

Quality of Care Report

2015-2016



CEO REPORT

I am delighted to present our 2015-2016 Quality of Care Report. This year's report will hopefully give you an insight into the amazing work that is undertaken by our dedicated staff every day at Primary Care Connect (PCC).

With so many highlights, it is impossible to capture all in one report. This year we have increased the number of programs we are offering to the community. We have made new partnerships and strengthened existing partnerships. We have been on a journey of ensuring that we have the best and most capable team to deliver these important services to our community.

The vision and strategy of PCC is driven and lead by our strong and engaged Board of Directors. They have set an ambitious and visionary Strategic Plan. This plan looks at building our current service delivery and creating new opportunities through partnerships, with the aim to increase the capacity that will influence the outcomes for our communities. I thank the Board of Directors for all their support, guidance and their ability to set a direction for PCC well into the future. In particular I would like to thank Kevin Boote who has been a fabulous mentor and a continuing supporter of me as the CEO.

In December 2015 PCC engaged the services of The Little Red Notebook (formerly Two+you) to work with our leadership team to ensure that we were well equipped to lead PCC into the future and enact the vision set by the Board. This has been a powerful and amazing journey. It has pushed us as leaders and managers to grow both personally and professionally.

I am very fortunate to have such a wonderful supportive, innovative, passionate and dedicated team of leaders to work with every day. Thank you to Trudie, Tony, Jim, Peter, Megan, Broni, Teagan, Simone, Tim and Kim.

Not many people can say they come to work every day and simply love every aspect of what they do, I can! It is due to the team we have at PCC, the dedicated and passionate staff, who day in day out provide exceptional services to those seeking assistance. I would like to personally, thank each and every one of you! You are the driving force behind what makes PCC a great service. You are caring, compassionate and through actions ensure that people are given the right to make changes within their lives. I am honoured to work with you every day and see the differences you are making.

The year as I have mentioned has been filled with many highlights, here are a few:

- Establishment of a Community Garden
- Strong partnership with FamilyCare, The Bridge and GV Connect – thanks to the Helen McPherson Smith Trust for funding this opportunity
- The Achievement Program gaining our Healthy eating and Physical activity Certification
- Undertaking and achieving our Accreditation through QIP
- Increasing our partnerships in research by participating on Cross Roads II, Childhood Obesity Monitoring Project, Cultural Competency and Health Outcomes for Refugee Clients.
- An increase in our services for those experiencing Family Violence in our community
- An increase breadth and innovation programs to our Refugee populations
- Men's Health evening
- Corporate White Ribbon dinner

PCC would like to thank everyone who has supported and continues to work with us to achieve better outcomes for our communities. We are fortunate to work within a community and service sector that is built on working together to create solutions and build a stronger tomorrow.

Rebecca Lorains
Chief Executive Officer



Rebecca Lorains – CEO

BOARD CHAIR REPORT

This year has once again proved to be both challenging and rewarding. Challenging in that once again the agency faced accreditation and I am pleased to announce that we passed with flying colours. This is due in no small part to the work commenced by previous CEO Hamish Fletcher after the last accreditation round where improvement was needed in several areas. Our current CEO, Rebecca Lorains and her executive team have continued forward and built on that work. The board congratulates them on achieving such an outstanding result.

The most rewarding part for the Board is seeing the development of staff, not only at the executive and management level but the whole staff co-hort. The work on cohesion and culture is paying an enormous dividend by providing better outcomes for the clients and community that we service, making it a more vibrant place to be employed.

The year ahead will provide additional challenges for the board as we set about imagining what the future may look like and trying to position the agency to take advantage of opportunities as they present to us.

Innovation, strategy and business building will be integral to this process. The advent of the National Disability Insurance Scheme (NDIS), the maturing of the Primary Health Networks and their expanding role into areas such as mental health will produce opportunities that we need to take advantage of.

As we prepare for the future we will need to review our legacy structures, reform our business practices and assist our staff to adapt to whatever that future brings. Collaboration and innovation will be essential ingredients and the board hopes to have mechanisms in place to give life to some of the internal innovation that is now being formulated by executive, management and staff.

I want to give thanks to my fellow Directors for their work throughout the year. It can at times be a thankless grind but each and every Director has made a contribution and always in the best interest of Primary Care Connect.

I would like to give particular thanks to David Mayfield, who has recently resigned from the board as a Director after 3 years. David has taken a promotion in his current employment and through circumstances is unable to continue. On behalf of the board and Primary Care Connect I wish David all the best in his new role and thank him for his dedicated service.

Finally and most importantly I want to say thank you to the entire staff at Primary Care Connect. We, the Board value your contribution. The work you do each and every day, sometimes in difficult and challenging circumstances, makes a real difference and we celebrate with you each and every successful client outcome you produce. Keep up the great work.

Kevin Boote
Board Chair



Kevin Boote – Board Chair

PARTNERSHIP SHEPPARTON COMMUNITY CARE

Local partnerships with Primary Care Connect has strengthened throughout 2015-2016. In doing so, we are part of the Shepparton Community Share which includes:

- Connect GV
- FamilyCare
- Primary Care Connect
- The Bridge Youth Service

The purpose of the Shepparton Community Share is to enhance shared capacity through a collaborative network and formal partnership framework. Our four key areas of collaborative work focuses on:

- Governance of the partnership
- Collective purchasing opportunities
- Working smarter using social media tool/platforms
- Collective review of information technology and communication systems
- Establish a network and build collaboration between the partner agencies individually and as a group
- Develop a framework to guide and govern the relationship between the four key not for profit partners
- Build relationships with key external stakeholders, including other community agencies, funding bodies and product and service providers in areas covered by the projects
- Create a model to support the exchange of information and identify and deliver shared improvements to support activities
- Increase efficiencies and improvements in essential support and back-office functions
- Increase efficiencies and improvements in service as a result of the collaboration
- Document and evaluate the collaboration to capture learnings for the benefit of other agencies

MONDAY 26

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Dec 16 - Jan 17

CHAIR BASED EXERCISE PROGRAM

The Chair Based Exercise Program runs on a weekly basis at The Rumbalara Elders Facility. The program is designed to engage Aboriginal Elders within the Nursing home to promote strength and mobility and in return reduces the risks of falls. The Elders have engaged in the program well and actively participate with Rod James - Personal Trainer.

The Activities Facilitator – Jaqui Simpson stated “Armchair exercises maintains Elder’s cardio vascular health, promotes muscle tone, and optimal level of mobility. Elders identify the strength and sense of personal wellbeing attending the chair based exercise program, all within the walls of Rumbalara Elders facility. Our Elders really enjoy their time with Rod and his program and we hope to see the partnership continue for many years”.



MONDAY 02

TUESDAY 03

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Jan 17

OUR PERFORMANCE ACCREDITATION

In March 2016 Primary Care Connect went through its 3rd Cycle of Quality Improvement Council (QIC) and Human Services Standards (HSS) and Accreditation Program.

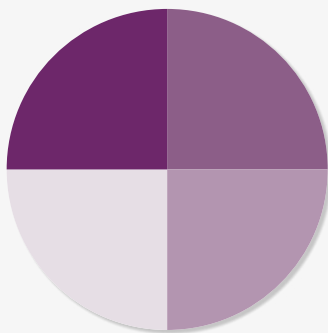
The QIC and DHHS Standards as well as industry wide or sector specific quality improvement themes guide the Quality Innovation and Performance (QIP) Assessment Team in its assessment of the organisation and its service activities. The Assessment Team's findings are reported as a summary description of the major issues identified and specific areas for commendation or improvement.

In QIC, PCC met standard criteria for four of nine Building Quality Standard 1, whilst in Providing Quality Services and Programs and Sustaining Quality External relationships, PCC met all standard criteria's. In our partially met areas, PCC has put in place plans which will help us achieve 100% this area of accreditation.

Against the Human Services Standards in Empowerment, Access and Engagement, Wellbeing and Participation, PCC excelled and received a met in all standard criteria.

HUMAN SERVICES STANDARDS PCC PERFORMANCE 2015-16

- Standard 1: Empowerment
- Standard 2: Access and Engagement
- Standard 3: Wellbeing
- Standard 4: Participation



As an organisation, we strive to excel in all areas of Community Health and will continue to achieve this in the future.

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Jan 17

INTERPRETERS

Shepparton is unique as a regional town due to our high level of cultural diversity. It has a long and rich history of migrant and refugee settlement that continues to grow. With cultural diversity comes diversity in language and a reasonable proportion of English illiteracy. Therefore the use of interpreters in health and community services is an essential element of being able to provide access to services and treatment to the whole of community irrespective of English ability.

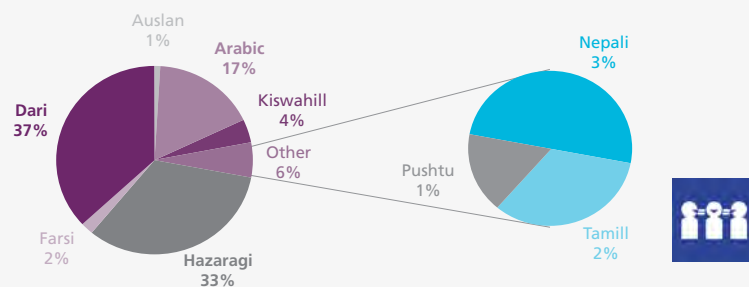
The use of and access to professional interpreters for people from non-English speaking backgrounds is an issue of access and equity. It is essential that organisations screen for and understand the need for interpreters from the initial referral or intake stage right through to completion of treatment.

Primary Care Connect espouses the use of interpreters across all programs where a person has insufficient English to engage with the supports they require.

As Shepparton is a small regional town, the most common form of access to interpreters is through the telephone. This is due to limited number of professional onsite interpreters in the region and for many clients, the preferred method due to perceived concerns regarding privacy. The use of phone interpreters guarantees a level of privacy that onsite interpreters may not. Even though professional interpreters are bound by privacy and confidentiality legislation it is common in small regional areas for interpreters to know clients in a social capacity, thus the common preference for phone interpreters (who can be accessed from anywhere across Australia).

For the financial year of 2015 – 2016, PCC used interpreters on a total of 562 occasions. The following graph illustrates the three top languages we accessed this year as well as other languages that our services used at PCC.

