

2021 - 2022

Quality of Account report



PRIMARY CARE
CONNECT

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Please note names with an asterisk (*) have been changed to protect the identity of our clients.

Who we are



We provide inclusive community health care services of the highest quality. We work collaboratively with our clients and other services to best support the health and wellbeing needs of all people.

Our Vision



We embrace the Social Model of Health, to create inclusive Community Health Services through collaboration.

ALWAYS WAS
ALWAYS WILL BE

Primary Care Connect acknowledges the traditional owners of the land that comprises Greater Shepparton: the Yorta Yorta Nation, whose clans include the Bangerang, Kailtheban, Wollithiga, Moira, Ulupna, Kwat Kwat, Yalaba Yalaba and Ngurai-illiam-wurrung people.

We pay our respects to their elders past, present and emerging; and confirm our commitment to reconciliation with First Nations People. We embrace diversity and inclusion of all people and strongly support equality for all.

Our quality pledge

We aim to provide quality services that meet the needs of the community we serve. Our quality objectives and related actions are defined within Primary Care Connect's Strategic Plan.

These are our key strategies for development and improvement:

1. Building engagement for the future
2. Develop innovative service models
3. Develop culture to support unified growth



Individuality

We recognise everyone is unique and we strive to understand and build on their strengths.

Growth

There are many different paths to a solution, and we support people on their journey.

Meaningful Connections

We bring our focus and skill to build meaningful connections.

Community

Through equity and quality, we strive to improve the health and wellbeing of our community.



CEO report

It is with great pride that I write the CEO report for the 2021-22 financial year. This has been a massive year for Primary Care Connect and like most of our sector colleagues it has come with some great successes and a mix of challenges. In the context of the operating environment we have continued to provide services in the midst of the COVID-19 pandemic and are proud to have kept our doors open for a mixed model of in person and telehealth service provision to support community. I congratulate and am grateful to all our staff for their willingness to embed new models of service delivery, to be flexible in our working arrangements and for their commitment to our community. Our staff are the backbone of our organisation and their dedication to keeping community and colleagues safe is amazing.

The start of the 2021 financial year saw the roll out of an organisational restructure that recognised our growth in both the service offerings in Community Services and our extended Family Violence programs. We similarly extended and rebranded our reception and intake as the Consumer Care Team, recognising that we are first and foremost a service industry to our community. The restructure similarly saw additional investments in Quality, Research and Evaluation to support these efforts.

We have continued to grow our service offerings, embedding The Orange Door model in partnership with Family Safe Victoria, the Department of Families, Fairness and Housing, Family Care, Nexus and Rumbalara as the entry point for local family violence services, supporting the work to keep women and children safe from violence and keep perpetrators in view and accountable for their actions. The challenge to abate the growth of family violence statistics remains foremost in our efforts to support community and the work of The Orange Door partners and other local service providers is essential in that space.

The end of the financial year unfortunately saw the High Risk Accommodation Response (HRAR) program come to an end with a transition to the Local Public Health Unit (LPHU), but the work we were able to undertake with our regional caravan parks and hostels has been a privilege. Our staff established support services to assist some of our most vulnerable community settings to access services, maintain strong COVID safe practices

and provide advice in partnership with the LPHU on outbreak management. Working with GVH and JABBA the Vaccination bus has been a unique experience and the ability to take vaccinations to our HRAR sites ensured that we had vaccination rates comparable with or above the local averages. We believe the ability to offer Rapid Antigen Tests through our self serve Needle and Syringe Kiosk has also been valuable in protecting community by providing free testing kits.

Recognising the challenges that exist across the sector in workforce development, PCC has expanded the offerings we make for Student Placements and along with our Shepparton Community Share partners we are in the 3rd year of the Social Work Internship Program. The program offers 4th year Social Work Students from La Trobe University (Shepparton) the opportunity at a paid internship to embed their theoretical skills and have extended on the job employment as part of our team of staff. PCC's culture change project 'From Good to Great' saw us undertake a review of our core values that was staff driven and we were proud to launch the new values in late 2022. The values encapsulate our commitment to striving for an inclusive Community Health Service in partnership with our service consumers and the broader community, the provision of individualised, goal and evidence directed services.

PCC continues to challenge ourselves to grow and develop innovations and the new financial year will bring with it the launch of the Public Intoxication program in partnership with GVH and the development of the Women's Sexual Reproductive Health service. Similarly we have invested in our Inclusion and Diversity plan, including our Gender Diversity Project to guide our efforts to ensure that PCC is accessible and a safe welcoming environment to the whole of community.

Whilst PCC is dedicated to our local service delivery we also understand that there is a strength in being able to work collaboratively both locally and wider. Locally we continue to be a part of the Shepparton Community Share alliance along with Family Care, The Bridge Youth services and Connect GV. Together the four agencies have continued with our Social Work internship program, undertaken advocacy on issues of concern to the community and engaged with candidates during the election.

On a broader platform PCC is a partner to the Alliance of Rural and Regional Community Health (ARRCH) a collective of the 11 independent community health services across regional Victoria, committed to improving the health and wellbeing of their communities. The focus of ARRCH is to reduce health inequity in regional and rural Victoria by addressing the social determinants of health. Each of ARRCH's community health organisations is an expert in the social determinants of health, a specialist in regional and rural health service delivery, and a service provider deeply connected and invested in its local community. Collectively ARRCH is advocating for the role that Community Health plays, particularly in regional and rural Victoria and actively seeking opportunities to develop joint programs to benefit our communities.

Of course along with our successes this year we have also had changes to the status quo of PCC with staff changes and the most significant of these has been the resignation of Beck Lorains who had been with PCC for 20 years and CEO for seven. Beck has seen many changes over her years with the agency and been a driving force with our growth and development. For many staff Beck was a permanent fixture at PCC and to not hear her laughter in the corridors is a strange feeling, but everyone deserves to find a new adventure and after the pressures of CEO, especially during the pandemic we wish Beck all the best in next adventure. She will always be a part of PCC legacy and on behalf of the staff I'd like to thank Beck for her guidance and leadership over the years.

“

Finally my gratitude and thanks goes out to the incredible PCC staff, regardless of role or position staff have continued to strive for quality service delivery for consumers and the broader community, to be genuinely present in their interactions and look for opportunities to lift us higher. We live and work in our community and this continues to drive our commitment to excellence.

”

Tricia Quibell
CEO




Board Chair report

This past financial year has seen Primary Care Connect continue to grow from strength to strength and remain agile to meet the changing needs of our community. In the past years we have focussed on meeting the new service opportunities that the Covid pandemic has highlighted and brought to the forefront which has included the consolidation of staff and services at The Orange Door, continuing the High Risk Accommodation Response (HRAR) and at the end of the financial year transitioning this service to the newly established Public Health Unit.

