives to understand the dangers of smoking, the reality of health outcomes for smokers and how to influence their peers, parents and communities as they get older. The face of the "Grow your own TIS Champion" toolkit is a boy and a girl whose images are used on merchandise to direct and educate. Some key resources are: How to tackle smoking activity book, Badges saying "I'm a TIS champion", Snap and UNO like card games with fun facts, A pin the "disease

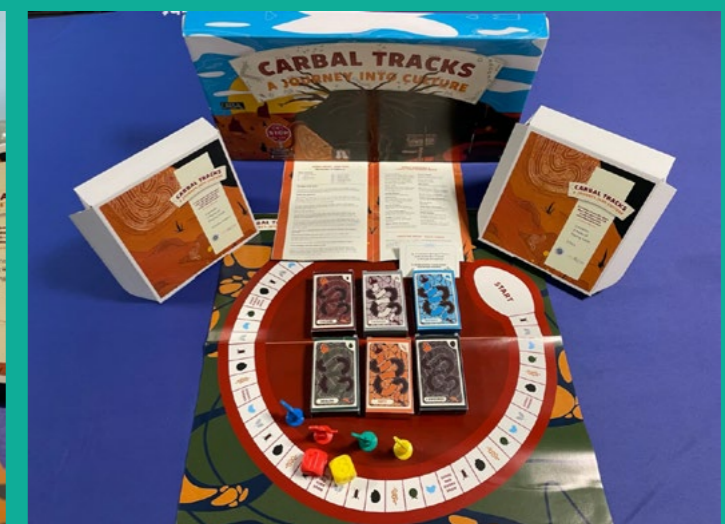
caused by smoking" on the body – like a pin the tail on the donkey, a myth-busting activity around vaping and many more fun, engaging and exciting tools kids can use to learn about smoking and how to help those around them quit or better still never take it up. These boxes are going to be provided to schools. The vision is that each class will decide who will look after the box and be responsible for facilitating the group activities and sharing the information.

Finally the Carbal TIS team created a social media campaign that uses photos and videos of real people in a city scape who are either smoking or vaping. Comments have been attached to these images that signify the inner thoughts of the person, ranging from a wish to stop smoking to the fact that they feel they can't break free. The campaign was co-designed with our staff and a select group of community who indicated that they responded to personal stories that were to the point and touched an emotional spot.

The "Stories from the Street" campaign ticks the box for short and often no to sweet messaging creating an emotional touchpoint or catalyst to encourage smoking cessation. The activity was aimed at a mixed demographic as it appeals to both young and old but it was primarily designed to appeal to youth and the under 40s. We wanted to capture the people who need to stop smoking now, before they have children and have more of an opportunity to reduce health implications. We wanted it to be broader than just Toowoomba and our region, which is why we deliberately went to Brisbane and gave it the cityscape feel, this reaches beyond our borders and demonstrates that we are part of a larger population fitting the brief of a "Population Health approach".

Our social media analytics demonstrate that the Stories from the Street series thus far is proving to be the most popular social media campaign since the education bites from 2019-2020. They have been accessed (averaging 1457 individual hits) mainly by youth and those under 40. Of the 1457 averaged individual hits we have had multiple comments that indicated change in all domains. Some comments include: "Wow, this is powerful, makes me want to do something", "I didn't realise I felt the same way until I saw this", "I can relate to these people", "I want to quit too", "I didn't realise vaping wasn't good", and "This story is my story".

**Tamika Campbell**  
General Manager Clinical Services



# THE ART OF CARBAL

As an extension of Carbal's self-funded drive to extend cultural education and awareness for all members of the community, "The Art of Carbal" has and continues to be a beacon for those wishing to appreciate, understand and learn more about culture through the prism of Uncle Colin Jones' world-renowned artwork. The unique portrayal of culture and history in every piece of work is not only visually stunning but importantly tells a story that the admirer can learn from and be enriched by. Not only does the Art of Carbal provide access to culture through the artwork on display but also provides another access point to and enhances the visibility of Carbal's services and initiatives through links and information about further education resources available to the individual or organisation both governmental and non-governmental alike.