% OF LANGUAGES BOOKED AND USED – 2015-2016



At PCC the highest users of interpreters are our Refugee Services Team who are funded to provide services specific to refugee health and mental health and the use of interpreters is standard practice. The cost to Primary Care Connect in this period was \$19,709.95.

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Jan 17

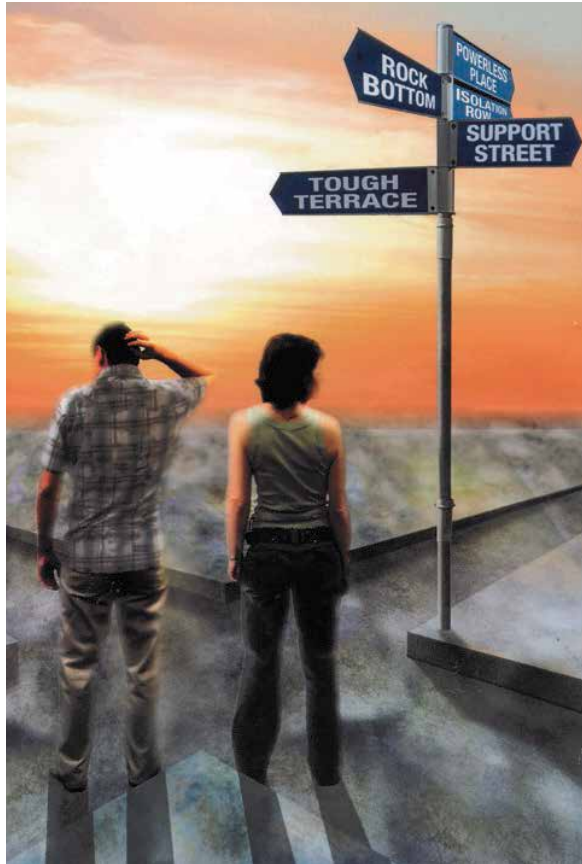
FAMILY ALCOHOL AND DRUG SUPPORT PROGRAMS

Primary Care Connect are now funded through the Victorian Government's Ice Action Plan to provide increased services to family members supporting a loved one with drug and/or alcohol issues.

To ensure that we meet the needs of the community a range of different programs have been put in place. We are delivering a support group each month which provides an opportunity for people to connect with other family members and share their story, as well as gain information, resources and strategies. We are also providing short term supportive sessions for family members. These sessions have a goal setting/family meeting focus, with longer term counselling referrals made as required.

In addition we have partnered with Family Drug Support to deliver two Stepping Stones programs and will be implementing more programs and education sessions for family members in the coming year.

These programs have been well received, with clients reporting that they do not feel so alone, that they are valuing their own self-care more and that they now have strategies to deal more effectively with their family member's substance use issue.



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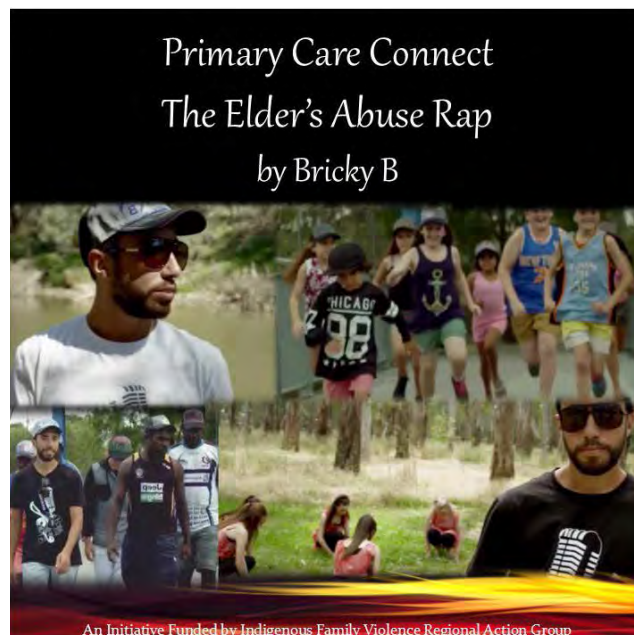
ELDER ABUSE PROJECT- RAP VIDEO

Primary Care Connect's (PCC) Indigenous Family Violence Program led a project to raise awareness of Elder abuse in the local Indigenous community. This was done by partnering with a local Aboriginal artist and dancers to create a rap video about the importance of respecting Elders. The video aimed to raise awareness of family violence and more specifically Elder abuse, prevent Elder abuse and adolescent violence in the local Aboriginal Community and increase access to information and support for those affected by family violence. The project was funded through the Indigenous Family Violence Regional Action Group Community Initiative.

Eight Wannik dancers, nine Aboriginal Sport and Health Education (ASHE) students and eight Deadly Koori Little Dancers participated in the video with local music artist Bricky B. The original song was written by the artist Bricky B in consultation with the ASHE students. The song showcased key themes of respect, taking responsibility for abusive actions towards Elders, having pride in yourself and your culture and making positive changes to regain peace, love and harmony. All locations used within the video have local cultural significance (such as the river bank, bush and art features) and highlights traditional dance and face painting.

After tirelessly working with a dedicated and passionate team from PCC and the wider community, the Rap DVD was launched in March 2016 with 150 people in attendance at the DVD launch from a range of health and human services, government department, education and Community.

This innovative project highlighted not only the issue of Elder Abuse in our local indigenous community, but also what a team of passionate community minded people can achieve when they work together on a significant community problem.



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Jan 17 - Feb 17

WHITE RIBBON DINNER

Primary Care Connect (PCC) was very excited to hold its Inaugural Corporate Dinner in support of White Ribbon Day on Monday the 23rd of November 2015.

A new partnership formed between PCC and Victoria Police, supported by the Goulburn Valley Integrated Family Violence Committee made it possible for us to achieve our aim of holding a dinner that would engage men to speak out and prevent violence against women. This is the purpose of White Ribbon and for PCC and partners, we are delighted that this will be an annual event.

The event was attended by 152 professionals from a range of business fields including banking and finance, manufacturing, justice, health and welfare and retail. We were fortunate enough to have Luke Ablett and Paul Zappa as guest speakers who are both White Ribbon Ambassadors.

Luke is a former Sydney Swans Premiership Player and has been involved with the AFL's Respect and Responsibility program - a men's violence against women prevention program. Paul is the Director of NIRODAH Ltd which provides training and professional development and is also a facilitator of the anti-violence program 'Be the Hero!'

Attendees commented that the guest speakers provided valuable information in a way that was challenging without being confronting. Overall the event was an outstanding and well received event by those who attended. We are looking forward to our next dinner, which will be held in November 2016.

**Australia's campaign to
stop violence against women**

White Ribbon



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Feb 17

PRIMARY CARE CONNECTS WINTER COAT RACK

It is often the small things that can make the biggest difference. Whilst visiting another Community Health Service in the state I saw a Winter Coat rack - a rack with free coats on it for anyone needing them. This resonated with me as sometimes as service providers we can be busy working on the bigger issues in someone's lives and forget about the simple things that can have a huge impact.

Primary Care Connect (PCC) started small with staff donating any excess coats they had in their wardrobes, then added beanies and scarves. Word soon spread and the demand for the coats was incredible. Gouge Dry-cleaning heard what we were doing and began donating blankets and other items that had not been claimed from their stores. The Tallygaroopna Lions and GV Health Dental Department undertook a coat drive and the Rushworth textiles group knitted blankets, beanies and scarves. These drives brought in much needed goods for those in need.

To date we have given out over 100 coats, countless beanies and scarves and over 50 blankets. These items have been taken by anyone who needs them. Given the extremely cold winter we have had it is nice to be able to watch someone walk out of PCC, a little warmer and with a smile on their face. It is for those who are living rough, but also not to be forgotten are those who have accommodation but cannot afford to heat it as the cost is prohibitive.

Rebecca Lorains
Chief Executive Officer



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Feb 17

CONTINUITY OF CARE

In 2015-2016 we improved our Continuity of Care by ensuring that our Refugee Services have expanded to ensure that we can meet the needs of our growing refugee population.

Refugee health and mental health support is available for any individual or family of a refugee and asylum seeker background currently living in the Shepparton and Goulburn Valley catchment area through Primary Care Connects (PCC) refugee health program and refugee trauma counselling service.

In 2015-16 Refugee Services expanded our team by employing an additional Refugee Health Nurse, a female bi-cultural worker and yoga therapist. PCC also doubled our capacity in the Refugee Physiotherapy Clinic to include a female physiotherapist. The focus on yoga therapy and physiotherapy is strategic in our attempt to address the continuing presentation of chronic pain. We have also collaborated with PCC's Health Promotion Team running regular lawn bowls, gender specific exercise groups and started a community garden with aim to increase social connection and wellbeing for our client group.



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Feb 17

CONTINUITY OF CARE CONTINUED

Case Study:

At 20 years of age, this young woman was born with significant physical disabilities and arrived in Australia with her family on humanitarian visa. On making contact with us it was determined that she had not received medical care for 14 years and had not received any formal diagnosis for her disability.

With no diagnosis, she was currently living with no special care assistant or any funds to assist with the cost of living. The lack of access to rehabilitation and other interventions caused for significant contractures in both arms and legs. Language was also a barrier and though she had picked up a few English words in her time here, her communication is minimal. Other barriers that she carried were those of cultural and family shame because of her having a disability.

At her initial assessment it was identified that her mother had significant health problems that needed attention and for the young woman she required 24 hours of day to day support of which her mother completed her entire life.

Primary Care Connect's Refugee Health Nurse has helped this young woman receive;

- A formal diagnosis that has aided her family to claim at Disability Support Pension and a Carers payment for her Mother.
- A small and lighter wheelchair for her to use and has been taught how to use a wheelchair taxi service to attend appointments. As a result the woman loves this as she can see out of the taxi's windows and see people going about their day.
- A connection to the wider community and as a result a wonderful woman who goes to their home twice a week as a volunteer to teach them English.
- Access to physiotherapy, yoga and a special program for vulnerable women from 'other cultures'.

Her dream is to one day soon, get into the swimming pool in a burkini (swimwear worn by women of the Muslim faith) and we will endeavour to assist her to achieve this goal.

