PRIMARY CARE CONNECT

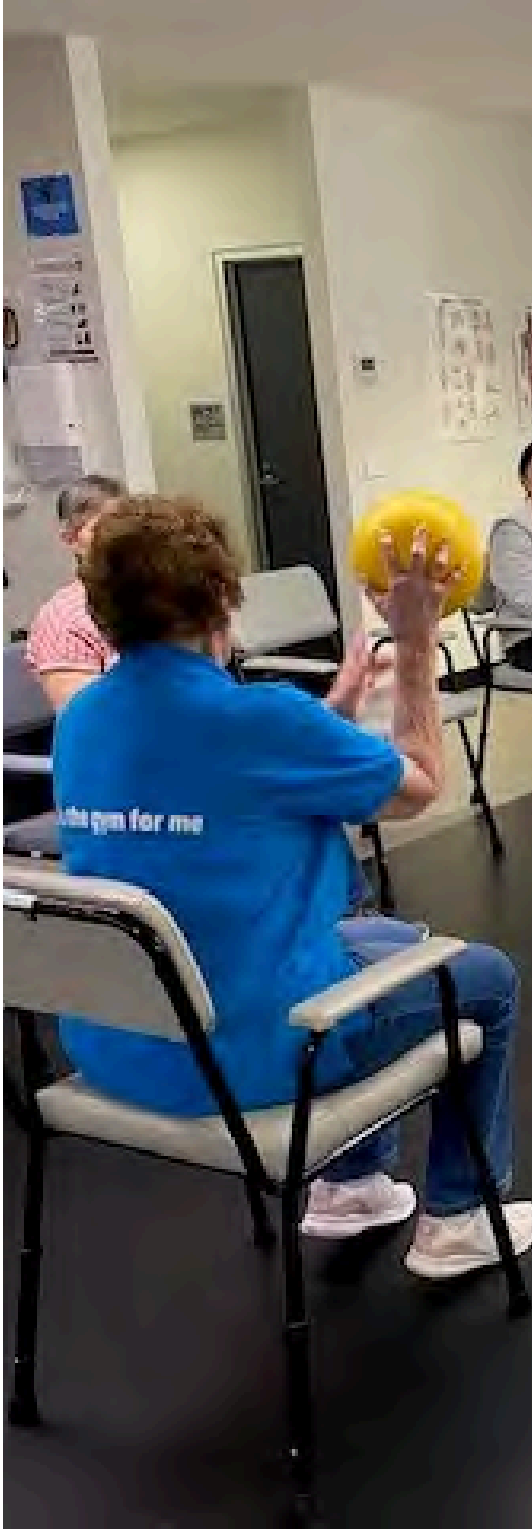


ANNUAL REPORT

2025 - 2026

OUR COMMUNITY
OUR COMMITMENT


[Anabolic Steroids]
[Anabolic Steroids]
HCV
MDMA


this gym for me



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Acknowledgement of **Country**

In keeping with the spirit of reconciliation, we acknowledge the Traditional Owners of the lands where we now stand – and acknowledge that these have always been places of teaching and learning. We wish to pay our respects to their Elders – past, present and emerging – and acknowledge the important role Aboriginal and Torres Strait Islander peoples continue to play within communities.



Joint statement from Board Chair & CEO

On behalf of the Primary Care Connect Board we are pleased to present the Annual Report for 2025-26. It has been another significant year for Primary Care Connect (PCC), with staff continuing to respond to community needs with care, empathy and professionalism. PCC continues to work hard in a challenging fiscal environment, to ensure our community receives support close to home.

January 2026 Bushfire Response and Community Recovery

The January 2026 bushfires again had a devastating impact on individuals, families and communities across the affected areas. In response, our organisation acted promptly to support the immediate and longer-term recovery needs of the community.
Through the Emergency Recovery Support Program (ERSP) and Bushfire Financial Counselling Service we continue to provide practical assistance, information, referrals and coordinated support to people affected by the fires. Our focus continues to be on helping community members access the services and resources they need, while responding with compassion, flexibility and respect for individual circumstances.
We want to acknowledge the dedication of our staff, and partner agency organisations, who have worked together collaboratively during another challenging period. The Board and Executive team remain committed to supporting the community throughout the recovery process and ensuring that lessons from the response strengthen our future emergency preparedness.
Along with other key stakeholders we continue to advocate to the Victorian Government for the establishment of permanent Disaster Recovery teams, eliminating the time lags experienced in setting up new teams after each disaster event and ensuring that these teams have embedded expertise on trauma informed response to recovery and the complexity of recurrent events.

Reconciliation Action Plan Endorsement and Launch

The endorsement and launch of our Reconciliation Action Plan (RAP) in July 2025 represent an important milestone for the organisation. It reflects our commitment to building respectful relationships with Aboriginal and Torres Strait Islander peoples and embedding reconciliation within our governance, workplace culture, partnerships and service delivery.

Our PCC First Nations Working Group members took the lead on developing and producing the RAP and continue to implement the plan. The Board looks forward to continuing involvement in its implementation and ensuring our commitments are supported by meaningful action and accountability.

Strategic Plan Update

As we reach the halfway mark of implementing the *2024-2028 Strategic Plan*, we continue to review our Client Relationship Management (CRM) and mobile work enablement to help community members access care where they need it. This continued planning and investment helps clarify our future priorities and ensure the organisation remains responsive to community needs, emerging challenges and new opportunities, informed by consultation with the Board, staff and key stakeholders.
Protecting our client's personal information and data is of the utmost importance as we regularly see media reports of breaches in large corporations. We want to assure community that PCC is committed to ensuring we only ask for information that has an essential purpose and is relevant to the services we provide.

Donations of food, drinks, clothing, and teddy bears at the Highlands Community Hall. The Highlands community was impacted greatly by the January bushfires.



Community Health Operating Environment

As an independent organisation PCC recognises that the strength of our external relationships with other organisations builds on our individual voice and impact. Our involvement in key alliances and networks strengths our advocacy and supports highlighting the needs of our community. One such network is the Alliance of rural and Regional Community Health (ARRCH), the network of ten registered Community Health organisations servicing regional and rural communities across Victoria. March 12-13th 2026 saw the culmination of 12 months' hard work to deliver the second ARRCH Conference in Ballarat. The conference was a sell-out success, with 300 delegates attending over the two days and 200 guests joining us for the conference dinner. Tackling issues impacting our local rural and regional communities, the Conference brought together service providers from across community services and health , Departmental representatives and staff of our organisations to hear from local and international speakers (see ARRCH Conference in this report).

The changing nature of the public health environment in Victoria and the implementation of Local Health Service Networks mean that the work of Community Health First and the participation of all 21 Registered Community Health Services cannot be underestimated.

PCC truly values the collaboration of the CEO network and the facilitated projects that create an environment for growth and positioning of community health as an essential part of the Victorian Health sector. The work of community health to keep people well in community has the potential to positively alleviate the pressures on acute bed-based services and the avoidable presentations at Emergency Departments. This potential needs Government support though in the form of funding, an uplift from the current 42 cents out of every $100 spent on health in Victoria to $1 in every $100 would double the number of hours provided in community health across the State and allow more people to access preventative care.

