

# ANNUAL QUALITY OF ACCOUNT

REPORT

2016 - 2017



PRIMARY CARE  
**CONNECT**



# CEO REPORT



Our Quality of Account  
Report.

# THIS YEAR

## A Snapshot

of the wonderful work undertaken by dedicated staff every day at Primary Care Connect (PCC).

I am delighted to present our 2016 -2017 Quality of Account Report. 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 led 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.

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 Peter, Megan, Broni, Teagan, Simone, Tim, Kim and Beck. Not many people can say they come to work every day and simply love every aspect of what they do, I can! And 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 place to work and an even better place for our community to get the assistance they require. 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.

# CONTINUATION CEO REPORT



Here are a few of

## OUR HIGHLIGHTS

- PCC Flash Mob and the encore for R U OK Day
- NAIDOC celebration and Mural that will be added to each NAIDOC week for years to come by local Artist Tammy Atkinson
- Unique and genuine collaboration with FamilyCare, The Bridge and Connect GV – thanks to the Helen McPherson Smith Trust for funding this opportunity.
- Transition to ISO accreditation standards
- Increasing our partnerships in research and scoping our own internal research
- Men's Health evening
- Accreditation to facilitate AgriSafe Clinics
- Corporate White Ribbon dinner
- Pilot Tele-Health program in partnership with Royal Melbourne Hospital
- Provision of space for GS Light House project to trial the Youth Haven
- Engagement with Seer Data and Analytics to undertake a "Big data" strategy for PCC
- Completion of 1000 conversations with Community in the Conversations for Change project around family and community violence
- Launch of Maloga Hearts – first indigenous family violence app

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.

A handwritten signature in black ink, reading "Rebecca Lorains".

Rebecca Lorains  
Chief Executive Officer



# BOARD CHAIR REPORT



A review of our  
organisation in

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## 2016–2017

## The Direction of Primary Care Connect.

It is hard to believe that another year has passed and we are again at the Annual General Meeting. This time last year I was bedside with my terminally ill mother who subsequently passed away. I would like to thank each and everyone associated with Primary Care Connect for the kindness, compassion and support that was shown to me during that very difficult time.

This year has seen the agency go from strength to strength. We have substantially grown our asset base, forged new collaborations and have made the hard decisions that will position us for the future.

I want to acknowledge the work of your Board who have committed their time and energy so freely to PCC. Together we have reviewed and reconstructed our strategic plan, we have invested in innovation, we have continued to invest in staff development and we have made significant investment in capital expenditure as part of the further building infrastructure re-development. We have also just committed to investment in Information Technology (IT) where we hope to have installed a better organisation wide IT platform and we have also invested in governance software to provide the Directors with the tools they need for the good governance of a modern agency. The board also committed to move the agency to compliance with ISO Standards for the purpose of accreditation a move we believe will further strengthen our industry credibility.

Like all agencies we are concerned with cyber security and as we move ahead we will work tirelessly to ensure that we have the appropriate tools and oversight in place that will provide the protection we need.

All of this has been underpinned by the fabulous work of our executive and work force. Their commitment to the principle of “One PCC” has had a significant impact not only on internal work place culture but on how PCC is recognised in the wider community. Your unwavering commitment to our clients and to providing better individual and community outcomes has led PCC to become the agency of choice, and we commend you for it.

# CONTINUATION BOARD CHAIR REPORT



Changes and notes of

## GRATITUDE

This year the board also approved an executive workforce re-structure and as a consequence there was some redundancies. I want to take this opportunity to thank all those staff who are no longer with the agency for their hard work and efforts, in particular Trudie Reister who served as our CFO for many years. Her careful and diligent management of our finances has contributed significantly to allowing PCC to continue to flourish.

I would like to acknowledge and thank Rebecca Lorains for her stewardship of PCC. Rebecca has continued her personal growth and development and has represented PCC outstandingly in a wide range of forums. This has been made possible and easier by the wonderful support she is given from the executive, managers and workforce.

The Board has also commenced a recruitment process to fill existing vacancies and impending retirements and we are delighted by the response and the quality of the applicants.

Finally I want to acknowledge and thank my fellow directors. This year will mark the end of an era with the retirement of David Jones and Barbara Brown. Both these long serving directors have left an indelible mark on the agency through their years of dedication and commitment. Both have provided me with wisdom, guidance, support and council and on behalf of PCC I can honestly say that your contribution has made PCC a better place.

To my other fellow directors, Hamish Fletcher, Anne O'Connor and Menon Parameswaran a huge personal thank you for your tireless efforts.

With an influx of new directors, new opportunities for program development and with the building infrastructure re-development the next twelve months should be an exciting time.

A handwritten signature in black ink, appearing to read 'Kevin Boote'.