People from around the country have purchased these prints and enjoyed the stories. Hopefully they tell those stories to anyone who comes to admire them in their homes. Local businesses and organisations have also purchased prints to help create culturally safe spaces in their offices and communal areas. To date, Art of Carbal sales have contributed more than \$15000 to our Strong Fathers, Marlu Youth and Strong Mothers programs to help maintain, sustain and further improve upon the content and the methods of delivery of these important initiatives.

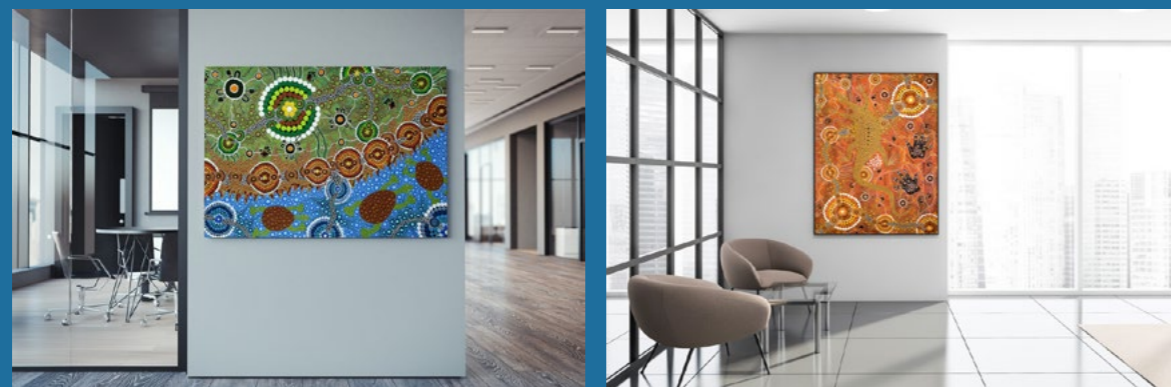
Relationships with local suppliers have helped to provide a straightforward process for anyone wishing to procure their very own piece of Uncle Colin's artwork at a competitive price, secure in the knowledge that their money is providing hope and opportunity for people in our community who need it the most. Now that Art of Carbal has been firmly established as a viable, self-generated source of funding for Carbal and the processes for ordering and delivery have been streamlined to the extent that we are ready for seamless ordering and delivery the only way is up! With that in mind, Carbal has worked closely with a locally based freight delivery firm to create a process for international ordering and delivery - at this stage focusing on North America. The goal is to extend the visibility of "The Art of Carbal" to a much larger marketplace and increase the potential for income generation. In addition, Uncle Colins' relationship with a Sydney-based art gallery which has been selling his original art pieces for years has led to an interest in purchasing prints in bulk from Art of Carbal to stretch and on-sell in their gallery.

The Art of Carbal will continue to improve on its remit of improving cultural awareness through art and stories whilst further enhancing Carbal's visibility and reputation as a truly innovative, inspiring and dynamic First Nations organisation.

**Peter Fitzgerald**  
Operations & Media Manager

**Browse and buy high-quality canvas printed reproductions of beautiful Australian artwork online, delivered to your door with free shipping to anywhere in Australia:**

<https://artofcarbal.com.au>



# INTEGRATED TEAM CARE (ITC)

The Integrated Team Care (ITC) program continues to expand with the new initiative (Carbal Stays) to offer accommodation for our clients who are travelling to Toowoomba for specialist services or procedures necessary for the management of their chronic conditions.



ITC Manager Des Cooper outlined Carbal's interest in collaborating with the Darling Downs Hospital and Health Service's PTSS team. The hospital's response was an overwhelming - yes! We are delighted to - in partnership - be able to provide access to overnight supports in our 2-bedroom self-contained homes. Aboriginal and Torres Strait Islander clients from across the region who have one of the following Chronic Diseases:

- Diabetes
- Cardiovascular Disease
- Chronic Respiratory Disease
- Chronic Renal (Kidney) Disease
- Cancer
- Mental Health Issues

This opportunity will benefit hundreds of clients and reduce the instances of clients being unable to attend vital specialist appointments due to lack of accommodation and / or support. Carbal will also be able to assist with food hampers and transport.

