



PRIMARY CARE
CONNECT

PROGRAM GUIDE 2024



C  MMUNITY



OUR PROGRAM AREAS

Primary Care Connect is your local Community Health Service. We have over 25 programs and services focusing on a range of health and wellbeing issues.

Our office is located in Shepparton, however our services are extended across the Goulburn Murray region, including; Moira, Greater Shepparton, Strathbogie, Mitchell and Murrindindi shires.

We pride ourselves on providing **person focused care** that empowers people and allows them to take control of their lives, bringing about long lasting and effective change.

Alcohol and other Drugs

- AOD specific Counselling
- Family Drug Support
- Women's Supported Accommodation
- Youth AOD Outreach Worker

Family Violence

- Specialist Case Management (family violence support that assists victim survivors who are experiencing family violence)
- People Who Use Violence Case Management Program (working with perpetrators of Family Violence to bring about real change)
- Family Violence Support (culturally safe and appropriate Family Violence support)
- The Orange Door (intensive assistance and support for adults, children and young people experiencing Family Violence.)
- Financial Counselling

Financial Counselling

- General Financial Counselling
- Budgeting and Money Plans
- Advocacy with creditors and lenders
- Negotiations with creditors and lenders on your behalf
- Financial literacy

Gambler's Help

- Counselling related to harmful gambling
- Financial Counselling
- Counselling and support for family and friends
- Community engagement
- Schools education
- Community Events
- Venue Support



To access this information online, use the QR code to be taken to our **'Services Directory'** page on our website.



OUR PROGRAM AREAS

Health Promotion

- Available to business, industry, early childhood settings, schools, tertiary and VET educators
- Focus on healthy lifestyles including Active Living, Healthy Eating and Tobacco Cessation
- Community Engagement
- Community Events

Nursing and Allied Health

- Community Health Nursing
- Community Connectors Program
- CP@ Community Paramedic Program
- Dietetics
- Farmer Health (AgriSafe)
- Health Connection Gym
- Physiotherapy
- NSP Program (Needle Syringe Program)

Refugee Support

- Refugee Counselling
- Advocacy
- Bi-Cultural Workers
- Multicultural Community Connectors
- Support for families
- Refugee Health Nurse

Youth AOD Outreach

- Educate and empower young people on the harmful use of alcohol and other drugs
- Work actively with the young person to identify and set goals
- Link in with additional supports as required
- Suitable for young people between 10 to 25 years
- Can work with schools and educators
- A fully tailored and customised program



HEALTH CONNECTION GYM TIMETABLES

PCC is a unique Community Health service, with our very own **onsite gym** for our clients! Our team of qualified and dedicated Personal Trainers are now also running sessions from MEAC in **Mooroopna** and also in **Tatura & Murchison**. Please see below for a description of our programs and the timetables for each location.

Referrals are only required for our **Lungs in Action** and **Community Cancer** exercises. To book in for a class or for further information don't hesitate to get in touch with our **Consumer Care team** on **5823 3200!**

Our gym timetables for the PCC Gym, MEAC, Tatura and Murchison are revised and updated each term. For the most current timetables please click the link below or access via the QR code.



[CURRENT GYM TIMETABLES](#)



HEALTH CONNECTION GYM CLASS DESCRIPTIONS

Circuit Training

Structured exercises completed as a group by alternating from one exercise to another. Sessions focus on increasing whole body strength & endurance. Suitable for most of any age.

Chair Pilates

A beginner class that consists of low impact flexibility and endurance movements. Emphasis on proper postural alignment, core strength and balance. A fantastic class that will tone and strengthen.

Fitball Training

Fitball will get you using muscles all over the body helping increase core strength, muscular endurance and cardio fitness. For beginners right through to advanced trainers.

Lungs in Action

The class is designed to help people living with a chronic lung disease and those with stable heart failure who often experience similar symptoms such as breathlessness.

Interval Training

A unique way of exercising using combinations of time-specific exercise and rest intervals. This class allows each participant to exercise with a group but also cater the class to individual needs.

Yoga

Yoga is designed to build strength and tone muscles while improving flexibility, mind, body & balance. This class starts with Yoga & finishes with Mindful Meditation.

Community Cancer Exercise

This class is designed to help people living with any form of cancer.

Resistance Training

Structured resistance exercises using body weight, resistance bands & dumbbells. Focuses on whole body strength & improving mobility. Suitable for most of any age.

Qigon/Shibashi

Chinese healing, consists primarily of meditations, relaxation, physical movements, mind-body integration and breathing exercises. A form of Tai Chi.

Mat Pilates

A beginner class that will consist of low-impact flexibility, muscular strength, and endurance. This class will emphasize on proper postural alignment, core strength and muscle balance.