Change of Board Chair

During this reporting period, Wendy Ross concluded her tenure as Board Chair at the AGM held in November 2025, with Carl Durnin appointed to the role at the AGM.

"*On behalf of the Board, I sincerely thank Wendy for her leadership, commitment and contribution to the organisation. Her guidance has helped position the organisation for its next chapter.*

Our focus continues to be on maintaining strong governance, supporting delivery of the Strategic Plan and ensuring the organisation continues to serve its community effectively".

A huge thank you to the Board, Executive Team, staff, and stakeholders for their continued commitment and support. These developments reflect a period of positive change and renewal, and we are incredibly proud of the work undertaken daily right across all 35 of PCC's individual program areas. While we do not have the ability to profile each and every one of those programs, they each demonstrate a commitment to the communities we serve and the dedication of our teams. PCC aims to continue growing our service offering in the 2026/27 financial year through innovation, engagement and continuous improvement.

Carl Durnin Tricia Quibell
Board Chair Chief Executive Officer
PRIMARY CARE CONNECT



PCC CEO Trish Quibell, pictured with PCC Board Chair Carl Durnin.



Outgoing Board Chair Wendy Ross with CEO Trish Quibell at the launch of Community Health First in 2023. PCC warmly thanks Wendy for her leadership, dedication and commitment to our organisation and the communities we serve.

SECTION 1



Our Story

Who we are.
Why we exist.

One shared vision

Everyone in our community is **connected**, **supported,** and **empowered** to lead
safe, **healthy** and **happy** lives.

Our vision in community languages

ARABIC

بيان الرؤية للرعاية الأولية:

كل فرد في مجتمعنا متصل ومدعوم وممكّن ليعيش حياة آمنة وصحية وسعيدة.

DARI

بیانیه دیدگاهِ PRIMARY CARE

تمام افراد جامعه ما با یکدیگر در ارتباط بوده، حمایت شده و از توانایی لازم برای داشتن یک زندگی مصون، سالم و شاد برخوردار می شوند.

SWAHILI

MAELEZO YA MAONO YA UTUNZAJI WA MSINGI

Kila mtu katika jumuiya yetu ameunganishwa, kusaidiwa na kutiwa nguvu ili kuishi maisha salama, yenye afya na furaha.



INDIVIDUALITY

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



ARABIC

لفردية
ا نحن ندرك أن كل شخص فريد ونسعى جاهدين لفهم نقاط قوته والبناء عليها.

DARI

فردیت
ما می دانیم که شخصیت هر کس منحصر به فرد است و تلاش می کنیم تا نقاط قوت آنها را درک نموده و بر آن بیافزایم.

SWAHILI

Ubinafsi
Tunatambua kila mtu ni wa kipekee na tunajitahidi kuelewa na kujenga juu ya uwezo wake.

4 Values

MEANINGFUL CONNECTIONS

We bring our focus and skill to build meaningful connections.



ARABIC

يساعد تركيزنا ومهارتنا على بناء علاقات ذات معنى.

DARI

ما تمرکز و مهارت خود را برای ایجاد ارتباطات معنادار به کار می بریم.

SWAHILI

Tunaleta umakini na ujuzi wetu ili kujenga miunganisho yenye maana.

1 Team



GROWTH

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

ARABIC

هناك العديد من المسارات المختلفة للتوصل إلى حل، ونحن ندعم الأشخاص في مسيرتهم.

DARI

راههای مختلفی برای رسیدن به یک راهحل وجود دارد و ما از مردم در سفر زندگی شان حمایت میکنیم.

SWAHILI

Ukuaji
Kuna njia nyingi tofauti za kupata suluhisho, na tunasaidia watu kwenye safari zao.



COMMUNITY

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

ARABIC

نسعى جاهدين لتحسين صحة مجتمعنا ورفاهيته من خلال الإنصاف والجودة.

DARI

با رعایت برابری و کیفیت، ما در تلاش برای بهبود صحت و آسایش جامعه خود هستیم.

SWAHILI

Kupitia usawa na ubora, tunajitahidi kuboresha afya na ustawi wa jumuiya yetu.

Connected to our communities

30+ YEARS
of empowering our communities through local care & support.

170,000+
people call our region home.

16,500+km2
across the five local government areas we serve.

A long-standing commitment

For more than 30 years, Primary Care Connect (PCC) has been embedded in the communities of northern Victoria, delivering trusted, locally responsive health, wellbeing and social services.

Based in the City of Greater Shepparton, we are a leading community health organisation supporting people across the Greater Shepparton, Mitchell, Moira, Murrindindi and Strathbogie local government areas. This significant geographical footprint spans more than 16,500 square kilometres and is home to over 170,000 people.

Our long-standing connection to the region gives us a deep understanding of the communities we serve and the social determinants that influence health and wellbeing. We recognise that a person's health is shaped not only by access to healthcare, but also by factors such as housing, income, education, employment, transport, social connection and access to essential services.

Stronger, more connected communities

Our strategic focus is to deliver accessible, inclusive and responsive services across the region, ensuring our services, clients and workforce reflect the diversity of the communities in which we live and work. We remain particularly committed to reaching people in rural and isolated areas, reducing barriers to care and improving access to the support people need to live healthy and connected lives.

Through strong local relationships, community partnerships and a sustained presence across the region, we continue to respond to local needs, address health inequities and strengthen outcomes for individuals, families and communities.

"We envision a community where everyone is connected, supported and empowered to lead safe, healthy and happy lives."



Our services, our community

PCC delivers more than 35 programs and services across Allied Health, AOD, Family Violence, Financial Support, Nursing and Refugee Services, including:

Supporting families, health and community

Allied Health
- Dietetics
- Physiotherapy
- Osteopathy
- Living Well Clinic
- Rehabilitation Clinic

AOD
- AOD Counselling
- Family Reunification
- Family Drug Support
- Supported Accommodation
- Youth Outreach
- Youth Services

Community Services
- Gambler's Help (therapeutic counselling, financial counselling, venue support, community engagement)
- Needle Syringe Program (NSP)

Family Violence
- Victim-Survivor Case Management
- Perpetrator Case Management

Financial Support
- Financial Counselling
- Financial Support Worker
- Disaster Relief Financial Counsellor

Nursing
- MDC Nurse
- Community Health Nursing (including women's health nurse)

Refugee Services
- Bi-Cultural Worker
- Refugee Health Nurse
- Refugee Counselling
- Refugee Allied Health
- Refugee Access Worker

Our community at a glance

PCC is located in Greater Shepparton but provides services across several LGAs. The figures provided are of the combined service area.

173,680
Population

16,509 km2
Service area

39
Median age

3,290 (1.9%)
Aboriginal and Torres Strait Islander Peoples

14.74%
Born overseas

Punjabi, Arabic, Italian, Hazaraghi
Top languages

50.3%
women

49.7%
men

Our leaders



Wendy Ross
Board Chair

Wendy Ross was Board Chair from 2022 until the 2025 AGM. We thank Wendy for her time as Board Chair. Wendy remains on the Board as a Board Director.

Wendy's vision for our community

A more inclusive community, with opportunities for all.

Carl Durnin
Board Chair

Carl Durnin served as Deputy Board Chair until he was nominated as Board Chair at the 2025 AGM.