During the past 12 months the ITC team have continued to deliver services across the region with over 36 485 care coordination services, 1 835 supported specialist services and 1 558 allied health services being provided during the 2021-2022 financial year.

An extra 204 patients were referred this year, bringing the total current client numbers to 1488: 632 female and 501 male. 2 882 medical aids have been purchased and distributed and 5 787 transport services have been provided by our team of drivers.

This year, ITC was awarded a small funding grant to organise an event focused on bringing together pharmacists and patients. It was decided that NAIDOC week would be a good time to organise this and 30 ITC patients from Warwick and Toowoomba were invited to join a number of pharmacists for a three-course lunch consisting of roast, vegetables, and two desserts! On arrival, everyone was given a lucky door ticket. While enjoying the huge and healthy appetiser platters, attendees were able to hear from local pharmacists, who each spoke briefly about their services and then opened the floor for questions and discussion about any medical or medication-related topics people might have.

It was a really successful event. Feedback from the patients and the pharmacists was very positive. The patients appreciated this event so much that they have suggested that ITC make it an annual event with a different theme, medical speciality or allied health area covered each year.

**Deslea Cooper**  
ITC Manager





# ABORIGINAL DISABILITY LIAISON OFFICER (ADLO)

Our Dedicated Aboriginal Disability Liaison Officers (ADLO) in Toowoomba and Warwick have been busy attending multiple community events and activities to share their knowledge of enrolment procedures and increase community members understanding and awareness of the services that may be accessed through NDIS.

The purpose of the ADLO is to ensure there is culturally appropriate connection between the National Disability Insurance Agency (NDIA) and the community, helping to enhance engagement and communication and providing Aboriginal and/or Torres Strait Islander people in our community assistance in accessing the NDIS.

The team is here to help and is always happy to have a chat to individuals and their family about engaging with the NDIS. This includes providing cultural support and assistance with applications, doctors appointments, gathering evidence to support claims or linking to other appropriate support services to ensure that our Mob get the best possible care and support. Carbal is a major advocate for Mob when it comes to accessing NDIS.

**Lachlan Gorringe**  
Aboriginal Disability Liaison Officer

# CARBAL @ HOME

Carbal at Home commenced in March 2022, the vision was to provide culturally appropriate holistic health care and supportive assistance to Aboriginal & Torres Strait Islander people in the comfort of their home. The success of Carbal Medical Services allows us the opportunity to fully fund this program via self-generated funds.



**Carbal @ Home**

At this stage the Carbal @ Home team of 5 includes a coordinator, two Registered Nurse immunisers with aged care experience, and two Aboriginal Health Workers. All staff have received training in wound care, hearing and vision testing. As demand for this service grows, so will our team. To date Carbal @ Home has been able to provide 571 care-coordination services including, but not limited to housing, mobility and medical support, personal and domestic care, hearing testing and referrals, vision acuity testing, assistance with my age care applications, medication administration and wound care.

We have the capability to assist our most vulnerable members of community and ensure that they are receiving the best possible care and services during their health care journey. Furthermore, we are able to link these clients back into the suite of services that Carbal provides, such as outreach programs, mental health support, GP and allied health services and Food bank.

This program has been welcomed by our community and has received some very positive feedback

Here are a few comments reflecting on the services we provide.

*"Your staff are courteous and respectful. I will recommend your centre to anyone who needs assistance. I appreciate your ethics."*

*"I find the nurses very good, always on time and do the best for my husband's dressings."*

*"I think the girls are very good at what they do, so helpful and friendly need more girls like them."*

**Tash Frelek,**  
Carbal @ Home Coordinator



# CARBAL KITCHEN

Carbal Kitchen is a new initiative, incorporating Carbal Food Bank and is another program that is fully funded by Carbal to address an identified need within the community. Having now acquired a refrigerated vehicle, over 10000 kg of donated food has been picked up and turned into over 800 hampers. These have been delivered to Toowoomba and Warwick individuals and families who are in desperate need.