There has also been planning and preparing for the Public Intoxication Program service which will start in the 2022-23 financial year.

Primary Care Connect Board of Directors were pleased to be able to continue support both externally and internally funded programs which support our community.

Services such as Alcohol and Other Drug Counselling, Refugee support, Financial Counselling, Dietitians, Gamblers Assist, Health Promotion, Aboriginal Health, Youth Support, Family Violence and our AgriSafe Farmer Health clinic. We are also pleased to see our gymnasium back in use after a few years of limited attendances.

Primary Care Connect is coming to the end of the current Strategic Plan, which was extended to June 2023. Over the past 3 years, we have remained committed to meeting our goals and objectives which has included 1. Unlocking the Client Voice, 2. Service Innovation for Future Needs, 3. Working together the next level and 4. Workforce for the future.

“In the past financial year, we undertook a significant staff culture program which went for over 12 months, to go ‘From Good to Great’. This helped to build the capability within the team and support staff during the challenges that the pandemic created. It also created opportunities for staff to lead projects, including a review of the organisation values and community garden space. The pandemic has also created opportunities for us to look at the Workforce issues for the future with a new Workforce Plan. Service Innovations and a review of our Did Not Attend rates, saw a programs offering evening and telehealth appointments.”



There has also been significant work going into how we obtain client and partnership feedback to the services that we offer. Building these foundations will set us up for future growth opportunities and to be an Employer of Choice when qualified workforce personnel are more difficult to attract.

The past year has seen some changes at the Board and Senior Executive level. In May 2022, we accepted the resignation of CEO, Rebecca Lorrains, who finished up with Primary Care Connect in July 2022. Rebecca has been with the organisation for the last 20 years, starting as a Youth Support Worker and being promoted over time to the role of CEO. We thank Rebecca for her significant contribution to Primary Care Connect. Tricia Quibell (Executive Manager Organisational Development) is currently the Acting CEO.

In May 2022, we also saw Brant Doyle, Board Chair resign from the Board of Directors. Brant served on the Board for over two years with 18 months as Board Chair. We would like to thank Brant for his time and ongoing support of Primary Care Connect.

The Board of Directors welcomed Kevin Preece in February 2022. In July 2022, we also welcomed Fraser Kerrins, Kim Fitzgerald and Phillip Hoare to the Board. There is a great range of skills that the Board Directors bring to Primary Care Connect and I thank them sincerely for their contribution and support of myself and the organisation.

Jacinta Russell
Board Chair



Board of Directors

Board Chair:
Jacinta Russell
Active since:
2019



Deputy Board Chair:
Carl Durnin
Active since:
2020



Board Director:
Wendy Ross
Active since:
2020



Board Director:
Kevin Preece
Active since:
2021



Board Director:
Lisa Birrell
Active since:
2021



Board Director:
Fraser Kerrins
Active since:
July 2022



Board Director:
Phillip Hoare
Active since:
July 2022



Board Director:
Kim Fitzgerald
Active since:
August 2022



Former Chair:
Brant Doyle
Resigned:
May 2022

Finance, Audit and Risk Sub-Committee Members

Carl Durnin (Chair)

Brant Doyle

Fraser Kerrins

Lisa Birrell

Phillip Hoare

Clinical Governance Sub-Committee Members

Jacinta Russell (Chair)

Wendy Ross

Kevin Preece

Kim Fitzgerald

Accreditation

Primary Care Connect is accredited under both the Human Services Standards (HSS) and the ISO9001: Quality Management System.



Furthermore PCC also maintained the standards required to meet the objectives for the ISO 9001 certification.

The organisation always strives for continuous improvement and to maintain both of these accreditations to the highest standards, as our accreditation results directly correlate to the levels of service we are providing to our clients and our community.

In 2021 PCC undertook a full recertification for the HSS and we were delighted to have received official advice in March 2022 that we had met all requirements to achieve recertification.

2022 sees a year in which we are in maintenance mode for both the HSS and the ISO 9001.

It's an exciting time for the organisation as we proactively seek to expand on our already high standards of service provision where we are focusing on positive and long-lasting outcomes for the client and their families; as well as continuing to embed our new core values and dedicate time and resources to ensuring a safe, inclusive and diverse workplace.

Why we love working @ PCC!

“

I started working with PCC at the start of June this year as a Gambler's Help Engagement Worker.

I love delivering school and community education/awareness programs on Gambling harms. I enjoy working with PCC because they provide me with flexibility and inspiration.

”



