



2022-2023

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

- 1. Acting Chair's Report.....4
- 2. CEO/CFO's Report.....6
- 3. Treasurer's Report8
- 4. Audited Financial Statements Year ended 30 June 202312
- 5. Year in Overview.....33

3310 PATIENTS SEEN AT THE ALLIED HEALTH CLINICS IN BOTH TOOWOOMBA & WARWICK

2410 HEARING SCREENINGS CONDUCTED ACROSS THE REGION IN 60 SCHOOLS

929 PATIENTS SEEN BY AN ABORIGINAL HEALTH WORKER FOR A REFERRED MBS SERVICE

1743 PATIENTS SIGNED FOR CHRONIC DISEASE PRACTICE INCENTIVE PAYMENTS (PIPS)

2160 - 715 HEALTH ASSESSMENTS COMPLETED IN THE LAST 12 MONTHS

OVER 4500 TRANSPORTS PROVIDED ACROSS BOTH CLINIC

42 PERCENT CURRENT SMOKERS, NATIONAL AVERAGE 53 PERCENT

35,839 EPISODES OF CARE PROVIDED ACROSS TOOWOOMBA AND WARWICK CLINICS

CONTINUE TO HOLD RACGP AND ISO 9001:2015 ACCREDITATION

100 PERCENT OF BABY BIRTH WEIGHTS RECORDED

71 PERCENT OF CHILDREN FULLY IMMUNISED

59 BABIES BORN INTO THE NEW DIRECTIONS FAMILY

Carbal Aboriginal and Torres Strait Islander Health Services Limited

ABN: 50 275 271 535
PO Box 1879
Toowoomba QLD 4350
Ph: 07 4688 0500



FROM THE ACTING CHAIR: VANESSA MOORE

In early 2023, Chair, Colin Jones sought and was granted leave from his permission on the board and it was my honour and pleasure to accept the role of Acting Chair in his absence. I appreciate also, that Perry Miller kindly agreed to step in to my current role as Treasurer for the duration of this term. The primary function of the Chair is to ensure that the board operates in a manner that is conducive to the achievement of the strategic outcomes and purposes of the organisation. To this extent, my role is well supported as the Carbal board, a skill-based board, is fortunate in that each individual Director brings to the role, diverse skills and experience that have enabled the organisation to make the big decisions in the very best interests of Carbal currently and into the future.

The growth and success of Carbal and its recognition nationally as being one of Australia's most innovative Indigenous medical services has been led by an outstanding management team and well supported by the amazing staff of Carbal. Our service community are indebted to all who have contributed to our success for their commitment and hard work over many years.

Carbal has a proud record of contributing to the health and wellbeing of our numerous Indigenous clients and their families. This has included our commitment to sharing the benefits of our success and continual quality improvement with all of our stakeholders in the form of numerous self-funded initiatives and programs. One outstanding example is the establishment of our state-of-the-art dental clinic and service in late 2022. This facility has been much needed for many years and is already starting to make inroads into the health and wellbeing of our Mob by delivering extremely affordable dental services. Carbal has invested \$1.5M of self-generated

funds into the establishment of the dental clinic and has an on-going commitment of \$1M annually to ensure its success. Similarly, the establishment of objectives from the 2021-23 Strategic Plan, namely Carbal At Home Nursing Service, Carbal Digs Accommodation Services and the commercial Carbal Kitchen are landmark initiatives that our organisation can be truly proud of.

Carbal Medical Services employs 140 staff, of which approx. 80% identify as Aboriginal and/or Torres Strait Islander heritage. This makes us a significant employer of Indigenous people in the region and Carbal is committed to upskill and provide training opportunities for our staff wherever possible.

I would also like to give a special mention to our fully self-funded Schools Hearing Health Checks program which tests around 2000 Indigenous Kids in schools throughout the Darling Downs each year. This initiative has been going for 7 years now and just keeps expanding. It has been life changing for our future generation - hearing screening has led to timely treatment schedules and a part-time audiologist which has prevented delays in waiting to receive public hospital care.

I want to thank our CEO for all the hard work he puts into Carbal and the wonderful working partnership that Brian and our board have forged over his tenure of nearly 10 years of service. Some unique and innovative approaches have lessened the reliance on government funding of our service delivery and allowed Carbal to determine many of the 'gaps' that we currently respond to with services. I look forward to the next year and the further advancement of our services.





FROM THE CEO/CFO: BRIAN HEWITT

As I approach the tenth year of my tenure with Carbal, I look back and reflect on the enormous growth and change in our service during this time. In 2014, Carbal was operating a GP practice in Mary Street, a health check service in a mobile clinic in Warwick and a limited Outreach service, predominantly PHAMS from a leased building in Russell Street, Toowoomba. Carbal employed 37 staff and had assets totalling \$3.7M. Carbal owned no properties or vehicles and the annual turnover was \$4.6M of which 100% was from government grants. Carbal had 4000-5000 clients on the books in 2014.

In 2023, Carbal operates 2 full service GP clinics in Toowoomba and Warwick, two Allied health facilities in Toowoomba and Warwick that deliver services in 13 different Allied Health areas, an Outreach programs centre in Toowoomba, one of the most successful ATSI NDIS services in Australia with offices in Toowoomba and Warwick, an extensive ITC service across Toowoomba and the Southern Downs, a fully equipped Dental Clinic, a fully accredited commercial kitchen and Food Bank, an extensive 'Carbal At Home' home nursing service, an extensive medical appointments accommodation 'Carbal Digs' service from 4 sites comprising of 13 fully renovated and serviced two-bedroom apartments and also operated the most successful COVID vaccination centre in Toowoomba for almost three years. Carbal owns our four major facilities and all of our accommodation centres and commercial kitchen, together with our fleet of 46 vehicles outright. These contribute to a fixed asset database of \$18M in an overall asset database of \$25M. All of these assets were purchased with Carbal funds and not with the assistance of any grants. Carbal now employs 140 staff and contractors (NDIS) across the organisation and has an annual turnover of almost \$20M – 50% of which is self-generated and allows us to subsidise in part or fully most of the 23 different service programs that we deliver. The Dental service, which features a state-of-the-art fitout, NDIS, Carbal Digs, Carbal-At-Home, Carbal Kitchen and a number of other initiatives are fully self-funded by Carbal. We now have collectively approximately 15 000 clients on our books.

The continued success of Carbal has been due to the establishment of an Aboriginal and Torres Strait Islander community health service model that generates 50% per

cent of annual revenue from sources other than State and Commonwealth government health program contracts and grants. Fundamental to this was the establishment and conduct of the Toowoomba Vaccination Centre, our extensive NDIS services and the continued growth in our online health education and cultural awareness training programs.

There are now close to 160 clients being supported by Carbal's National Disability Insurance Scheme (NDIS) services. It is widely acknowledged that Carbal operates one of the most successful Aboriginal and Torres Strait Islander NDIS services in Australia. The provision of support for people with a disability is yet another part of Carbal's holistic approach to improving the health of the community.

Through generating significant additional revenue, Carbal has been able to expand and broaden services to provide greater preventative health outcomes to all ages of our community. Carbal's self-funded Schools Hearing Health program has expanded enormously and has established itself as an extremely important component for addressing hearing health and learning concerns within schools right across the Darling Downs. More than 44 per cent of Aboriginal and Torres Strait Islander children are identified as having hearing issues and as requiring referral and the potential for far greater expansion of the program to meet the increasing demand to test older children is only limited by the staffing and funding resources available. Carbal continues to explore creative ways of addressing this need.

The difference in the Carbal model extends beyond simply generating more self-supporting revenue that is used to improve facilities, services and supplement or initiate health outcome programs. Carbal also provides additional preventative health and transport services, taking clients as far as Brisbane and the Gold Coast for appointments on an almost daily basis. Carbal delivers 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 supports community in many, many ways, including the funding of NAIDOC celebrations and continued generous support with events and promotions that improve the factors that contribute to social disadvantage. This support is crucial in maintaining health and well-being and Carbal remains committed to providing the time, funds and resources to support activities, projects and programs in this regard.

The 2022-2023 Annual Report briefly showcases the wonderful work and results being achieved by the team at Carbal across many of our service delivery programs and I encourage everyone to read on and spread the positive messages that are contained herein. Finally, as I have stated many times previously, I am extremely proud and regard myself as most fortunate to work with the Board and staff of this wonderful organisation and I would particularly like to pay a special tribute to the dedication, support and leadership skills of an outstanding Senior Management team. This team comprises of:

- Tamika Campbell – General Manager Clinical Operations
- Brie Jesberg – General Manager Finance
- Charlie Rowe – General Manager Outreach Services
- Deslea Cooper – General Manager - Programs
- Kim Passante – Quality and Accreditation Manager
- Teela Hyndes – NDIS General Manager
- Reece Griffin – Clinical Operations Manager
- Kerry Stewart – Warwick Clinic Manager
- Chan Draper – Dental Services Manager
- Samantha Freeman – Education and Resources
- Mark Johns & Kurt Lebsanft – Operations and Maintenance Managers

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

The 2022-23 Carbal Board comprising of Acting Chair – Vanessa Moore, Deputy Chairs- George Petroff, Wayne Williams, Troy Followes, Bill Munro, Treasurer – Perry Miller and Chair (on leave) – Colin Jones. All deserve a special and sincere thank you for their commitment, time, strategic expertise and never-failing encouragement and support of all that we do.

This extraordinary group of people and all of our staff will no doubt guide Carbal exceptionally well as it continues to influence the changing face of Aboriginal Medical Services on the Darling Downs over the next ten years. As my tenure draws to a close, I take great solace and pride in what we have collectively built and where it will almost certainly lead to in the future - as an AMS to be extremely proud of.

Brian Hewitt

CEO / CFO

Carbal Medical Services



THE ACTING TREASURER: PERRY MILLER

The attached audited financial statements for 2022-2023 continue to reflect a very solid financial position thanks to the continued exemplary operational management of Carbal Medical Services. On behalf of the Board of Management and the Members, I would like to express my appreciation of the expertise and dedication of the CFO, Brian Hewitt and to the senior finance manager, Brie Jesberg and her accounts team for their expertise and support in maintaining our excellent financial position and accounts.

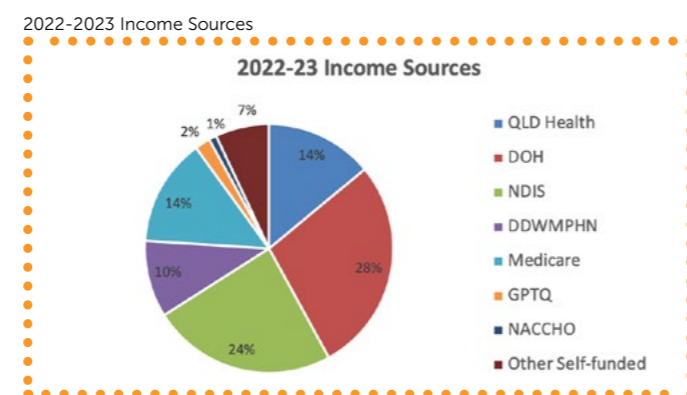
The audited financial statements for 2022-2023 are attached. We ended the trading year with a surplus of \$3,741,922 which was a decrease of \$111,893 on the previous period. Much of this decrease can be attributed to the early ceasing of the extremely successful and nationally acknowledged Respiratory Clinic operations post pandemic. Given that the clinic was earning approx. \$4M per annum, the minimal decrease is outstanding. We also injected an extra \$115,000 into the maintenance and refurbishment of some of our buildings compared with the previous period. Expenses across the board have decreased however, program costs increased markedly as expected to accommodate the cost of operating the new Dental Clinic.