Carl's vision for our community

To support and drive the health, wellbeing and social living standards across the Goulburn Valley.

Fraser Kerrins
Deputy Board Chair

Fraser Kerrins was endorsed as Deputy Board Chair at the 2025 AGM.

Fraser's vision for our community

A community that can access what it needs, when it needs it, unlimited by location and economics.

Kevin Preece
Board Director

Kevin Preece was appointed in 2022 and has maintained his position into 2026.

Kevin's vision for our community

To live in an inclusive community where the vulnerable in our society are supported and valued.



Trish Quibell
Chief Executive Officer

Trish has more than 30 years' experience across community services and education, in both the not for profit and Government sectors, in clinical and leadership positions.

Trish's vision for our community

A responsive and willing community that holds out its hand when people reach out for support.

Andrea Caia
Chief Operating Officer

Andrea is an advocate for ensuring equitable access to health services for all community populations and is committed to a strong culture of client centred care.

Andrea's vision for our community

A community that is healthy, embraces differences and provides opportunity for growth and development.

Simone Wilson
Chief Corporate Officer

Simone brings a wealth of knowledge in finance business structures and development. She began with PCC in 2011 and quickly grew her passion for working in the not-for-profit sector.

Simone's vision for our community

For everyone in our community to have access to services that will help them in their individual growth and development.

the board



Kim Fitzgerald
Board Director

Kim Fitzgerald was appointed to the Board in 2022 and has continued on as Board Director into 2026.

Kim's vision for our community

A community well connected to local services that improve outcomes for all.

Ka Chun Tse
Board Director

Ka Chun Tse was appointed to the Board in 2023 and has continued on as Board Director into 2026.

Ka Chun's vision for our community

Services that cater affirmatively to diverse and marginalised groups in our communities.

Phil Hoare
Board Director

Phil Hoare was appointed to the Board in 2022 and has continued on as Board Director into 2026.

Phil's vision for our community

A community where all members can be fulfilled, happy and proud of who they are.

Davina Pugliese
Board Director

Davina Pugliese was appointed to the Board in 2023 and has continued on as Board Director into 2026.

Davina's vision for our community

To live in a community where all people feel supported and valued.

the executives



Leigh Stanbrook
Executive Health Services

Leigh joined Primary Care Connect in 2021 and has over 10 years' experience working in the education, health and wellbeing sectors in the region.

Leigh's vision for our community

To ensure that we provide an innovative, equitable Health Service to all members of the community.

Kim Scott
Executive Family Services

During her time at PCC, Kim has worked in clinical roles in alcohol and other drugs, gambler's help, and project roles in family violence before becoming Executive in 2024.

Kim's vision for our community

A connected, safe and engaged community who can access inclusive and high-quality support which meets their needs.

Broni Paine
Executive Community Services

Broni is an active member of the local community and is passionate about working with people to make positive changes in their lives and strengthening their relationships within their community.

Broni's vision for our community

To inspire communities to work together so that individuals are strengthened, people feel connected and our services are inclusive of all.

Quality & accountability

Quality care. Strong governance. People first.

Safe, high-quality care begins with strong systems and a clear commitment to the people we serve. In 2025–26, PCC continued to strengthen the governance, quality and trauma-informed practices that support person-centred care across our organisation.
PCC maintained a Quality Management System aligned with ISO 9001:2015, supporting consistent service delivery, effective governance, risk management and continuous improvement.
Building on this foundation, PCC progressed its transition to the National Safety and Quality Primary and Community Healthcare Standards. This work reinforces our focus on clinical governance, partnering with consumers and clinical safety, embedding quality and safety into everyday practice.

Throughout the year, PCC also strengthened its approach to trauma-informed practice, aligning organisational systems and service delivery with the Victorian Framework for Trauma-Informed Practice. This work builds a shared understanding of trauma and promotes safety, trust, choice, collaboration, empowerment and culturally responsive care. These principles are increasingly reflected in our policies, procedures, workforce practices and interactions with consumers.
PCC continued to meet its applicable obligations under the Social Services Regulations 2023 and Social Services Standards, while working within Victoria's Community Services Quality Governance Framework.
Together, these frameworks strengthen our accountability and guide how we listen, learn and improve—supporting safe, inclusive and responsive services centred on the needs, rights and experiences of our communities.



#END OVERDOSE

One big family, driven by hope

In August 2025, Primary Care Connect welcomed 70 community members to our third annual **END OVERDOSE** tribute lunch—our largest and most meaningful event to date.
The event created a safe and compassionate space for people affected by overdose to remember, connect and heal without stigma or judgement.
Proud Yorta Yorta man and former PCC client Jarvis Atkinson spoke openly about his experiences, reminding us of the power of lived experience, understanding and hope.
Despite the rain, our community gathered in strength and solidarity—choosing compassion over judgement and connection over silence.
For the first time since our event's inception in 2023, it was globally recognised by the International Overdose Awareness Day official Instagram page, highlighting the community response and powerful lived experience speech by Jarvis Atkinson.

Pictured is community member Christy Hodgson, leaving a tribute for her sister.

STRATEGIC PLAN 2024 -2028

During 2025/26, PCC continued to put our ***2024–2028 Strategic Plan*** into practice, dedicating time to strengthening our organisation while progressing initiatives for clients and community. This balance of internal development and service delivery is building the foundations for lasting improvement, with our strategic priorities guiding how we work, respond to community needs and support better health and wellbeing.
PCC's strategic plan is guided by four strategic pillars:

Connection to strategic plan throughout the Annual Report

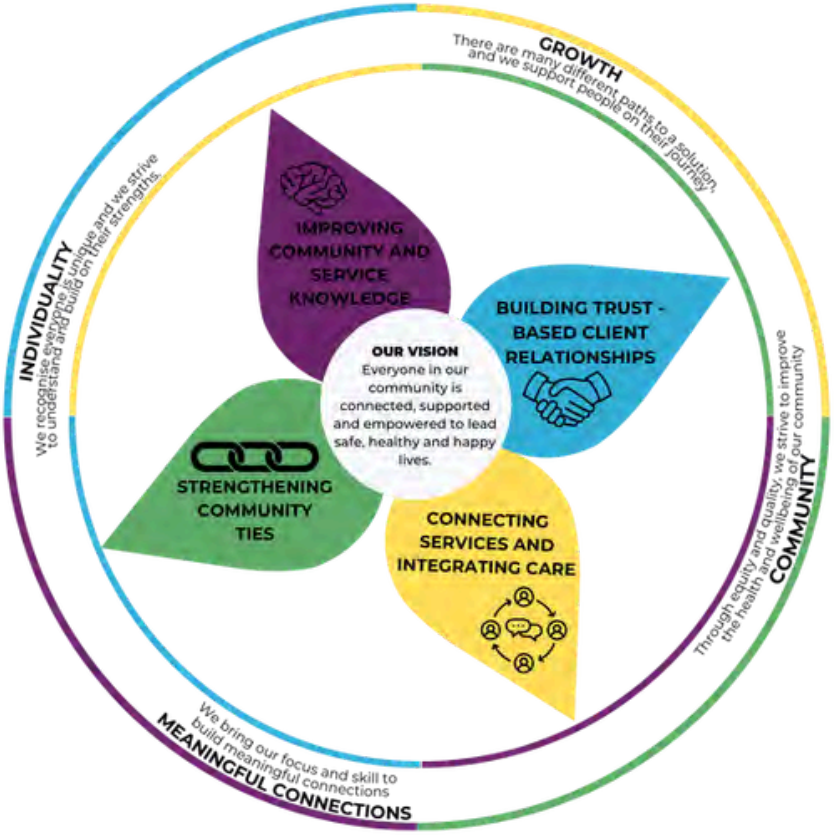
This report includes case studies of projects and initiatives undertaken with clients and community throughout the year. When these initiatives are linked to a strategic plan pillar, an icon will appear at the top of the case study:

BUILDING TRUST-BASED CLIENT RELATIONSHIPS

CONNECTING SERVICES AND INTEGRATING CARE

STRENGTHENING COMMUNITY TIES

IMPROVING COMMUNITY AND SERVICE KNOWLEDGE



Above: the stylised version of PCC's strategic plan, linked to the Vision and Values of the organisation.
Below: PCC's Refugee team participating in program logic sessions, mapping how programs and services are expected to make a difference to migrant communities.



Growing with purpose

We remain accountable to our clients and communities for continuing to report on the progress of our four year strategic plan.
The plan aims to grow PCC in ways that strengthen our commitment to our communities - providing the services that are needed, in an accessible and transparent way.
We are listening to the communities we serve and delivering for them.

BUILDING TRUST-BASED CLIENT RELATIONSHIPS



What we said we would do:	What we've done:
Target service plan development.	Initial scoping, research and data analysis commenced, which will inform the development of the Target service plan in 2026/27.

Example in community:

PCC's Multidisciplinary Teams in Practice Program (MDT) is taking our teams out into community - so that our communities can access the care they need, closer to home! This not only strengthens community ties but also builds trust-based client relationships, as our navigator continues to work with clinics and shires to ensure that care is provided consistently, where it's needed most.

CONNECTING SERVICES AND INTEGRATING CARE

What we said we would do:	What we've done:
Partnership trust framework development.	Partnerships Strategy has been finalised, aimed at ensuring our operational and strategic partnerships are purposeful, aligned with our values and strategy, delivering improved outcomes for our community. The strategy, supported by assessment and review tools, puts trust at the heart of how we work with other partner organisations.

Example in community:

The **Pathway to Good Health (PTGH)** program is a free Victorian Government initiative that delivers health screening, developmental and mental health assessments, care planning, and specialist referrals for children and young people aged 0 to 17 years who are entering or re-entering statutory out-of-home care (including kinship, foster, and residential care).
The program aims to improve health outcomes for children in out-of-home-care and is delivered in partnership by Goulburn Valley Health and PCC.

STRENGTHENING COMMUNITY TIES

What we said we would do:	What we've done:
PCC mobile service van business case	The mobile service van business case will be actioned in 2027 as we continue to explore options.

Example in community:

It isn't just about the programs and services we provide - in order to truly strengthen our ties to community, our team attends and engages with local community events to ensure we are embedded into the communities we serve. Two great examples of that throughout 2025-2026 were PCC's attendance at Ganbina Careers Night, and Careers Day Out the following day.

IMPROVING COMMUNITY AND SERVICE KNOWLEDGE

What we said we would do:	What we've done:
Customer Relationship Management system review and enhancement	A project is well underway to prepare for the release of an upgrade of PCC's Client Relationship System (CRM) in early 2027. Future ongoing review will ensure the CRM can support high-quality care and required intelligence and reporting capabilities. For clients it will mean faster service, better access with the scope to improve communications with all clients.
Community participation plan development	PCC has developed a Community Participation Plan that sets out how PCC will bring people together to shape how we plan and improve our services. PCC is excited as we prepare to recruit and welcome our new PCC Community Voice Network in 2026/27!

Example in community:

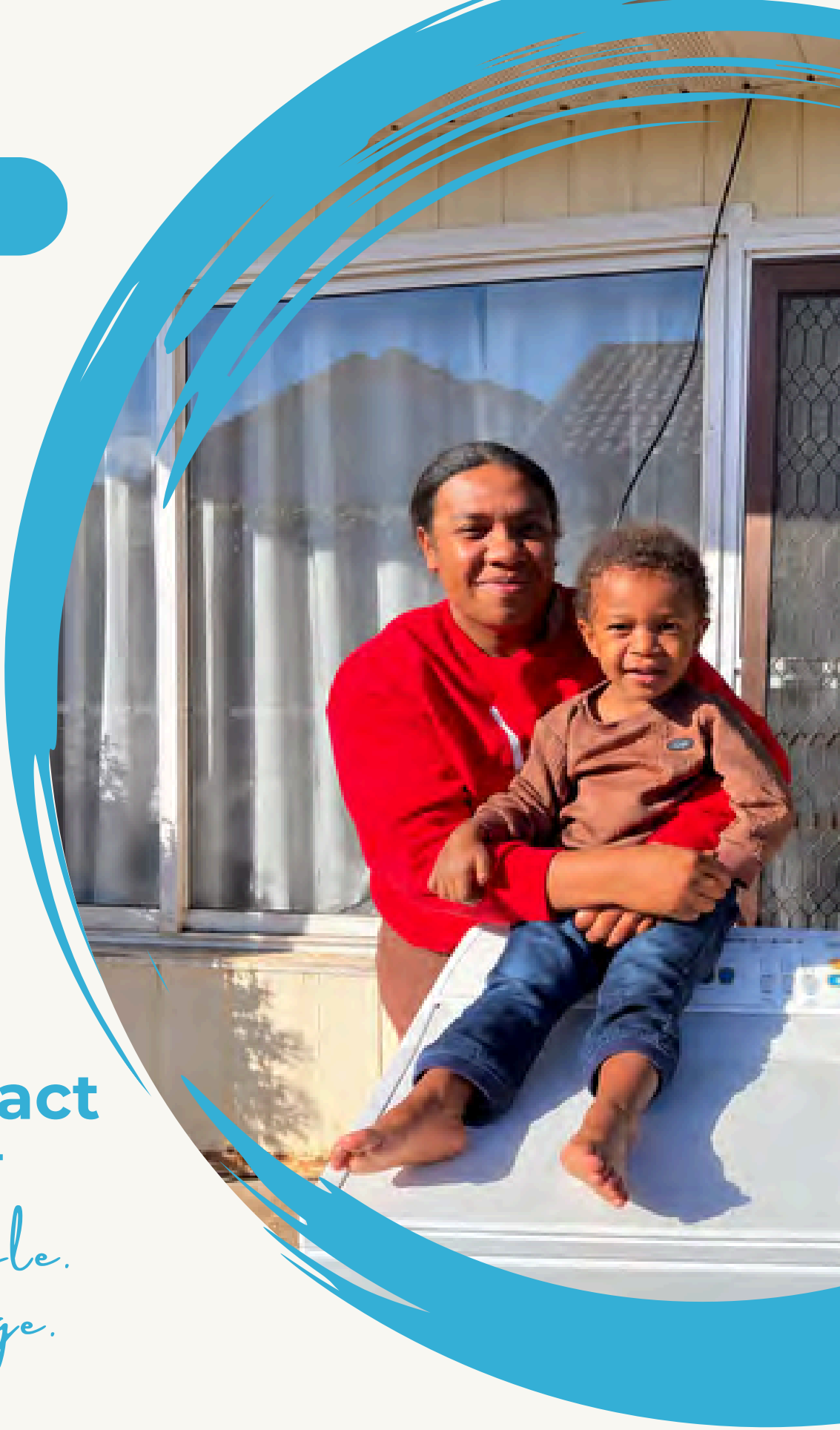
Understanding our outcomes is central to PCC's Strategic Plan pillar ***'Improving community and service knowledge'.*** In 2025/26, PCC embarked on an organisational-wide process to develop an Outcomes Framework. Over 80 staff were involved in developing Program Logics, mapping how their programs and services contribute to positive changes in people's lives. Together, we identified the outcomes we will begin measuring to better understand our impact, learn what works and improve services for our community.