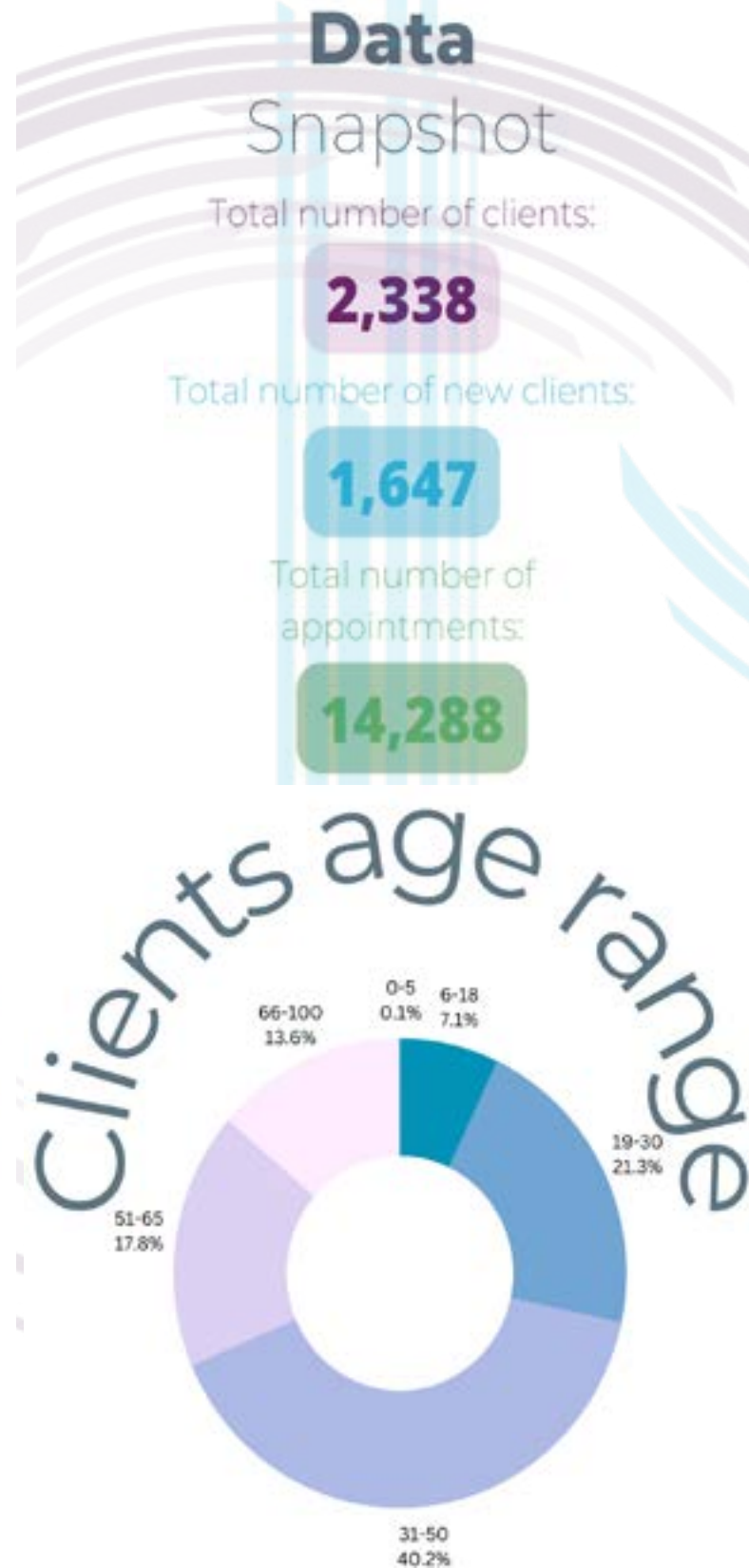
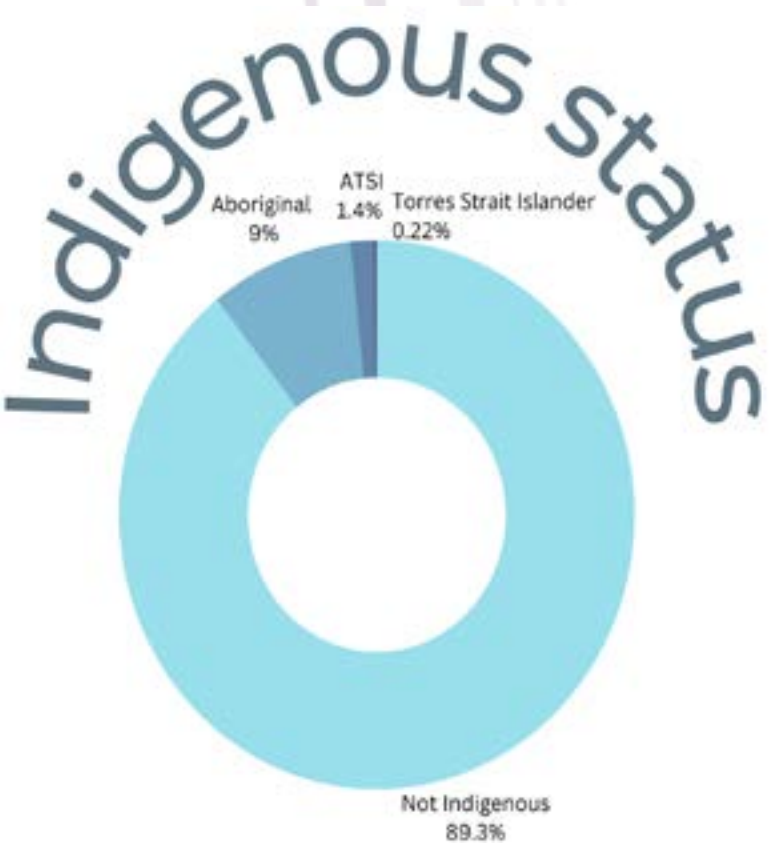
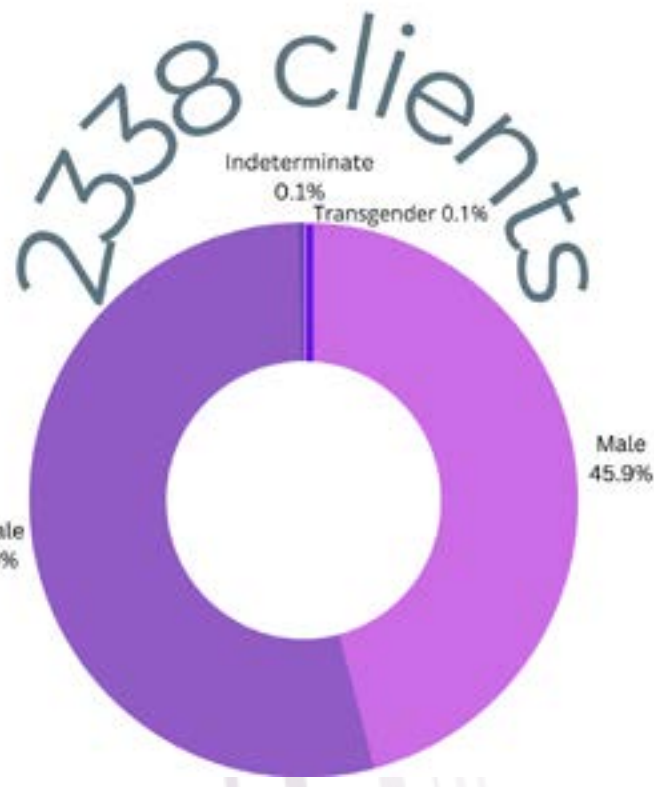
Freddy Thuruthikattu
Gambler's Help Community Engagement Worker

Our clients

Throughout the 2021/2022 year, Primary Care Connect (PCC) continued to work through the challenges presented by Covid and lockdowns to provide high level service delivery to our community and clients.

While the 2022 year has seen a return to a more normal way of living and the ways in which we deliver our services to you, we at PCC have continued to deliver innovative models of supporting our clients to ensure those that need it, receive it.