Kevin Boote  
Board Chair



# CONVERSATION FOR CHANGE



We exceeded

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# 1000 PEOPLE

## Findings and Evaluation Summary.

In 2016 - 2017 Primary Care Connect (PCC) facilitated the C4C Project. We engaged a number of people in 2016-17 across Greater Shepparton and interface communities who participated in one of 122 conversations over 13 months to take part in a conversation to share their understanding, knowledge and ideas around the topic of Family Violence.

Using an innovative participatory approach to engage community in sharing their knowledge and ideas the consultation team was able to gauge community literacy around family and community violence and garner ideas for initiatives to inform the community action plan.

The conversations were conducted as small informal group discussions, with each group being introduced to aim and purpose of Conversations for Change, an overview of the services provided by PCC and an explanation of our role in the project.

Using existing relationships and nurturing new relationships during the consultation ensured a cross section of the community was achieved. A total of 122 community conversation were facilitated with 1019 individuals taking part in a conversation across the region between May 2016 – May 2017.

Conversations for Change was developed by PCC to listen to the community and then work with a civil society working group to respond to the feedback received because of the Conversations for Change consultation. Beyond reviewing the Conversations for Change report, the working group of community members will develop a community led response to the ideas and themes that have emerged.

We would like to acknowledge our research support ANROWS, conversation facilitators from Jeder Institute and Department of Social Services who made it possible for this project to be undertaken.

# CONTINUATION



"No one organisation can prevent Family Violence on their own. There needs to be a holistic approach with early invention and preventative programs that includes the judiciary, police, family violence agencies, health professionals and the community".

C4C Participant 2017

## KEY LEARNINGS



122

Conversations



1019

Participants



**Education  
and Awareness**

Education and awareness needs to be increased across the community agencies, schools and law enforcement on what Family Violence is, early warning signs and where to go for her.



**Access  
to Services**

People are confused by who provides what service. Current service gaps were identified, particularly outreach services, services for men and youth and the lack of a Family Violence services 24/7.



**Law  
and Order**

Education and training for police was a hot topic and the lack of privacy that police stations provide for people to report. There was a need identified for increased police resources across the region.



**Community  
Connections**

Sense of community is diminished. We need bring people together, celebrate cultures and diversity of the region, promote community groups and clubs to encourage involvement in our community.

These were the Key Themes identified.

# COMMUNITY DINNER



in support of

# WHITE RIBBON DAY

## Tuesday

22nd of November 2016

There were 115 people in attendance at the Community Dinner from a variety of organisations including ASHE, Rumbalara Aboriginal Co-operative, Catholic Care, Victoria Police, Department of Health and Human Services, Primary Care Connect, Centrelink, Relationships Australia, Department of Justice and Regulation and Shepparton Magistrates Court. In addition there were 30 community members in attendance.

The guest speaker for the event was White Ribbon Ambassador Phil Cleary, an author, broadcaster and former independent Australian politician and VFL premiership footballer. Phil is an avid campaigner against family violence. Feedback from the event highlighted Phil's passion for ending violence against women and attendees were inspired by his words, which were thought provoking and insightful.

An original song was written by local artist Bricky B who performed the song at the event. The night was completed with a magic show from renowned magician Matt Hollywood.







**United:** Greater Shepparton councillor Bruce Giovanetti, Rumbalara chief executive Kim Sedick, Primary Care Connect chief executive Rebecca Lorains, FamilyCare chief executive David Tennant and VincentCare chief executive Greg Laidlaw are determined to raise awareness about family violence.

Picture: Julie Morcos

# March for a cause

WHITE RIBBON DAY WALK TO RAISE AWARENESS ABOUT FAMILY VIOLENCE

By **Sionnie Kelly**

Greater Shepparton government and community organisations are uniting for the annual White Ribbon Day march to raise awareness about family violence.

This will be the third march in Shepparton and will have participants walk from Victoria Park Lake to the Queen's Gardens on Friday.

Once at the Queen's Gardens people will be greeted by the Moomopna Lions Club cooking breakfast and survivors of family violence will share their stories.

Primary Care Connect chief executive Rebecca Lorains said more men were aware of family violence and were prepared to

**AS A SOCIETY WE NEED TO CHANGE AND IT ALL STARTS WITH RESPECT.**

— **GREG LAIDLAW**

stand up and speak out about men's violence towards women.

"There has been a noticeable change in gender participation in raising awareness against this issue that claims the lives of more than one person a week in Australia," she said.

VincentCare Hume Hub's Greg Laidlaw said addressing family violence required the community and its services to unite and drive much needed change.

"As a society we need to change and it all starts with

respect," he said.

FamilyCare chief executive David Tennant said the organisation's services prioritised the safety and wellbeing of children and promoted respect.

Rumbalara chief executive Kemal Sedick said he was astounded by the severity of family violence in the Goulburn Valley.

