

VISITING HOURS

Monday – Friday
9am – 4pm

ADVOCATE

We not only provide healthcare services but also serve as your dedicated health advocate.

Our team is committed to understanding and championing your unique healthcare needs or working with an identified designated advocate, ensuring you receive personalised and compassionate support in the comfort of your own home.

AFTER HOURS CARE

At Carbal @ Home, we focus on providing exceptional care during regular hours.


For after-hours assistance, we have partnered with 13SICK for non-emergency situations, and hospital emergency department are available when needed.

Our planning for public holidays is aligned with the schedules of our dedicated Aboriginal health workers and nurses, ensuring consistent and reliable support for your health needs.

FEEDBACK



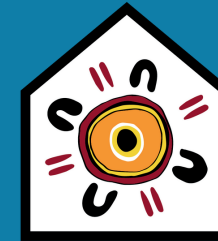
We appreciate feedback and value the opportunity it provides to enhance our service. Contact us below to discuss or visit our website to submit an online form.

-  (07) 4688 0500
-  PO Box 1879, Toowoomba QLD 4350
-  admin@carbal.com.au



CONTACT US OR LEARN MORE:

carbal.com.au
cahinfo@carbal.com.au
4633 9500



Carbal
@ Home



Offering culturally-appropriate home care nursing services to clients within the comfort of their own homes across the Toowoomba region.

ELIGIBILITY

Whilst Carbal specialises in providing support to Aboriginal and Torres Strait Islanders, we welcome clients of all backgrounds to our service.

REFERRALS

To ensure that enhanced health outcomes are achieved, Carbal @ Home relies on the collaboration between primary health care providers and therefore referrals are only accepted from:

- Carbal General Practice clinics; and
- Toowoomba Hospital.

Carbal @ Home staff work in partnership with multi-disciplinary primary health care providers to ensure a holistic service and patient goals are achieved.

Send referrals to: referrals@carbal.com.au

IN-HOME CARE SERVICES:

- Medication support/reviews
- Wound care
- Urine analysis
- Mobility and advocacy support
- Wellness checks

HOLISTIC SERVICES

Upon receiving a referral, Carbal @ Home will undertake an initial assessment, care planning which includes goal setting and regular three-monthly service and budget reviews.

FEES

Carbal @ Home is fully-funded by Carbal Medical Services and supported by government funding. As such there is no fee incurred from clients who are eligible to register for our services.

MY AGED CARE

We strongly recommend that eligible patients register with My Aged Care services for continuous comprehensive support.

Carbal is actively collaborating with the national aged care review and is committed to aligning with new standards and policies.

CARERS

Carbal @ Home appreciates the vital role of caregivers and recognise their commitment and contribution to our care model and the achievement of patient goals.

We collaborate with carers to find a balance between their needs and those of the patients.

PRIVACY DISCLOSURE

Carbal @ Home prioritises your privacy and confidentiality. Our commitment is reflected in strict adherence to privacy policies and disclosure standards. Rest assured that your personal information is handled with the utmost care, ensuring a secure and trusted environment for your health and well-being.

AGED CARE QUALITY STANDARDS

At Carbal Medical Services, we take pride in upholding the highest standards of care for our Elders. Committed to excellence, we fully comply with the Aged Care Quality Standards, ensuring a safe, respectful, and person-centered environment for our valued mob.



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