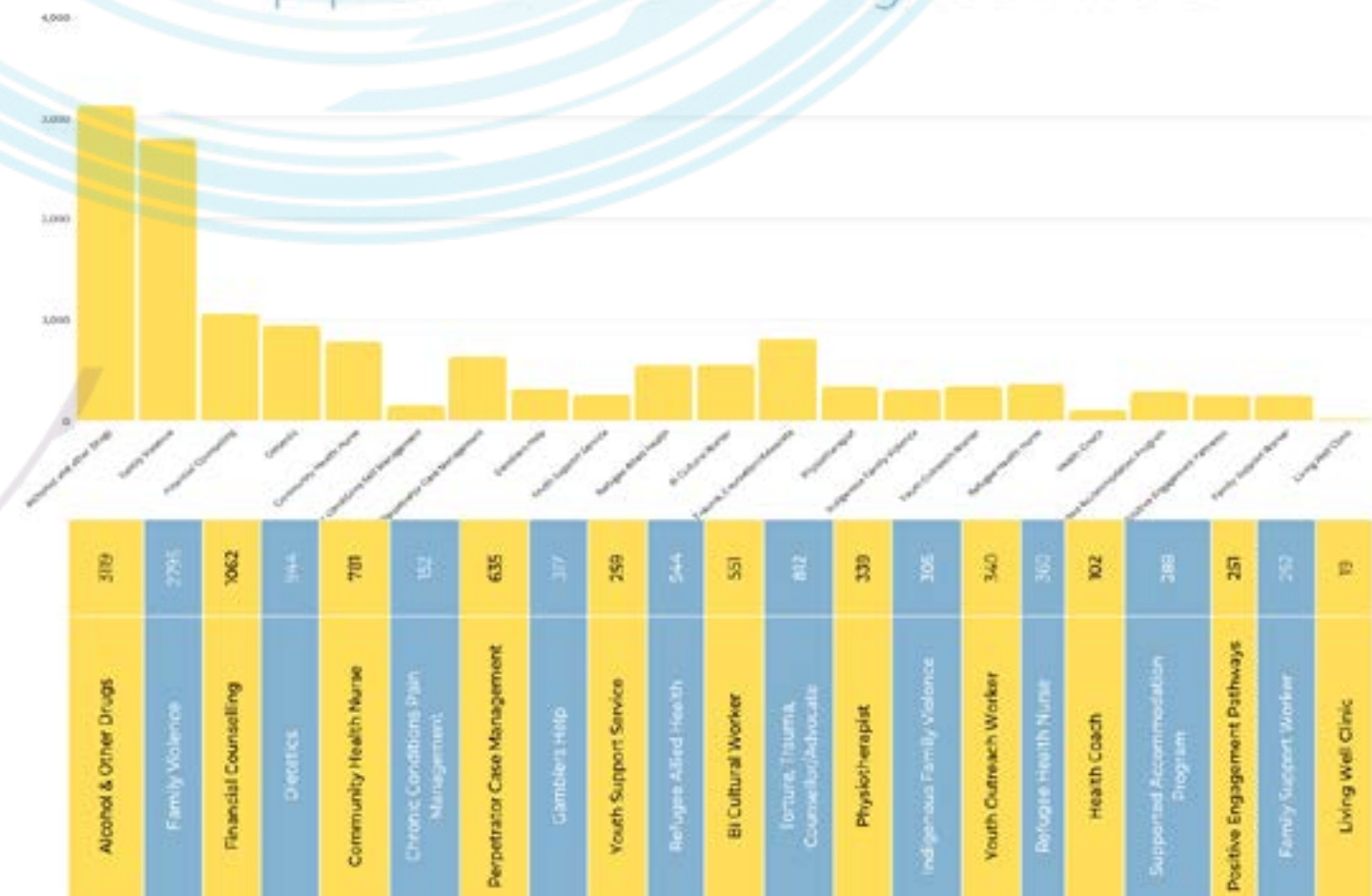
We have seen significant growth in the number of clients we supported over the last financial year, credited to our ability to successfully incorporate traditional and new modes of service.



Clients by service



Appointments by service



Our team

Our workforce numbers remained steady from the previous financial year as we continued to work through the challenges of the Covid pandemic.

At the end of June 2021 PCC employed 97 people and that figure has stayed the same as at end of June 2022.

As life and services steadily returned to normal throughout 2022 we have had a dedicated focus on recruitment to grow and expand our team.

The candidate pool for the community sector has been slim and somewhat difficult to navigate with the combination of covid, an historically low unemployment rate and low numbers of skilled migrants allowed in the country.

In saying that, PCC continued to have a dedicated recruitment strategy and we have been successful in filling our vacant positions via regular recruitment streams, and in attracting new talent from areas including Melbourne, Ballarat and Werribee.

We have been able to utilise the support and scope of the local Community Connector program to assist our new staff from other areas make the move to our region.

Attracting the best talent to come and work with us, and retaining our current workforce was a priority throughout the 2021/2022 year and as such the organisation had a renewed focus on our workplace culture and in redefining our values.



Each value is accompanied with a statement that has been embedded into our culture and provides purpose for each of our staff as we support each individual who walks through the doors of PCC in alignment with the core values we identified.

Alongside the Executive Manager of Infrastructure and Business, the core Values Project Team were able to facilitate the discussions, and collate and assist in the implementation of the values into the organisation.

This was achieved in part by an all staff 'Values Launch' celebration on the 23rd June 2021. This included the unveiling of:

- the revamp to consultation rooms that have the Values printed on the walls
- large printed values hung on walls throughout the building.
- Staff resources such as stationery that are used in their workspaces with the Values printed on them.

It was a powerful event which commenced with a Welcome to Country from a local Yorta Yorta Elder, followed by a smoking ceremony and a beautifully catered lunch by local favourite Nana Marce.

Following the launch and in the 12 months since the unveiling, Primary Care Connect has successfully meshed the new core values into a progressive and collaborative new organisational culture which positively impacts on the services we provide to our community.

Primary Care Connect (PCC) underwent an update to its values as part of its Culture Roadmap 2020 - 2022 - taking Primary Care Connect from 'Good to Great'.

Across four to six sessions, a core project team of staff worked within their service delivery teams to bring a list of identified values down to the core four that have since become the pillars of our organisation:

Individuality - Growth - Meaningful Connection and Community.

Community health and PCC - Leading the way in paid family violence leave

Like other leading Community Health organisations, Primary Care Connect welcomed the Federal Government introducing paid family violence leave legislation to Parliament recently. Primary Care Connect is proud to be part of the Community Health sector which is leading the way in supporting staff who may require to take leave due to family violence in the home.

and has been enshrined into the three Enterprise Bargaining Agreements (EBA's) the organisation is subscribed to, which is over and above the current standard. Primary Care Connect offers 20 paid family violence leave days as a minimum to employees.

We are hopeful the federal government will legislate on this in the near future and we look forward to reporting on this in more detail in the next 12 months.