Our revenue for the period increased by \$1,411,964 which was excellent when factoring in again that the Respiratory Clinic revenue was included only for 7 months. The incoming financial year will be a challenge in terms of maintaining revenue. The move by governments away from central funding to decision-making which incorporates 'advisory bodies' does not advantage Carbal. The politics in play within the sector mean that Carbal will not be well represented under these arrangements and we have already seen early signs of this. An example would be the Tackling Indigenous Smoking program that was worth \$550,000 to Carbal per annum to conduct related activities. Carbal was acknowledged as being at the forefront nationally of developing creative ways to address this problem using the funding provided, for the past 6 years. However, with the move to a 'statewide approach', based on the advice of peak 'advisory groups', Carbal no longer receives any funding to continue this program. There is no doubt in our minds that the decision was a political one and the Darling Downs community will likely be worse off in our opinion.

In some ways, Carbal is now paying the 'price' for embarking on a strategy to self-fund at least 50% of our operations, which we have successfully done for a number of years. Very few NFP organisations, if any, have been able to achieve this but it has caused some envy within the sector and at least the appearance of a notion by the funding bodies that 'whatever is not funded, Carbal will continue to fund anyway'. Carbal has funded many millions of dollars of programs over the past 8 years, however we cannot continue to expand this extremely cost-effective strategy to all funding bodies if the current approach to funding continues. At present, we are projecting at least a \$1M decrease in funding revenue for the current financial year. There is much more that could be said on this topic.... but this is not the correct forum. Suffice to say that the level of confidence and regard that we have established with all of the funding bodies over the past 10 years will not be translated well with the continued introduction of 'representative advisory bodies'.

Carbal has continued to fund a number of programs and activities that do not receive any funding but that have been identified by Carbal as 'gaps' in the provision of health services to Aboriginal and Torres Strait Islanders within our service region. The Board of Management is extremely pleased that we are able to expand our services within our charter due to the growth in our income and the professional management of our resources.

The continued success of our extensive NDIS operations and the introduction of many self-funded initiatives to maintain revenue including: Carbal Education, Carbal Kitchen, Carbal At Home, Carbal Digs, Carbal Dental and the Schools Hearing Health program are timely additions to our operations going forward.....hopefully.



Much of our self-generated income is being used to cover administration costs and to 'value-add' to the various programs that we are funded to deliver by governments. Carbal averages less than 7 % in program administration costs and this would be at the lowest end of NFP costs in Australia. This represents an extremely creditable use of taxpayer funds.

Total assets, including cash term deposits and property, plant and equipment for the Company now stands at \$19,092,855 which reflects an increase of approximately \$3,577,946 on the previous period. This reflects the purchase of four properties containing 13 self-contained units to be used in the Carbal Digs program which accommodates those who need to travel to access medical appointments, and the purchase and fit-out of the new Dental Clinic using 100% self-generated funds. Carbal continues to be in a very sound position to continue identifying and addressing areas of need in health provision for our communities due to sound management and use of resources.

On behalf of Carbal, I would like to thank Bruce Preston and the team from Crowe Auditors for their professional, comprehensive and timely attention to the completion of the 2022-23 audited financials and particularly express my appreciation of the great working relationship that we enjoy.

I commend the full audited report to you and include an extract from the Auditors summary letter below:

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 2023, 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 2023 and of its financial performance for the year ended; and
- (ii) complying with Australian Accounting Standards to the extent described in Note 1, 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.

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.

Crowe Australasia

DIRECTORS



Name:

COLIN JONES

Title:

NON-EXECUTIVE CHAIR

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 brings a wide array of experiences, knowledge and insight. As well as being a highly accomplished and internationally renowned artist, Colin Jones is a scholar and a lecturer in Aboriginal culture, art and history. Colin has shared his knowledge locally at Griffith University and around the world for a wide range of organisations and embassies.

In addition to these rich experiences Colin has worked at the Queensland Police Service Academy, Cairns Aboriginal Coordinating Council, Barallam Prison and with the Department of Juvenile Justice delivering counselling and assistance to remote community members dealing with drug and alcohol use, child neglect and juvenile crime. Colin has held positions on numerous boards including the Beemar Yumba Children's Shelter in Cherbourg Aboriginal community.



Name:

VANESSA MOORE

Title:

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 March 2021 and has a long career history with working in Indigenous Affairs for both the Queensland and Australian Governments. She has extensive experience in the areas of project management, economic participation, contract management, community development and administration.



Name:

PERRY MILLER

Title:

NON-EXECUTIVE DIRECTOR

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

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

Experience and expertise:

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



Name:

TROY FOLLOWES

Title:

NON-EXECUTIVE DIRECTOR

Troy joined the Carbal board in 2022. He is a Counsellor, with a background working in Business, Education and NFP's. Additionally he has worked with Youth and International humanitarian projects over the last 25 years.

Troy enjoys bringing people and ideas together to leverage positive change for the community and also leads innovative initiatives that focus on sustainability.

Troy brings a passion for creating opportunities in business development via community and stakeholder engagement.

Throughout his career, he has helped clients and peers recognize their unique capabilities and position themselves for success by addressing career strategy and leadership development.



Name:

BRIAN HEWITT

Title:

COMPANY SECRETARY

In addition to his role as the current CEO, Brian Hewitt has held the role of Company Secretary from May 2020.

AUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

CARBAL ABORIGINAL AND
TORRES STRAIT ISLANDER
HEALTH SERVICES LTD

T/A 'CARBAL MEDICAL SERVICES

ABN 50 275 271 535
ACN 611 551 369

CONTENTS:

Directors' Report.....	13
Statement of Profit or Loss and Other Comprehensive Income.....	17
Statement of Financial Position.....	18
Statement of Changes in Equity.....	19
Statement of Cash Flows.....	20
Notes to the Financial Statements.....	21
Directors Declaration.....	29
Independent Audit Report.....	30

DIRECTORS' REPORT

The directors present their report, together with the financial statements, on the company for the financial year ended 30 June 2023.

Colin Jones – Chair (On Leave)

George Petroff - Deputy Chair

Perry Miller - Deputy Chair (Acting Treasurer)

Wayne Williams - Deputy Chair

Vanessa Moore – Treasurer (Acting Chair)

Bill Munro – Deputy Chair

Troy Followes – Deputy Chair

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-three 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, a Dental Practice 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. To support this goal, Carbal has maintained the self-funded programs: Carbal Dental, Schools Hearing Health program, Carbal Kitchen, Carbal Digs, Carbal-At-Home, Carbal Education and Art of Carbal.

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. Funding for Toowoomba has ceased but Carbal has elected to maintain these programs at present

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 2022-2023 financial year.

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	6	6
Vanessa Moore	9	9
George Petroff	8	9
Perry Miller	9	9
Wayne Williams	7	9
Bill Munro	8	9
Troy Fellows	8	9
Brian Hewitt	9	9

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 2023 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: 
 Dated 26/11/2023

Director: 

Information on directors

Directors have been in office since the start of the financial year to the date of this report unless otherwise stated.

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.

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2023

Auditor's Independence Declaration

As an auditor of Carbal Aboriginal and Torres Strait Islander Health Services Ltd for the year ended 30 June 2023, I declare that, to the best of my knowledge and belief, there have been:

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

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

Crowe Audit Australia

Crowe Audit Australia



Bruce Preston
 Partner

26 October 2023
 Toowoomba

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REVENUE	NOTE	2023	2022
Revenue	3	19,499,230	18,382,959
Other income	3	234,354	113,541
Interest revenue calculated using the effective interest method		47,412	19,274
Total Revenue		19,780,996	18,515,774
Expenses			
Motor vehicle expenses		(238,839)	(260,032)
Building costs		(478,915)	(363,694)
Administration costs		(1,452,905)	(1,855,057)
Employee benefits expense		(9,756,203)	(8,551,388)
Travel costs		(79,639)	(89,294)
IT Costs		(459,002)	(467,209)
Depreciation expense	4	(495,417)	(473,972)
Programming Costs		(3,278,132)	(2,590,637)
Finance Cost		(4,436)	(10,674)
Total Expenses		(16,243,488)	(14,661,959)
Surplus before income tax expense		3,537,508	3,853,815
Income tax expense		-	-
Surplus after income tax expense for the year attributable to the members of Carbal Aboriginal and Torres Strait Islander Health Services Ltd		3,537,508	3,853,815
Other comprehensive income for the year		-	-
Total comprehensive income for the year attributable to the members of Carbal Aboriginal and Torres Strait Islander Health Services Ltd		3,537,508	3,853,815

THE ACCOMPANYING NOTES FORM PART OF THESE FINANCIAL STATEMENTS.

STATEMENT OF FINANCIAL POSITION FOR THE YEAR ENDED 30 JUNE 2023

ASSETS	NOTE	2023	2022
CURRENT ASSETS			
Cash and cash equivalents	5	7,895,209	8,059,648
Trade and other receivables	6	106,609	77,315
Other	7	-	484,773
Total Current Assets		8,001,818	8,621,736
NON-CURRENT ASSETS			
Property, plant and equipment	8	12,587,584	8,185,734
TOTAL NON-CURRENT ASSETS		12,587,584	8,185,734
TOTAL ASSETS		20,589,402	16,807,470
LIABILITIES			
Current Liabilities			
Trade and other payables	9	721,701,180	711,533
Financial Liabilities		-	67
Employee benefits	10	428,242	426,327
TOTAL CURRENT LIABILITIES		1,129,422	1,137,927
NON-CURRENT LIABILITIES			
Employee benefits	10	407,563	154,634
Total Non-Current Liabilities		407,563	154,634
TOTAL LIABILITIES		1,536,985	1,292,561
NET ASSETS		19,052,417	15,514,909
EQUITY			
Retained Earnings/profit		19,052,417	15,514,909
TOTAL EQUITY			

THE ACCOMPANYING NOTES FORM PART OF THESE FINANCIAL STATEMENTS.

STATEMENT OF CHANGE IN EQUITY FOR THE YEAR ENDED 30 JUNE 2023

	Retained Surpluses	Total Equity
	\$	\$
Balance at 1 July 2022	15,514,909	15,514,909
Surplus for the year	3,537,508	3,741,922
Balance at 30 June 2023	19,052,417	19,092,855
	Retained Surpluses	Total Equity
	\$	\$
Balance at 1 July 2021	11,661,094	11,661,094
Surplus for the year	3,853,815	3,853,815
Balance at 30 June 2022	15,514,909	15,514,909

THE ACCOMPANYING NOTES FORM PART OF THESE FINANCIAL STATEMENTS.