"This is a community issue that will require a proactive approach towards alleviating the problem," he said.

The White Ribbon March will start at Victoria Park Lake near the Welsford St tennis courts at 7.30 am on Friday.

Primary Care Connect is also hosting a corporate dinner in support of White Ribbon Day at the Goulburn Valley Hotel tomorrow starting at 6 pm.

Tickets are \$80 and can be brought by phoning Primary Care Connect on 5823 3200.

● **If you are experiencing family violence or know someone that is, phone VincentCare on 5821 9458, Primary Care Connect on 5823 3200, FamilyCare on 5823 7000, Rumbalara 5820 0000 or the National Helpline on 1800 RESPECT for assistance.**

# MALOGA HEARTS



The idea, created for

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# INDIGENOUS FAMILY VIOLENCE

## Our Action to improving the safety and quality of care for our Community.

Primary Care Connect (PCC) achieved this vision through funding granted by the Department of Health and Human Services Victorian Indigenous Family Violence Community Initiatives Funding. The App was launched on the 25th of October 2016 and is available for free download from iTunes and Android stores.

"My name is Narelle and I am a proud Yorta Yorta woman and I am the Indigenous Family Violence Support Worker at Primary Care Connect in Shepparton. Over the several years working in this role I have come to realise that many victims of Family Violence are unaware of what services are available for them for support after 5pm in the Goulburn Valley. They also do not know what the processes are and what services you may need to engage with if you identify as a person experiencing Family Violence. After all Family Violence does not happen just between 9am - 5pm. Our Indigenous women need access to services 24/7."

This App is designed to cover all services from crisis to just needing to seek support, someone to talk to. You may need assistance to use your courage and strength to take things to the next support level. As an Indigenous Family Violence Support worker, my role is to provide assistance, educate and support a person experiencing family violence. I also work with community connected individuals who are or have experienced Family Violence.

Maloga Hearts was the name chosen for this app, because in Yorta Yorta language, Maloga means Sand. To me, sand represents the relationship as it can slip through your fingers, it can be pressed and moulded, similar to being in a Family Violence Relationship of any type. As for the Hearts, both person experiencing family violence and survivors are invested, whether it is in or out of the relationship, hearts can be broken and hearts can be eventually repaired.

I hope Maloga Hearts bring you some comfort and assistance and know that you are not alone."



**Admiring app:** Jruce Stewart and Petamarie Holden look at the new Maloga Hearts app for indigenous family violence.

Picture: Holly Curtis

# App gives support to families

By Sionnie Kelly

Greater Shepparton's first dedicated indigenous family violence app was recently launched at Gallery Kaiela by Primary Care Connect.

The Maloga Hearts app is the first indigenous family violence app to be launched in the area and provides people with the chance to access information about family violence at any time.

Primary Care Connect clinical services manager Kim Scott said they decided to develop the app after the organisation's indigenous family violence worker came up with the idea more than a year ago.

The app gives people the chance to link to support services and information discreetly.

Funding for the project came from the Victorian Indigenous Family Violence Community Initiatives Fund and the app is

now available through Google Play and the iTunes store for free.

Ms Scott said it was great to see about 70 people at the app's launch and Primary Care Connect was extremely proud of what they had produced.

"We know that family violence is a significant issue on a national level but on a local level it's also at a significant level and we do have high levels of family violence in the Aboriginal community," she said.

"So it is about being able to provide the support and links to services for people who are experiencing family violence."

During the app's launch several people spoke about its potential to help others including, Ms Scott, Primary Care Connect's family violence support worker, Academy of Sport, Health and Education manager Leonie Dwyer and Department of Health and Human Service's Linda Shields.



# 'LET'S YARN UP'



An effort to support

**OUR  
COMMUNITY**

## Actively promoting the creation of culturally respectful, safe and responsive environments for Aboriginal service users.

Initiated in April 2017, the Indigenous Health Project Officer position has been supporting primary health care services throughout the region on their journey towards improved cultural competence.

Working closely with agencies based across the Greater Shepparton, Mitchell, Moira, Murrindindi and Strathbogie council areas, the role has been engaging with members of leadership and quality improvement teams in an effort to actively promote the creation of culturally respectful, safe and responsive environments for Aboriginal services users.

This has included the provision of links for culturally-appropriate resources and trainings, in addition to assistance in identifying and eliminating barriers faced by Aboriginal and Torres Strait Islander people when accessing mainstream primary care services. Supporting the Koolin Balit Galnya Health Worker to implement the 'Let's Yarn Up' Health Literacy Tool for use with GP's and other health workers, as well as co-ordinating and attending cultural events, are further examples of current strategies being utilised to effectively increase community engagement.

Moreover, with a number of agencies recently developing an Action Plan as a result of their participation in an Aboriginal Health Cultural Audit, the Indigenous Health Project Officer will continue to foster the relationships and commitments that were established through this project.