Paid Family Violence leave has been available to employees at Primary Care Connect since 2016,



Collaborations & Partnerships

The Orange Door

Data snapshot

'The Orange Door' is an initiative of the Victorian Government and is the State's response to the devastating findings of the Royal Commission into Family Violence.

Family Safety Victoria is leading the establishment of the Orange Door and completion of all locations is expected by the end of 2022. It's aim is to bring key service providers together to provide immediate and pro-active services to victims and children of family violence; ensuring victims have an immediate safe place and longer term solutions.

The focus is also on making perpetrators of family violence accountable for their actions and to put a stop to the cycle of violence that often exists.

Shepparton is part of the **Goulburn** network of The Orange Door and was officially opened on 20th April, 2021. It is located opposite Kmart and can be accessed via the Kmart carpark. This is an important and strategic location, ensuring that at risk victims can access the service.

The Orange Door - Goulburn is a partnership between local service providers including Primary Care Connect, Rumbalara Aboriginal Co-operative, FamilyCare, Nexus Primary Health, Community Based Child Protection, and the Victorian Government. The Orange Door services clients from the, Greater Shepparton, Moira, Strathbogie, Mitchell & Murrundindi regions.

The Orange Door is a free service and operates during business hours (9am to 5pm) from Monday to Friday (closed public holidays).

People seeking services can call or attend The Orange Door in person without a referral. Professionals can contact The Orange Door by phone, email or in person to make referrals or seek information and advice.

Data from the first 12 months of operation clearly demonstrates the critical need for a dedicated service for family violence victims and perpetrators.

In the 12 months from July 2021, until June 2022 The Orange Door - Goulburn took on over 10,000 cases. Reportedly the outcomes achieved have been positive and long lasting and we look forward to being able to provide more data and real stories on these achieved outcomes in the next Quality of Account Report.

The Orange Door - Goulburn is a shining example of government and local service providers coming together to collaborate and use our shared expertise and resources to make a real difference to those most vulnerable in our community. Primary Care Connect is honoured to be a part of the establishment of The Orange Door - Goulburn, and proud of the results and outcomes we are already achieving.

“

I have been working in the family violence industry for 13 years, and had been following the idea of The Orange Door since it was a concept stemming from the Royal Commission into Family Violence. I knew I had to be a part of such a huge sector reform.

I am passionate about supporting victim survivors of family violence, strengthening the family violence sector to bring children & young people into focus as individual victims/survivors in their own right, and increasing the visibility and accountability for people who choose to use violence.

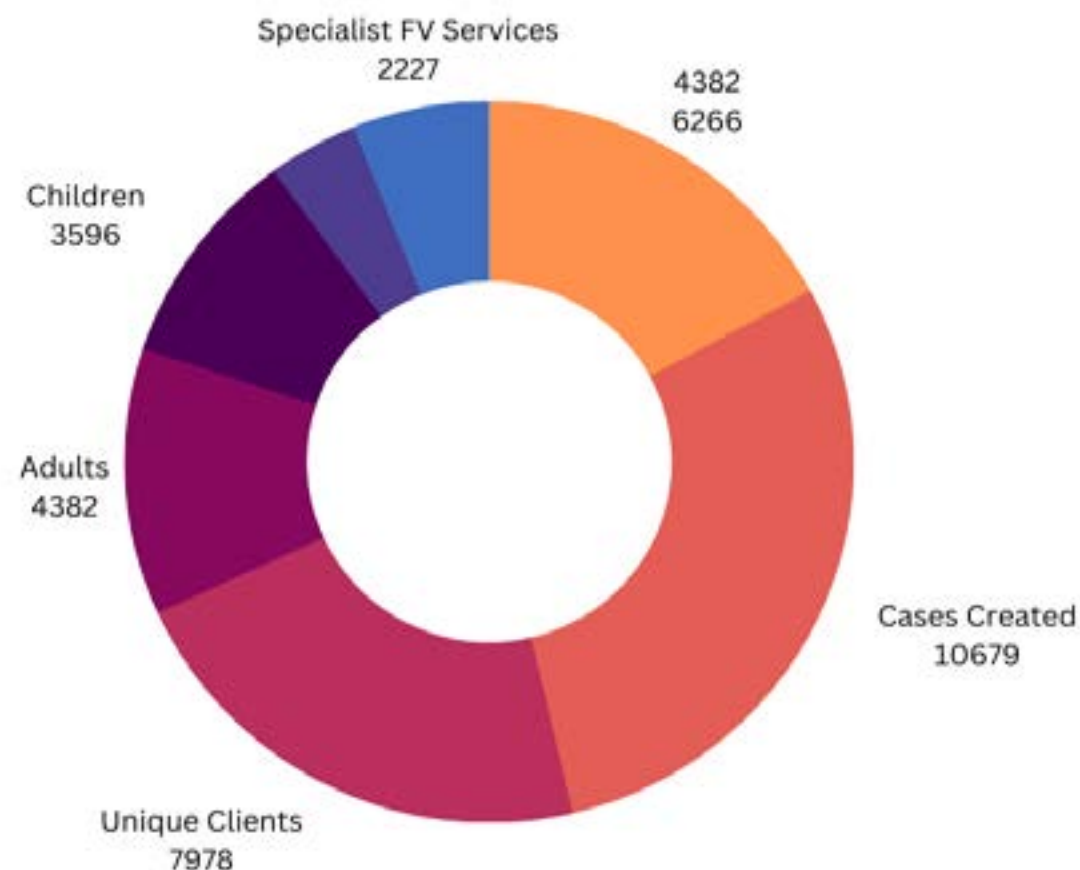
The Orange Door brings together workforces from the victim survivor, children and young people and perpetrator specialisms to work in a holistic and integrated fashion, I am proud of the work we do and can see that our service really does make a difference and changes lives for the better.

”

Nicole Robinson - she/her

Advanced Family Violence Practice Leader

The Orange Door Goulburn Snapshot



Referrals	6266
Cases Created	10679
Unique Clients	7978
Adults	4382
Children	3596
Men's Services	1461
Specialist FV Services	2227

Collaborations

Supporting our community

The HRAR Program

During the coronavirus (COVID-19) pandemic in Victoria, a significant number of cases and outbreaks occurred in high-risk accommodation settings (You may recall when the two accommodation buildings in Melbourne had to be locked down because there were covid outbreaks, this was a key contributor to the HRAR being implemented).

In general, each high-risk setting is characterised by shared common spaces and high-density living. In response, dedicated emergency management operations (Operation Benessere and the Victorian Disability Response Centre (VDRC)) were established to support risk mitigation and outbreak response.