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2023

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

		2023	2022
CASH FLOW FROM OPERATING ACTIVITIES	NOTES		
Receipts from customers		9,197,158	8,215,132
Payments to suppliers and employees		(15,014,435)	(14,323,639)
Interest received		10,272,778	9,971,248
Grants received		10,272,778	9,971,248
Interest received		47,412	19,274
Finance Costs		(4,436)	(10,674)
Net cash provided by operating activities	13	4,498,477	3,871,339
CASH FLOW FROM INVESTING ACTIVITIES			
Proceeds from sale of plant and equipment		309,867	189,054
Payments for property, plant and equipment		(4,972,783)	(1,772,535)
Net cash provided by/(used in) investing activities		(4,662,916)	(1,583,481)
CASH FLOWS FROM FINANCING ACTIVITIES			
Net increase/(decrease) in cash and cash equivalents held		(164,439)	2,287,858
Cash and cash equivalents at beginning of year		8,059,648	5,771,790
Cash and cash equivalents at the end of the financial year	5	7,895,209	8,059,648

THE ACCOMPANYING NOTES FORM PART OF THESE 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 series 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

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

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.

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.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

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 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 2023

3 - REVENUE

	2023	2022
	\$	\$
Grant Income	10,272,778	10,278,038
Medicare Billings	2,843,042	2,536,543
Practice incentive payments	698,452	650,178
NDIS Billings	4,600,840	3,457,645
Other income	1,084,118	1,460,555
Revenue	19,499,230	18,382,959
Other revenue	234,354	113,541
Gain/(loss) on disposal of property, plant and equipment	234,354	113,541

4 - EXPENSES

Surplus before income tax includes the following specific expenses:

Depreciation	495,417	473,972
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5 - CURRENT ASSETS - CASH AND CASH EQUIVALENTS

Cash at Bank	7,895,209	8,059,648
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6 - CURRENT ASSETS - TRADE AND OTHER RECEIVABLES

Trade receivables	50,869	74,801
Other receivable	2,513	2,514
Loans and advances to staff	53,227	-
	106,609	77,315

7 - CURRENT ASSETS - OTHER

Property purchase deposit	-	484,773
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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

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

	2023	2022
Land , buildings and improvements - at cost	12,215,431	7,790,915
Less: Accumulated depreciation	(561,075)	(283,862)
	11,654,356	7,507,053
Motor Vehicle --s at cost	1,115,960	1,041,827
Less: Accumulated depreciation	(721,810)	(676,697)
Office & Computer Equipment - at cost	271,019	250,462
Less: Accumulated depreciation	(144,873)	(105,180)
	126,146	145,282
Leasehold improvements at cost	150,940	137,023
Less: Accumulated depreciation	(34,973)	(27,258)
	115,967	109,765
Medical Equipment at deemed cost	315,703	49,300
Less: Accumulated depreciation	(39,306)	(16,800)
	276,397	32,500
Plant and Equipment - at cost	27,175	27,175
Less: Accumulated depreciation	(6,607)	(1,172)
	20,568	26,003
	12,587,584	8,185,734

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

9 - (CURRENT LIABILITIES) - TRADE AND OTHER PAYABLES

CURRENT

	2023	2022
Trade payables	220,714	117,535
Payroll accrual	318,916	441,248
Other Payables	161,550	152,750
	701,180	711,533

10 - (CURRENT LIABILITIES) - EMPLOYEE BENEFITS

CURRENT

Annual leave provision	422,103	421,676
Time owed in lieu	6,139	4,651

NON-CURRENT

Long service leave provision	407,563	154,634
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11 - KEY MANAGEMENT PERSONNEL

Total key management personnel remuneration	1,703,137	1,128,784
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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	25,500
Other services		
Preparation of financial statements – Crowe Audit Australia	25,500	25,500
Assistance in reconciliation of fixed asset register – Findex (Aust) Pty Ltd	1,500	1,500
Other Accounting Services – Findex (Aust) Pty Ltd	8,190	8,190
	10,690	10,690

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

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 2023	Land and buildings	Plant and Equipment	Motor Vehicles	Office & computer equipment	Leasehold Improvements	Medical equipment	Total
Balance at the beginning of year	7,507,054	26,003	365,129	145,283	109,765	32,500	8,185,734
Additions	4,777,778	-	299,389	20,556	13,917	266,403	5,378,043
Disposals	(435,752)	-	(226,252)	-	-	-	(661,004)
Accumulated depreciation on disposal			183,682				183,682
Adjustment	(3,454)	-		-			(3,454)
Depreciation expense	(191,270)	(5,435)	(228,799)	(39,693)	(7,715)	(22,506)	(495,417)
Balance at the end of the year	11,654,356	20,568	394,150	126,146	115,967	276,397	12,587,584
Year Ended 30 June 2022							
Balance at the beginning of year	6,259,458	-	461,083	176,764	109,288	-	7,006,593
Additions	1,377,733	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

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

	2023	2022
13 – RECONCILIATION OF SURPLUS AFTER INCOME TAX TO NET CASH FROM OPERATING ACTIVITIES		
Surplus after income tax expense for the year	3,537,508	3,731,545
Adjustments for:		
Depreciation	495,417	473,972
Net loss (gain) on disposal of property, plant and equipment	(234,354)	(113,541)
Changes in assets and liabilities:		
(increase)/decrease in trade and other receivables	(29,295)	110,210
(increase)/decrease in prepayments	484,773	(471,465)
(increase)/decrease in other assets	(29,294)	110,210
increase/(decrease) in trade and other payables	(10,418)	(14,431)
increase/(decrease) in employee benefits	254,845	155,048
Cashflows from operations	4,498,477	3,871,339

14 – RELATED PARTY TRANSACTIONS

Key management personnel Disclosures relating to key management personnel are set out in note 11.

Transactions with related parties The following transactions occurred with related parties:

i. IT Equipment and Services from Encore Technology Solutions:

Labour	204,464
Consumables & Equipment	201,846
Communications	86,879
Subscriptions	3,462
Other	13,934
Total	510,585

ii. Legal Services from Enterprise Legal

Receivable from and payable to related parties The following balances are outstanding at the reporting date in relation to transactions with related parties:

Trade payables to Encore Technology Solutions	5821
Trade payables to Enterprise Legal	-

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

15 – 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.

16 – 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.

17 – CONTINGENT LIABILITIES

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

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

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

18 – COMMITMENTS

There are no commitments at the reporting date.

DIRECTORS DECLARATION FOR THE YEAR ENDED 30 JUNE 2023

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 2023 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 

Director 

Dated: 26 October 2023

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023

INDEPENDENT AUDIT REPORT FOR THE YEAR ENDED 30 JUNE 2023



Crowe Audit Australia
ABN 13 969 921 386
146 Mort Street
Toowoomba QLD 4350
PO Box 22
Toowoomba QLD 4350
Australia
Main +61 (07) 4614 2200
Fax +61 (07) 4639 1303
www.crowe.com.au

Independent Auditor's Report

To the Members of Carbal Aboriginal and Torres Strait Islander Health Services Ltd

Opinion

We have audited the special purpose financial report (the financial report) of Carbal Aboriginal and Torres Strait Islander Health Services Ltd (the Company), which comprises the statement of financial position as at 30 June 2023, 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 Entity is in accordance with the Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012* (the ACNC Act), including:

- Giving a true and fair view of the Company's financial position as at 30 June 2023 and of its financial performance for the year then ended.
- Complying with Australian Accounting Standards report to the extent described in Note 1, and Division 60 of the *Australian Charities and Not-for-profits Commission Regulation 2013*.

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 & 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.

Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Company's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

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.

Some of the Crowe personnel involved in preparing this document may be members of a professional scheme approved under Professional Standards Legislation such that their occupational liability is limited under that Legislation. To the extent that applies, the following disclaimer applies to them. If you have any questions about the applicability of Professional Standards Legislation to Crowe's personnel involved in preparing this document, please speak to your Crowe adviser.

Liability limited by a scheme approved under Professional Standards Legislation.

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

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

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Responsibilities of the 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 in accordance with Australian Accounting Standards and the *ACNC Act* and for such internal control as the directors determine is necessary to enable the preparation of the 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 ability of the Company 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 the 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 this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the Company to express an opinion on the group financial report. The auditor is responsible for the direction, supervision and performance of the group audit. The auditor remains solely responsible for the audit opinion.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2023



We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during the audit.

Crowe Audit Australia

Crowe Audit Australia

Bruce Preston
Partner

26 October 2023
Toowoomba

FROM THE GENERAL MANAGER: CLINICAL SERVICES

TAMIKA CAMPBELL

This Annual Report period has witnessed extraordinary achievements, positive outcomes, and exceptional health care delivery. I encourage you to explore the contents of this annual report to gain a deeper understanding of our journey over the past year. As we navigate the ever-evolving landscape of primary and preventative health care, we recognise that it is not only essential to adapt but to thrive. Our resilience is a testament to the hard work and dedication of our team and the continued support from our stake holders - the community.

The 22/23 financial year commenced and ended with Carbal Staff attending many NAIDOC events in community. In addition to our 2022 Carbal NAIDOC celebration Dinner, where we acknowledged and celebrated the wonderful life and commitment to Aboriginal Health of the recently departed Carbal Doctor, Ro Jolley, our dedicated staff who have been with us for five years or longer were also celebrated and awarded a plaque for their outstanding contribution to the organisation and community.

NAIDOC 2023 saw the recognition of Carbal Aboriginal & Torres Strait Islander Health Service for its "Outstanding Contribution to Community" award. This incredible recognition reflects the unwavering dedication and positive impact that Carbal continues to have on our community.

This financial year saw the finalisation of operations for the very successful Toowoomba Respiratory Clinic. During the time the clinic was in operation, we administered over 30,000 Covid 19 vaccinations to community members of all ages and approximately 20,000 tests and nearly 5000 Positive Covid GP consults. Our excellent performance in running the Vaccine and Testing clinic led to the Department of Health contracting Carbal to reactivate these services in the event of any future respiratory disease outbreak.

Carbal then shifted its attention towards acquiring and equipping a cutting-edge Dental Clinic. This independently funded and fully functional Dental clinic is currently providing dental services to the community at substantially discounted rates, ensuring greater and more prompt access for individuals to receive preventative and therapeutic care for their oral health need. Through our collaboration with James Cook University and the employment of a highly experienced Senior Dentist as a supervisor, we have established a training facility for fifth-year dental students completing their final placements. This represents a significant milestone for Carbal and fulfills a long-standing vision.

It is crucial to maintain a forward looking perspective, emphasising future goals and accomplishments, all whilst staying true to the overarching objective: delivering high quality services to the Carbal Community and enhancing health and wellbeing through a holistic model of care. I eagerly anticipate contributing to the implementation of innovative strategies aimed at realising our strategic objectives for Carbal Aboriginal and Torres Strait Islander Health Service over the next 3 years.

In closing, I would like to acknowledge the exceptional leadership and support from the Board of Directors, our CEO Mr Brian Hewitt, The Executive Management team, and Carbal Staff for their ongoing contribution to improving the health and wellbeing of our MOB. The team at Carbal have worked tirelessly to overcome the significant challenges our community faced throughout the pandemic. My sincere thanks to all, and I look forward to continuing my Journey with Carbal as the General Manager of Clinical Operations.

TOOWOOMBA CLINIC

REECE GRIFFIN - CLINICAL OPERATIONS MANAGER, TOOWOOMBA

125 RUSSELL STREET

The Carbal Medical Nursing Services team has once again gone above and beyond to provide exceptional patient-centred care that places dignity and respect at the forefront. This report, highlights the diverse range of services offered by the team, including preventative and curative care, health education, and community outreach programs.

We highlight the team's numerous achievements, including their success in reducing hospital readmissions, improving patient outcomes, and increasing patient satisfaction rates. We also discuss the team's commitment to ongoing professional development, which includes continuing education opportunities, mentorship programs, and regular skills training.