# CONTINUATION



'Asking the Question'

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**'LET'S  
YARN UP'**

## Health Literacy

Tool for use with General Practitioners.

At a local level, two projects have been implemented to ensure that primary health care providers parallel the Federal Government's new commitment to a self-determination model of care for all Aboriginal people.

Firstly, an Aboriginal Health Workers Working Group has been established to allow opportunities for members to network, share ideas and collaborate. Meeting bi-monthly, the goal of these gatherings is to increase communication processes and mainstream referral pathways for Aboriginal and Torres Strait Islander people, whilst strengthening the capacity of the current workforce by offering training and continued professional development opportunities as appropriate.

Secondly, an 'Asking the Question' project has been targeted at mainstream health providers, including GP clinics and hospitals. In addition to being a mandatory data requirement, asking all service users whether they are of Aboriginal or Torres Strait Islander origin and recording their answer, ensures the provision of a needs-based health care plan.

Currently in infancy, the program will involve the promotion of training and resources to ensure that all staff within an agency have the information, awareness and confidence they need to undertake this important task.





# MEN'S HEALTH EVENT 2016



Driven by the  
overarching

# VICHEALTH ACTION AGENDA

## Health Promotion

'On course to a better state of Health'.

Promote healthy eating, encourage regular physical activity, prevent tobacco use, prevent harm from alcohol and improve mental wellbeing, is Health Promotion at its best. The event is ran in partnership with Goulburn Valley Health (third year running in June 2017) actively embracing formal and informal collaborative working relationships with health and other service providers.

This event aims to encourage the men in our community to be proactive about their health, by providing an opportunity to gain knowledge and information in a relaxed, non-threatening environment. Through planned activities (health education stalls, interactive health professional panel and guest speaker), we aim to encourage men aged 30-55 years old to foster strong relationships with their GPs, to feel more comfortable in discussing the 'awkward' topics with GPs, their families and their mates, and to really take control of their own physical and mental wellbeing.

114 individuals attended on the evening and positive comments were made that the event was engaging and they would attend again next year if available. Take home information that stood out to attendees included "A good time to have a check-up is when you are fit and well" and "men need to talk to each other, share medical issues with friends and family". Men also stated that the stalls had great health information available.

112  
men



2  
women



# Event focuses on men's health

By Rhiannon Tuffield

The importance of keeping an eye on health was highlighted in a unique event on Wednesday, focused exclusively on the issues men face.

Interactive stalls on healthy eating, QUIT education, sexual health, Alzheimer's disease, indigenous health, bowel cancer and general health awareness decked out The Connection restaurant, as men from all walks of life descended on the event.

Speaking at the event was Murray Dairy chairman and Toolamba dairy farmer Rick Cross, who spoke of the significant challenges he had faced with his profession.

Rick was later joined by a number of Goulburn Valley personalities and business men and women, who spoke on a panel about their personal health experiences.

Primary Care Connect health promotions worker Matilda Schubert said the event provided a safe environment for men to discuss a range of health topics.

"Men are known for putting



**Informative:** Panellists Jason Ritchie, Chris Howard, Sue Crowther, Rick Cross and Sam Nelson, who spoke at the event on Wednesday.

themselves and their health on the back foot, they don't really talk about it as much as women might or they won't go to their GP with a concern they might have until it gets bad," Ms Schubert said.

"For their own sake and for the sake of their families, it's worth investing in yourself because you will never know

what life can throw at you. By being proactive and by being aware of things, you're on top of it and in touch with your body, so if something comes up you can get onto it straight away."

Held in conjunction with Men's Health Week, Primary Care Connect also launched its AgriSafe Clinics, a comprehensive check-up that encourages

those working in the agriculture sector to keep an eye on their health.

The clinics will be overseen by the organisation, and agricultural workers will have access to a range of health checkups.

● For more information, phone Primary Care Connect on 5823 3200.

# PROGRAM INCREASE DURING



2016 - 2017

## FAMILY VIOLENCE PROGRAM

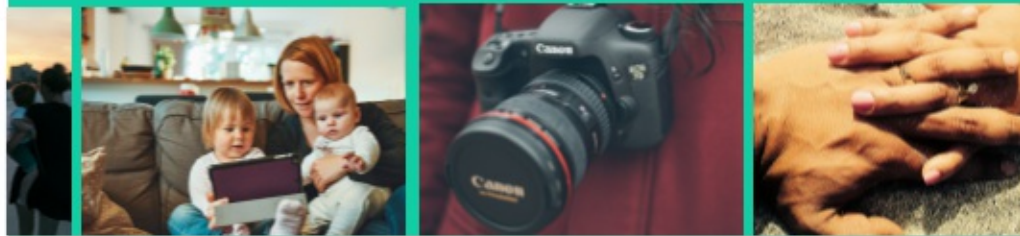
# 'A Primary Prevention Strategy to change the attitudes and behaviours in our Community.'