PCC had a dedicated HRAR team who are to be commended for their dedication and proactive response to clients needs throughout the program. Our team worked closely and collaborated with local caravan parks and Supported Residential Services (SRS) facilities in our catchment.

The Primary Care Connect HRAR team went as far as Cobram and Yarrawonga to the north, and as far as Eildon and Alexander to the south. In total, the team engaged with approximately 50 caravan parks in the extended geographical footprint.

When a caravan park had outbreaks, the HRAR team were able to support the residents with access to food and medication, having their clothes washed and if they lived in accommodation with no bathroom facilities, would arrange accommodation at another caravan park with available accommodation that allowed the client/s to isolate safely.

The HRAR team also collaborated with Goulburn Valley Health to support them in their work with Jabba the Bus, particularly focusing on the vaccine hesitancy experienced within our vulnerable CALD communities. Our team supported the vaccine rollout with Jabba the Bus at most HRAR and caravan park residences, and provided evening zoom vaccine hesitancy sessions with various CALD communities. Africa House was another key partner in helping us deliver messages and support our migrant communities with vaccination during this time.

Primary Care Connect is extraordinarily proud of the organisation, and in particular everyone involved with the HRAR Program, which was instrumental in assuring the safety of the most vulnerable residents within our communities and by extension, the entire community at large.



& Partnerships

through the pandemic

High Risk Accommodation Response

“

When the pandemic hit locally, as a park operator it was a really scary situation to be in and I had no idea how to react. I was overwhelmed but I felt so lucky when Primary Care Connect first came out to see me and offer their clinical support. It was so amazing and Trish, Jenni and Kelsey really cared and continued to come and make sure I was ok, and that the residents were ok. They would come and offer their clinical expertise and help me out with residents who didn't understand what was going on. Trish was available anytime I called her with a question or something I was worried about and she would come right over. I see Trish as a friend now because she really was that amazing. It wouldn't have worked for me needing to rely on a hotline that was always too busy. I just felt so relieved that there was a local organisation here to help whenever I needed. At Christmas time Primary Care Connect came back out and spoke to the residents and offered them any help, they gave out coffee vouchers and showbags with hygiene products and also \$20 Coles vouchers. I can't speak more highly of Primary Care Connect and the support they gave me through this scary time and all of the help they offered the residents.

Deborah McKenzie
Manager - Strayleaves Caravan Park

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“

“We built up a great rapport with the caravan park owners/managers by going out and engaging with them and providing support and education around best covid practices in shared facilities. Some of the caravan parks had shared bathroom facilities making it a high-risk area for covid transmission and putting residents at risk.”
“We also door knocked all the caravan parks gaining information from permanent residents on whether they had received the vaccine or if they were against receiving the vaccine, answering any questions around the vaccine. We provided PCC bags with vaccine information from the Government website, beanies, and coffee vouchers from the local bakeries. We only engaged with those that consented which was most.”

Kelsey Young Primary Care Connect
Community Health Nurse and PCC HRAR
team member

”



Supporting our community

Sponsorship program

Primary Care Connect is big on community. At our core we exist to empower and support the communities we exist in, by providing services that are focused on positive outcomes that change lives.

Since 2017 another way PCC has been actively involved in bettering our community is through our Sponsorship program. We are passionate about improving the physical and mental health, educational prospects, and social connections of our community and our sponsorship program is one way we are achieving this.

Each financial year Primary Care Connect opens up our sponsorship program to individuals, schools, community organisations and initiatives, and sporting clubs.

Our Sponsorship program has been especially welcomed since the Covid pandemic and the mental health challenges caused by social isolation.

Since 2017 PCC is proud to have provided sponsorship to over 10 clubs, associations and organisations including being a major sponsor of ASHEFEST, the Rumbalara Football Netball Club and Africa House. We have also provided over 50 individual sponsorships for individuals to participate in sporting festivals and seasons.



Continual lockdowns meant an increase in mental health issues, depression and a lack of motivation to be active.

This sponsorship means I can get out on the netball court again and play alongside my team mates and travel around the community.

#Jess was one recipient of our 'Get Active Vouchers 2022' - an initiative of PCC to get kids back out there playing the sports they love - connecting with friends and community.



Community Sponsorship and PCC WHY WE SUPPORT

Primary Care Connect is passionate about providing opportunities to individuals, sports clubs and community groups to achieve their best and stay active in the community. Providing sponsorship enables us to empower the individual, the sports club, and our community. Below is an example of some of the fantastic sports, events and programs we have sponsored...



Our teams

Health



Executive Manager:
Leigh Stanbrook

- Our Health team comprises of:
- Bi-Cultural Worker
 - Dietetics
 - Health Coach
 - Health Promotion
 - Living Well Clinic
 - Nursing and Allied Health
 - Pain Management, Gym and Personal Training
 - Refugee Allied Health and Health Nurse

Once again our Health team has had a massive year across the 2021/2022 Financial year. Our Health team was instrumental in providing our community with critical support and services throughout the Covid pandemic, including the HRAR program. Our Health team often went above and beyond to ensure our most vulnerable residents were kept safe and well looked after. Our Health team brings services to PCC that are unique to our community - such as the Agriclinc and our own gym for our clients.

We are so proud of our Health team and commend them for playing such a big part in keeping our community safe when the outbreak hit our region so hard.

Here are some highlights from our year in Health!

Clinic Sihat

Primary Care Connect has developed a strong partnership with Cabrini Outreach to implement Clinic Sihat.

Clinic Sihat is a clinic for people seeking asylum, undocumented migrants, vulnerable temporary visa holders and refugees to access health care within their first six months of arrival.

Clinic Sihat was formed by Primary Care Connect recognising the lack of access to local medical clinics, GP's and Mental Health services to refugee and asylum seekers in the Greater Shepparton area.

PCC has also partnered with Goulburn Valley Health to offer Psychiatry Services to clients of our Clinic Sihat and Refugee Health clients. Clinic Sihat also creates linkages with local medical clinics to provide education on new arrival health assessments with funded refugee health fellows to support a sustainable model of care for clients and health professionals working with the Refugee and Asylum Seeker community.

Vic Kids Eat Well

join the movement!



In March 2022 a team of Primary Care Connect's Health Promoters jumped on the Vic Kids Eat Well movement!

Following the launch of the program our team has been busily participating in the training required to assist our local schools, sports clubs and other community organisations to jump on board, join the movement, and create long lasting, healthy changes to food.

We are excited to roll the program out and look forward to providing an update on how many schools, out of school care settings and sports clubs and associations we were able to partner with on this important initiative.