Overall, this report showcases the Carbal Medical Nursing Services team's dedication to providing high-quality, compassionate care to all members of the community, and their unwavering commitment to improving healthcare outcomes for all.

Our highly skilled and compassionate nursing team is dedicated to providing a diverse and extensive array of services to our patients. Our team is trained to provide pathology collection, immunisation for patients of all ages, wound care, minor surgical procedures, point-of-care testing, and medical assessments with great care and attention to detail.

This year, we have taken steps to further reduce the pressure on the Queensland Health system by providing a range of safe and no-cost procedures, such as iron infusions to our patients. Our Women's Health Nurses have played an essential role in expanding our services to include long-acting contraception, providing our patients with the freedom to choose the contraception method that best suits their lifestyle. They have also been instrumental in ensuring accessible cervical cancer prevention, with regular screenings and follow-ups for high-risk patients.

We understand that healthcare can be a stressful and overwhelming experience, and our team strives to provide a welcoming and supportive environment for our patients. You can trust our team to provide the highest quality of care possible, with a focus on patients' overall wellbeing.

Throughout the past year, our dedicated nursing staff has been providing exceptional care to a significant number of patients. Not only have they been administering vaccinations and collecting pathology, but they have also been offering invaluable support to those living with chronic diseases through our disease management program. This program provides patients with a comprehensive approach to care, including access to allied health services and a range of support to help manage their conditions.

Our team has also been actively engaged in research, working tirelessly to find the best possible outcomes for our patients. By staying up-to-date with the latest advances in medical technology and research, we can continue to provide the highest level of care and services to our patients. We are proud of the work we have done this year and are committed to continuing our efforts to improve the health and well-being of our patients.

Our nursing team places great importance on continually improving their knowledge and skills in their profession. They do this by actively seeking out external training opportunities, attending in-house education sessions, and sharing their expertise with nursing students through mentoring programs. By staying up-to-date with the latest developments and techniques in healthcare, our nursing team is better equipped to provide high-quality care to our patients and adapt to changes in the industry.



ABORIGINAL HEALTH WORKERS (AHW) TEAM

The Aboriginal Health Worker (AHW) team has been consistently working towards building trust and establishing strong relationships with our patients, which is a crucial part of the clinic's commitment to providing holistic care. The AHW team offers a wide range of services that cater to the multifaceted needs of our patients, taking into account their cultural, social, and emotional well-being. From assisting with medical appointments and providing health education to offering emotional support and connecting patients with community resources, The AHW team is dedicated to ensuring that our patients receive the best possible care and support.

The team of highly trained and experienced Allied Health Workers (AHWs) is dedicated to ensuring that our patients receive the highest quality of care. We offer a comprehensive range of services, including primary health screenings, referrals, and support services.

Our primary health screenings are designed to identify any potential health issues, such as high blood pressure, diabetes, and heart disease, at an early stage. This allows for prompt treatment and management, which can significantly improve health outcomes. In addition, we also provide referrals to specialist healthcare professionals when necessary, such as dietitians, physiotherapists, and psychologists. This ensures that our patients receive the best possible care for their specific needs.

Our support services are designed to help patients follow through with their doctor's recommendations and manage their health effectively. This includes providing education and resources on healthy lifestyle choices, such as exercise, nutrition, and stress management. We also recognise the importance of smoking cessation in improving overall health outcomes. As such, we offer referrals to Quitline, which provides evidence-based support and resources to help patients quit smoking for good.

At our clinic, we strive to provide a patient-centred approach to healthcare, where the needs and preferences of our patients are at the forefront of everything we do.

Our community health workers have been doing a commendable job this year by enhancing their skills through numerous training courses. They have completed hearing and domestic violence awareness training, which has equipped them to identify and address these issues effectively. Additionally, they have been instrumental in providing valuable sexual health advice and education to the community. They are also guiding people on different contraceptive methods and providing feminine hygiene products to those in need, which has helped create awareness and promote better health practices.

Our Aboriginal Health Workers (AHWs) play an essential role in promoting health and wellbeing within the community. They actively participate in various community events, where they share their knowledge and expertise on various health-related topics, such as healthy living, nutrition, and physical activity. Their involvement in these events helps to educate and empower community members to make informed decisions about their health.

In addition to community events, our AHWs also collaborate with other allied health services to provide holistic care to our patients. They work closely with our nursing team to assist with administering flu shots on Flu Day, ensuring that our patients receive the necessary vaccinations to protect them from the flu. Overall, our AHWs are a valuable asset to our healthcare team, and we are grateful for their dedication and commitment to improving the health and wellbeing of our community.



GROWING DEADLY FAMILY (GDF) TEAM

The team at GDF is dedicated to offering a wide range of well-being services that cater to the emotional, social, and mental needs of pregnant women and their families. These services are designed to provide the necessary support for a healthy pregnancy and a smooth transition into parenthood.

In this section, we offer detailed insights into the vital services provided by the GDF team. We also highlight their ongoing efforts to address housing challenges faced by pregnant women and their families. The team is committed to ensuring that every expectant mother has access to safe and affordable housing, which is vital for a healthy and stress-free pregnancy. Their efforts in this area are a testament to their dedication to the well-being of pregnant women and their families.

The GDF team is made up of a group of skilled professionals who are dedicated to providing support services for expectant mothers and their families. The team comprises of experienced midwives, social workers, Aboriginal health workers, and an Aboriginal liaison officer. During pregnancy and beyond, the GDF team offers a range of comprehensive support services that cater to the physical, emotional, and mental well-being of the mother and baby. Their holistic approach ensures that all aspects of the mother's health are taken care of, which results in a healthier and happier mother and child.

The midwives on the team provide expert care for the mother during pregnancy, labour, and delivery, ensuring that the mother and baby are healthy and safe throughout the process. The social workers offer emotional support and counselling to the mother and family, helping them to navigate any challenges that come their way. The Aboriginal health workers bring a cultural perspective to the team and offer specialized care to Indigenous women, ensuring that their unique needs are met. Lastly, the Aboriginal liaison officer acts as a bridge between the medical team and the Indigenous community, ensuring that cultural needs are met and that communication is clear.

Overall, the GDF team's comprehensive support services ensure that mothers and their families receive the best care possible, resulting in a positive pregnancy and postpartum experience.

Housing instability is one of the most pressing concerns that our families face today. The lack of secure and affordable housing has resulted in many individuals and families experiencing homelessness or being forced to live in inadequate conditions. To help address this issue, GDF has been actively involved in providing support and referrals to those who are facing unstable or unsuitable living situations. Our efforts reflect the broader housing crisis that is currently affecting Australia. We understand the importance of having a safe and stable place to call home, and we are committed to working towards finding sustainable solutions for those in need.

The GDF team is committed to providing comprehensive support to our patients. In addition to helping patients find suitable housing, we offer assistance with a wide range of issues, including parenting, financial management, material aid, and referrals to appropriate services. We are also dedicated to providing counselling services to our patients, addressing any worries or stresses they may be experiencing. Our goal is to ensure that our patients receive the support they need to lead healthy and fulfilling lives, both within and outside of our facilities.



NEW DIRECTIONS

Over the years, the New Directions program has undergone tremendous growth, with the inclusion of the "Growing Deadly Families" program being a notable addition. This initiative is aimed at addressing issues that affect families in crisis, such as substance abuse, mental health, and domestic violence.

The program's expansion has been possible through various strategic partnerships and collaborations with local organizations and government agencies. As a result, more families have been able to access the program's resources and services, leading to improved outcomes for those in need.

Some of the achievements of the New Directions program include increased awareness about mental health issues, reduced cases of domestic violence and substance abuse, and improved family relationships. The program's success is a testament to the dedication and hard work of the staff and volunteers who work tirelessly to support families in crisis.

Our dedicated team of experienced midwives and a knowledgeable Aboriginal health worker, operating under the name New Directions, is committed to providing top-notch antenatal and postnatal care to a significant number of women and babies. Along with their medical assistance, they offer comprehensive emotional support throughout the pregnancy journey, ensuring the well-being of both the mother and the baby.

Our team's services extend beyond just medical care, as they also address various issues that pregnant women may face, such as anxiety, depression, and stress, providing tailored solutions to their individual needs. They take pride in their work and strive to make the pregnancy journey a memorable and blissful experience for every woman they serve.

The unveiling of a newly designed photo board marks a significant milestone for New Directions, as it showcases the remarkable progress made by women and babies who have been a part of our care journey. The photo board features a diverse collection of images, each telling a unique story of the strength and resilience of these women and their little ones, highlighting the role of New Directions in supporting and empowering them through their journeys. From the first steps of a newborn to the achievements of young mothers, the photo board is a testament to the transformative impact of this vital organization.

ALLIED HEALTH TEAM

Our highly skilled and dedicated Allied Health team plays an indispensable role in improving the health outcomes of more than 2000 patients. The team provides a wide range of comprehensive services such as physical therapy, occupational therapy, speech therapy, and more. With prompt and timely access to care, our patients receive the attention they need when they need it the most. The team's commitment to continuity of care ensures that our patients receive continuous support and treatment throughout their healthcare journey.

We offer a wide range of specialized services to cater to the diverse health needs of our patients. Our counselling sessions are designed to provide emotional support and guidance to individuals dealing with various mental health issues. Our team of experienced psychologists offers evidence-based therapies to address a wide range of psychological concerns, including depression, anxiety, trauma, and addiction.

Our audiology services include comprehensive hearing evaluations, hearing aid fittings, and tinnitus management. We also provide podiatry services to help our patients maintain healthy feet and prevent foot-related complications. Our diabetes education program is designed to empower our patients with the knowledge and skills they need to manage their condition effectively.

We also offer physiotherapy and exercise physiology services to help our patients recover from injuries and improve their mobility and physical fitness. Our occupational therapy program focuses on helping individuals to participate in their daily activities and achieve their goals despite physical or mental limitations.

Our speech therapy services are designed to help individuals with speech, language, and swallowing difficulties. We also offer dietetics

services to help our patients maintain a healthy diet and manage various health conditions through proper nutrition.

At our clinic, we believe that everyone deserves access to high-quality healthcare services tailored to their unique needs. That's why we're committed to providing comprehensive and compassionate care to all our patients.

At our clinic, we aim to provide our patients with the best healthcare experience possible. What sets us apart from other clinics is that we offer all our services under one roof, which means you won't have to go to different locations to receive the care you need. Our experienced practitioners are always available, and thanks to our efficient system, you'll never have to wait long to see them.

We take pride in our Allied Health receptionist who provides exceptional support to both practitioners and patients. Our receptionist is always available to answer any questions you may have and to ensure that your visit to our clinic is as stress-free and comfortable as possible. We believe that a welcoming environment can go a long way towards helping our patients feel at ease and get the care they need.

Carbal Medical Services is a highly dedicated healthcare provider that is wholly committed to delivering exceptional healthcare services to our community. Our commitment is evident in the tireless efforts of our staff who work round the clock to ensure that our patients receive the best possible care.

We believe that our success is a reflection of our unwavering dedication to patient care, which is why we prioritize it above all else. We are constantly seeking ways to improve our skills and knowledge, which is why we encourage continuous professional development for all our staff.

Our active engagement with the community is another key element of our success. We believe that healthcare is a community effort, and we work closely with our community members to better understand their needs and to provide them with the care and support they require.