Beginners Class

A beginners class suitable for people with all different fitness levels. A great way to be introduced to fitness with support and assessments by our P.T team.

Boxing

A great cardio workout, working with boxing gloves and pads using body weight to go through a range of exercises.

SPECIALIST PROGRAMS

AgriSafe



Our AgriClinics are designed for farmers and agricultural workers, and provide FREE 90 minute health checks which include:

- Blood glucose testing
- Blood lipid testing
- Blood pressure
- Body mass index calculation
- Urine testing
- Screening for agrichemical exposure (anticholinesterase)
- Respiratory testing (not during COVID-19)
- Hearing screening
- Skin examination
- Vision testing
- Fit testing of mask or respirator
- Occupational risk surveying and assessment



Cobram AgriClinic

NCN Health Cobram

2 Charles street, Cobram

Cooma AgriClinic

Cooma Recreation Reserve

1015 Kyabram-Cooma road, Cooma

Dookie AgriClinic

Dookie Child and Maternal Health Centre

34 Mary street, Dookie

Euroa AgriClinic

Euroa Health

36 Kennedy street, Euroa

Nathalia AgriClinic

Nathalia District Health

36-44 McDonnell street, Nathalia

Numurkah AgriClinic

Numurkah District Health

2 Katamatite-Nathalia road, Numurkah

Strathbogie AgriClinic

Strathbogie Golf Club

Armstrong avenue, Strathbogie

Tatura AgriClinic

DEDJTR

255 Ferguson road, Tatura

Yarrowonga AgriClinic

Yarrowonga Mulwala Community & Learning Centre

1 Hargrave Ct, Yarrowonga VIC 3730



SPECIALIST PROGRAMS

InFocus



InFocus is a support and education program for families and friends affected by a loved ones drug and/or alcohol use.

The InFocus program has been developed by Family Drug and Gambling Help that offers practical support, relevant information, coping strategies and the opportunity for people to connect through their shared experiences. The program is facilitated by professionals who have also been impacted by someone's drug and alcohol use.



Please contact **PCC's Family Support Worker Nicole**, on **03 5823 3200** to enquire and register for our next session.

The Shark Cage

The Shark Cage is a program designed for women who have experienced abuse. It helps women understand that they are not to blame for the abuse they have experienced. It strengthens a woman's own ability to set healthy boundaries based on human rights and helps women recognise abusive behaviours in others by tuning into their bodies and feelings.



The Shark Cage is a registered trademark of **Ursula Benstead**

The Shark Cage is an empowering program that also creates social connectedness amongst participants. The Shark Cage program is conducted each term. Classes run for three hours, once a week for 8 weeks.

Classes and session times will be posted on the 'What's On' section of our website and promoted via our social media channels.

For more information or to register for the next session, please contact the **Consumer Care team on 03 5823 3200**.



SPECIALIST PROGRAMS

REHABILITATION PROGRAMS

Pulmonary Rehabilitation Program

Our **Pulmonary Rehabilitation Program** is an eight week program, teaching people living with Lung disease the skills needed to exercise safely and manage their breathlessness to improve overall wellbeing, reduce Chronic Obstructive Pulmonary Disease (COPD) exacerbations (flare-ups) and help them stay well and out of the hospital.



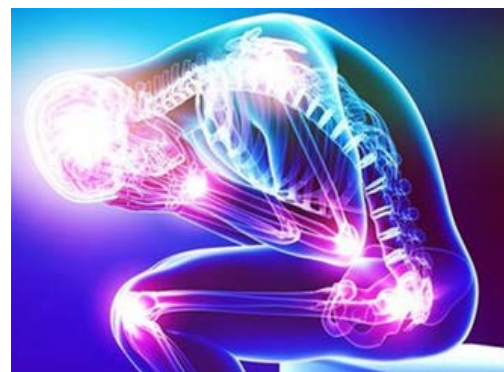
Pulmonary Rehabilitation is conducted each term (four times a year approximately), and classes have been extended to be held in Nagambie and Euroa.



Classes run for 1.5 hours across 8 weeks. Sessions are posted on our What's On section of the website and are promoted via Facebook and Instagram. To find out when the next session is being run, and to register your interest, please contact our Consumer Care team on 03 5823 3200.

Persistent Pain Program

Our Persistent Pain Program involves the Community Health Nurse and Physiotherapist working with people to provide: education about acute vs persistent pain, the benefits of movements and physical activity, strategies about flare ups, pacing and planning, thoughts, emotions and stress management, diet, medication and sleep hygiene routines, mindfulness and Tai Chi.



The goal of the **Persistent Pain program** is to empower our clients to live well with pain, and to learn self-management techniques through education, exercise and counselling.