PCC is proud to be one of nine pilot organisations working together in a Community Health First (CHF) project to develop and test credible, high-quality outcome measures to demonstrate the impact of the community health sector in Victoria.

Casaidon, Angus, George and Ray - some of the students and community members our team were lucky to connect with at the Ganbina Careers Night. The Ganbina Careers Night is held annually for First Nations students across the region.



SECTION 2



Our Impact

Real people.
Real change.

The courage to make a change

At 23, Patrick Maggs was carrying unresolved trauma and relying on alcohol to cope.

"It became a Band-Aid—a Band-Aid for my weed use, but also for some trauma I was holding."

Knowing he couldn't do it alone, Patrick made one brave decision: he reached out for help.

Through Primary Care Connect's Youth Outreach Program, Patrick began working with Ashlee, whose consistent, non-judgemental support helped him rebuild his confidence and find healthier ways to cope.

"She gave me the courage and gusto I needed and helped me learn that I can heal from past traumas."

In October, Patrick achieved something that once felt out of reach—moving into his own home and creating a safe, welcoming place where he can care for his six-year-old daughter.

He admits he sometimes still waits for "the other shoe to drop."

"But even if things do go wrong now, I have the resilience and coping strategies to get through it without turning to weed or alcohol."

Today, Patrick works at a Salvos refuge, helping people experiencing homelessness connect with employment and support.

"I am so thankful to Ash and Primary Care Connect—and so happy that I can now give back to others."



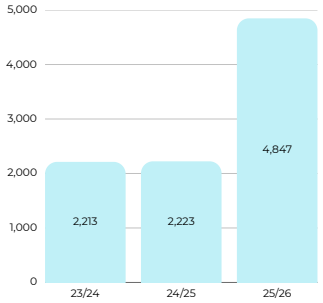
Pictured is Patrick Maggs (left), with PCC's Youth Outreach Worker Ashlee Kenny.

Our Impact

Every number represents a **person**, a **conversation**, and a **connection.** Together, they show how PCC helped *empower* our *communities* to lead *healthier, happier lives.*

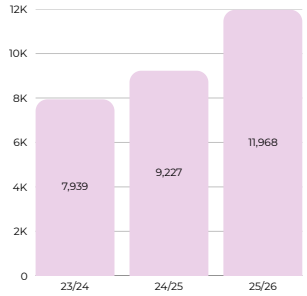
Total clients seen

4,847



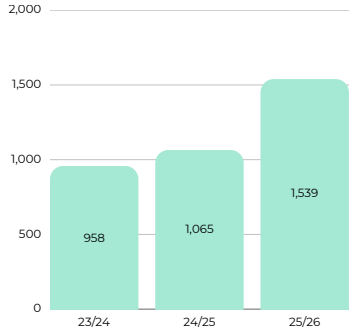
Client appointments

11,968



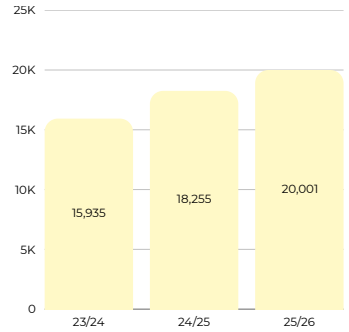
Online referrals received

1,539



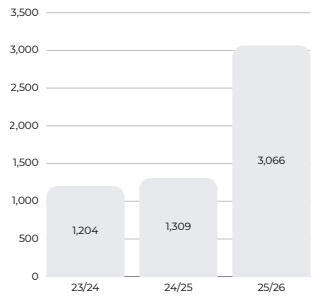
Calls answered by our Consumer Care team

20,001



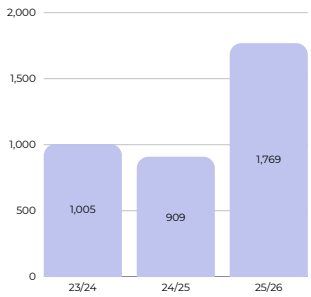
Clients identifying as female

3,066 - 63.25%



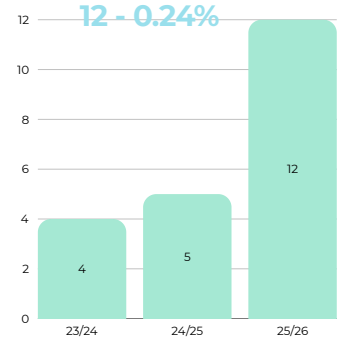
Clients identifying as male

1,769 - 36.49%



Clients identifying as Other*

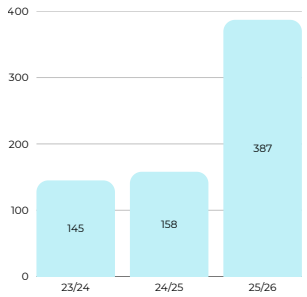
12 - 0.24%



*Other includes non-binary, transgender, or not stated.

Clients identifying as First Nations

387 - 7.98%



**For information about changes to data collection and year-on-year comparisons, see page 22*

I was diagnosed with osteoporosis two years ago. My bone density count was -3.0. I attend the PCC gym four days a week doing various classes, using weights etc, and whole body workouts which I thoroughly enjoy.
I had my two year bone density review recently and my result was amazing. My scan revealed my osteoporosis is now ostepenia. I have gone from a -3.0, to a -2.3. I am thrilled.
Thank you Dea and Jayden so much.

Wendy Finch
PCC gym participant

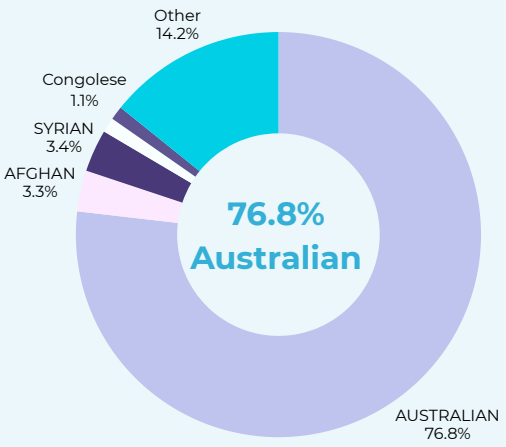


Wendy Finch (right), pictured with PCC trainer Dea Baker

The people we support

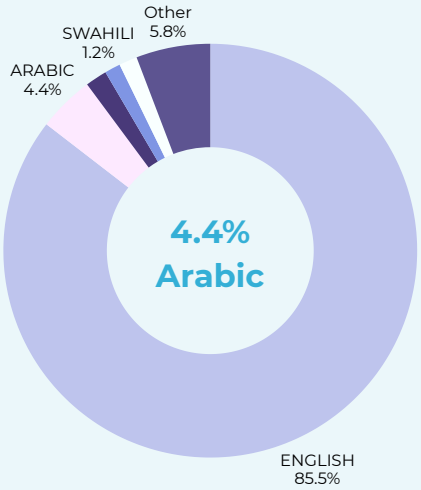
A view of client demographics, including culture, language and identity.