As we look forward to another year of growth and collaboration, we remain resolute in our commitment to positively impacting the health and well-being of our community. We are confident that our dedication to patient care, ongoing professional development, and active community engagement will help us achieve this goal.

Our clinic would like to take this opportunity to express our deepest appreciation to our incredibly dedicated teams, who work tirelessly to provide exceptional care to our patients every day. We are grateful for the passion and commitment they bring to their work, and for the positive impact they have on the lives of our patients and their families.

We would also like to extend our heartfelt gratitude to our patients, who have placed their trust in us and allowed us to be a part of their healthcare journey. It is truly an honour to serve them, and we are constantly inspired by their strength and resilience.

Furthermore, we want to acknowledge the invaluable support of our community partners, whose collaboration enables us to better serve our patients and the wider community. We deeply appreciate their partnership and look forward to continuing our work together.

Last but not least, we would like to express our appreciation to our CEO and executive members for their exceptional leadership and vision. Their unwavering commitment to our mission has been instrumental in our continued success, and we are grateful for their guidance and support.



WARWICK CLINIC

KERRY STEWART - WARWICK CLINIC MANAGER

55 WOOD STREET

At the Warwick Clinic, our goal is to promote a healthier Aboriginal community by offering easily accessible health services.

The Warwick clinic has successfully passed accreditation once again as per the RACGP 5th edition standards. A great achievement for the Staff involved! This qualification reassures consumers and stakeholders that the medical practice is meeting the minimum safety and quality standards as outlined by the RACGP.

The clinic has experienced significant growth in staff, including Doctors, over the past 12 months. Carbal Warwick now employs 5 GP's, 3 Nurses; 1 Aboriginal Health Practitioner (including a Hearing Health position), 1 ITC Care Coordinator, 3 Reception Officers and 1 IOW Transport Officer. This growth was vital to accommodate the significant increase in the number of Aboriginal and Torres Strait Islander clients in our demographic as well as additional service provision.

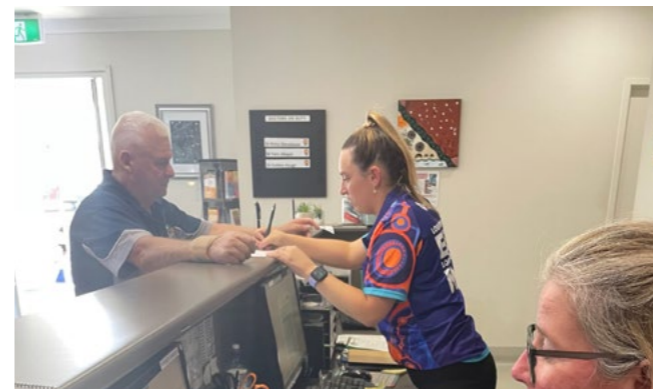
The Clinic team remains dedicated to delivering a wide range of health care services to our community, encompassing preventative health measures and medical care. These services encompass health checks for both children and adults, management of chronic diseases, vaccination and immunisation services, referrals to visiting specialists and allied healthcare professionals, wound care, phlebotomy services, men's and women's health services, maternal and child health services, antenatal and postnatal care as well as general medical care.

Maintaining a strong focus on health promotion remains a crucial element for the clinic. Throughout the year, the clinic has organised various events, including Flu Vaccination campaigns and "Closing the Gap" BBQ's and 715 health assessment community days. The messaging for all events is promoting health and wellbeing for Mob, empowering clients to take ownership of their health and sharing resources and information on services we can provide to assist with this. It is a great opportunity to bring community together and is always thoroughly enjoyed by staff and community.

The clinic continues to support a range of visiting allied health specialists. Our providers deliver a quality service in a very comfortable and welcoming environment. Positive feedback from patients continues to reinforce the appreciation Carbal patients have for our King Street facility. Carbal provides a range of Allied Health services, including, physiotherapy, exercise physiology, podiatry, occupational therapy, HMR pharmacist, Dietitian, diabetic Educator, Psychologist, and audiology services. Additionally, Carbal Warwick has recently established a partnership with a visiting Optometrist who conducts monthly visits.

Carbal Medical Services Warwick clinic remains committed to facilitating supportive initiatives like the Koala Club for mums, conducting school health checks and hearing screening across various schools within our service delivery area. All of our Aboriginal Health Workers and Nurses are well trained in providing smoking cessation support and education to those wanting to make better lifestyle choices. We will continue our collaborative efforts with other service providers in the Warwick community to enhance health outcomes for our clients.

This year has been a most productive one for the clinic team and staff have been commended for their transition through the Covid pandemic. As we observe the effects of the pandemic gradually receding, I am highly confident that the Warwick clinic, having successfully weathered this challenge, is well prepared to confront any future obstacles that may arise.



NDIS SERVICES REPORT

TEELA HYNDES - NDIS OPERATIONS MANAGER

CARBAL NDIS SUPPORT SERVICES

Carbal NDIS is a leading not for-profit organisation, providing quality services to first nations people and the greater community living with a disability.

We offer a range of supports and services to participants in receipt of the National Disability Insurance Scheme (NDIS), including Support Coordination, Psychosocial Recovery Coaching, Plan Management, Direct Supports (home and community), Counselling Services and Domestic Assistance. Our service area includes Toowoomba, Warwick, Stanthorpe and surrounds.

Our Purpose – To provide client focused, goal orientated, wholistic supports; that are culturally appropriate and safe and enhance the quality of life for all clients. We are dedicated and working towards filling the disability service gap for first nations people.

Our Guiding Principles

Inclusivity - Respect, equality, diversity, culture and value - the unique contribution of all individuals connected with Carbal Support Services.

Client Focus - Clients are at the centre of decision-making at all levels of their supports, independence, goals and planning. Supports are delivered with empathy and compassion.

Future Focus - Seek opportunities to provide services in areas where there is need for first nations people; expanding our footprint, service and knowledge.

Staff & Management - Inspire, encourage and grow a professional, influential and resilient workforce.

Strong Governance - Implement governance structures and practices that ensure safety, stability and growth.

In our 6th year of operation, we have seen phenomenal growth, achieved

positive outcomes, implemented change, and battled challenges. We now all await the outcomes of the NDIS Review and Royal Commission.

Our largest growth area this year has been our support coordination department, expanding in client numbers, and geographic areas of service. We now have 7 support coordinators on staff and have introduced a specialist support coordinator to our team to provide service for higher complex needs' participants. This has opened opportunities for Carbal Support Services to meet referral demand, expand our demographic of clientele and widen our scope for future ventures.

In the past year we have welcomed and networked with many new providers in the field, making strong connections and creating more choice for our clients. *'It takes a village'*.

Our working relationship with key Government stakeholders such as the Toowoomba and Warwick Hospitals, The Office of Public Guardian, and Child Safety have improved and strengthened over this 12-month period. Leading to increased mutual clients, increased referrals and better outcomes for clients.

We are happy to see these 'post Covid' times and it is great to be back to face-to-face meetings/ training, engaging in community and participating in group activities. Participants have been supported on many outings and been able to enjoy making friendships and memories once again.

It is an exciting time for Carbal NDIS Support Services! The incredible efforts of our Support Workers, and staff, their ongoing commitment and loyalty to our purpose and guiding principles has largely contributed to our success.



CPSP - COMMUNITY PSYCHOSOCIAL SUPPORT PROGRAM

The CPSP is a relatively new program to Carbal and has been operating for approximately 24 months. The aim of the CPSP worker is to support clients with complex mental health diagnoses to live an independent and productive life whilst reducing the impact on the more acute services in both the AMHU and CCU here in Toowoomba and its surrounds.

To date, the CPSP team have supported 89 clients to grow and live more productive lives, this has been done through positive mentoring, mental health education, activities and skill building and outsourcing to relevant programs. The CPSP worker also assists clients that do not identify to access NDIS, hosts and runs a small gym group funded by Carbal and assists the Carbal NDIS men's group on a weekly basis.

HIGHLIGHTS FY22/23

NAIDOC Toowoomba & Warwick - Elders morning tea and events

4 active community SIL trials with Ballie Hendersons Hospital

Woman's & Men's groups - Warwick & Toowoomba

National NDIS transformation Summit - Melbourne

ABORIGINAL DISABILITY LIAISON OFFICER (ADLO)

JORDAN BONEY - ABORIGINAL DISABILITY LIAISON OFFICER

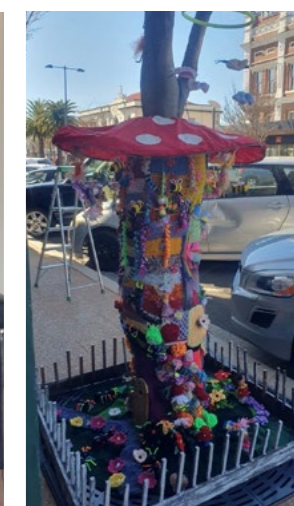
Our Dedicated Aboriginal Disability Liaison Officers in Toowoomba and Warwick have been busy sharing their knowledge of enrolment procedures and increasing the understanding and awareness of the services that may be accessed through NDIS with community members. The purpose of the ADLO is to ensure that there is a culturally appropriate connection between the National Disability Insurance Agency and the Indigenous 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 the NDIS application form, attending doctor's appointments, gathering evidence to support claims for the application and 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 in the community when it comes to accessing NDIS.

GOOD NEWS STORY:

A young participant was referred to our ADLO regarding access to the NDIS service. The participant has been trying to receive the NDIS service through multiple services around the community but was denied. With the assistance of our ADLO chasing up the required evidence and communicating with psychologist and doctors, the young client was later accepted into NDIS.

The client is now receiving the necessary supports, including:

- Speech Therapy
- Dietitian Specialist advice
- Occupational Therapy



CARBAL @ HOME

TASH FRELEK - CARBAL @ HOME COORDINATOR



The Carbal @ Home vision remains clear: to provide culturally appropriate holistic healthcare and supportive assistance to Aboriginal & Torres Strait Islander people within the comfort of their own homes. The remarkable success of Carbal Medical Services has empowered us to fully fund this program through self-generated funds.

The dedicated Carbal @ Home team, consisting of three members – a coordinator, a Registered Nurse with extensive aged care experience, and a support worker (AHW) continue to drive this initiative forward. The program is expanding rapidly, with referrals being received from the Toowoomba Base Hospital, as well as direct brokering through My Age Care Packages.

In the past year, Carbal @ Home has delivered an impressive 11,994 care-coordination services. These encompass a wide range of supports, including housing, mobility and medical assistance, personal and domestic care, hearing and vision testing, guidance with My Age Care applications, medication administration, and extensive wound care.

Our capability to assist the most vulnerable members of our community ensures that they receive top-notch care and services throughout their healthcare journey. Notably, our Carbal @ Home program has successfully prolonged the need for patients to enter Aged Care facilities and significantly reduced hospitalisations.

This program serves as a bridge, reconnecting clients with the suite of services that Carbal offers. From outreach programs and Mental Health support to GP and Allied Health services, and even access to our Food bank, we are dedicated to improving the overall well-being of our community members. Our commitment to holistic care remains unwavering.