Classes run for 1.5 hours across 8 weeks. Sessions are posted on our What's On section of the website and are promoted via Facebook and Instagram. To find out when the next session is being run, and to register your interest, please contact our Consumer Care team on 03 5823 3200.

SPECIALIST PROGRAMS

Cardiac Rehabilitation Program

Our **Cardiac rehabilitation** (cardiac rehab) is a program of support, exercise and education that's led by our Rehabilitation Nurse and Physiotherapist and personalised to strengthen your heart. It helps you make long-term lifestyle changes so you can live a longer, healthier life.



Classes run for 1.5 hours across 8 weeks. Sessions are posted on our What's On section of the website and are promoted via Facebook and Instagram. To find out when the next session is being run, and to register your interest, please contact our Consumer Care team on 03 5823 3200.

The **Cardiac Rehabilitation Program** is conducted each term (four times a year approximately), and is **YET TO COMMENCE!**



Women's Health Clinic

PCC's **Women's Health Clinic** is a sexual and reproductive health service that offers women a confidential and safe setting in which to discuss sexual health concerns and receive specialist sexual and reproductive health care. Our clinic focuses on the more vulnerable and under-screened groups in the community, such as young people and people from multicultural backgrounds. Providing sexual and reproductive health for women.

PCC's **Women's Health Clinic** is open each Tuesday and Friday. Appointments are preferred but walk-ins are also accepted.

The Women's Health Clinic is a free service and appointments can be made by phoning our **Consumer Care team on 03 5823 3200.**



INTAKE AND COSTS

Aboriginal Health Coaching

Intake: Intake is done through our Consumer Care team. You can self-refer by calling 03 5823 3200.

Referral required? NO

Costs: This is a FREE service.

Alcohol and Other Drugs

Intake: Intake into our AOD programs (excluding the youth program), is done so through ACSO.

Referral required? YES. Referrals are done by calling ACSO on 1300 022 760.

Costs: This is a FREE service.

Family Violence

Intake: Intake is done through our Consumer Care team. You can self-refer by calling 03 5823 3200.

IN THE EVENT OF AN EMERGENCY PLEASE CALL 000.

Referral required? No referral required.

Costs: This is a FREE service.

Financial Counselling

Intake: Intake is done through our Consumer Care team. You can self-refer by calling 03 5823 3200.

Referral required? NO

Costs: This is a FREE service.

Gambler's Help

Intake: Intake is done through our Consumer Care team. You can self-refer by calling 03 5823 3200 or via the Gamblers Helpline on 1800 858 858.

Referral required? NO

Costs: This is a FREE service.

Health Connection Gym

Intake: Intake is done through our Consumer Care team. You can self-refer by calling 03 5823 3200.

Referral required? Referrals are required for our Community Cancer Exercise and Lungs in Action classes.

Costs:

PCC Gym - \$2.00 per session

Mooroopna - \$7.50 per session

Tatura - \$5.00 per session

Murchison - \$5.00 per session

Health Promotion

Intake: Intake is done through our Consumer Care team. You can self-refer by calling 03 5823 3200.

Referral required? NO

Costs: This is a FREE service.

Nursing and Allied Health

Intake: Intake is done through our Consumer Care team. You can self-refer by calling 03 5823 3200.

Referral required? NO*

Costs: This is a FREE service.

Refugee Support

Intake: Intake is done through our Consumer Care team. You can self-refer by calling 03 5823 3200.

Referral required? NO

Costs: This is a FREE service.

Women's Sexual and Reproductive Health Clinic

Intake: Intake is done through our Consumer Care team. You can self-refer by calling 03 5823 3200.

Referral required? NO

Costs: This is a FREE service.

Youth AOD Outreach Worker

Intake: Intake is done through our Consumer Care team. You can self-refer by calling 03 5823 3200.

Referral required? NO

Costs: This is a FREE service.

****Pathology required for diabetes educator, please call Consumer Care on 03 5823 3200 for more information.***

OUR VISION

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

OUR VALUES

INDIVIDUALITY

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

GROWTH

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

MEANINGFUL CONNECTIONS

We bring our focus and skill to build meaningful connections.

COMMUNITY

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

ACKNOWLEDGEMENT OF COUNTRY

In keeping with the spirit of reconciliation, I acknowledge the Traditional Owners of the lands where we now stand – and acknowledge that these have always been places of teaching and learning.

I wish to pay my respects to their Elders –past, present and emerging –and acknowledge the important role Aboriginal and Torres Strait Islander people continue to play within the community.