Nationality



Australian	3724
Syrian	164
Afghan	159
PNG	58
Congolese	53
Other	689

Primary language



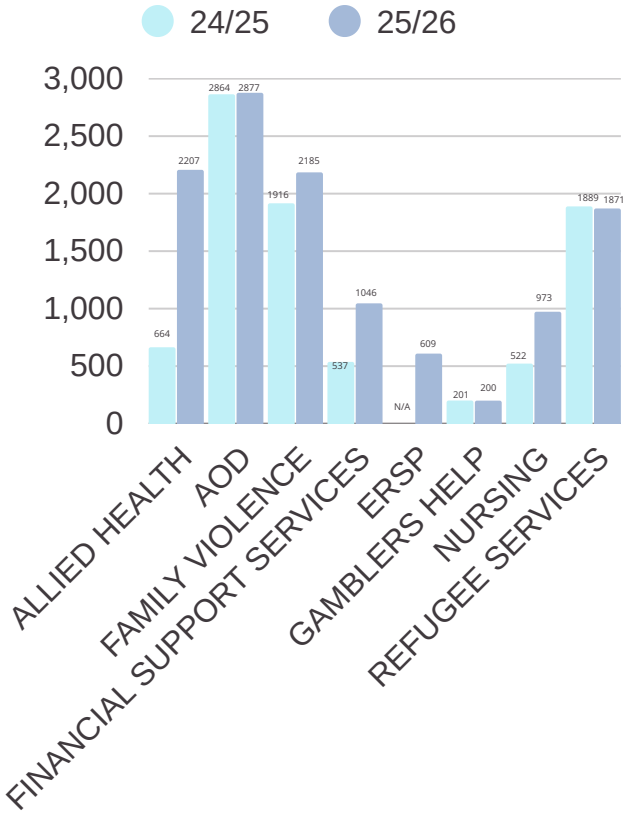
English	4142
Arabic	213
Dari	82
Hazaraghi	69
Swahili	60
Other	281

Jessica Henderson and Ashlee Kenny, proudly representing PCC at the 2026 Careers Day Out event.



Services that connect our communities

Appointments by service



Share of total appointments

By program | 2024/25 and 2025/26

PROGRAM	2024/25*	2025/26
Allied Health	6.3%	18.4%
AOD	27.3%	24.0%
Family Violence	18.3%	18.3%
Financial Support Services	5.1%	8.7%
ERSP	0.0%	5.1%
Gamblers Help	1.9%	1.7%
Nursing	5.0%	8.1%
Refugee Services	18.0%	15.6%

HOW THE PERCENTAGES ARE CALCULATED

Each program's appointments are divided by the reported total appointments for the same year, then multiplied by 100. Percentages are rounded to one decimal place and may not add to 100% due to rounding. Figures show the share of appointments, not the share of individual clients.

Allied Health includes - Dietetics, Gym Physiotherapy, Osteopathy, Living Well Clinic, Rehabilitation Clinic
AOD includes - AOD, Family Reunification, Family Drug Support, Supported Accommodation, Youth Outreach, Youth Services
Family Violence includes - Victim-Survivor and Perpetrator Case Management.
Financial Support Services includes - Financial Counselling, Financial Support Worker, Disaster Relief Financial Counsellor
Nursing includes - MDC Nurse and Community Health Nursing, Diabetes Education
Refugee Services includes - Bi-Cultural Worker, Refugee Health Nurse, Torture and Trauma, Refugee Allied Health, Refugee Access Worker

***Please note**

The Emergency Recovery Support Program (ERSP) commenced in January 2026 - no data available prior to 2026.
Financial Support Worker also commenced in 2025 as an addition to our Financial Support Services.

In alignment with the organisation's strategic plan and directives, PCC has refined its data collection and reporting methods to more accurately capture the reach of our services and the support provided to clients. These changes strengthen our understanding of community impact but mean some figures may not be directly comparable with previous years. Year-on-year variations should therefore be considered in the context of these changes.

I initially told Warren I didn't need any help but after a delayed mental crisis I reached out as I really felt I was alone . I cannot thank PCC enough . Professional yet super caring manner enabled me to feel comfortable to ask for help. Tiffany helped me be more confident in identifying and prioritising my needs and encouraged me to look after myself a bit more during this time. The frequent check ins on my progress with my living situation have meant so much.

Anonymous



Our Impact

The **impact** our team **creates** often extends above and beyond program and service delivery.
Helping **local families** feel remembered, valued and supported.

MOVE MOIRA
Get Active in April

For the third year in a row, PCC supported the ***Get Active in April – Move Moira*** events, encouraging community members to get moving and connect with others.
Our involvement reflected our commitment to promoting active lifestyles and supporting community wellbeing through local participation.
The events were attended right across the Moira shire by PCC's Health Promotion, cp@ Program, and Gambler's Helps teams.



Pictured is PCC Health Promotion officer Claudia, showing kids how fun and delicious it is to Eat the Rainbow at one of the Move Moira events in April.

In December 2025, PCC joined ***The Chocolate Elf – Shepparton***, a local volunteer-led Christmas giving initiative, helping bring the magic of Christmas to families who might otherwise have missed out.
Through this community effort, PCC distributed more than 40 advent calendars, stocking fillers and personal care products.
Former PCC client Kristy Lee and Kean Wise also donated seven full-size basketball rings and stands, with Kristy inspired to give back after seeing PCC's involvement.
The Chocolate Elf collected 1,499 donated items across the wider community. For families supported by PCC, this generosity offered more than gifts—it brought joy, connection and a reminder that they were remembered and valued.



Pictured left to right: Kristy Lee and Kean Wise, with one of the seven basketball rings they donated to PCC families.

The Chocolate Elf - Shepparton - donations to PCC families

40+
advent calendars

7
full size basketball systems

The Chocolate Elf - Shepparton - donations to community

1,499
total donated items

311
toys and stocking fillers donated

Workforce development project

A local partnership inspiring careers in family violence support

A skilled and supported workforce is essential to helping people experiencing family violence access safety, support and opportunities to rebuild their lives. During 2025–26, Primary Care Connect (PCC) participated in a collaborative Workforce Demonstration Project to address shortages of social workers and family violence practitioners, while supporting the retention of skills and experience already within the local sector.

The project brought PCC together with *Anglicare Victoria, FamilyCare, Relationships Australia Victoria, Rumbalara Aboriginal Co-operative and VincentCare*. It provided an opportunity to promote careers in family violence support through a shared local campaign, recognising that strengthening the workforce is a collective responsibility with benefits across the community.