Carbal Kitchen is set to expand going forward and will include a full commercial kitchen. This will support our capacity to expand our "hot meal" services. Throughout the year we have been running "Food Bank Fundraisers" with Carbal Staff from all sites purchasing full priced meals made on site, with all the proceeds going back into the Food Bank. Staff have thoroughly enjoyed having hot meals such as burgers, quiches, lasagne and salads delivered to the workplace and have been more than happy to support the food bank and the amazing work the team continues to do.

Patients receiving hampers in addition to those receiving treatment by the Carbal at Home team are benefitting from the meals that are being prepared by the team, who are now very busy preparing up to 30 and more meals per day for CAH patients. In addition to this, the Carbal Kitchen team prepare meals for Carbal programs, activities, and other unique events that take place within Carbal. These meals are aimed at supporting people in the lower socio-economic group like Elders and families that are really struggling with the increase in the cost of living.

**Deslea Cooper**  
ITC Manager / Carbal @ Home Manager

# HYGIENE BAGS FOR COMMUNITY

Carbal has once again partnered with the amazing organisation, Share The Dignity and facilitated the distribution of 140 high quality hand bags each filled with hygiene products and a few extra special self-care items that women most need within our community.

This year we were invited back to Downlands College, Glennie College, Fairholme College and St Saviours College to welcome students to Toowoomba and bring them each a care bag to start their year. We gave out a total of 123 bags to girls between the ages of 11 – 17. The girls from Bamaga, Dauan Island, Aurukun, Kowanyama, Napranum, Cunnamulla, Hopevale, Wujul Wujul, Palm Island, Eulo, St George, Glen Innes, Taroom and Tara are a long way from home and the bags are a little something to hopefully make them feel welcome and more at home.

The girls are always appreciative, and you can see how happy they are to be given the bags and to have their own personal items. This also helps to give the girls more confidence and pride in themselves, which in turn helps to make them more active and productive members of their communities. It is always humbling to see the joy the simple things in life can give to these young ladies and it makes us proud to be able to assist them in this way.

We have also given 100's of sanitary items to DVA, Protea Place, Harlaxton & Wilsonton Community Centres and the Toowoomba hospital charity for the girls and women in our community that are struggling. Through Carbal's New Directions Mum's & Bub's program and Carbal's Community programs, 20 mums in community have also been given Mum's & Bub's bags with items for new mothers to get them started. Carbal has also provided incontinence items to the Elders in our community who struggle with this condition and the cost of these items.

Everyone deserves the basics in life, and we want these women and young ladies to know that they deserve not just the basics but everything life has to offer.



# THIS CARBAL HEARING HEALTH

Carbal Hearing Health is a self-funded early prevention health initiative that provides hearing assessments to Indigenous and non-Indigenous children in public primary schools from Prep -3. The hearing health programme has grown tremendously and has established itself as a critical component for addressing hearing health and learning concerns in schools throughout the Darling and Southern Downs regions. Carbal currently visits 45 schools in the Toowoomba area, including Warwick, Goondiwindi, Texas, Stanthorpe, Wallangarra, and others.



In school hearing tests, otoscopy, tympanometry, and audiometry are all used. Over the last year, 1581 Indigenous children and 425 non-Indigenous paying children have had their hearing tested. 399 of these children have mild to severe temporary or permanent hearing loss, and 435 have hearing-related issues (Eustachian tube dysfunction, middle ear pathology, wax build-up or foreign objects in the ear.) These children are referred to Hearing Australia for further evaluation.

We are currently training additional staff members in hearing health, which will allow us to screen older children. Our community needs access to vision testing in schools, and as Carbal typically finds gaps to address, vision testing in schools will soon be offered by Carbal.

Throughout the year, we have collated feedback from our schools, here are a few comments reflecting on the services we provide.