CARBAL KITCHEN

DESLEA COOPER - CARBAL'S GENERAL MANAGER - PROGRAMS



Carbal Kitchen is a fully accredited and licensed commercial kitchen that has been providing nutritious meals and catering for the community for twelve months now. Incorporating Carbal Food Bank, it is another program that is fully funded by Carbal to address an identified need within the community. Having acquired a refrigerated delivery vehicle, over 6 285kg of donated food has been picked up and turned into 690 hampers. These have been delivered to Toowoomba and Warwick individuals and families who are in desperate need. The kitchen now supports our capacity to expand our "hot meal" services. 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 150 or more meals per week 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. Carbal Kitchen has now expanded further with external catering menus for outside organisations.

CARBAL FOOD BANK

Carbal has had the opportunity to work with Second Bites and Oz Harvest again over the last 12 months, receiving fresh fruit and vegetables along with meat and other nonperishable food supplies. These organisations deliver two days a week to Carbal and always provide extra supplies around Xmas time. These organisations have assisted greatly in providing much needed food support for the Aboriginal & Torres Strait Islander Community.



WOMEN'S HYGIENE PROGRAM

TONI CROSSLEY - PROGRAM COORDINATOR

Thanks to the generosity of the 'Share the Dignity' program, Carbal has been able to assist disadvantaged women, girls and Elders in our community. Twice each year, Share the Dignity have a charity drive and have provided Carbal with female hygiene products and incontinence items for our Elders.

This year Carbal has given out over 800 + female hygiene products, 100 + maternity items and 100+ incontinence products. These were provided to our AHW's and nurses to give out in our clinics. The Carbal midwives hand out all of the maternity products to our mum's, pre and post pregnancy. We also have a school's program where these items are given out to many of our young girls in need. We also assist our community centres at Harlaxton and Wilsonton.

Providing this small service goes a long way in assisting our disadvantaged girls, women and Elders. Having to ask for assistance with these items, can sometimes bring on shame about the issue itself and is difficult when you are not financially stable. It's great to be able to help our community in every way we can.



SCHOOLS HEARING HEALTH PROGRAM

TASH FRELEK - HEARING HEALTH COORDINATOR

Our Schools Hearing Health Initiative, a self-funded early prevention program, has made significant strides in providing hearing assessments to both Indigenous and non-Indigenous children in public primary schools from Prep to Year 3. This program has not only grown substantially but has also become a cornerstone in addressing hearing health and related learning concerns across the Darling and Southern Downs regions.

Currently, Carbal extends its outreach to 45 schools in the Toowoomba area, including Warwick, Goondiwindi, Texas, Stanthorpe, Wallangarra, and many others. Within these schools, we conduct comprehensive hearing tests, including otoscopy, tympanometry, and audiometry, benefitting a total of 2,411 children. Of these, 439 children have been identified with mild to severe temporary or permanent hearing loss, while 533 children have hearing-related issues such as Eustachian tube dysfunction, middle ear pathology, wax build-up, or foreign objects in the ear. These children received referrals to Hearing Australia for further evaluation, support and correction intervention.

To further expand our reach, we are currently in the process of training additional staff members in hearing health, enabling us to extend our screening services to older children.

Our community has warmly embraced this program, and the feedback has been overwhelmingly positive. Melinda Barling from Killarney P-10 State School shares:

"Our school engages Carbal services annually to offer hearing screening to all of our students. As educators, we understand the importance of students reaching their fullest potential.

The Carbal team is reliable, approachable, and knowledgeable in their service provision. The follow-up service with parents offers another level of support for families facing various challenges in accessing services effectively and efficiently."

The Hearing Health Initiative is a testament to our commitment to fostering education, well-being, and early intervention within our community.



CARBAL PATIENT TRANSPORTATION SERVICES

Carbal Medical Services is committed to providing quality healthcare services accessible to all community members. We understand that transportation can be a significant barrier for many patients, preventing them from attending their medical appointments. To address this issue, Carbal has established a dedicated transport team that provides safe and reliable transportation to and from medical appointments for our patients.

Over the past year, our transport team has completed around 3800 trips, ensuring patients can access the healthcare they need without worrying about transportation issues. Our team is made up of experienced and caring drivers who are committed to providing a comfortable and stress-free journey for our patients.

Our transport team plays a crucial role in ensuring that transportation does not hinder our patients' access to healthcare. We provide safe and reliable transportation services, facilitating timely appointment arrival.

Over the last year, our dedicated transportation team has achieved a remarkable goal by completing around 3800 trips. These trips were vital in ensuring that our patients received the care they needed promptly and without any delays. Our team worked tirelessly to ensure each journey was completed safely and efficiently. The transport team at Carbal Medical Services is not only experienced and skilled but also compassionate and kind-hearted. They have built a strong rapport with our patients, making them feel comfortable and at ease during the journey. Our patients often express their gratitude towards the drivers, highlighting their professionalism, friendliness, and willingness to go that extra mile to make the trip as smooth as possible. This strong relationship between our transport drivers and patients is a testament to Carbal commitment to providing patient-centred care.

TOOWOOMBA CARNIVAL OF FLOWERS 2022

TONI CROSSLEY - ITC MANAGER

Early in 2022 staff members thought it would be great promotion for Carbal and promote team building for our staff to join in the annual Carnival of Flowers 2022 parade. Our CEO Brian, thought this was a great idea and purchased a mini train (float) for our entry in the parade.

The carnival theme was 'Connect, Reflect and Sparkle' and our vision for the theme - We connect with our present, reflect on our past and sparkle for our future.

We applied for a grant through the City Council Carnival of Flowers committee and were successful. This helped us in purchasing the materials we needed to decorate the train - crepe paper, cardboard, glue, flowers, etc. The Carbal Elders group and staff helped in making the flowers and decorations for the train.

On the day we had over 40 staff participating as well as some of our Elders who attend our Carbal Elders group on their electric scooters. The staff and community engagement was fantastic, everyone was interacting with the crowd. We all got to wear our new 715 jackets to help encourage health checks. Everyone had an amazing day and we felt like we promoted Carbal and Indigenous health in a positive way.

We were all very proud to represent Carbal.



CARBAL OUTREACH SERVICES

CHARLIE ROWE - GENERAL MANAGER – COMMUNITY OUTREACH

The Outreach Services play a very important role in supporting clients with social and emotional wellbeing issues. The issues that our clients face include homelessness, addictions, child safety, mental health, suicidal thoughts, housing, education, health, domestic and family violence, intergenerational trauma, loss of cultural, connection to community, grief and loss, incarceration, and poor parenting skills.

This has a huge impact on the person, family, and community if these issues are not addressed appropriately. This is why the outreach team focus on the holistic care of our clients. The outreach team case manages all clients to support them and advocate on their behalf. Supporting our clients through their health journey, gives them direction, education of the health system, improves health conditions and self-confidence so that they understand their health needs and what the outcomes can be.

The outreach team are so compassionate and caring that they will do anything to get the best outcome for our clients. We try to make our clients self-determinate, so they can walk strong and proud in their families and community.

The outreach team consists of programs that are funded by state and federal governments, and also include self-funded programs.

We are well placed to identify gaps in community and in organisations. Once these gaps are identified, Carbal puts its own money into fixing these gaps, and we also help organisations out with education to help support and engage with the community.

As the General Manager, I am very proud and honoured to have such a compassionate and caring team to help Carbal provide world class healthcare.



STRONG MOTHERS, STRONG FAMILIES

Strong Mothers is constantly growing, particularly since relocating to our Mort Street premises. The mothers attending the program are able to voice their opinions and trauma in a safe environment. Mothers are attending from

across Queensland via Microsoft Teams. One mother in particular has joined from Tara and she is driving in every week as she has been informed by the Department of Child Safety that this is the program that they would like her to do. Both Child Safety and Corrections highly regard this program as a stepping stone for positive long-term change for mothers and their families. More importantly the community itself, through word of mouth are contacting us and wanting to participate in the program or seek other support from Carbal Outreach Services.

CARBAL'S ELDERS GROUP

The Elders Group has grown and strengthened, along the way developing into a supportive therapeutic process. The group can choose activities that they wish to try or participate in. We have an elder who facilitates art activities within the Outreach sheds.

The program is run normally once a week but extends to participation in activities that the elders would like to be a part of such as NAIDOC week and the St Patricks Graduation for Yr 12 First Nations Students. Some of the elders are very keen to be supporting youth through pathways such as Corrections. In the following months we have activities such as attending Jandowae woolsheds, where the elders will conduct a store, to sell art works, plants, etc., to raise funds. These funds will then wholly go to provide access to different activities such as the Christmas celebrations and outings that they would like to do.

MIYAY YOUTH GROUP

Miyay Youth is a group that has been designed to offer and help First Nations young women explore and understand the challenges they may face when coming into adulthood. This program offers strategies and open communication around facing those challenges head on in a correct, safe, and culturally appropriate environment.

Miyay Youth Program has just graduated three young women who over the course of the program have grown and developed their understanding and knowledge around social and emotional stress. On Thursday the 31st of August, we held the graduation at 27 Mort Street at the Carbal Outreach Office. It was a great afternoon filled with laughter, happiness, and family togetherness. It was amazing to see parents and extended family members coming together to celebrate their daughter's success in graduating.

Miyay Youth program will run another PILOT before offering the program fully to all community. This will ensure that the program continues to address important issues, allows for continuous development for the program and assesses results in order to best support our young people.

It has been amazing to see the emotional development and understanding that the girls have obtained throughout the duration of the program. They have been able to share and give feedback as to what information has stuck with them and what they didn't think was relevant or helpful. The self-determination and motivation that the girls have continued to show has been nothing short of amazing.

Carbal believes that ongoing support for our young people is vital in order to continue to grow as a community. These young women will be our future mentors and leaders.



CARBAL ADDICTION AND SUPPORT SERVICES (CASS)

Carbal Medical Service aims to address service gaps in the provision of drug and alcohol treatment services available for Aboriginal and Torres Strait Islander people that are culturally appropriate and safe for community, whilst linking in with other closely connected activities, such as Social and Emotional Wellbeing, Mental Health services and Primary Health Services.

The Carbal CASS team recognises the impacts that drugs and alcohol can have on individuals, family and the community and ensures that all services provided are done so by appropriately trained and qualified health professionals ensuring that the level of service commensurate with the clinical needs of the individual. This may include referrals to GP's and other allied health professionals.

Any Aboriginal &/or Torres Strait Islander person in the community that has been impacted by the harmful use of alcohol and other drugs (AOD) is invited to access the support and treatments provided by the team. The high incidence of harms related to AOD use among Aboriginal and Torres Strait Islander communities has significant repercussions, impacting physical, social, and emotional well-being, as a result, these issues can weaken the connections individuals have with their families and communities. It is imperative that the team continue utilising a wholistic approach to work with individuals going through a difficult time in their lives and help support them on their journey to recovery.

To do this, Carbal ensures that CASS Services and staff are flexible, open, and culturally sensitive to the needs of people seeking treatment. Some of the interventions used to assist clients through this journey to recovery include both individual and group settings, one on one counselling, substance misuse intervention, Family intervention as well as support accessing residential rehabilitation.

Success stories shared by CASS clients underscore the essential nature of this service, with numerous clients experiencing positive transformations in their lives. Continued support and aftercare are provided to clients to ensure prevention of relapse. The wholistic wrap around approach has seen significant positive impacts on areas such as housing, employment, school attendance and family cohesion, not to mention self-esteem, self-efficiency, and improvements in Physical and Mental health, allowing individuals to reach the ultimate goal of regaining control of their lives.