ALWAYS WAS
ALWAYS WILL BE



YOUR RIGHTS

When you access healthcare in Australia, as a client or patient there are a number of rights you are entitled to. As a community health provider, Primary Care Connect is committed to upholding the rights of our clients under the **Australian Charter of Healthcare Rights**, the **Charter of Human Rights and Responsibilities** (Victoria), and the **Victorian Child Safe Standards**.

Australian Charter of Healthcare Rights

My healthcare rights

This is the second edition of the **Australian Charter of Healthcare Rights**.

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.



I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Request access to my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

For more information,
ask a member of staff or visit
safetyandquality.gov.au/your-rights

Charter of Human Rights and Responsibilities

In Victoria, the Charter of Human Rights and Responsibilities is the law that protects our human rights - it's about promoting everyone's human rights, and the obligations of government, policy-makers and law-makers.

The Charter applies to the Parliament of Victoria, Courts and Tribunals, and public authorities (which includes Primary Care Connect).

What rights does the Charter protect?

Right to recognition and equality before the law (section 8)

Right to life (section 9)

Right to protection from torture and cruel, inhuman or degrading treatment (section 10)

Right to freedom from forced work (section 11)

Right to freedom of movement (section 12)

Right to privacy and reputation (section 13)

Right to freedom of thought, conscience, religion and belief (section 14)

Right to freedom of expression (section 15)

Right to peaceful assembly and freedom of association (section 16)

Right to protection of families and children (section 17)

Right to take part in public life (section 18)

Cultural rights (section 19)

Property rights (section 20)

Right to liberty and security of person (section 21)

Right to humane treatment when deprived of liberty (section 22)



Rights of children in the criminal process (section 23)

Right to a fair hearing (section 24)

Rights in criminal proceedings (section 25)

Right not to be tried or punished more than once (section 26)

Retrospective criminal laws (section 27)

If you believe your human rights have been breached, you are able to make a formal complaint to the Victorian Ombudsman.

Victorian Ombudsman

Phone:

03 9613 6222

Website:












www.ombudsman.vic.gov.au/complaints


YOUR RIGHTS

Child Safe Standards Victoria

Victoria's Child Safe Standards

Plain language summary

- 1** Your organisation welcomes Aboriginal children. You support them to express their culture and to enjoy their rights. You don't allow racism. 
- 2** Child safety is important to everyone at all levels in your organisation. You document how you find, avoid, and stop risks of child abuse or harm. 
- 3** Your organisation supports children to know their rights to be safe from abuse, informed, and involved. You help them to talk openly and take part in decisions that affect them. 
- 4** Your organisation tells families and the community about what you do, and how you keep children safe from harm and abuse. You help families to have a say and to take part in decisions that affect their child. 
- 5** Your organisation understands that every child is different and has different needs. You make sure that they can get the information and help that they need. 
- 6** Staff know what they must do to keep children safe from abuse and harm. They record, report, and share information about child safety when they should. Staff who work with children have had the background checks they need. 
- 7** Children and their families know how to make a complaint and what happens when a complaint is made. Your staff know how to respond properly to complaints. 
- 8** Your organisation trains and supports staff to keep children safe from abuse and harm. Your staff know the signs of child abuse and harm and what to do if there are issues of abuse and harm. 
- 9** Your organisation makes sure children are safe when they use your services, settings, and activities. This includes when children are online. 
- 10** Your organisation checks and improves the ways you keep children safe from abuse and harm. 
- 11** Your organisation has written policies about how you keep children safe from abuse and harm. They are easy to understand, and all staff follow them. 

For more information, contact the Commission for Children and Young People www.cryp.vic.gov.au 

Primary Care Connect Feedback Process

We value our clients feedback - good, bad, or in-between, we want to know about your experience. When we receive feedback for improvement we action it as quickly as we possibly can, and with our 'You Said, We Listened' series on our social media, we make sure that our community knows about it!

Your feedback can remain anonymous if you wish and is used to continuously improve our programs and services.



“ Want to tell us about your experience now? Scan the QR code to the left to be taken directly to our online feedback form! ”

Feedback direct to PCC can be provided in the following ways:

- Directly to your clinician who can provide you with a 'Have Your Say' form
- Via our Consumer Care team on 03 5823 3200
- Via our feedback form located on our website: (www.primarycareconnect.com.au/Contact/Feedback)
- Twice a year PCC undertakes a client and community survey project which provides clients and community the opportunity to rank our service against a number of criteria. These surveys are communicated via the local newspaper, on Primary Care Connects Facebook, Instagram and LinkedIn pages, and on our website.





HOW TO GET IN TOUCH



www.primarycareconnect.com.au




03 5823 3200



Intake@primarycareconnect.com.au



Primary Care Connect
399 Wyndham Street
Shepparton, VIC 3630

   /primarycareconnect