In March 2016 the Royal Commission into Family Violence released their final report and 227 recommendations directed at improving the foundations of the current system, seizing opportunities to transform the way that we respond to family violence.

Through the funding committed from the Victorian Government to address these recommendations Primary Care Connect has seen an increase in the Family Violence services we provide. This has included new Family Violence Support Workers focusing on case management to support those effected by Family Violence and an Enhanced Intake Respondent Worker who engages with other responders to link them into services to address their use of violence.

We have been able to provide "Chill Skills for Kids" for children effected by Family Violence and are working with Child Protection to enhance the capacity of their workers to respond to Family Violence.

In the coming year new and exciting programs will enhance the work we are doing – these include the Personal Safety Initiative, aimed at using technology to keep victims of Family Violence safe in their home. We will also be undertaking a new project focusing on working with mental health and alcohol and other drugs services, providing expertise in responding to clients who may be living in environments and relationships of Family Violence.



# CHILL SKILLS



A partnership to  
deliver

## A PROGRAM FOR CHILDREN

## Supporting vulnerable children in our Community.

Primary Care Connect have partnered with Chill Skills to deliver the “Chill Skills for Kids” program to children aged between 5-12 years old who have or are experiencing Family Violence.

The program draws on evidence-based practices including Cognitive Behaviour Therapy, Mindfulness, Creative visualisations and systematic teaching of relaxation techniques to assist children to connect to calm and confidence. Sessions are delivered in small groups of up to six children and the program runs for six weeks.

Chill Skills co-founders Allan O’Keefe and Lisa Hemmings have delivered the programs while training and supporting PCC staff towards becoming program facilitators. One on one sessions have also been provided to children who were unable to participate in the group environment.

The programs have led to improved outcomes for the children who have attended. Parents have noted the children are more calm, are able to express their feelings in helpful ways, better able to concentrate and work at school and they feel more confident and positive about themselves.



# RIGHT SUPPORT



## A Case Study

# STRONGER PERSON

As a Family Violence Support Worker my role is to provide support and education to any person experiencing Family Violence. I was asked by Clerk of the Courts to speak to a woman a court who was unsupported at court. The Clerk of the Court was worried that the client may have been minimizing her situation while attending court for an Intervention Order (IVO).

I introduced myself to the client and we were able to find a quiet space to talk. The client stated she was applying for an IVO for her ex-husband as she had received a threat to kill her by text. There were and are still are some very complicated Family Law matters to be dealt with.

I was able to explain to the client the process of applying for an IVO and sit with her in the court while her application was heard. We then made an appointment for her to come and see me the following day at Primary Care Connect. In the appointment we discussed her history with her ex-husband and the reasons behind his latest threat to her.

Through the conversation and assessment the client disclosed many events that she hadn't previously thought of as Family Violence as "he had never hit me or anything". There has been a long history of verbal abuse, emotional abuse and financial abuse that the client had put down to her ex-husbands "personality".

I have supported this woman to gain her full IVO, which has made her home feel safe and she has had the confidence to report any breaches of the order to police. Application has been completed for a personal safety alarm for the client and security cameras will be installed in the home.

The client has been able to gain self-esteem and has a full understanding of Family Violence, she is able to recognise healthy relationships and is in a new relationship where she is happy and safe.

We have organised a referral to Parent Education Support Services to provide the client with some support and strategies with her six year old son who has a limited understanding of why he can no longer see his father.



# COLLABORATION IN



# PERSON CENTRED CARE

## A Therapeutic Justice Program A Case Study

Ms Doe was referred to the Therapeutic Justice Program (TJP) by Court Network who has raised concerns for her wellbeing. She was charged with driving offences and had an extensive history of it. Ms Doe was looking at a jail term, given this extensive history.

Ms Doe was assessed and disclosed she had poor mental and physical health which was compounded by the isolation she experiences, including the lack of accessible transport and lack of support. She was experiencing industry pressure from her high work load and family stress with family members having health problems. This was on top of the stress and anxiety she was feeling about her outcome of her legal matters at court. Ms Doe had disclosed she had thoughts around suicide and had a developed plan.

The TJP team at this time brought in other key support services including the Psychiatric Court Liaison Officer to assist in prioritising a care plan.

The catalyst for change for Ms Doe was the connection with cross collaborative services working with a holistic approach to support her, her family and prioritising her connections. With ongoing support Ms Doe has been able to take some control of her life and reflect on the current situations and make changes that have made a positive effect in her life and her community.

Due to her commitment to change Ms Doe didn't go to Jail but was able to complete a Community Corrections Order which enabled her to give back to the community and address her underlying issues. Ms Doe has continued to thrive and has remained offence free. This situation is a common outcome, giving weight to the importance of cross agency connection and holistic engagement to enable the best outcome and breaking the offending.