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Feb 17 - Mar 17

ACHIEVEMENT PROGRAM

The Achievement Program is a simple, evidence-based framework to support whole-organisation health and wellbeing approaches for early childhood services, schools and workplaces. The Achievement Program has been implemented at Primary Care Connect to assist focusing on:

- Creating a positive, healthy culture within the workplace
- Increasing employee morale, improving productivity and assisting to reduce sick leave
- Strengthens health and wellbeing initiatives and policies already in place

The Achievement Program is recognised by the Victorian Government and positions Primary Care Connect as an employer of choice. We provide weekly exercise opportunities for staff at no cost, during work hours, healthy lunch day celebrations, health and fitness education and resource, including recipes to take home for the family. Currently, PCC is the first workplace in Greater Shepparton to achieve the state wide benchmarks of healthy eating and physical activity.



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Mar 17

REFUGEE-HEALTH PROMOTION LAWN BOWLS

The Engage! Project activity was an extension of our current social engagement campaign and plan, Act-Belong-Commit, and caters to the specific needs of our own refugee CALD senior community members.

The engagement process was based around having activities which are centrally located (where transport issues have been considered), are physically low impact, low or zero cost to participant, creating meaningful social connections, are carried out in a culturally sensitive manner, allowing community members to share their own skills and knowledge, as well as learning new skills, and that are ongoing and sustainable past the funding end.

Engage! included lawn bowls, as a low impact physical activity, for spring and summer months. Lawn bowls is very social in nature, and also very simple to learn. We had great turn outs from community members, and have now set up an indoor bowls facility at Primary Care Connect!



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Mar 17

CLOSE THE GAP DAY EVENT AT RUMBALARA FOOTBALL NETBALL CLUB



Indigenous Australians can expect to live 10–17 years less than other Australians. Babies born to Aboriginal mothers die at more than twice the rate of other Australian babies, and Aboriginal and Torres Strait Islander people experience higher rates of preventable illness such as heart disease, kidney disease and diabetes.

In support of National “Close the Gap Day” Primary Care Connect in partnership with Rumbalara Health Service, and Rumbalara Football and Netball Club hosted an event, providing information and activities for the community on improving your health. This included:

- Fun activities for kids
- Quit Smoking information
- Healthy Eating Tips
- Aboriginal Health Checks
- Dental Checks
- Free Legal Information

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Mar 17

COMMUNITY GARDEN

The Community Garden was an extension of our current social engagement campaign and plan, Act-Belong-Commit. It provides an opportunity for community members to become involved in a small community project. Additionally, staff became involved, which is also a part of our Keeping Mentally healthy campaign.

The space is open for staff and community members to not only be involved in the planting and maintenance, but with a longer term aim of being able to also use some of the produce. In this, we create an affordable healthy, locally grown food source, supporting mental health and wellbeing, and social connection.

Our first lot of winter vegetables are in, and this was supported by some of our refugee clients. This is an ongoing project, with many possibilities going into the future.



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Mar 17 - Apr 17

MEN'S HEALTH EVENT

THE UP'S & DOWNS OF MEN'S HEALTH EVENT

GUEST SPEAKER: STAN ALVES



Talented coach, motivator & communicator, Stan Alves is dedicated to passing on his knowledge & experiences to others for them to be successful in their chosen fields of sport, business and more importantly, life.

- 276 game player & twice best & fairest for the Melbourne Demons
- Twice runner up for the prestigious Brownlow Medal
- Saint Kilda football club coach, state representative on numerous occasions
- Media personality, entrepreneur & successful businessman.

Discussing his successful career, life battles & the importance of being proactive with your own health.

VENUE: GV HOTEL

DATE: WEDNESDAY 15TH JUNE

TIME: 6PM - 9PM

COST: FREE

HEALTH INFORMATION STALLS


- Prostate Care
- Diabetes
- Healthy Eating
- Sexual Health
- Tobacco
- Exercise
- Aboriginal Health Checks
- Continence
- Keeping Mentally Healthy
- Drugs & Alcohol

LIMITED TICKETS AVAILABLE

<http://www.eventbrite.com.au/e/2016-the-ups-downs-of-mens-health-tickets-25223139088>

Or call Matilda to book your ticket 5823 3217
Finger food provided. Alcohol free event

HOSTED BY:

PROUDLY SUPPORTED BY:

City of Greater Shepparton Council
Bunnings Warehouse
Bicaro's Ristorante Bar Forno

Sportsmans Warehouse
Just Cuts
Mooroopna Golf Club
Autobarn Shepparton

In June 2016, Primary Care Connect partnered with Goulburn Valley Health to hold the second annual "The Up's and Down's of Men's Health". We hosted 100 men from our local community, and a few women as well. The aim was to encourage men to be proactive about their health. The event provided an opportunity to gain knowledge and information in a relaxed, non-threatening environment. Through health information stalls, local health services and professionals, guest speaker Stan Alves, and a panel of local male health professionals, key health messages were spread, with a strong focus on keeping mentally healthy.

The key pieces included:

- Getting an annual check-up even when you feel nothing is wrong
- Know what questions to ask your GP
- Keeping mentally healthy

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QUIT EDUCATION

Smoking rates among adults in Australia have been steadily declining. The 2013 National Drug Strategy Household Survey report found the smoking rate among adults (aged 18 years and over) was 13.3%. The smoking rate of Australian adults has almost halved since 1980.

The 2013 National Drug Strategy Household Survey report found the smoking rate among Victorian adults (aged 18 years and over) was 12.6%.

Primary Care Connect (PCC) invested in training seven Quit Educators. Quit Victoria's one day Quit Educator training program equips health and community professionals to work more effectively with smokers by running Quit courses. The training also provides the skills required for brief smoking cessation interventions on a one-to-one basis with clients.

PCC has also trained a further eight team members in quitting specific to Aboriginal populations. We run programs out in the community, and can come to workplaces to run support your staff to quit smoking.



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CONVERSATIONS FOR CHANGE

'Conversations for Change' is a Victorian State Funded Research Project that aims to speak to 1000 individuals from the Shepparton area. Our aim of the conversations is to promote discussion about Community/Family Violence, bring it into the public agenda, raise awareness, provide information about FV supports, the bystander effect and harness the ideas and community assets which will effect change.

Based on the research data we gather from Conversations for Change project we aim to develop a community driven, sustainable and strategic approach to making changes for a safer community for women and children in Shepparton. We will use the information gathered from the conversations about Community/Family Violence, as well as contemporary research, to inform an action focused, community owned approach.

When community members are involved in developing and leading a violence prevention project from the beginning, community ownership and commitment are created which facilitates involvement of others in the community, and ensures that specific activities are designed to meet the actual identified needs of people in the area. In addition to community ownership, community involvement fosters supportive social ties and social relationships, which are also essential for strong family.



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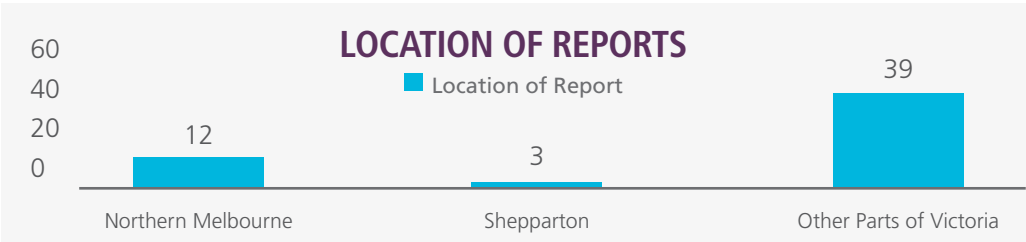
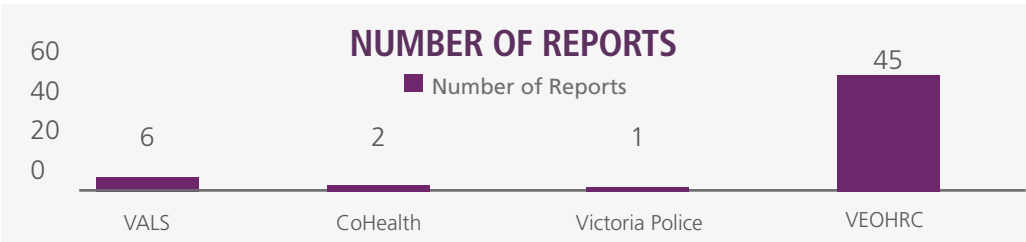
Apr 17

REPORT RACISM

Report Racism is Australia's first ever third-party reporting mechanism for the Aboriginal community and is being trialed in Shepparton and Northern Melbourne. The project is a partnership between the Victorian Equal Opportunity and Human Rights Commission, Victoria Police and the Victorian Aboriginal Legal Service.

Report Racism is a tool that enables individuals to report any incident of racism, which may include racial discrimination, racially motivated crime or racially motivated incidents by any member of the community, including police officers. Reports can be made online or through a local reporting place. Reports can be made by a witness, victim or a third party. Once a report is made, the Victorian Equal Opportunity and Human Rights Commission (VEOHRC) will be responsible for managing the information. Primary Care Connect has three staff members who attended training for the pilot program and can support clients, colleagues or the general public in reporting racism.

During the pilot there were 54 reports made.



Nearly half (25) of the reports were about racism toward Aboriginal and/or Torres Strait Islander people. Of these, 13 people reported their own experience and 12 reported on someone's behalf. The remaining 29 reports related to racism toward a non-Aboriginal person. The number of reports were too low to make generalisations of findings about racism in Victoria. However the VEOHRC released two case studies of what people had achieved by reporting racism during the pilot.

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REPORT RACISM CONTINUED

Fiona, John and Peter work at an Aboriginal organisation. They receive phone calls from a man who calls them racist names and is very abusive.*

Fiona and Peter know who this man is because his phone number shows up on the screens on their work phones, and he also tells one of them his name.

Fiona and Peter both report this to Report Racism and ask for the report to be handed on to Victoria Police.

Police members contact Fiona and Peter to ask what they want to do. They decide they want to press charges, and the man is charged with using telecommunications to harass.

Bella is an Aboriginal girl who likes to go to a big shopping centre on her way home from school. One day a shopkeeper tells her she isn't allowed to come to the shop without supervision from a parent. However, Bella notices that other kids the same age are allowed to stay in the store. Bella's mum tells us this through Report Racism, but does not want to lodge an official complaint, or have the shop know that she has put in the report.*

After receiving the report, we write to all the main shops in the shopping centre, as well as other shopping centres in the area. This letter explains the shop's legal obligations to provide services free from discrimination and explains that if a court or tribunal finds that a staff member has discriminated, a shop manager or owner may be ordered to pay compensation.