At the heart of the campaign was a clear message: ***working in family violence can transform lives, including your own.***

Lived experience at the heart of the message

Local advocate and victim-survivor Lutfiye Fadime became the face and voice of the campaign, bringing a powerful perspective on the difference skilled, compassionate support can make.

Having survived a life-threatening assault by her husband, Lutfiye has drawn on her lived experience to advocate for others and contribute to government consultative groups. Her advocacy and ongoing contribution to the community have been recognised through multiple awards.

Through the campaign, Lutfiye spoke about the unwavering support she received and the role it played in helping her rebuild and thrive. Her contribution connected the workforce challenge with the people whose lives are changed by the professionals working in this sector.

"*Being a support worker is not only a rewarding career, but it is also rewarding to victim-survivors like myself.*"

- **Lutfiye Fadime, campaign advocate**

By centring Lutfiye's voice, the campaign highlighted both the value of family violence practitioners and the purpose that can draw people to this work. Her message invited prospective workers to consider the contribution they could make, while recognising the impact of those already supporting victim-survivors.



Lutfiye Fadime, the face and voice of the campaign.

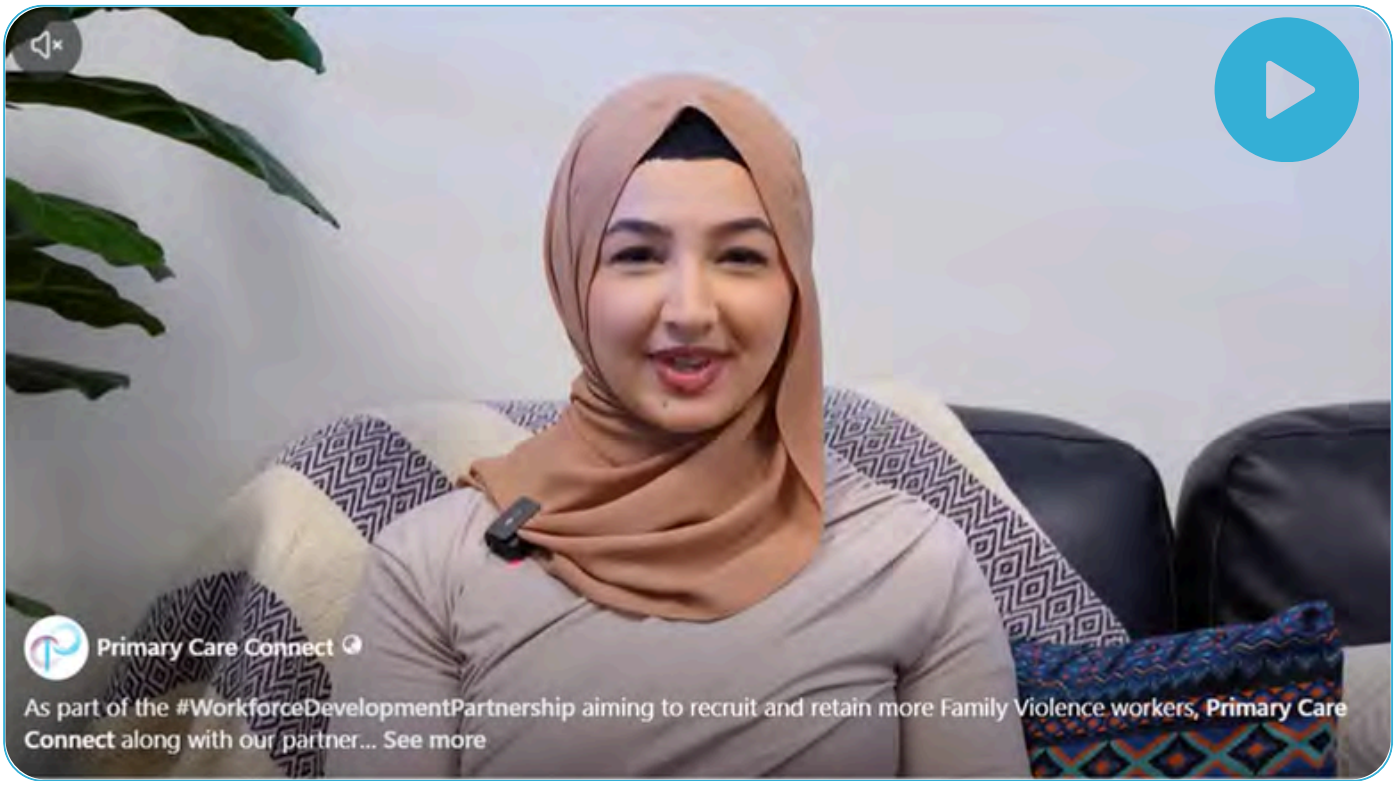
Recognising the people who make a difference

Alongside attracting new interest, the project recognised the importance of retaining the knowledge, relationships and experience already held within the local workforce. Lutfiye's account of the support she received reinforced the value of this expertise and the lasting difference practitioners can make.

For PCC, the project demonstrated the value of local collaboration and lived experience in communicating the purpose of family violence work. By bringing agencies together around a shared message, the campaign raised the visibility of career opportunities and acknowledged the professionals whose care and commitment help victim-survivors move towards safety, recovery and greater independence.

Turning awareness into interest

The campaign combined video storytelling, promotional materials and a dedicated landing page developed by PCC, giving people a central place to learn more about career opportunities in the family violence sector. Campaign materials encouraged people to explore family violence case management and connect with participating agencies for further information. The shared approach enabled partner organisations to promote a consistent message about the importance and rewards of this work.
The campaign generated a strong response. Project videos were viewed more than 100,000 times, and the dedicated landing page became PCC's most-viewed webpage. PCC also observed a substantial increase in people seeking information about opportunities in the family violence sector.
These results demonstrated the campaign's reach and its ability to generate interest in a workforce facing significant shortages. While engagement figures do not establish recruitment or retention outcomes, they provide a valuable indication that the campaign connected with audiences and encouraged people to explore this career pathway.



You can click on the image below to view one of the campaign videos, featuring Lutfiye.

Partner agencies for the Workforce Development Project

Community Paramedic Clinic - CP@Clinic

Turning awareness into impact

For the past 18 months, PCC has funded CP@clinic through its own resources, with the Board's support reflecting a commitment to accessible, preventative care for our community.

CP@clinic provides community with free health checks, practical advice and support to connect with appropriate services in familiar community settings. It creates an opportunity to reach people who may otherwise delay seeking care or miss out on regular health checks. For someone who feels uncertain about accessing healthcare, a conversation and a simple blood pressure check can be an important first step.

The program's value extends beyond individual appointments. Regular contact helps build trust, giving people the time and encouragement to discuss concerns, understand their health and feel more confident seeking support.

This approach is particularly important for people experiencing barriers such as cost, isolation, transport difficulties or limited connections with health services.

The Board's decision to fund CP@clinic demonstrates leadership grounded in community need.

It recognises the importance of investing in prevention and reaching people earlier, particularly those who are least likely to access care through traditional pathways.

While the Board should be congratulated for funding an innovative pilot, collective advocacy with ARRCH and Community Health First continues as the sector looks for sustainable and ongoing funding to provide this service.



Pictured: Community Paramedic Anita Stirling providing health checks through the cp@clinic.