Our gym and PT

One of the most unique offerings for our clients at PCC is our very own gym complete with qualified personal trainers and the best equipment!

We have introduced many new things within our gym in the 2021/2022 year and have changed the complete structure of operations.

All new clients now meet with a Personal Trainer to come in and see the gym, have a chat about their goals and how we as trainers are able to assist them and complete some fitness testing. Clients will first move into what is called a

We have introduced many new classes to our timetable!

Beginners Class: A class for all new starters to our programs. All clients are set up on a basic program where they learn to use all equipment and get a feel for the gym and the trainers. Clients tend to only be in this class for 6-weeks before they are moved into what are called the maintenance classes (all other classes). Pending on clients and previous gym experience this may be a shorter period or a longer period.

Chair Pilates: A beginner chair-based class that consists of low-impact flexibility, muscular strength, and endurance movements. This class will emphasize proper postural alignment, core strength and muscle balance. A fantastic class if you are looking at an all-body workout that will strengthen and tone your entire body. This class has had incredible support and due to high demand we are offering more classes.

Fitball Training: A full body workout helping increase core strength, muscular endurance, and cardiovascular fitness. A class for beginners right through to advanced trainers wanting to take their core strength to the next level - Fitball training has slowly increased and now are getting roughly 11 different clients attending over the 2 days.

Boxing: A great cardiovascular workout, working with boxing gloves and pads using body weight to go through a range of exercises. Can be high intensity or lower intensity depending on what the client is looking for. Building a strong cardiovascular system and increasing upper body strength. Boxing is slowly increasing and have moved from only have 1 person for a very long time to now over 5 per class which has been great.

Ways clients can sign up to classes

- Clients to get paperwork from any location, Primary Care Connect, Tatura Community House or Mooroopna Educational and Activity Centre where they are to complete all pages provided
- Clients will need to book into see their local GP or Physio to receive a medical clearance to ensure that it is safe for them to participate in exercise classes
- Client will then return all signed paperwork to Primary Care Connect or any location where then the Consumer Care team will be in contact with them.
- The Consumer Care team member will then go through some further questions and require a little more detail and book the client in to see a Personal Trainer, where they will have a meet and greet, complete fitness testing, and move into the Beginners Class.

Agriclinic



For Primary Care Connect, moving into the Farmer Health space has been like Farming - good seasons, drought and a few setbacks.

AgriSafe is a farmer health program where an experienced nurse, who has done specialised education and training in Agriculture health and medicine provides a comprehensive and individualised health, wellbeing, and safety assessment.

The first program was in September 2017 after Community Health Nurse Sue Crowther completed the first unit (HMF701) in the Agriculture Health and Medicine Graduate Diploma through Deakin University in partnership with The National Centre for Farmer Health.

HMF 701 enables registered Nurses to develop competency to practice as an AgriSafe Clinician and offer AgriClinics to Farmers, Farm workers and those working in the Agricultural Sector.

With the support and foresight of Primary Care Connect (PCC) Executive and the support of the PCC board at that time, the initial clinic was held at Primary Care Connect on the 6th of September 2017 with volunteers from the local community including Orchardist Ross Reddrop and Murray Dairy CEO Jennifer Wilson volunteering.

As with many programs in the Community Health space, 2020 and 2021 provided many challenges for the AgriSafe program; clinics were cancelled, reinstated, and cancelled many times over and this was one program that didn't fit the Telehealth model!

Although many challenges were faced and momentum was lost, 2022 has been a busy and productive year. Erin and Brad joined the team in the first half of 2022 bringing their own background in both general and critical care nursing and farming backgrounds. Erin completed her education in 2021 in HMF701 and commenced AgriClinics in June. Brad is Following a mentor pathway until he can complete tertiary studies next year. Primary Care Connect is now running monthly Clinics in Numurkah, Nathalia, Dookie, Tatura and more recently in Euroa. Over the past 5



years there have been initial assessments across the five clinics with referrals to local Doctors, hearing services, skin clinics and mental health support for multiple health and wellbeing issues.

Farmers have also altered work practices from increasing personal protective equipment (PPE) use, safe handling of Agri chemicals, sun protection, healthy eating, reducing alcohol intake and smoking cessation.

PCC has fostered partnerships with NCN Health and Murray Dairy to attend Men's Health nights, Women in farming events and seasonal updates. We have been involved in the International Dairy week at Taura, Women in Agriculture and Shepparton FruitGrowers Conferences, United Dairy farmers Victoria (UDV) meetings and attending cattle sales to speak with people about the AgriClinic program

The program has grown steadily over the 5 years since its inception and has worked to implement positive changes in the farmer health space, create health and safety awareness and for those working and living in farming communities.



Our teams

Community services



Executive Manager:
Broni Paine

Our Community Services team consists of:

- Financial Counselling
- Gambler's Help
- Positive Engagement Pathways
- Supported Accommodation Program
- Torture, Trauma, Counsellor/ Advocate
- Youth Support Service and Outreach Worker

Our Community Services team lead by Broni Paine was once again at the forefront of leading critical services and support programs to address some of our region's key social issues, including Gambling Harm, Financial Counselling, Youth Services and the Supported Accommodation Program.

Our Community Services team and the services they provide continue to grow and be relevant to the needs of our community.

Community services

Gambler's Help and Harm Minimisation in community

Our brilliant Health Promoters within the Gambling space have been out and about over the 2021/2022 year, working in collaboration with other community groups in an effort to increase awareness of the harms of gambling, and to increase awareness of help services.

Our team has focused on youth, men in the 30-60 year old age bracket, older people, and multicultural and first nations communities. The geographical area has been extensive with our team working within five shire areas; Greater Shepparton, Moira, Strathbogrie, Mitchell and Murrindidi.

The team has been innovative and engaging in their approach, using methods such as drum beats sessions to really connect to participants.

Once again Primary Care Connect has seen collaboration as a powerful tool in reaching these specific target groups and we have seen great success in our partnerships with Wise Well Women, St Paul's African House, CV Health, the Ethnic Council, Catholic Care, Uniting and the Shepparton Women's Clinic. Amazing things can be achieved in the community when we leverage our combined expertise and we are proud of the ways in which we have partnered with other leading organisations in the past 12 months to roll out these various programs, focused on creating long lasting impacts and positive change.

Our focus on positive outcomes for our clients

Thomas* was 15 years old when he was referred to our Youth Support Service on a diversion from Children's Court. Thomas was placed on good behaviour after an altercation with another young person and was also faced with mental health and relationship issues, along with being disengaged with education and employment. He faced financial barriers and had a home situation that was disruptive to his study.