Bella's report helped us to target an area while also respecting her privacy.



MONDAY 01

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May 17

OUR VOICES FOR IMPROVEMENT

In 2015-16 Primary Care Connect (PCC) participated in the People Matters Survey for the third time with PCC being one of twelve community health services to participate.

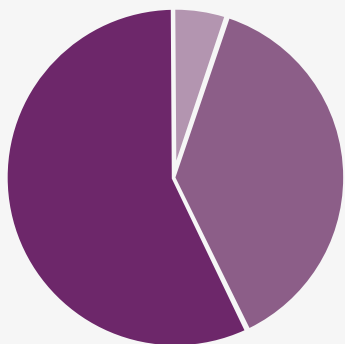
The core survey monitors the application of the public sector values and employment principles within public sector organisations. The core contains questions about employee perceptions of the way the values and employment principles are demonstrated within the organisation by leaders, managers and colleagues and measures employee satisfaction and engagement.

The modules provide the option of exploring specific themes in detail. Modules offered in 2016 are: diversity and inclusion, employee wellbeing, change management, career intentions, learning and development and sexual harassment.

Supporting Measures – Patient Safety section provided us with feedback from employees on how well we handled client/patient care errors. 57% of employees agreed that patient/client care errors were handled appropriately, whilst 38% of employees disagreed or were unsure.

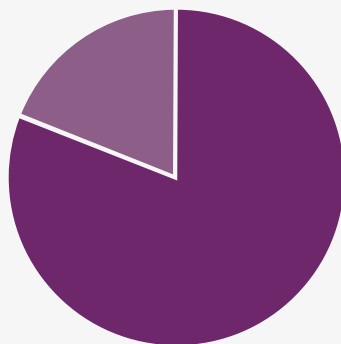
This has identified that as an organisation, we have great room for improvement in this area to ensure the care of all clients/patients are handled appropriately and employees can identify that we as an organisation do this well.

**HANDLING OF
PATIENT/CLIENT ERRORS**



■ Disagree ■ Don't Know - Neither Agree or Disagree ■ Agree

**VOICE SAFETY
CONCERNS**



■ Disagree ■ Don't Know - Neither Agree or Disagree ■ Agree

MONDAY 08

TUESDAY 09

WEDNESDAY 10

THURSDAY 11

FRIDAY 12

SATURDAY 13

SUNDAY 14

May 17

¹ People Matter Survey 2015-16

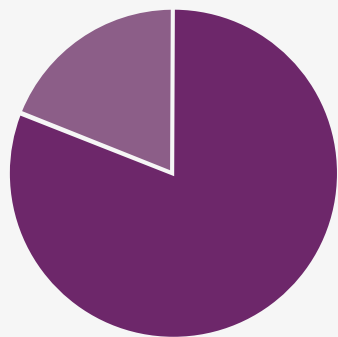
<http://vpssc.vic.gov.au/ethics-behaviours-culture/people-matter-survey/>

OUR VOICES FOR IMPROVEMENT CONTINUED

When asked about whether they as employees feel 'encouraged' by colleagues to report safety concerns they might have, 81% of all employees felt they are supported by other employees to do so, including the management team. A total of 19% responded that they neither agreed nor disagreed.

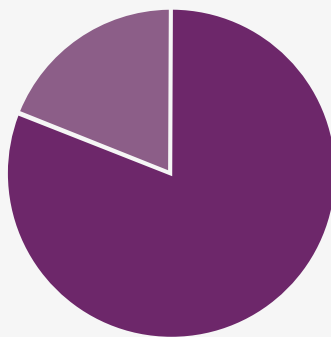
In a following question, employees were asked to respond on whether they felt their suggestions of patient/client safety 'would be acted upon' if expressed to their immediate manager. Primary Care Connect (PCC) employees - 86% of them were confident that their immediate manager would, whilst only 14% were unsure. An indication that employees trust in management is 5% more than that of colleagues.

PATIENT SAFETY SUGGESTIONS



Disagree Don't Know - Neither Agree or Disagree Agree

SAFETY-CENTRED SUGGESTIONS



Disagree Don't Know - Neither Agree or Disagree Agree

This is also evident in the following question, where 86% of employees believed that management at PCC are leading the organisation to be a patient/client safety –centered one, whilst 14% still remain unsure.

As an organisation, feedback such as this gives us the opportunity to improve in many areas. Though review of the data tells us that PCC only needs to work on 14-19% of the area identified, as an organisation we rate patient and client safety as our number one concern and will continue to improve so that our clients, patients and community receive the best care.

MONDAY 15

TUESDAY 16

WEDNESDAY 17

THURSDAY 18

FRIDAY 19

SATURDAY 20

SUNDAY 21

May 17

FAMILY VIOLENCE PROGRAM

The Family Violence Program supports those who are currently experiencing family violence or have experienced family violence in the past. Family Violence encompasses a range of abusive behaviours such as:

- Physical assault
- Coercion and threats
- Financial abuse
- Emotional and psychological abuse
- Intimidation and isolation
- Spiritual abuse

The Family Violence Program is free and confidential and offers education, short term supportive counselling, advocacy, referral and court support for intervention orders or family court matters. Family Violence workers outreach to Cobram and Yarrawonga (as well as Euroa and Nagambie upon request)

Additional Support

- Safe Steps (24/7) on 1800 015 188
- Crisis support, Marian Community on (03) 5821 9458



MONDAY 22

TUESDAY 23

WEDNESDAY 24

THURSDAY 25

FRIDAY 26

SATURDAY 27

SUNDAY 28

May 17

Gambler's Help outreach to Cobram and Yarrawonga (as well as Euroa and Nagambie upon request) and some after-hours appointments are available in Shepparton.

- Gambler's Helpline (24/7) on 1800858858 www.gamblershelp.com.au

SUNDAY 04

May 17 - Jun 17

GENERALIST COUNSELLING

The Generalist Counselling Program supports people to address a variety of issues affecting their lives. As a Generalist Counselling Program we provide an avenue for clients to express themselves in a safe environment and encourage coping strategies such as confidence building, relaxation techniques and a solutions focus. Common issues experienced by clients who access our service include:

- Depression
- Stress
- Loss and Grief
- Poor self esteem
- Anxiety
- Trauma
- Family and Relationship issues

Additional support

- www.lifeline.org.au
- www.beyondblue.org.au



MONDAY 05

TUESDAY 06

WEDNESDAY 07

THURSDAY 08

FRIDAY 09

SATURDAY 10

SUNDAY 11

Jun 17

PARENT EDUCATION SERVICE

Hume Region Parent Education Service (PES) is a preventative program, providing education, information and support to parents and carers of children 0 to 18 years of age. Support is provided on a range of behavioural and development issues and also incorporates strategies for parental self-care.

PES provides up to four individual consultations of one hour duration in Shepparton (a free service) and group education programs (a small fee applies for programs). Group programs are delivered in Greater Shepparton, Moira, Mitchell, Murrindindi and Strathbogie Shires and are advertised on the Primary Care Connect website.

Additional support

- Parentline 13 22 89 (8am to midnight 7 days a week)
- www.raisingchildren.net.au



MONDAY 12

TUESDAY 13

WEDNESDAY 14

THURSDAY 15

FRIDAY 16

SATURDAY 17

SUNDAY 18

Jun 17

ALCOHOL AND OTHER DRUG COUNSELLING

Alcohol and Other Drug Counselling is a free service, providing support for people who are experiencing difficulties as a result of their substance use, as well as those who are affected by someone else's substance use. The program provides support, education, information and therapeutic counselling to support people to address their alcohol and other drug issues. The program works with those who want to reduce their use, decrease the impact alcohol and other drugs are having on their life or cease using substances. Workers outreach to Cobram, Yarrawonga, Euroa, Numurkah and Nathalia.

To access this program please call ACSO, the central intake service for the region, on 1300 022 760. Direct referrals cannot be accepted.

Additional support

- Direct Line (24/7) on 1800 888 236
- Family Drug Support (24/7) on 1300 368 186
- directline.org.au



MONDAY 19

TUESDAY 20

WEDNESDAY 21

THURSDAY 22

FRIDAY 23

SATURDAY 24

SUNDAY 25

Jun 17

ALCOHOL AND OTHER DRUG CARE AND RECOVERY CASE MANAGEMENT

Alcohol and Other Drug Care and Recovery is free service, providing case management support for people who are experiencing difficulties as a result of their substance use. The program provides referrals, advocacy and liaison with other service providers to support people to address their alcohol and other drug issues. Workers outreach to Cobram, Yarrawonga, Euroa, Numurkah and Nathalia.

To access this program please call ACSO, the central intake service for the region, on 1300 022 760. Direct referrals cannot be accepted.

Additional support

- Direct Line (24/7) on 1800 888 236
- Family Drug Support (24/7) on 1300 368 186
- directline.org.au



MONDAY 26

TUESDAY 27

WEDNESDAY 28

THURSDAY 29

FRIDAY 30

SATURDAY 01

SUNDAY 02

Jun 17 - Jul 17

WOMEN'S SUPPORTED ACCOMMODATION PROGRAM

The Supported Accommodation Program provides short term housing for women in recovery from alcohol and other drug issues. Someone who is eligible for the program must be;

- Homeless, or at risk of homelessness
- Female, with or without children
- Post detoxification or rehabilitation for Alcohol and other Drug issues

The program provides assistance with gaining transitional accommodation, support to obtain long term accommodation, as well as case management, referrals, advocacy and information. The program is provided to those living in the Greater Shepparton area.

Additional support

- Urgent accommodation support 1800 825 955
- Direct Line (24/7) on 1800 888 236
- Family Drug Support (24/7) on 1300 368 186
- directline.org.au



MONDAY 03

TUESDAY 04

WEDNESDAY 05

THURSDAY 06

FRIDAY 07

SATURDAY 08

SUNDAY 09

Jul 17

FAMILY RESOURCE PROGRAM

The Family Resource Worker (FRW) provide support to parents with Alcohol and Other Drug issues who have children 16 years of age or younger.