Whilst there are barriers to supporting community to access these services, the CASS team continue to be innovative in their approach to reducing and ideally eliminating some of these barriers.

Current and future CASS clients can be assured they are not alone on this journey, CASS is here to provide support to individuals and their families every step of the way. Stay strong, stay positive and know that brighter days are ahead.



MARLU YOUTH PROGRAM

Attendees for Marlu have been growing throughout the year addressing new clients as well as those that attend regularly. We are currently running Marlu 2 days a week, Wednesday, and Friday. Wednesdays are for the older boys 12 to 15 years old and Fridays are for the younger boys 8 to 11 years old.

We have continued to run school holiday programs which have been a great success with up to 20 young people attending the program on each occasion. We visited Orion pools, Bunya Mountains, Queen Mary Falls, Crow's Nest Museum and walks, Dalby, and lots of other fun activities.

Because of limited funds (Marlu is fully funded by Carbal) we have engaged in quite a bit of fundraising to support activities. One of these was thanks to the help of Bec Bennett who provided the meat for burgers that we sold to staff at Carbal. Bec, with the help of Olivia and Bill, then made the burgers up and put them in containers to be distributed. Thank you to all staff who helped with the fundraiser by purchasing a burger.

One of our strong fathers' graduates who is a talented artist, kindly donated a beautiful painting. Michael donated a leather cover for next years diary, also there will be a meat tray and movie tickets.

The money raised will help us take the kids to sea world for full day of fun and laughter.

This year we have signed up with LDAT, for camping on country, which they will pay for 4 camps for 60 youths (15 youths per camp) to educate youth on drugs and alcohol and culture.



STRONG FATHERS, STRONG FAMILIES

Strong Fathers continues to be successful with numerous clients coming through the program and graduating.

We do hope some of the strong fathers' graduates will get involved in the Marlu Youth program with activities, like fishing and camping

and to pass on their knowledge and skills to the younger males on how to be a good person.

We have had the chance to work with different cultures with two men from the Congo's being referred. This was a challenge at first with the different beliefs and language barriers, but it was most enjoyable. We believe that we have learnt as much from them as much as they have from us!

INTEGRATED TEAM CARE (ITC)

DESLEA COOPER - GENERAL MANAGER - PROGRAMS

During the past 12 months, the ITC team have continued to deliver much-needed services across the region with over 35 405 care coordination services, 1 344 supported specialist services and 1041 allied health services being provided during the 2022-2023 financial year. Patient numbers total 920 active clients, comprised of 504 female and 403 males. ITC has managed to discharge a number of clients in comparison to the previous financial year, enabling them to commence self-managing their health needs. A total 6573 medical aids have been purchased, 382 brokered, 34 hired. This year 6142 individual transport services to medical appointments have been provided by our team of drivers.

For the second consecutive year, ITC held a NAIDOC week lunch. The ITC staff, 30 clients and 3 visiting pharmacists were in attendance. Whilst enjoying the huge and healthy appetiser platters, attendees were able to listen to local pharmacists who each spoke briefly about their services. They then fielded questions and engaged in discussion on medical or medication-related topics. 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.

ITC now have 3 Care Coordinators based in Toowoomba and 1 Care Coordinator based in Warwick. We employ 3 transport drivers - 2 in Toowoomba and 1 in Warwick. ITC also engaged with a mobile eye clinic this year and it is proving to be a great success.

ITC VISITING OPTOMETRIST

In April 2023, ITC met with Essential Optical Care - a visiting mobile optometrist from Brisbane. They are a full-service mobile optometry clinic offering home visit eye tests using the latest portable eye testing equipment. Experienced optometrists and optical dispensers provide a high standard of eye care in the comfort of our clients home, age care centre or workplace.

Our first clinic was in May. In just two days they assessed 20 patients, dispensed 16 pairs of government subsidised spectacles and made 5 referrals to further ophthalmology. We have continued to book monthly clinics and reached out to conduct a Warwick clinic as well. In the four clinics to date, 53 patients have been seen.



CARBAL DIGS

'Carbal Digs' is a new medical appointments accommodation initiative that was developed last year to support clients that live further than 50km from Toowoomba Health Services and who have health appointments requiring accommodation for the patient and or carer.

Carbal digs has 2 main accommodation sites:

'CARRAMAR' (ABORIGINAL WORD FOR "SHADY PLACE")

725 Ruthven St Toowoomba

On 21st December 2022 we had our first booking at Ruthven St. At this location we have 5, two-bedroom units available. At this location we have supported 62 families with 693 nights' accommodation.

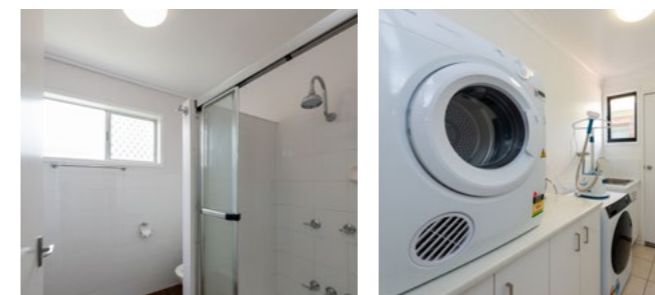
All units are fully self-contained BnB style accommodation with Free Wi-Fi. Carbal Digs is supported by the Patient Travel Subsidy Scheme (PTSS), 90% of the patient accommodation costs are covered by PTSS or if from NSW it is IPTAAS covered. Carbal Digs also have online bookings available on the Carbal Website. We have a huge demand for high-risk pregnant mum's that require extensive long-term stays. We have the capacity to accommodate wheelchair patients and all Carbal Digs units are within close proximity of the Toowoomba Base Hospital.

Carbal Medical is the first Health Organisation of its kind to have the opportunity to provide this service and it is now recognized statewide.

'ALLAWAH' (ABORIGINAL WORD FOR "REMAIN OR WELCOME HERE")

2/68 Hoey Street, Kearney Springs

On 10th September 2022 we had our first booking and up to September 2023 we have supported 21 families with 96 nights' accommodation.



CARBAL DENTAL SERVICES

CHAN DRAPER - DENTAL SERVICES MANAGER

369-371 BRIDGE STREET TOOWOOMBA

Carbal Dental Services began seeing clients at the start of December 2022. We now have 655 active clients. There have been a few challenges starting this much needed service, however, Carbal Dental Services has been well received by our community and we are very excited to offer this new culturally appropriate service. Carbal Dental has a state-of-the-art custom fit out of three consulting rooms with Intra-Oral X Ray allowing us to provide comprehensive oral health.

Carbal Dental Services has partnered with the School of Dental at James Cook University (JCU) to provide dental students who are completing their fifth year of dentistry. There are two clinical rotations consisting of three students for each rotation. Clinical rotation in the first semester was 18 weeks and clinical rotation for the second semester was 16 weeks. On commencement of these rotations, students are placed under the supervision of Dr David Chu. One dental student would assist as a dental assistant, while the other two dental students would practice as the student dentists. David regularly monitors each step the student takes to ensure that the treatment provided to the clients reflects the best diagnosis and treatment. The dental students have been receptive of feedback to improve their skill set. Time management has been a challenge, however as the students gain more experience and confidence, their skills are improving quickly and this allows us to complete dental treatments efficiently.

At this stage, Carbal Dental Services does not provide the services to complete dental treatments such as dentures, complex treatments like root canals and crowns. We are focused on improving oral health for community by carrying out comprehensive oral health check-ups, exams, cleans, dental extractions and fillings. Cavities prevention is also a priority, we always endeavour to focus on dietary advice and oral hygiene instructions. Dietary advice includes not having too many snacks during the day, reducing the intake of sugary, fizzy drinks and reducing the intake of processed foods. Oral hygiene instructions include showing the clients how to floss properly and reminding clients to brush their back teeth as they are often missed. We also provide smoking cessation advice.

Carbal Dental has also treated clients with multiple decayed teeth and many tooth extractions. We have treated a 13 year old client, who needs four of their top front adult teeth removed as a result of not accessing a dentist. There have been many children under the age of 8 that required most of their baby teeth taken out. Poor oral hygiene and a lack of access to dental care is a significant issue in our community and we are just witnessing the surface of how prevalent this is - we have lots of work to do!

We have treated private clients, children that are eligible for Child Dental Benefit Scheme (CDBS) and helped alleviate the waiting list at the Toowoomba Oral Health Clinic at the Toowoomba Base Hospital (DDHHS). Both CDBS and DDHHS generate funds for Carbal Dental Services. Clients are encouraged to contact the dental clinic for assistance with the Child Dental Benefit Scheme eligibility.



FOR HEALTH INSURANCE PATIENTS

Our "No Gap" offer is available to everyone who is covered by Australian Private Health Insurance for dental, regardless of which fund you are with.

"No Gap" means that if you have full benefits on your Health Insurance at the time of your dental treatment, and you are covered for your general and preventative dental treatment, we will not charge you the "Gap" amount. The "Gap" refers to the out of pocket expenses for the following preventative treatments: Comprehensive or Periodic Oral Examinations, Scale and Clean, Fluoride Application, Oral Cancer Screen and Routine Intra-Oral X-ray.

For all other treatments, if your Health Insurance does not cover your treatment costs, the patient will be responsible for the out of pocket expense.

Our "No Gap" Policy extends to patients who meet the following conditions on the day of treatment:

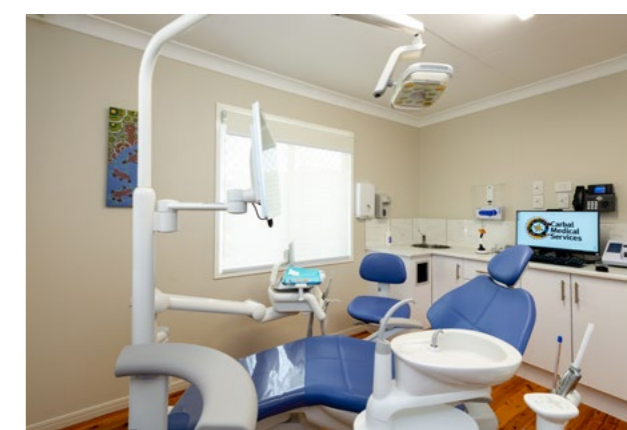
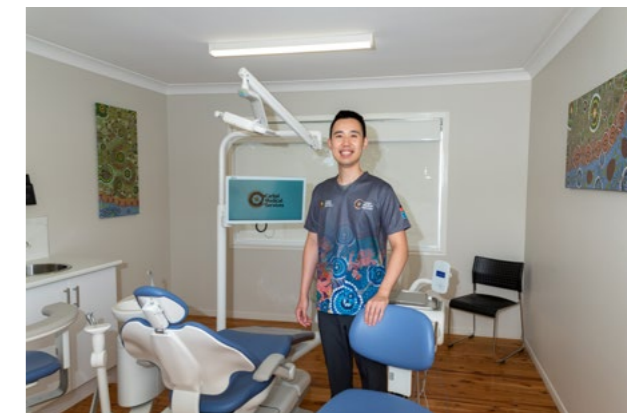
- Must be covered for dental procedures on the day of your preventative treatment;
- Must have a current, valid Health Fund card with you on the day*;
- Must have full benefits available for each preventative treatment item: full benefits refer to the full amount which your Health Fund will contribute towards your dental cover, and depend on your level of cover, may not mean 100% of the cost of the treatment;
- Health Fund terms and conditions apply to the patient with dental cover.