"The Carbal team and in particular Tash makes organising the hearing checks for Newtown students seamless. The dates are booked well in advance so parent permissions can be signed. This way 100% of students are assessed most times. Communication is regular and reports are provided within a day or two of the assessments." – Sharyn Rummell Newtown State School

"This program has enabled the school staff to be aware of any issues relating to hearing that are identified during the regular hearing assessments. Recently a student received hearing aides for both ears and these are now benefiting him greatly. Communication between the school and Natasha is always prompt and reliable with dates set well ahead of time to allow for maximum attendance of students. Notifications of changes are always prompt and dates can then be negotiated with the school to best suit everyone concerned." – Helen Hildred Bunkers Hill State School.

**Tash Frelek,  
Hearing Health Coordinator**



# CARBAL ADDICTION SUPPORT SERVICES (CASS)

Carbal Addiction Support Services has been operating for many years now and has had many successes. The program provides services for Aboriginal and/or Torres Strait Islander people impacted by the use of drugs and alcohol.

CASS services include culturally appropriate drug and alcohol treatment therapies as well as assisting clients to

- access residential and non-residential rehabilitation services,
- link with a wide range of social and community activities via "warm handovers",
- access primary health care services
- seek specialised social and emotional well-being supports including psychiatric, psychological, and other allied health professionals

Using a holistic approach, the program has provided culturally appropriate addiction services to over 931 Toowoomba clients and 256 Warwick clients during the past 12 months.

Post pandemic communications with clients were altered for the benefit and safety of both the client and service provider. We had to remain flexible and so for those clients, still not feeling comfortable with face-to-face appointments, clients were given the opportunity to communicate solely via phone if required. After initial engagement however, all of clients who have accessed services via phone have had a face-to-face session.

Staff have been extended through education and training. Our CASS worker, Andrew, has almost completed a Diploma in Counselling to give him an even greater understanding of communication and how to support someone dealing with trauma and addiction. He has also completed the SMART recovery facilitators training allowing him the skills and knowledge to run SMART recovery meetings which make use of evidence-based tools to empower people to take control of the addictive or problematic behaviours associated with alcohol and other drugs.

## Good News Story:

A client came to Carbal Addiction Support Services (CASS) after their latest drink driving offence to gain assistance with quitting drinking and maintaining sobriety long term. With the assistance of his CASS worker the client completed a 7 day in patient detox at the Royal Brisbane Hospital.

Since arriving home from detox, the client maintained sobriety. as part of their support network they chose to attend Strong Fathers as well as engage in counselling on a weekly basis. They did the work to accept that part of their addiction was to deal with a severe injury and its lasting impacts. This has led to accepting assistance to gain access to the NDIS which provided the client with regular support to remain well and independent. The client then felt they could reunite with estranged family members furthering their support network and reasons for maintaining their sobriety.

**Andrew Bateup  
Community Outreach Support Worker**



# STRONG FATHERS, STRONG FAMILIES

This year, the Strong Fathers program, has successfully completed numerous 8 week programs, with more than 30 clients successfully completing the course and going on to graduate from the program. Not only have they completed the course, but they have gone on to practice what was put to them on how to be a better role model for their families.

One example is a father who practiced the STD method; STOP. THINK. DO. to dramatically change his attitudes and approach to disagreements.

Another example is of a father who stopped what he was doing, put his phone down and listened to his children. Some of the clients have come to us with reports of how much their parenting and fathering skills have changed the way they now go about family issues. This makes us proud because it is what Strong Fathers, Stronger Families is about, building stronger fathers and stronger families.



**Charlie Rowe, General Manager Community Outreach**

**Bill Gorringer, Community Outreach Support Worker**



# STRONG MOTHERS, STRONG FAMILIES

Carbal's Strong Mothers, Strong Families program continues to grow in popularity. We are now receiving direct referrals from Lifeline programs, the Department of Corrections and Child Safety and self-referrals mostly by word of mouth. Many of the individuals who have started the program began with a range of issues that were impacting on their ability to provide a nurturing and harmonious family home. Due to past trauma they often experience barriers to healing and sadly too often reach breaking point before they seek support. These women have learnt to trust the program and over time, allow themselves to process their emotions which leads to being more mindful and present.