The FRW supports families via education, information, referrals and advocacy. The FRW works to consider the individual needs of each family member in one joined up treatment plan.



MONDAY 10

TUESDAY 11

WEDNESDAY 12

THURSDAY 13

FRIDAY 14

SATURDAY 15

SUNDAY 16

Jul 17

YOUTH OUTREACH WORKER

The Youth Outreach Worker (YOW) works with young people aged between 12 and 25 who are at risk because of their alcohol and other drug use. The YOW also supports those who have concerns with a family member's substance use. The YOW is able to see clients in a community setting, school or anywhere that is a safe environment for both the client and worker. The program involves engaging with the young person and working with them on harm minimization, as well as providing information, advocacy and referrals.

The YOW provides a service to Greater Shepparton, Strathbogie and Moira.

Additional support

- Direct Line (24/7) on 1800 888 236
- Family Drug Support (24/7) on 1300 368 186
- directline.org.au



MONDAY 17

TUESDAY 18

WEDNESDAY 19

THURSDAY 20

FRIDAY 21

SATURDAY 22

SUNDAY 23

Jul 17

NEEDLE AND SYRINGE PROGRAM

The Needle and Syringe Program provides a community service to reduce the risk associated with intravenous drug use. The program dispenses clean needles and syringes, as well as safe disposable containers for no charge, and provides a safe return facility for used equipment. In a safe non-judgmental environment the program provides support for clients using intravenous medications and substances as well as information, education resources and referrals.



MONDAY 24

TUESDAY 25

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THURSDAY 27

FRIDAY 28

SATURDAY 29

SUNDAY 30

Jul 17

FINANCIAL COUNSELLING PROGRAM

The Financial Counselling program is a free service for people who are experiencing some form of financial stress due to their particular financial circumstances. Financial counsellors offer assistance with budgeting, information on how to deal with your bank debts and other creditors, advocacy and assistance with filing for bankruptcy.

Financial counsellors outreach to Cobram, Yarrawonga, Euroa, Violet Town and Seymour and some after-hours appointments are available in Shepparton.

Additional support

- Moneyhelp on 1800 007 007
- moneyhelp.org.au



MONDAY 31

TUESDAY 01

WEDNESDAY 02

THURSDAY 03

FRIDAY 04

SATURDAY 05

SUNDAY 06

Jul 17 - Aug 17

INDIGENOUS FAMILY VIOLENCE PROGRAM

The Indigenous Family Violence Program (IFV) provides a service for anyone from the Indigenous community (or those who are community connected) who are currently experiencing family violence or have experienced family violence in the past. Family Violence encompasses a range of abusive behaviours such as:

- Physical assault
- Emotional and psychological abuse
- Coercion and threats
- Intimidation and isolation
- Financial abuse
- Spiritual abuse

The IFV Program is free and confidential and offers education, short term supportive counselling, advocacy, referral and court support for intervention orders or family court matters.

Additional support

- Safe Steps (24/7) on 1800 015 188
- Crisis support, Marian Community on (03) 5821 9458



MONDAY 07

TUESDAY 08

WEDNESDAY 09

THURSDAY 10

FRIDAY 11

SATURDAY 12

SUNDAY 13

Aug 17

KOORI ALCOHOL AND DRUG PROGRAM

The Koori Alcohol and Drug Program (KAD) is a free service, providing support for Aboriginal people who are experiencing difficulties as a result of their substance use, as well as those who are affected by someone else's substance use.

The KAD provides support, education, information, referrals and therapeutic counselling to support people to address their substance use issues. The program works with those who want to reduce their use, decrease the impact alcohol and other drugs are having on their life or cease using substances.

The program is provided to those living in the Greater Shepparton area.

Additional support

- Direct Line (24/7) 1800 888 236
- Family Drug Support (24/7) 1300 368 186
- directline.org.au



MONDAY 14

TUESDAY 15

WEDNESDAY 16

THURSDAY 17

FRIDAY 18

SATURDAY 19

SUNDAY 20

Aug 17

ABORIGINAL PATHWAYS PROGRAM

The Aboriginal Pathways program works in providing support to Aboriginal and/or Torres Strait Islander people who are accessing Mainstream Health and Welfare services within the Shepparton and Moira Shire areas. The program provides culturally appropriate service that understands and assists clients in creating new pathways to look after their health.

It also offers support to mainstream organisations who provide services to Aboriginal people and assists providers in focusing on opportunities for improvement in relation to cultural competency, pathways, care planning, access and health literacy.



MONDAY 21

TUESDAY 22

WEDNESDAY 23

THURSDAY 24

FRIDAY 25

SATURDAY 26

SUNDAY 27

Aug 17

CHRONIC CONDITIONS SELF-MANAGEMENT PROGRAM

The Chronic Conditions Self-management (CCSM) Key Workers are able to help you to make lifestyle changes to improve your health and well-being. They can help you to set positive, realistic goals and provide support as you reach those goals and improve your health.

The CCSM Key Workers can help by discussing your individual needs, what is most important to you and what you would like to work on the most. If you are having trouble understanding your condition, the Key Workers can also help with this. The Key Workers can discuss treatment plans and refer you on to other services that may be able to help you to achieve your goals.

The CCSM Key Workers run low impact group exercises for people with chronic conditions. These groups include;

- the Heart Foundation's Walking Group
- chair-based exercise groups
- chronic condition self-management support groups

These provide you with the skills needed to manage your health and well-being by yourself and work more effectively with your health care team.

If you are over the age of 18, and diagnosed with a chronic condition (a condition which lasts, or is expected to last for at least 6 months) give us a call at Primary Care Connect. This could include (but is not limited to):

- Diabetes
- Asthma
- Arthritis
- Chronic fatigue syndrome
- Some forms of cancer
- Cardiovascular disease
- COPD & other lung diseases
- Fibromyalgia
- Chronic kidney disease



MONDAY 28

TUESDAY 29

WEDNESDAY 30

THURSDAY 31

FRIDAY 01

SATURDAY 02

SUNDAY 03

Aug 17 - Sep 17

COMMUNITY HEALTH NURSE

The Community Health Nurse (CHN) works in partnership with individuals, families and communities in Shepparton and surrounding areas to promote optimal health and wellbeing. The CHN is involved in community and family health promotion, chronic health education and support, illness prevention and health screening. Specific programs include:

- Diabetes and Asthma education;
- Cancer and Diabetes support groups;
- Living with Cancer education program; and
- Other chronic illness support programs.

The CHN also provides diabetes education to assist and support people with diabetes or at risk of developing diabetes, to understand the illness and make informed lifestyle and treatment choices, use their medicines effectively and safely monitor and interpret their blood glucose patterns. They also provide support, information and skills for families and carers to assist in the management of the disease.



MONDAY 04

TUESDAY 05

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THURSDAY 07

FRIDAY 08

SATURDAY 09

SUNDAY 10

Sep 17

DIETICIAN

Primary Care Connect's Dietitians are experts in the field of nutrition and provide up-to-date advice on food, nutrition and healthy eating. Dietitians work with you to make gradual, sustainable changes to your lifestyle to improve your health and wellbeing. Dietitians can provide you with expert, individual nutrition advice for a range of health conditions, including, but not limited to:

- Overweight and obesity
- Type 2 Diabetes
- High Blood Pressure
- Inflammatory Bowel Disease
- Diverticular disease
- Pre-diabetes
- Iron Deficiency Anaemia
- Eating Disorders
- Underweight/malnutrition
- High Cholesterol Levels
- Coeliac Disease
- Irritable Bowel Syndrome
- Polycystic Ovarian Syndrome
- Food Allergy and Intolerances
- Osteoporosis
- Pregnancy/Breastfeeding requirements

The Dietitian is available for all members of the community. Individual appointments as well as group programs can be provided. Your GP can fax or mail a referral, providing details on your current health condition.



MONDAY 11

TUESDAY 12

WEDNESDAY 13

THURSDAY 14

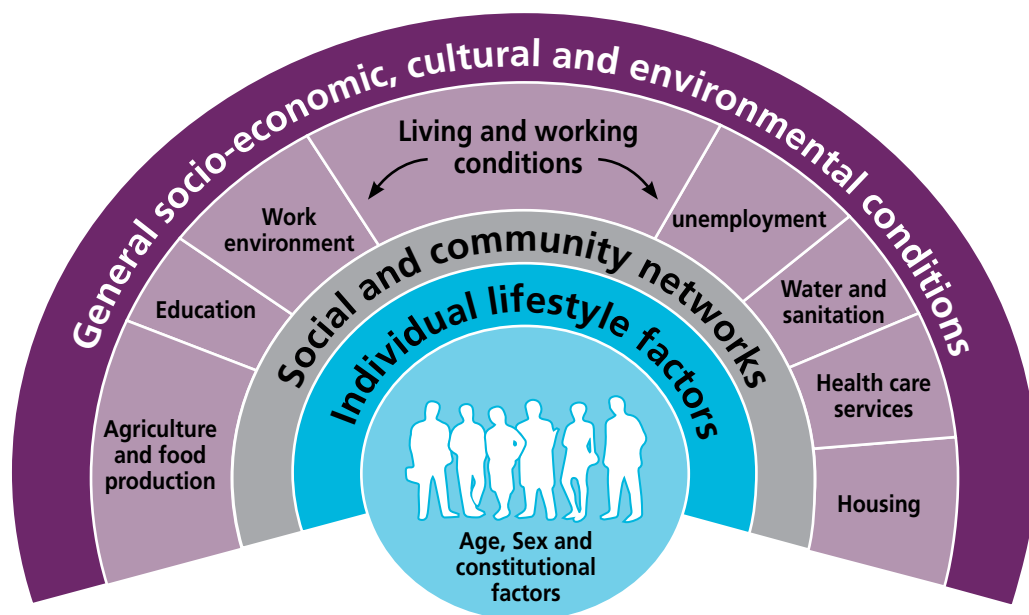
FRIDAY 15

SATURDAY 16

SUNDAY 17

Sep 17

HEALTH PROMOTION



Source: Dahlgren and Whitehead, 1991

Health promotion can be defined as the process of enabling people to increase control over, and to improve their health. The Health Promotion Program aims to work in partnership with other organisations and communities to develop targeted programs that facilitate active learning and encourage individuals to take control of their own health and wellbeing.