*Health Fund regulations stipulate that if you do not have your card with you on the day, you will need to pay the full cost and will not be eligible for the "No Gap" offer. Patients are encouraged to check their Health Fund cover prior to making an appointment.

For current Carbal clients that attend our Carbal Medical Services, there is only a \$25.00 service fee for each appointment. (You must be a current client with a referral from our Carbal GP to be eligible for this service fee) For clients that are not current clients of the medical services, private fees will be charged in accordance with the treatment provided.

We are excited to continue to grow and we look forward to future endeavours. The Carbal Dental team are committed to the service and to our community.

Everyone deserves the opportunity to have healthy teeth and a winning smile - our professional team can ensure that is possible!



CARBAL EDUCATION

EMPOWERING THROUGH KNOWLEDGE, ENRICHING THROUGH UNDERSTANDING

Carbal Education, a division of Carbal Medical Services, has this year experienced significant achievements as we expand to deliver accredited, culturally appropriate online education courses on a national basis.

Our commitment to providing timely, location-sensitive education aligns with our 'Right Time Right Location' philosophy, allowing professionals to access professional development without disrupting their patient care and community engagement.

Throughout this year, Carbal Education has firmly established a strong foundation and built its national presence. Our focus on delivering online courses that are culturally sensitive and accredited has set us apart and as a leader in the field.

We have worked tirelessly to create an environment where education is accessible, relevant, and responsive to the needs of both healthcare professionals and the communities they serve. A core mission of Carbal Education is to enhance cultural competency among service providers not only within our region but on a national scale.

Carbal Education has forged partnerships with a diverse range of peak bodies, reflecting our commitment to expanding the reach of culturally appropriate education. These collaborations are exploring the potential of extending our educational offerings to a broader workforce and aiming to bridge the gap in healthcare access and knowledge.

COURSES OUTLINE

ONLINE	FACE-TO-FACE	TARGET AUDIENCE
Clinical Cultural Awareness Training	Cultural Awareness Training	General Practice & Primary Health Care sector
Competent Cultural Awareness Training		Community & Workplaces
Deadly Focused Psychological Services Skills Training	Deadly Focused Psychological Services Skills Training	General Practice
Deadly Focused Psychological CPD	Deadly Focused Psychological CPD	General Practice
Deadly Mental Health Skills Training	Deadly Mental Health Skills Training	Primary Health Care Sector
Business Basics		NDIS contractors
Carbal Talks		Front-line staff
Social & Emotional Wellbeing: Approach to Care		<ul style="list-style-type: none"> Aboriginal Health Workers Peer Support Workers Nurses Nurses & Aboriginal Practitioners
Tackle Indigenous Smoking		<ul style="list-style-type: none"> General Practice Aboriginal Health Workers Community
Chronic Disease; Prevention through Culture		

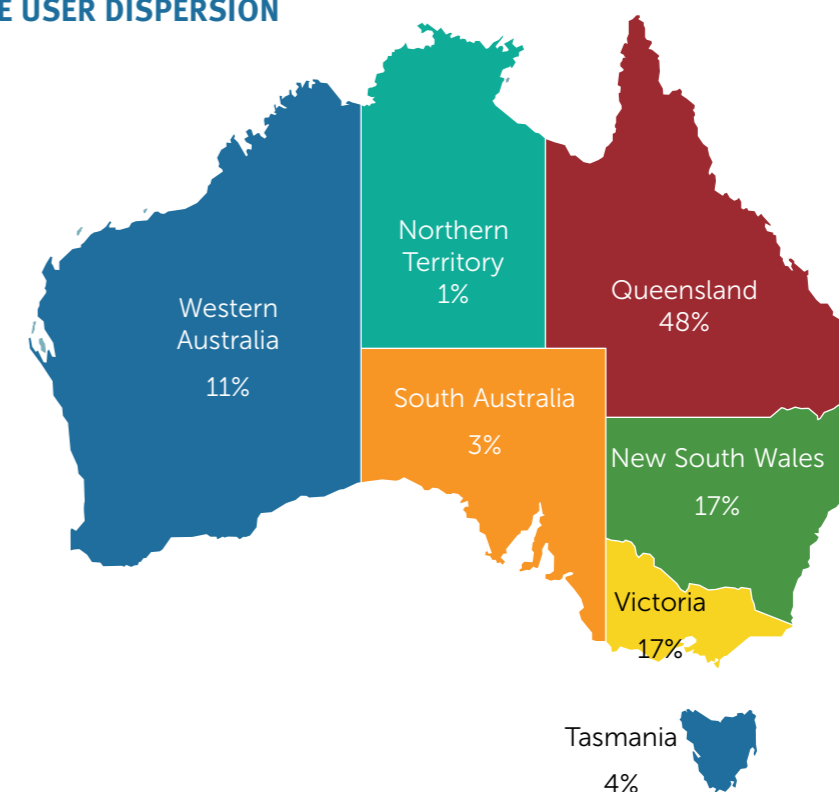
ACHIEVEMENTS

+ 400 users

+ 550 course completions



AUSTRALIA ONLINE USER DISPERSION



ACCREDITATION

A significant number of our online courses hold full accreditation from prominent governing bodies, demonstrating their endorsement and guaranteeing the delivery of learning outcomes at the highest standard:



COURSE ACCESS OR LICENCE ENQUIRIES?

Contact our education team today: education@carbal.com.au

Scan to Sign Up Online:



RESEARCH & MENTORING

Carbal continues to work with a wide range of universities and research bodies that are participating in research that aligns with our vision and values to enhance the delivery of health services and outcomes for Aboriginal and Torres Strait Islander people. Currently we have the following research projects under way:

APPLE STUDY - UNIVERSITY OF QLD

Aboriginal and Torres Strait Islander Partnerships to Prevent Permanent Lung Disease (APPLE Study).

To reduce the burden of bronchiectasis by preventing the progression of PBB to bronchiectasis in Aboriginal children.

In partnership with Aboriginal Medical Services, Government agencies and communities, we will develop and implement evidence-based strategies to improve the detection and management of chronic wet cough in Aboriginal and Torres Strait Islander children. By bridging the gap between evidence and practice, we will reduce the chronic lung disease burden in Aboriginal and Torres Strait Islander children and prevent the progression of disease into adulthood.

MUMS & BUBS DEADLY DIETS – MATER RESEARCH

Carbal has partnered with the University of QLD on a project to develop an app for indigenous mothers. This project aims to explore how mobile-health (m-health) can be incorporated to help support knowledge development of nutrition and engagement in dietary behaviours for Aboriginal and/or Torres Strait Islander women and their children. It is hoped it will address the gaps in knowledge and literature surrounding Aboriginal and/or Torres Strait Islander women and their children's nutritional knowledge and dietary related behaviours.

Carbal has been involved in working with the team on focus groups to gather information from the local community. They have moved into phase 2 which will continue over the next 6 months.

WOMB PROJECT – JAMES COOK UNIVERSITY

The Womb Project was supported through the Koala club in Warwick with the group meeting weekly during school term. The aim of the project was to build stronger community engagement with young mothers and their babies. The project has been running since 2018 and has made an impact on the group of young mothers in Warwick. The project is now completed.

FASD – UNIVERSITY OF QLD

Carbal partnered with the University of QLD on a project funded under the 'Ideas grant funding' on the prevention and coordination of support for Fetal Alcohol Spectrum Disorder for urban Aboriginal and Torres Strait Islander communities.

The research aims to co-create systematic, service-wide approaches to Fetal Alcohol Spectrum Disorder (FASD) prevention and coordination of support for those already affected in urban Aboriginal and Torres Strait Islander primary health care services.

Carbal has been working with the research team to educate staff including the community outreach teams. UQ funded a FASD shirt which was provided to all staff. The research officer has been collecting data and will be providing results back to the advisory team which includes 3 of Carbal's managers. The project will continue through to 2024.

CERVICAL SCREENING SELF COLLECTION – QLD HEALTH

Carbal will increase knowledge and awareness of health care providers (HCPs) working with Aboriginal and Torres Strait Islander peoples on cervical screening self-collection evidence and methods for reaching under or never screened populations. The project involves training for our practitioners and participating in the national cervical screening register through our practice software. The project will continue until early 2024.

INDIGENOUS HEALTH PRIORITIES – MATER RESEARCH INSTITUTE

This project is trying to understand the health concerns for Aboriginal and Torres Strait Islander families. They are mostly interested in the period during pregnancy, and when children are young.

This is to make sure that research projects are designed so they meet the needs of the community and allow Aboriginal and Torres Strait Islanders to self-determine research directions.

This project involved community members over 18 years and who were asked to complete a short survey and a 2-hour yarning circle. The project has now moved into the final phase of the project, and Carbal has been provided feedback via a workshop for senior staff and board members. They are now working on the final report.

GROWING DEADLY FAMILIES – QLD HEALTH

The vision of the Growing Deadly Families Strategy is that all Aboriginal and Torres Strait Islander babies in Queensland are born healthy, into strong resilient families. The aim of the GDF strategy is that every woman in Queensland giving birth to Aboriginal and/or Torres Strait Islander babies has access to high quality, clinical and culturally capable maternity services.

Carbal is working with the Growing Deadly Family team by employing the services of a social worker and AHW to coordinate the care of Mums pregnant with ATSI babies. These team members will also liaise with the HHS team to facilitate priority areas in partnership over the 2 years of the project. This will continue through to June 2024.

MENTORING

Carbal Medical Services continues to be an accredited RACGP and ACCRM training practice for Registrars, Nurses, Midwives, Allied Health professionals and Aboriginal Health practitioners.

Culturally safe mentoring and student placements are of paramount importance for health professionals for several reasons:

Culturally safe mentoring and placement experiences for health professionals develops cultural competence. This, in turn, allows them to provide better care to patients from diverse backgrounds. Understanding and respecting cultural differences can lead to more effective communication, trust, and ultimately better health outcomes. It allows the students to have a better understanding of the health disparities that exist for Aboriginal and Torres Strait Islander people, fostering culturally safe care can aid in addressing these disparities and assists in bridging these gaps.

Carbal Medical Services offer a unique opportunity for practical learning regardless of the profession, significantly enhancing the education and professional development of the students.

Culturally safe placements are integral to providing high quality, equitable and patient centred health care, they empower health care professionals to understand, respect and respond to the cultural needs of their placements, ultimately leading to improved health outcomes that they can then utilise in their chosen place of work.

During the past 12 months, Carbal has also been mentoring staff to upskill as Aboriginal Health Practitioner and Aboriginal Health workers. Both Toowoomba and Warwick clinics have seen the progression of an Aboriginal Health worker to Aboriginal Health Practitioner – Congratulations to Kristy Purnell from Toowoomba and Jannah De-Brassac from Warwick on their achievements. In partnership with QLD TAFE, we are guiding 3 transport officers, 5 receptionists and one Integrated Team care coordinator to upskill as Aboriginal Health workers and we wish them all the best in their future studies in completing these qualifications.

In addition, we have accommodated placements for a number of Level one and two and three Registrars, Registered Nurses, Aboriginal Health Workers, and a Diabetes Educator. Moving into 2023/2024, Carbal will also be assisting with placements for Allied Health Assistants.



carbal.com.au



We acknowledge the traditional owners of the land on which Carbal is located; the Jarowair and Giabal people.