All our programs, like Therapeutic Justice Program seek out the best ways to respond to the needs of our clients, their families and community.

# THE REFUGEE EXPERIENCE



Understanding at a

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## ANOTHER LEVEL

# Quality Improvement

process and activity, leading to better people experience and access of our services.

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Primary Care Connect (PCC) is a culturally informed and responsive organisation. PCC had members from the Refugee Team deliver whole of organisation training of 'The Refugee Experience' with our partner agency Foundation House.

This important training covers a comprehensive introduction to working with people from a refugee background, including asylum seekers. It provides extensive coverage of the refugee and asylum seeker experience and ways of working with this highly vulnerable group.

For staff at PCC it was a valuable experience to see the difference between a refugee and an asylum seeker in the community. One staff member noted that 'it gave me a better understanding of how to support and communicate with people from these communities in my work'.

The training was held over two days and attended by 65% of the workforce at PCC and recommended by Management.

"It was good to have an understanding of the trauma that they have been through as an asylum seeker, to help us be mindful of how to treat such clients as it would be different from working with someone who had migrated from their country by choice."

# CAPACITY BUILDING



in our clients and

# COMMUNITY

## A new Country, a new life!

At Primary Care Connect community capacity building is defined as the ability to support clients in their development to overcome hurdles and empowering the individual in their health and wellbeing in order to survive, adapt and thrive in their new home. For many this could mean a new country.

You might remember our client, 20 year old Afghani woman born with severe cerebral palsy and no medical intervention or therapies for 14 years. She arrived with her Mother and younger sister in November 2015.

Life has changed for all the family and in particular M as her life has blossomed into "the everyday". The everyday that we take for granted.

Both her mother and sister have their driver's licenses. What an achievement! Coming from a background of living in rural Afghanistan where the most common form of transport is a donkey or on foot. Imagine the freedom and independence a car would make to the little family of three to explore their new world. M's first request was to be driven to the Market place to look at the shops; a very normal 21 year old's request!

For M, she now has a hospital bed at the house with cot sides and hydraulic to raise and lower the bed. This ensures a safe transfer to and from the bed and safe lifting for her mother who is her full time carer. An electronic hoist helps with transfer from bed to her beautiful pink wheelchair.

M and her mother have been learning English at home. Twice a week a wonderful volunteer goes to the home and spends two hours teaching basic English skills so, when we visit the home she speaks to me in English and I try my best in Dari in return.

M attends Exercise Physiology appointments at PCC and is still working towards her ultimate goal of hydrotherapy classes at a local swimming pool.

# IMPORTANCE OF UNDERSTANDING



in one's own

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# LANGUAGE

## A review of Interpreter Services accessed during 2016 - 2017

Shepparton is home to a community that prides itself in our rich cultural diversity. The history of migrants and refugee settlement is seen in great numbers day in day out and it continues to grow. With cultural diversity comes a diversity of language and a reasonable proportion of English illiteracy.

As a community health provider, we see a great number of the community that not only have health and wellbeing issues but a high number of clients that require information in a language other than English.

It is essential that organisations screen and understand the need for an interpreter for each client at first point of contact. Primary Care Connect prides itself in espousing the use of interpreters across all our programs to engage with the supports they require.

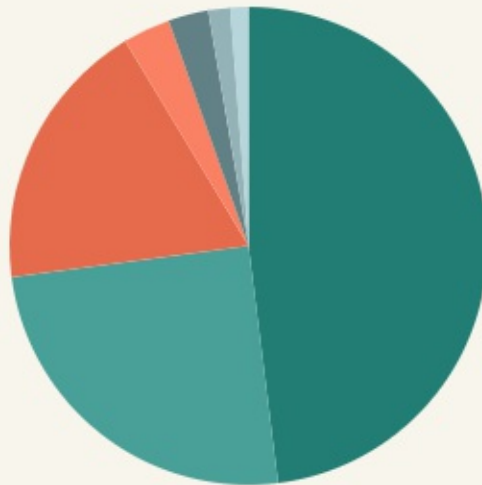
As Shepparton is a small regional town the most preferred method of access to interpreters is through the telephone. Clients prefer this method due to perceived concerns regarding privacy. The use of telephone interpreters assures a level of privacy that onsite interpreters may not. Although all professional 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.

Our highest users of interpreters are through our Refugee Services Team who are funded to provide services specific to refugee health and mental health, which is standard practice in the use of interpreters at PCC.

In 2016 - 2017, PCC used interpreters on a total of 418 occasions. The following graph illustrates the three top languages that were accessed this year as well as other languages that our services used at PCC.