Health Promotion activities can be varied and range from advocacy on behalf of communities, focusing on improving settings, such as schools and workplaces, to be more health promoting and the provision of health information and resources.

The Health Promotion Program is currently developing a new plan for the 2015 – 2017 cycle. Two key health promotion priorities have been identified as Healthy Eating and Social Connection. Primary Care Connect (PCC) will be working in partnership with other member agencies in order to bring about improved health outcomes in these two particular areas.

MONDAY 18

TUESDAY 19

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THURSDAY 21

FRIDAY 22

SATURDAY 23

SUNDAY 24

Sep 17

REFUGEE SERVICES

Refugee Physiotherapy Clinic

Primary Care Connect has a physiotherapist available on a fortnightly basis to people from a refugee and asylum seeker background. There is no cost for this clinic. **All referrals must come through the Refugee Health Nurse.**

Refugee Pediatric Clinic

Primary Care Connect run a regular refugee pediatric clinic for children of refugee and asylum seeker families. It is run in collaboration with GV Health (Senior Community Pediatric Fellow) and in consultation The Royal Children's Hospital Immigrant Health Clinic.

General and Behavioral Development referrals require a detailed referral letter from a GP which should be faxed to (03) 5823 3299 (attention Refugee Health Nurse) or posted to:

The Pediatric Refugee Clinic
Primary Care Connect
399 Wyndham Street
Shepparton VIC 3630

All services are delivered in a culturally-sensitive manner and with use of interpreters as required.

Refugee Yoga Program

Primary Care Connect has a fully qualified Yoga instructor working closely with PCC's Refugee Team to assist in clinical assessment and in developing treatment plans for clients from a refugee and asylum seeker background. The Program works within a trauma informed framework with aim to assisting the promotion of improved physical and mental health outcomes. There is no cost for this clinic. **All referrals must come through the Refugee Health Nurse.**



MONDAY 25

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WEDNESDAY 27

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FRIDAY 29

SATURDAY 30

SUNDAY 01

Sep 17 - Oct 17

REFUGEE TRAUMA COUNSELLING

Primary Care Connect has a refugee counselling service specialising in counselling and support for people who have experienced torture and trauma prior to arrival in Australia as refugee and asylum seekers. Survivors of torture and trauma can experience many psychological symptoms. Traumatic events can cause ongoing anxiety, a sense of helplessness, depression and sensitivity to reminders of violence. Often the most profound is the sense of loss and grief for loved ones who have died or been left behind.

There is no cost for people seeking counselling and support in relation to this program. Eligibility is limited for those who have entered Australia on a humanitarian protection visa (refugee) or as an asylum seeker (seeking protection from persecution).



MONDAY 02

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THURSDAY 05

FRIDAY 06

SATURDAY 07

SUNDAY 08

Oct 17

REFUGEE HEALTH NURSE

Refugee Health Nurse support can be offered to any member of the community from a Culturally and Linguistically Diverse (CALD) background living in the Shepparton and Goulburn Valley catchment area. Support can be offered to individuals as well as groups. Interpreters are always used for consultations either face-to-face or telephone support. Clients are supported to navigate the local and state wide health services available to them and/or family members.

The Refugee Health Nurse is available to support people for the following:

- Health literacy
- Health assessments
- Health education
- Navigating the health system
- Home visits
- Support attending specialist appointments
- Referral – external and other Primary Care Connect services including Torture & Trauma Counselling, Diabetic Educator/Community Health Nurse, Chronic Health Self-Management and exercise programs.

The Refugee Health Nurse has the capacity to support clients in their home, community settings and the hospital environment. Both physical and mental/emotional health impact on the client's ability to adjust to the new world they are a part of. Information sessions to support this transition are offered on a regular basis within the community health care setting.



MONDAY 09

TUESDAY 10

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THURSDAY 12

FRIDAY 13

SATURDAY 14

SUNDAY 15

Oct 17

YOUTH SUPPORT SERVICE

The Youth Support Service works with young people between the ages of 10 and 17 years old, who have come in contact with Police, or are at risk of coming in contact with police. Our staff can help young people with activities and support such as;

- Building a resume
- Linking in with employment opportunities
- Link with school or alternative day activities
- Strengthen your family relationships
- Make connections to your community
- Link with Centrelink
- Link in with local sporting and recreational activities
- Link with cultural activities



MONDAY 16

TUESDAY 17

WEDNESDAY 18

THURSDAY 19

FRIDAY 20

SATURDAY 21

SUNDAY 22

Oct 17

THERAPEUTIC JUSTICE PROGRAM

The Therapeutic Justice Program (TJP) between Primary Care Connect (PCC) and Advocacy and Rights Centre (ARC) Justice harnesses the passion, expertise and skills of the legal and health/social service providers to facilitate targeted and effective responses to clients with complex care needs. The program seeks positive legal and health/wellbeing outcomes for clients, builds interdisciplinary knowledge and respect, and focuses agency resources to achieve more therapeutic outcomes for identified clients at the Shepparton Magistrates Court.

The program provides holistic and comprehensive case management to clients eligible for service including: intake, assessment, goal setting, short and long term planning, supported referral to identified services, progress monitoring, reporting back to court about progress, advocacy and education.



MONDAY 23

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SATURDAY 28

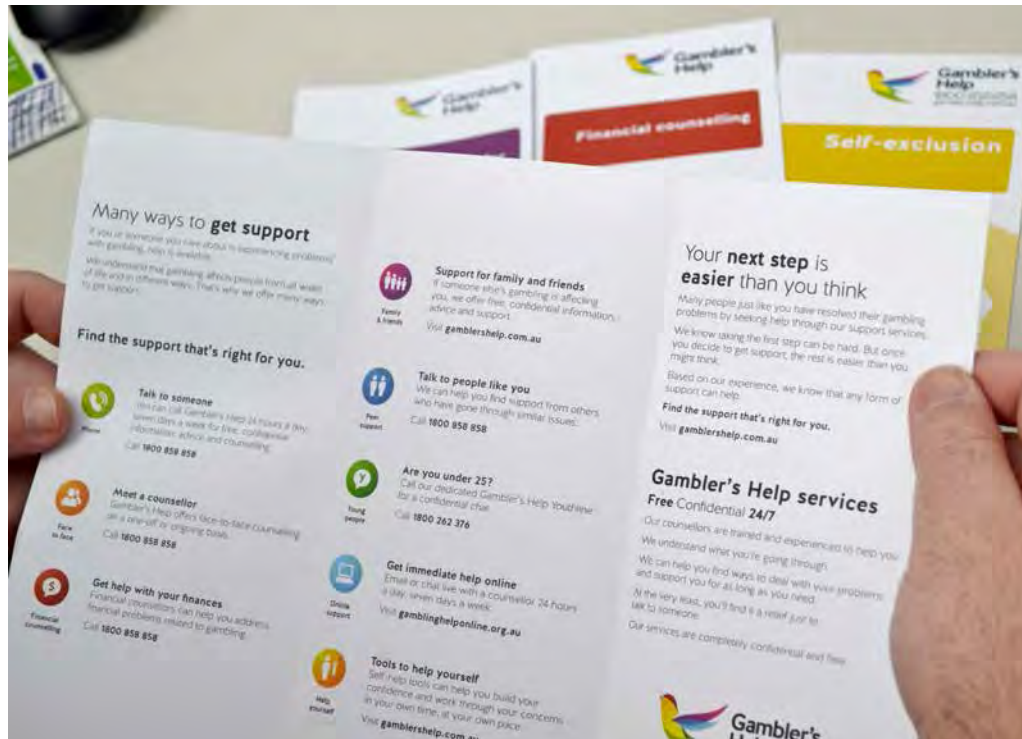
SUNDAY 29

Oct 17

VENUE SUPPORT PROGRAM

The Venue Support Program operates as a partnership between gaming venue staff and management and Gambler's Help services to support the development and maintenance of responsible gambling environments.

The Venue Support Program plays a key role in training and educating venue staff and supporting gaming venues to meet and exceed the requirements of Industry Codes of Conduct for the responsible provision of gaming products. Support is specifically targeted to electronic gaming machine venues within the Goulburn Valley (GV) catchment.



MONDAY 30

TUESDAY 31

WEDNESDAY 01

THURSDAY 02

FRIDAY 03

SATURDAY 04

SUNDAY 05

Oct 17 - Nov 17

RISK ASSESSMENT AND MANAGEMENT PANEL

The multiagency Risk Assessment and Management Panel (RAMP) are key components of the Victorian Strengthening Risk Management Program which aims to:

- Reduce risk and harm to women and children at serious and imminent risk from family violence
- Reduce the potential for perpetrators to pose a serious and imminent threat to women and children and increase the accountability of perpetrators
- Strengthen the capacity of the service system to achieve the above two aims

RAMPs involve the participation of government and key statutory agencies which respond to and support victims and perpetrators of family violence. Member agencies include Victoria Police, Corrections Victoria, Health, specialist family violence services for women and children, agencies responsible for protecting and supporting children, mental health services and housing providers.



MONDAY 06

TUESDAY 07

WEDNESDAY 08

THURSDAY 09

FRIDAY 10

SATURDAY 11

SUNDAY 12

Nov 17

CORPORATE SERVICES

Corporate Services is responsible for the delivery of all non-clinical services that Primary Care Connect required to perform in order to be an effective organisation within the community. Corporate Services at PCC include Administration, Building and Fleet Management, Finance, Human Resources and Reception.



MONDAY 13

TUESDAY 14

WEDNESDAY 15

THURSDAY 16

FRIDAY 17

SATURDAY 18

SUNDAY 19

Nov 17

PHARMACOTHERAPY AREA BASED NETWORK

Latrobe Community Health as the lead within the consortia of all Community Health Services across the Hume and Gippsland regions were successful in being funded to provide the Pharmacotherapy Area Based Network. Primary Care Connect as a part of the consortia has employed the Pharmacotherapy Network Coordinator for the Hume Region and this position is supported by a position at each Community Health Service in the region. The aims of the network is to:

- Improve the overall health and wellbeing of pharmacotherapy clients by reducing drug related harms and enhancing community participation, social connectedness, lifestyle ability and productivity,
- Enhance service integration, coordination, referral pathways and collaboration between community based and specialist opioid replacement therapy providers and the broader alcohol and other drug (AOD) treatment sector, and;
- Reduce the vulnerability of the community based pharmacotherapy system by adopting and maintaining a robust and sustainable whole of system approach linked to the AOD treatment sector reform



MONDAY 20

TUESDAY 21

WEDNESDAY 22

THURSDAY 23

FRIDAY 24

SATURDAY 25

SUNDAY 26

Nov 17

NEWSPAPER ARTICLES

Youth Support Service gets government funding

Member for Shepparton Suzanna Sheed has welcomed Victorian Government funding for young people at risk of entering the state's youth justice system.