The Strong Mothers program has received phone calls from other regions including Yarraman, Murgon and Kingaroy with individuals travelling the long distances to attend the program. It is an honour to work with women from many different backgrounds. The common connection is the trauma that impacts on their own wellbeing and follows through to their parenting and children. This program is showing that the cycle of generational trauma which stems from a loss of identity and connection to culture can be turned around with trust and care.

Our Strong Mothers program operates with a client focused framework as opposed to one driven by a timeframe. The women involved in the program are juggling their trauma, relationships or the emotional distress from leaving an abusive relationship while grappling with the impact that their coping mechanisms and communications approaches are having with their children and extended family.

At the best of times women who need to access our Strong Mothers program are at risk of homelessness but in the current housing crisis it has become so much harder. This leaves our Strong Mothers often living in caravans or homeless. After all their hard work to heal and improve themselves and their parenting they sometimes are still unable to reunify with their children due only to no access to affordable housing. Lack of housing is leading to an even greater likelihood of First Nations children having to grow up in kinship, foster care or child residential facilities.

Despite the challenges, our Strong Mothers program will continue to work along-side the Strong Fathers program to help sustain and build safe and healthy family connections and homes for children.

**Joyanne Clark, Strong Mothers, Strong Families Coordinator**



# MARLU YOUTH PROGRAM

Since coming on board to restart the program I have had to restructure Marlu Youth program to be able to engage with the young men who wanted to participate in the program. By doing things differently was to engage with the individual youths as some still attend school and some do not. At the moment, there are 7 young men who are engaging in Marlu Youth.

We gather every Wednesday at Makepeace Street at 1:30pm to do some yarning over lunch, from here we do some painting and then on to activities. Over the last school holidays, a day program was put together so the children would be doing positive and fun activities that would have them interacting with each other such as walking, backyard cricket, football, a trip to Bunya Mountains.

## Good News Story:

One young man was not attending school at all since his engagement with Marlu Youth program and now he is back at school full-time completing his education.

**Bill Gorringe,**  
vCommunity Outreach Support Worker



# CARBAL ELDERS GROUP

Carbal's Elders Group operates each Thursday from 10am – 12am. The Carbal Outreach Team provide transport and a welcoming place where wisdom, culture, home baked goods, music, a cuppa, laughs and most importantly... care can be shared.

Throughout the second half of the year, the Elders have been enjoying using their creativity to make flowers for the Carbal Carnival of Flowers float from tissue paper, wire & glitter. The Elders have also enjoyed playing board games, bingo and creating sketches.

During Elders group sessions they have the chance to yarn about their week to other group members. Some elders that attend live alone, and the time they spend in the group ensures that there is always someone to check in on their wellbeing. They experience an invaluable sense of belonging. Strong connections have been created with each of the participants and has encouraged members to keep in regular contact with each other outside of weekly catch ups. The Elders have voiced how they now look forward to Thursdays. The group have learnt to work together, to compromise and trust each other enough to put forward suggestions, feelings, interests and preferences. The Elders group is a great way to meet other Elders - each with their own story - and to build connections which benefits their overall social & emotional wellbeing and strengthens our community.

**Olivia Millward, Community Outreach Support Worker**

**Natasha Weribone, Community Outreach Support Worker**



# HEALTHY MINDS SUPPORT SERVICES – PSYCHOSOCIAL SUPPORT PROGRAM

The Psychosocial Support Program provides non-clinical community-based supports that aim to facilitate recovery for people experiencing mental illness.

This Program offers a range of services to the clients including:

- the development of social skills and connections, including family connections
- Day-to-day living skills
- Financial management and budgeting
- Finding and maintaining a home
- Vocational skills and goals
- Maintaining physical wellbeing, including exercise
- Building broader life skills including confidence and resilience

Through community engagement, social media and word of mouth, our staff have been building trust with the community one client at a time. Many current clients have self-referred into the program while others come

to us after family and friends reach out to get support for their loved ones. Our referral numbers indicate that community members are more open to engaging with mental health and wellbeing programs.