# TOP LANGUAGE FOR 2016 - 2017 = ARABIC

## Use of Interpreters 2016 - 2017



Arabic (48.03%) Dari (24.88%) Hazaragi (18.47%) Farsi (3.20%) Pushtu (2.71%)  
Kiswahili (1.48%) Auslan (1.23%)

In 2015 - 2016 our top language was identified as Dari with a 37% request to ONCALL, our preferred provider.  
In 2016 -2017 it has been identified as Arabic with an increase from last year of 64% in need. This can be attributed to the influx of Syrian refugees who arrived late 2016, early 2017.  
The cost to Primary Care Connect in this period was \$30,654.18.



# EMPLOYMENT AT



2016 - 2017

**PRIMARY  
CARE  
CONNECT**

## Providing opportunities and building a diverse workforce everyday.

In July 2016 the Victorian state government launched the Barring Djinang Strategy. This strategy recognises the need to build the cultural capability of the public sector so that it can more effectively support the government's work in this area.

Barring Djinang has adopted an Aboriginal employment target of 2% for the Victorian Public Service. However, no target has been set for the broader public sector.

At Primary Care Connect we want to continue to ensure that we are reflecting the diversity of the Greater Shepparton population. Available Census data allows us to measure our benchmark of Aboriginal and Torres Strait Islander (ATSI) people employed at PCC. According to such data, PCC has employed 3.4% Aboriginal and Torres Strait Islanders in 2016 - 2017.

In 2016-2017 PCC maintained an average of 8.51% ATSI people employed at PCC. This is also a major benefit for the ATSI community giving them an opportunity to choose their preferred service.





**Reward for effort:** Primary Care Connect financial counsellor Bronwyn Seiter was recently presented with a Rising Star award. Ms Seiter said she welcomed additional Victorian Government funding for the service.

# Abuse funds

FINANCIAL ASSISTANCE

By Tara Whitsed

Shepparton-based financial counsellor Bronwyn Seiter has welcomed the addition of new resources for the field, announced earlier this week by the Victorian Government.

Member for Northern Victoria Jaclyn Symes said a \$1.75 million investment into family violence through the scope of financial abuse would be available for several local government areas including Greater Shepparton.

"The funding will be used to employ 10 new full-time family violence financial counsellors and provide financial abuse training to all Victorian financial counsellors," Ms Symes said.

"Financial abuse is a form of family violence."

## STAFF MEMBER ACKNOWLEDGED

... Bronwyn started her career 16 months ago at Primary Care Connect and was recently presented with the Financial and Consumer Rights Council's Rising Star award.

"I was awarded for exceeding expectations as a new financial counsellor and solving a complex case," she said. "We assist clients to stabilize and improve their financial situation by providing options, assistance and or advocacy."

Ms Seiter said although the facility currently dealt with financial abuse cases, it hoped to increase its clientele with increased resources on what was a varied and complicated issue.

Primary Care Connect Chief Executive Rebecca Lorain's said the service was one of the facility's highest in demand and said there was a range of things that needed to happen in the community in order to improve people's financial circumstances, including financial capacity building and focusing on young people.

for her commitment to helping community members  
in Financial Counselling Services.

# OUR QUALITY & CARE REPORT 2016 - 2017



## "have your say"

Primary Care Connect (PCC) encourages all service users and stakeholders to provide feedback on how we are doing as a service provider.

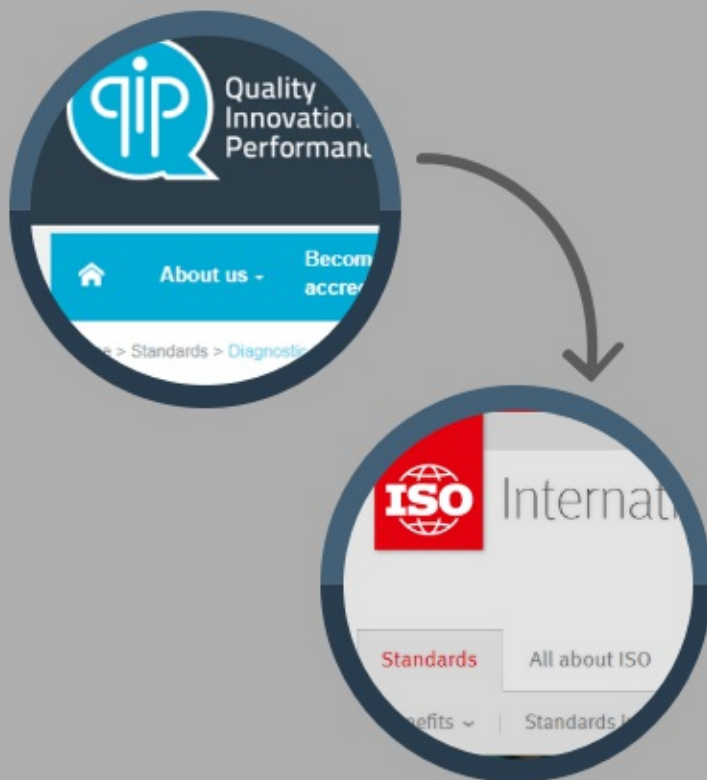
Have your say forms are available at several points within the PCC Building. All feedback received is responded to within 48 hours of receipt of the feedback directly with the service user or stakeholder.