Ms Sheed was pleased Primary Care Connect was given annual funding of \$106 600 to run the government's innovative Youth Support Service, which helps 70 young people in Shepparton.

Ms Sheed said the money would help local young people aged 10 to 18 years who'd had contact with Victoria Police and needed support to stay out of the criminal and youth justice systems.

"Victoria has Australia's only 'dual-track' youth justice system, which can give magistrates the option of sentencing younger offenders to youth detention, if they think there is a good prospect of rehabilitation," she said.

"Any program that aims to divert young people out of the youth justice system makes sense."

Ms Sheed said the Youth Support Service provided a rapid intervention to assess a young person's needs and prevent escalation of unsafe behaviours, with the intention of keeping them out of the criminal or youth justice system.

"These interventions also help young people strengthen their relationships with their families and engage more effectively with school, training or employment and with their community."

Ms Sheed said Primary Care Connect would deliver this service in partnership with the existing Youth Support Service provided by Rumbalara Aboriginal Cooperative.

"This partnership ensures both Aboriginal and non-Aboriginal young people can access a high-quality and timely service response."



Looking at lifestyle choices: Health service providers units for Close the Gap Day at Rumbalara Football Netball Club.

Picture: Holly Carter



Healthy eating message: Kirawarra Stewart, 4, Nikiri Atkinson, 6, Primary Care Connect's Rebecca Presser, Yilani Atkinson, 10, Tallara Saunders, 10, Miah Saunders, 7 enjoy a healthy afternoon snack at Rumbalara Football Netball Club on Tuesday.

Indigenous health focus

ADVICE ON LIFESTYLE CHOICES, FREE HEALTH CHECKS OFFERED AT RUMBALARA FOOTBALL, NETBALL TRAINING

 DECLAN MARTIN
declan.martin@shepparton.com.au

A healthy lifestyle was the focus of Close the Gap Day at Rumbalara Football Netball Club on Tuesday.

As players and their families arrived for the night's training, they also had the chance to have a free health and dental check.

They also had the opportunity to talk in person with Aboriginal Quiltline people, hear nutritional advice from the Rumbalara Health Promotion Unit or access legal advice from the Goulburn Valley Community Legal Centre's therapeutic justice program.

LOCALLY, HEALTH IS A BIG ISSUE FOR THE ABORIGINAL COMMUNITY AND WE NEED TO CLOSE THE GAP. — REBECCA PRESSER

Primary Care Connect, Rumbalara Health Service and Rumbalara Football Netball Club co-ordinated the evening's events and it is hoped it can return in the future.

"Tuesday is a training night for the club, so we had plenty of people from all different ages here before and after training," Primary Care Connect's Rebecca Presser said.

"We wanted to come to community rather than have them come to us."

"Locally, health is a big issue for the Aboriginal community and we need to close the gap."

Health is always a big focus at Rumbalara Football Netball Club and this year it has expanded its smoke free zone at its facilities to beyond 10 m.

"This will lower the risk of passive smoking and we are also providing members access to smoking educators for anyone thinking about quitting smoking," the club's finance manager Kylie Briggs said.

MONDAY 27

TUESDAY 28

WEDNESDAY 29

THURSDAY 30

FRIDAY 01

SATURDAY 02

SUNDAY 03

Nov 17 - Dec 17

NEWSPAPER ARTICLES

Justice for the vulnerable

PARTNERSHIP PROGRAM AIMS TO HELP PEOPLE BEFORE THE COURTS WHO HAVE COMPLEX HEALTH NEEDS

By Emily Woods

Shepparton's most vulnerable people will be better connected to the help they need, thanks to a new community legal and health partnership.

The Goulburn Valley Community Legal Centre and Primary Care Connect officially launched their Therapeutic Justice Program at the Old Court House yesterday.

The centre received funding from the Victorian Legal Services Board to implement the program, which aims to minimise reoffending by helping people with complex health needs who are before the courts.

"Our vision for justice in Victoria is that Shepparton will be the leader," GVCLC's executive director Peter Noble said.

"This program is one small step to creating greater outcomes across Victoria and will inspire similar initiatives... people should not expect different services and outcomes based on their postcode."

Victoria's Chief Magistrate Peter Lauritsen officiated the launch and said the program was imaginative and could effect change.

"We all know the ultimate purpose of sentencing is to protect the community, but



Change at hand: Launching the Therapeutic Justice Project at the Old Courthouse, (left to right) therapeutic justice lawyer Sejal Amin, Victoria's Chief Magistrate Peter Lauritsen, Primary Care Connect therapeutic case manager David Johns and Goulburn Valley Community Legal Centre managing lawyer Kat Gurney.

there are many people for whom those penalties have a limited effect," Mr Lauritsen said.

"In a way there's a lack of equity in what we're doing."

Shepparton is a large city with limited therapeutic resources.

"This is an imaginative program — it solves the issue of engagement with services in the community."

The therapeutic justice case manager will be based at Shepparton Magistrates' Court, allowing lawyers, court workers and magistrates to refer people with health problems to him, and the therapeutic justice lawyer will spend some drop-in days at PCC.

"When an offender comes to court, the reality is most of these people are suffering from mental health issues,"

PCC director of business innovations and development Jim O'Connor said.

"The sooner we attack the root causes of their misery, the better... we are able to be the thing that makes the difference to change these people's lives."

"This money is designed to start to talk about it and start to create localised solutions, to say as a community 'violence is unacceptable'."

"It's an opportunity for people to be a bit brave, think 'I wonder if we did this, could we have an impact?', to put up their hand and be part of a community project."

Ms Lorains said violence had often already occurred

Making a difference

Primary Care Connect therapeutic justice case manager David Johns gave examples of how the TJP program had already helped people at yesterday's launch.

Mr Johns said Tom* was referred to him by a lawyer at court and was substance-affected. He said Tom was willing to change his life, but was in court for offences including assaulting a police officer and being drunk and disorderly.

Mr Johns sat down and created a plan that would suit Tom. After several things were tried Tom was booked in for a PCC parenting program, and that made all the difference.

"He realised the way he had treated his kids wasn't appropriate and got his life back together," Mr Johns said. "That's what this program can do, it can change people, but it's not just working with the individual, it's working with their loved ones and the community."

*Tom's name was changed for legal reasons.

Encouraging people to tackle family violence

By Emily Woods

Primary Care Connect chief executive Rebecca Lorains believes an entire community response is needed to stop family violence.

"We can't do it by ourselves, it's too big, too entrenched, we're just scratching the surface," Ms Lorains said.

"It's about being active in our community and caring about what happens in our communities."

Community organisations in the Murray region can apply for a Federal Government grant to fund projects to raise awareness and reduce violence in our homes.

"Two women in Australia are killed each week by husbands or partners. This is a shocking statistic," Federal Member for Murray-Sherman Stone said.

"Funded projects could help raise awareness about the impacts of violence

against women, working with young people about the causes and ways to stop the violence, or how to build good, and keep, relationships."

A total of \$4 million is available under the Building Safe Communities for Women and their Children initiative to fund one-off projects, up to \$150,000 over two financial years for each successful organisation.

Ms Lorains welcomed the funding as an important

step in reducing family violence.

"This money is designed to start to talk about it and start to create localised solutions, to say as a community 'violence is unacceptable'."

"It's an opportunity for people to be a bit brave, think 'I wonder if we did this, could we have an impact?', to put up their hand and be part of a community project."

Ms Lorains said violence had often already occurred

by the time a person used Primary Care Connect's services.

"When they get to us things have gotten really bad, they're using the court system," she said.

"We need to be fostering respectful relationships across our community, across our genders."

"It's about how do we engage the wider community and non-traditional health and family services about family violence."

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NEWSPAPER ARTICLES

Fight for equal rights

FOOTY STAR, NOW CAMPAIGNER AGAINST VIOLENCE, TO SPEAK AT WHITE RIBBON DINNER

By Emily Woods

"Gender inequality is the primary driver of violence against women," says AFL star Luke Abbott. The White Ribbon Ambassador, and self-confessed feminist, will speak at the Shepparton White Ribbon Dinner at the Goldstream Valley Hotel on Monday night.

He said the link between equality and ending family violence was becoming more prevalent. "Gender roles, the way men and women connect, and jokes, we're starting to get more evidence that shows these things are really problematic and put pressure on men towards this happening to the team," Mr Abbott said.

The thing I'm most interested in is that 80 per cent of all physical and sexual violence is perpetrated by men, that's a horrible statistic.

"It's not about criticizing men, but I do know who's doing it, we know why it's occurring, there are things that you can change."

"It's going to take a long time, but by promoting gender equality, challenging this idea that if you are a



Spreading the message: Luke Abbott promotes equality on speaking engagements at White Ribbon Ambassador.

man you have to be violent, these things will have an impact."

Surrounded by positive role models when he played for the Sydney Swans, Mr

"Towards the end of my footy career I saw behaviour change increased in social justice issues, I became more politically aware and started to question things."

Now, Mr Abbott travels around Australia, and the world, promoting an important message. "My work has been really busy in the presence of men's violence against women, the culture and what people can do to stop it," he said.

"Police and crisis services try and keep women safe, the work I do is trying to prevent violence before it occurs."

White Ribbon Ambassador and for the first anti-violence program facilitator Paul Zappa will also speak at the dinner, organised by Virimack Police, Primary Care Connect and GVI Family Violence Prevention Network, and supported by The Ellis will perform.

The Shepparton Corporate Endorsing Dinner in Support of White Ribbon will be held at the Goldstream Valley Hotel, 223 High St Shepparton, from 8 pm. Tickets are \$45 for a three-course meal. For details phone 4433 3300.