Our client's successes can be seen through their increased sense of self-determination. We assist them to reach out to a wide range of external services. By taking responsibility for their physical and mental health and focusing on small and achievable goals they make big steps towards recovery and well-being.

As each community member becomes well it has a positive flow on effect for the whole community as our previous clients move on to assist others going through the same stages and challenges further increasing their independence and sense of self-worth.

**Naomi Von-Nida,**  
Psychosocial Support Worker

# CARBAL EDUCATION

## Education Aim

The Education team within Carbal has as a primary role of working with the Carbal Institute of Aboriginal & Torres Strait Islander Research to develop, accredit and deliver culturally appropriate and relevant education to professionals for the advancement of cultural competency of service providers within our region.

## Achievements

This year we extended the reach of delivering education from South East Queensland and launched it on a national stage. The conversion, development and introduction of our online learning platform provided culturally appropriate education at the 'Right time and Right location'

## Courses

Target Audience	Available Online	Only Face-to-Face
General Practice & Primary Health Care Sector	Clinical Cultural Awareness Training	Cultural Awareness Training
Community & Workplaces	Competent Cultural Awareness Training	
General Practice	Deadly Focussed Psychological Services	Deadly Focusses Psychological Services
NDIS Contractors	Business Basics	Deadly Mental Health Skills Training
Front-Line Staff	Carbal Talks	
<ul style="list-style-type: none"> <li>Aboriginal Health Workers</li> <li>Peer Support Workers</li> <li>Nurses</li> </ul> Nurses & Aboriginal Practitioners	Social & Emotional Wellbeing: Approach to Care	
<ul style="list-style-type: none"> <li>General Practice</li> <li>Aboriginal Health Workers Community</li> </ul>	Tackle Indigenous Smoking	
Upper Primary & Secondary Schools	Chonic Disease; Prevention through Culture	

## Accreditation

Many of our online courses are fully accredited with overarching colleges, which endorses and ensures a high quality of delivery and learning outcomes:



## Challenges

The ongoing major challenge for education delivery continued 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 and adaptation of courses to an interactive online learning platform.

The heightened demand for face-to-face course delivery was also placing significant pressure on our incredible facilitators. By innovatively modifying the delivery platform we have increased our delivery capacity.

## Future Direction:

With Carbal's online learning platform now fully developed and accessible, the reach of providing culturally appropriate education is limitless.

Carbal will focus on the expansion of offering education at an individual level and an organisational level. Offering license packages to members of Peak Bodies, there will be an education package to suit all levels and situations.

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.

### Learn more about Carbal Education's online courses and sign up today:

<https://carbal.com.au/education-resources/training>

### Course Access or Licence Enquiries?

Contact Carbal's Education team today: [education@carbal.com.au](mailto:education@carbal.com.au)

# 2022 CARBAL BOARD / STAFF NAIDOC CELEBRATION DINNER

On Friday 15 July, Carbal Board members and all Carbal Staff and operational contractors gathered in the Grand Marquee at Clifford Park Racecourse to celebrate the inaugural Board/Staff NAIDOC Dinner.

The evening commenced with a few words and a respectful silence to remember and celebrate the wonderful life and commitment to Aboriginal Health of recently departed Carbal doctor, Ro Jolley.

During a scrumptious dinner provided by the venue, Board Members were then introduced to all staff and presented with a gift, in recognition of the time and expertise that they bring as volunteers to direct and support the diverse range of health services that Carbal staff provide to community. Following this, a number

of staff were then presented with 'Long Timers' awards in recognition of their dedication and commitment to Carbal over many years.

The evening was rounded out by a hilarious review of Indigenous comedy by nationally renowned Indigenous comedian – Kevin Kropinyeri. Kevin had those in attendance in stitches with his unique brand of humour and many were left struggling to breathe as they were laughing too much.

A great selection of music provided by Encore Technology Solutions, together with a light show and dancing rounded out a brilliant evening and celebration of NAIDOC!







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