The feedback is then discussed and any issues resolved whilst speaking with the client or service user or in the case where it cannot be resolved directly escalated to the Chief Executive Officer for further review and conversation until the issue is resolved appropriately.

Should the complaint not be resolved to a satisfactory level as determined by the client or stakeholder, then the matter is directed to the Health Services Commissioner for further review.

'Having a Say' provides us with the opportunity to improve and build a stronger working organisation for our Community.

# CONTINUATION - QUALITY & CARE REPORT 2016 - 2017



In May 2017, Primary Care Connect underwent a Stage 1 assessment with HDAA to look at the alignment of our Quality Management Systems in relation to the International Standards Organisation (ISO) 9001:2015.

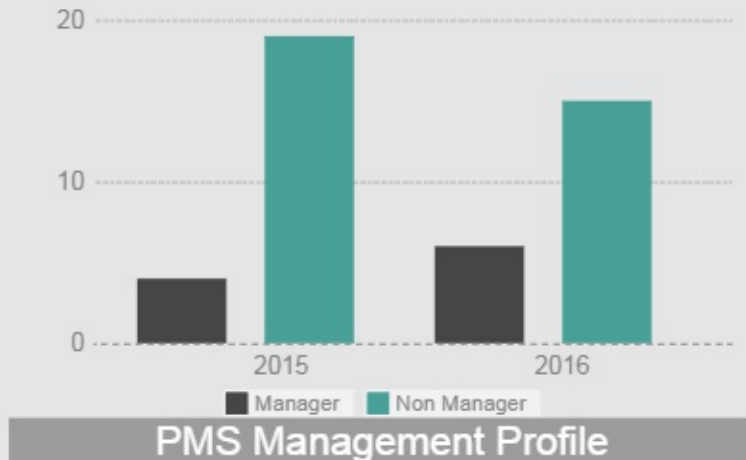
The purpose of the Stage 1 assessment is to provide a focus for planning the Stage 2 assessment by gaining a sufficient understanding of our current management system and operational systems.

Procedures governing the ISO 9001 assessment program require that the Stage 1 assessment confirms that our organisation's management system is under a centrally controlled and administered plan and is subject to central management review.

In September 2017, Primary Care Connect will undergo Stage 2 of the ISO 9001:2015 standards and a review of the current Human Services Standards.

Accreditation Standards at Primary Care Connect set the way we offer services to our Community.

# SAFETY AND QUALITY THROUGH SURVEY



The People Matter Survey provides Primary Care Connect with important information as it indicates crucial areas of which the organisation needs to improve. Through such improvements we provide safety and high quality services to the community in which we serve.

Each year the survey questions change slightly however they maintain their purpose in identifying how staff feel in regards to:

- \* contribution to organisation objectives
- \* work group, human rights values
- \* management treatment - dignity and respect
- \* barriers of succession due to gender

The graph indicates one of the areas of which we have improved and that was in engagement of staff as well as 'Commitment of organisation to having a diverse workforce' - a 4% increase in comparison with 2015 results.

"The most effective way to cope with change is to help create".  
(L. W. Lynett)



# CONTINUATION - WHERE TO FROM HERE?

Primary Care Connect (PCC) prides itself in providing high quality care to the community. With 95% agreeing that we do this well and only 5% believe the following areas are identified as improvement areas:

- \* Provide high quality to the Victorian Community
- \* Public trust is seen as important
- \* Work group performance improvement
- \* Management encouragement of behaviours consistent with public sector values

PCC endeavours to work in these areas to ensure best quality of care is provided to all who enter to receive services here. This is evident in case studies throughout our 2016 -2017 Quality of Account report.

This year Little Red Note book team engagement sessions were offered to all staff as a space in which growth can be forged between all staff and leadership to ensure a healthy and positive culture at PCC. Through this the bridging of the above gaps has began and continue today.

PCC is improving client and staff experiences everyday.

"Together Everyone Achieves More"  
(Author Unknown)

# Thank you for sharing in our successes!

We would love to hear from you and your thoughts on this year's presentation of our Quality of Care Account Report.

If you have a couple of minute, leave us some feedback here and drop it in to us at 399 Wyndham Street, Shepparton 3630 VIC.

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This is Tammy Atkinson - a proud talented local artist, who captured the very essence of what we do here at Primary Care Connect everyday - a health service with many hands, connecting our community with programs that strengthen healthier lifestyles.