Inclusion her focus

SHEPPARTON'S NEW COMMUNITY SUPPORT GROUP FOCUSES ON INCLUSION



EMILY WOODS
sheppartonconnect.com.au

Community is at the heart of Primary Care Connect's new chief executive. Shepparton-born and raised Rebecca Lomins wants the health service to engage more with the community.

"I'd like to be seen as more than an agency that delivers services, I'd like to be seen as an agency that engages with the community," Ms Lomins said.

"I want to look at how Primary Care Connect can become a place where people feel really engaged, they know this is the place you can go when you might need something."

Primary Care Connect has been around for 30 years and has a team of experienced counsellors, health workers and allied health workers.

"I guess what we attempt to do is give people options to change their life," Ms Lomins said.

She said the service had always struggled to meet demand.

"It's unfortunate that demand continues to increase," Ms Lomins said.

"I think the Goldstream Valley has had a period of years where we've come off the back of a drought, we've seen industry shedding jobs, so perceptions of our community are under an enormous

amount of stress.

"That's unfortunately when people need services like ours and the other services that operate in Shepparton and surrounds."

The service offers 24 programs, including alcohol, drug and gambling support services, financial counselling, and support for people living with chronic health conditions.

But the increasing family violence sector was of grave concern to the new chief executive.

"We've seen a rapid increase in family violence," Ms Lomins said.

"Where the police attend a family violence incident, they fax a referral to us and we call the aggrieved family member."

"We usually try to put them into a men's family change program and try to get the aggrieved family member into some counselling services."

After 14 years working at Primary Care Connect, Ms Lomins has seen the devastation family violence causes.

"We need to look at family violence in a holistic manner," she said.

"There's a health and wellbeing piece, there's a justice piece, there's a behaviour change piece, but there's also a community education piece."

"We need to be a bit more open about talking about family violence. We need to reach our young people what respectful relationships are about."

Kind shoulder to lean on

NEW FAMILY DRUG SUPPORT GROUP PROVIDES FAMILIES A SAFE SPACE TO DISCUSS ADDICTION PROBLEMS

By Emma Kelly

Primary Care Connect has started a Family Drug Support Group with the goal of offering people a safe environment to talk about drug and alcohol abuse in a family position to bond and help in recovery.

Family drug support leader Rita Cherry said the group would meet more a month after starting at the beginning of this month.

The group was conceived after Primary Care Connect received family drug use data from the Department of Health and Human Services.

"We're just creating a safe environment for the family member to be able to understand community and discuss their needs and from there discussion as they can best support," Ms Cherry said.

"It's time to be able to connect with others as support, with others as

Paul and Penny thank the service for something that has been such a long time ago. He and Mrs Black found out their son Peter had a problem in 2017.

Unfortunately Peter is in the need to recovery but he has withdrawn put a lot of stress on his family.

Mrs Black said she had different relationships such as anger, guilt, shame and denial when she found out that her son was addicted to drugs.

"You just don't know where to start and have no one to turn to for help - you rely on a support and safety net there to help in 2017," she said.

"I asked the local Nursing home where I could go



Offering support: Rita Cherry and Primary Care Connect Family Drug Support Group leader Rita Cherry says the new support group helps families in contact with others.

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the that. Black, things have happened that now they want to share their experience with other families going through similar problems.

"It's so important to know that there are others who need help as well as you do," Mr Black said.

"One of the contributing

things - before it is one - it will be the only one.

"You become more confident in yourself because there are others in a similar situation."

Ms Cherry said the group did not see any comparable coming to counselling or to one-on-one sessions.

The new Family Drug Support Group will be in Shepparton, July 11 from

8 pm to 9 pm at Primary Care Connect, 209 Windmill St, Shepparton and is free to attend.

For more information please Primary Care Connect on 4433 3300.

The support group runs on the first Wednesday of every month.



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NEWSPAPER ARTICLES

WHITE RIBBON PUTS FOCUS ON FAMILY VIOLENCE

EMILY WOODS reports

Pushed to the limit

ABUSE VICTIM FLEES HOME TO END HER PARTNER'S CONTROL OF HER LIFE

Peggy* suffered abuse at the hands of her partner for 13 years.

But she did not realise it was family violence until she left in April this year.

"He just loved torturing me," Peggy said.

"I had to shower with the door open, I couldn't listen to the radio, I couldn't take my children to the doctors, I couldn't take photos of my children, I couldn't leave the house without him."

"You have a baby and then as soon as you come home, you've got to keep cleaning and cooking, you have to keep doing whatever punishment he's made you do, you still have to sleep with him."

He never physically assaulted her, which made Peggy refrain from reporting the abuse to police.

"I thought there would be some rule and he would get out of it," Peggy said.

"I just thought he had a mental disorder, I didn't know what it was."

"People don't understand the things you have to do to survive, because you're not strong enough to leave, it's too hard."

Largely confined to the house, he controlled every aspect of Peggy's life.

"I didn't realise it was controlling, I just thought he cared," Peggy said.

"I wasn't allowed to drive the car, to visit anyone. He would check the mileage on the car and he'd put rocks behind the wheels."

Isolated from friends and family, her partner forbade her from talking to or seeing anybody.

Her five boys did not even know Peggy's parents.

Peggy attempted to leave multiple times over 13 years.

"I'd leave but he would find me, or I'd be weak and go back to him," she said.

She was pushed to the point where she said she would have



Victim Peggy* suffered through 13 years of emotional, financial, sexual and psychological abuse at the hands of her partner.

Picture: Jane Wheeler

The Family Violence Protection Act 2008 states:

Family violence is:

- (a) Behaviour by a person towards a family member of that person if that behaviour:
 - is physically or sexually abusive; or
 - is emotionally or psychologically abusive; or
 - is economically abusive; or
 - is threatening; or
 - is coercive; or
 - in any other way controls or dominates the family member and causes that family member to feel fear for the
- (b) Behaviour by a person that causes a child to hear or witness, or otherwise be exposed to the effects of, behaviour referred to in paragraph (a).

● **Anyone seeking help should phone the 24/7 Family Violence Response number on 1800 015 185. Those in danger should phone 000.**

make it better, but nothing can ever make it better," Peggy said.

"I did it, you can do it. Don't let it get as bad as I was, you have to leave."

"You have a chance at freedom, you have a chance of waking up every morning and being happy, like I do."

*Peggy is not her real name.

Fast food facts quick

HELPING PEOPLE MAKE HEALTHY CHOICES

By Bonnie Kelly

A Shepparton Primary Care Connect decision has welcomed the Victorian Government's move to introduce kilocalorie labelling laws in fast food stores.

Victorian Minister for Health Jo Honeyswey announced last week that legislation would be introduced in Victorian parliament later this year that would require chain food outlets and large supermarkets to display kilocalorie content on their menu boards, price tags and online menus.

Primary Care Connect community dietitian Katrina Woods said it was an initiative that could work well.

"I think it could help people to have a bit of a look at some of their choices," she said.

But Ms Woods said a problem with this sort of labelling was that it did not take the overall nutritional value of the food into account.

She said often people made healthy choices but the portion size was too large and meant they were eating more than they needed.

"VicHealth chief executive officer Jenni Rechter said

currently about 30 per cent of fast food outlets displayed the kilocalorie content of their food and drinks.

"Mandating that all major chain fast food outlets make their kilocalorie contents clear to consumers will empower Victorians to make healthier food choices," she said.

"Consuming excess kilocalories from foods that are high in energy, saturated fat, salt and added sugars, increases the risks of becoming overweight or obese and developing heart disease and type 2 diabetes."

"About two thirds of Victorians are overweight or obese and obesity is estimated to cost the Victorian economy \$14.4 billion a year so it really is critical to address this epidemic."

Ms Woods said when it came to maintaining a healthy diet people needed to look at how often they were eating fast food, as well as the portion size of it.

"I gave up at the end of the day the most healthy choices aren't in places like that but if you're going to go there kilocalorie labelling can help make that decision," she said.

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NEWSPAPER ARTICLES

Internet bets worry for carers

By Emily Woods

Gambling support counsellors at Primary Care Connect are concerned by a significant increase in online gamblers.

"It used to just be physical venues where people would gamble, but the overall increasing access to online gambling and sports betting means that people have more access to gambling than they ever had before," PCC regional health and community services manager Kim Scott said.

"Gambling has always been a normal part of Australian culture but I think the prevalence of gambling has increased."

The health service offers support to problem gamblers, with Gambler's Help, counselling, financial counselling and prevention programs with schools and sporting clubs around Shepparton.

PCC also has a venue support worker who liaises with Shepparton gaming venues about responsible gambling practices.

But online there are no checks to ensure responsible gambling.

"A lot of the attention is paid to local venues, but we have very limited, if any, influence when it comes to responsible gambling outside of our area," Ms Scott said. "Venues shut, online gambling doesn't."

Other trends PCC was seeing included an increase in young people coming in with the beginnings of a gambling problem and those who already have a problem with gambling were spending more money, she said.

"We are finding more clients that are coming through having



Here to help: Primary Care Connect regional health and community services manager Kim Scott (left), with Gambler's Help counsellors and community educators Kholoe Wright and Heather Turnbull. Picture: Emily Woods

VENUES SHUT, ONLINE GAMBLING DOESN'T.

— KIM SCOTT

spent larger amounts of money ... people are spending more money than they have before," Ms Scott said.

"We're also seeing an

increased presentation of younger people, so your under-25 age group, a lot of them are low-risk gamblers.

"It's that whole thrill of win-

ning money, young people tend to engage in more risk-taking behaviours generally."

For more information on Primary Care Connects programs, visit www.primarycareconnect.com.au

If you are seeking support for a gambling problem, phone Gambler's Helpline on 1800 858 858.

Men's health the focus of evening event

Former Australian Rules footballer and motivational speaker Stan Alves will speak at the GV Hotel in Shepparton on all topics related to men's

health this month. The event will be held on Wednesday, June 15 between 6 pm and 9 pm, with finger food provided. A twice runner-up for the

Brownlow Medal, Alves is dedicated to passing on his knowledge and experiences to others and will speak about personal battles as well as the importance of

keeping fit and healthy.

Primary Care Connect and GV Health will host the free "Ups & Downs of Men's Health" event where the audience will anonymously

submit health related questions and have them answered by a panel of experts.

A number of health information stalls will be at the

event including prostate, diabetes, sexual health, continence, mental health and alcohol.

Tickets are available on 5823 3217.

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