Our Youth Support Worker for Thomas was able to pretty quickly develop rapport and trust with Thomas which really helped with positive outcomes for Thomas.

Thomas has now been discharged from our service but is engaged with ongoing support from external services and study. Most importantly Thomas has developed the skills he needs to regulate his behaviour and to remove himself from triggering situations.



Our teams

Alcohol & Other Drugs

AOD at a glance

Total clients by service
2021/2022

482

Manager:
Debbie McDonald

Our AOD team consists of:

- Counselling
- Family Drug Support
- Pharmacotherapy Area Based Network
- Women's Supported Accommodation
- Youth Support

Alcohol and Other Drugs continue to be one of the most pressing and prevalent social issues across the nation and for our region.

Our team is at the forefront of minimising the impacts caused by addictions and harmful behaviour due to Alcohol and Other Drugs, and they have been particularly busy throughout the pandemic ensuring services were not impeded by lockdowns.

We are proud of the massive impact our team has on supporting individuals and families to change their lives and future outlooks.



I was 29, in trouble, isolated and addicted when I came to Primary Care Connect. In truth I didn't even want to come, it was Court ordered. I had lost control of my life so badly that as a grown man I was being Court ordered to get help. I couldn't believe it. And I thought it was such a load of rubbish.

Which is why now, 12 months on I want to share my story and I want people to know you can change your life around, even if you're not ready to admit you need help. Sharna has helped me transform my life – she helped me to see that my habits were affecting my life and she helped me want to help myself.

Towards the end of last year I had no job, I was homeless, and I was estranged from my family. This photo is of me now, in my office, working full time. I have my own unit and I have reconnected with my family. I can't thank Sharna, Debbie and Primary Care Connect enough for helping me transform my life. It is now my aim to help other people the way I have been helped.

Family Violence

Family Violence at a glance

Total clients by service
2021/2022

537

Executive Manager:
Chris McInnes

Our Family Violence team consists of:

- Specialist Case Management
- Intensive Case Management Program
- Indigenous Family Violence Support
- The Orange Door

As a State, Victoria recorded 91,144 Family Violence incidents in 2021. It's a staggeringly high number which was a 1.5% reduction of cases reported in 2020. It is no secret that Family Violence is one of the most significant and tragic social issues faced in Australia and is a core focus of PCC.

Since the Royal Commission into Family Violence in 2015 which saw the government commit to implementing 227 recommendations stemming from it, Primary Care Connect has been on the frontline. One of the most promising initiatives to date has been the Orange Door. The focus is now also on perpetrators facing up to and being held accountable for their actions and behaviours which is a positive step in the right direction to preventing Family Violence.

Keeping perpetrators in view and holding them accountable

Case Study

*Sue was a 38 year old mother of two, living in rural Victoria when she first came to PCC. Sue had a history of exposure to family violence as a child, and needed support to protect herself from her husband who she separated from due to physical, mental and emotional abuse throughout their six year relationship.

Sue's ex partner was misusing alcohol and using it with medication, combined with several mental health episodes, he was showing up at Sue's property unannounced and even after Victoria Police issued a family violence intervention order Sue and her children were afraid and felt unsafe in their own home.

When Sue advised her case manager of her fear, a PSI application/referral was lodged, and a subsequent safety audit of Sue's home means that Sue now has CCTV safety cameras surrounding her home and property, and she has been given a GPS Personal Tracker to alert security if she or her children ever feel unsafe.

Sue and her children now feel safe at home, the children are sleeping more easily and incidents of Sue's ex partner showing up have significantly decreased. Sue feels her mental and emotional wellbeing have improved and is no longer living in fear.

Our teams

Consumer Care

Primary Care Connect's Consumer Care team consists of individuals from all walks of life.

We have a total of six dedicated Consumer Care Clinicians and two full time Front of House staff. They are the face of our organisation - the first voices and smiles you are greeted with in person and on the phone to help potential clients and consumers receive the information they need to be linked into the right program when they need it the most.

They provide support in initial intake processes for each client that comes through our referral systems as well as provide information that can provide additional support to an individuals care either externally or internally.

On a day to day basis our Consumer Care team navigate and provide support to an average of 15 people per Consumer Care Clinician. As a team we pride ourselves on being able to support our clients and community at the best of our ability and are passionate in providing support where we can both internally and externally to ensure best practice and quality of care is provided.

With the restructure of our team being named to 'Consumer Care' and our involvement in the Values project we have never been more focused and committed on providing each and every person who walks through our doors with an engaging and positive PCC experience!



Thriving - not just surviving

Client Case Studies

When *Paul first came to PCC, he was on a 12 month Community Corrections order and an extensive history of crime and addiction issues. Paul had a few, simple goals he wanted to achieve but due to his history and associations he feared his cravings and friendships could be barriers to achieving his success. A lack of trust in support networks meant it was crucial for PCC's AOD team to develop trust and connection.

PCC helped Paul develop a plan and upon discharge Paul had successfully achieved his set goals and is now clean of methamphetamines and cannabis. He is working full time and has even saved enough money to purchase his first car.

"You don't know how good it feels to say that Ice is no longer in charge of my life."

*Mia wasn't asking for much. After experiencing family violence perpetrated by her former partner, all Mia wanted was to feel safe, achieve mental and emotional wellbeing, make new connections and friendships, hold down a part time job and go to University. But family violence and a fear of ongoing threats of violence was holding Mia back.

Our team at The Orange Door was able to develop a plan with Mia to help her through court and facing her former partner, and to support her to reach her goals.

With the intensive support of The Orange Door, Mia was able to feel "proactive and powerful" throughout Court proceedings, and most importantly Mia has been able to achieve all her goals and is now working and making new friends in the community.

*Mark was a 36 year old father, suffering from methamphetamine addiction when he first came to PCC. Mark had a job and custody of his two children, but was at risk of losing everything due to the issues caused by his addiction.

Our team at PCC was able to develop trust with Mark and help him set some clear goals. Mark loved his kids, and wanted to provide for them. He didn't want his addiction controlling his life.

Through some intensive AOD counselling, Mark is now confidently abstaining from drug use. He has gained a promotion at work, is paying off debts and states that his relationships with his children has improved as has his patience.

*Aimee took the initiative to reach out to PCC for help after she fled her abusive relationship with her children. Her place of safety was her mother's house, but it was not a sustainable option for her and her children to reside with her mum.

So Aimee courageously took power and control and came to PCC for the support that would empower her to live the life she wanted.

Aimee is a true success story. She is a loving, independent woman now who has created her own charity giving back to people in need. Aimee has now secured her own private rental and her children are happily attending school.



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