Building trust and reconnecting with care

A volunteer at a venue hosting PCC's CP@Clinic program, Diana regularly chatted with the team but was initially hesitant to seek care herself.*

Apart from two vaccination appointments, she had not visited a GP in more than 12 years. After a year of conversations and gentle encouragement, she agreed to have her blood pressure checked.

The check identified severely elevated blood pressure. With Diana's consent and reassurance from the team, a local GP appointment was arranged that afternoon.

Through twice-monthly visits, the CP@clinic team supported Diana to manage her blood pressure and cholesterol, set achievable health goals and become more confident accessing healthcare. Conversations also encouraged her to consider other health checks.

When Diana later discovered a breast lump, she returned to the clinic for support. The team helped her arrange further assessment, which led to a breast cancer diagnosis and surgery to remove the cancer.

Support continued throughout her recovery. *The team connected Diana with PCC's MIND service for emotional support* and helped explain her medications and medical correspondence in clear, accessible language.

Today, Diana attends regular GP appointments, her blood pressure is well controlled, and she enjoys walking, exercise and community activities. She has become a strong advocate for CP@clinic and the support she has received.

Diana's experience demonstrates the value of accessible, community-based care—and how consistent, trusted relationships can help people reconnect with healthcare and take an active role in their wellbeing.

(Name changed to protect privacy.)

CP@Clinic impact 2025 - 2026

Bringing health checks closer to home, CP@Clinic supports some of the most vulnerable and isolated members of our communities.

122	509	631
New clients	Repeat clients	Total clients

Community paramedic Anita Stirling at a Cobram pool competition - providing health checks out in community, for community.



Care within our communities

CP@Clinic provided clinics across the region including:

Cobram Euroa Mooroopna Murchison Nathalia Shepparton Violet Town Yarrawonga

SECTION 3



Our Community

Stronger together

Responding to local needs Strengthening our communities

Throughout 2025–26, PCC responded to community needs through initiatives focused on support, prevention and inclusion. Our work included supporting bushfire recovery, increasing access to hepatitis C testing, bringing Christmas giving to local families through Santa's Elf, and undertaking a family violence recruitment drive. Our vaping co-design initiative placed community voices at the centre of prevention efforts, while culturally inclusive, women-only yoga classes created opportunities for Arabic- and Afghan-speaking women to connect and prioritise their wellbeing. A strengthened partnership with Goulburn Valley Health also expanded the services available through our Women's Sexual and Reproductive Health Clinic. Together, these initiatives reflect PCC's commitment to reducing barriers, strengthening connections and ensuring our services respond to the diverse needs of our communities.

PCC and GVH enhance women's health in joint partnership

PCC's Sexual and Women's Reproductive Health Hub was expanded in January 2026 with the addition of GP-led care, thanks to an exciting, joint partnership with Goulburn Valley Health (GV Health).

The collaboration increased the range of services available to women across the region, strengthening access to essential sexual and reproductive health care.

In 2022, PCC received funding from the Department of Health to establish the Women's Sexual and Reproductive Health Hub. Since then, the clinic — including Women's Health Nurse Aimee Bice — has helped fill critical gaps in women's health across the Goulburn Valley, providing care, education, and vital referrals for hundreds of local women.

"We're really excited to announce this partnership with Goulburn Valley Health," said Leigh Stanbrook, Executive Manager Health Services at PCC.

"This collaboration broadens the scope of our hub, ensuring our community has access to the comprehensive, high-quality sexual and reproductive health care it deserves."

"Having Dr. Ibby Munu join me in the clinic means we are providing more care right here in the hub," said Nurse Aimee Bice.

"It makes our services more accessible and affordable - especially for vulnerable women in our community. I am passionate about improving health outcomes for women, particularly within our First Nations and multicultural communities, where we know the gaps are greatest."

The partnership followed extensive collaboration between GV Health and PCC, aligning with shared goals to improve women's health outcomes across the region.

Carmel Brophy, Associate Director of Midwifery at GV Health, said GV Health is proud to partner with PCC to strengthen access to women's health services across our region.

"This collaboration ensures women can receive high-quality, holistic care close to home, from screening and early intervention to specialist follow-up when needed. By working together, we're improving access for vulnerable and rural communities and building a stronger, more connected system of care for women at every stage of life."

Pictured left to right; *PCC Executive Manager Health Services, Leigh Stanbrook, Dr. Ibby Munu, and GV Health Acting Nurse Unit Manager, Specialist Consulting Suites, Melissa West.*



Victoria’s bushfire crisis

Beyond the fires: supporting our communities with recovery

In January 2026, devastating bushfires swept across Victoria, destroying homes, farmland and livelihoods, and leaving communities facing a long recovery. Across the summer fires, more than 440,000 hectares burned, 451 homes were destroyed and one person lost their life.

Closer to home, the Longwood fire burned more than 130,000 hectares across Murrindindi, Strathbogie, Mitchell and Mansfield shires. The Moira shire was affected with the Cobram fire quickly taking hold. Communities including Ruffy, Yarck, Gobur, Terip Terip, Highlands, Fawcett and surrounding rural areas experienced profound loss and disruption. Murrindindi Shire Council’s impact reporting identified 22 affected townships and locations, with 217 homes destroyed within the shire.
Behind these figures are families displaced, livelihoods interrupted and communities grieving places and connections built over generations. As one of the agencies delivering the Emergency Recovery Support Program (ERSP), PCC continues to work alongside affected communities, helping people access practical assistance, navigate recovery services and find support for their wellbeing. Recovery takes time, and our teams remain part of that journey.



***Pictured:** right, the burnt remains of a church destroyed in the fires, and below; the resilience and gratitude of bushfire communities showing through with a fence sign.*



Through the ERSP, PCC has worked alongside partner agencies and has so far provided support to 179 individuals and families since the January bushfires. Our teams have brought support closer to affected communities through local recovery hubs and outreach, helping people connect with services, explore financial assistance and access support for their health and wellbeing. This work recognises that recovery involves much more than rebuilding properties. It means navigating unfamiliar processes, managing financial pressures and coping with the emotional impact of loss and uncertainty. Our ERSP team is also supported by a Disaster Recovery Financial Counsellor to provide communities with that level of support. By listening to each person's circumstances and helping them identify their next steps, PCC provides practical guidance and a connection to ongoing care.
Our teams continue to support these communities as their needs change. Recovery will look different for everyone, but our commitment remains: to help people feel supported, connected and able to move forward at their own pace.

Strathbogie hub wellness day - connecting with fire affected communities.

PCC's ERSP team has been active in bushfire communities including Highlands, Longwood, and the hub in Euroa.
In April the team organised a "Wellness Day", held at the hub in Euroa.
The Wellness Day included a free BBQ and pampering including meditation, massages and yoga.
The day provided the ERSP team with a great opportunity to connect with local residents and hear directly how they can continue to offer support.



Pictured: *top right; through the suns rays the regrowth of this beautiful region is coming through, bottom right; Cara Giles and Trinity Cooke on BBQ duties at the Euroa Wellness Day, below left (L-R); Trinity, Cara, Warren, Tiffany and Carly - members of our ERSP team, and front, Charlotte Hart, PCC's Osteopath.*





Local action. Healthier communities

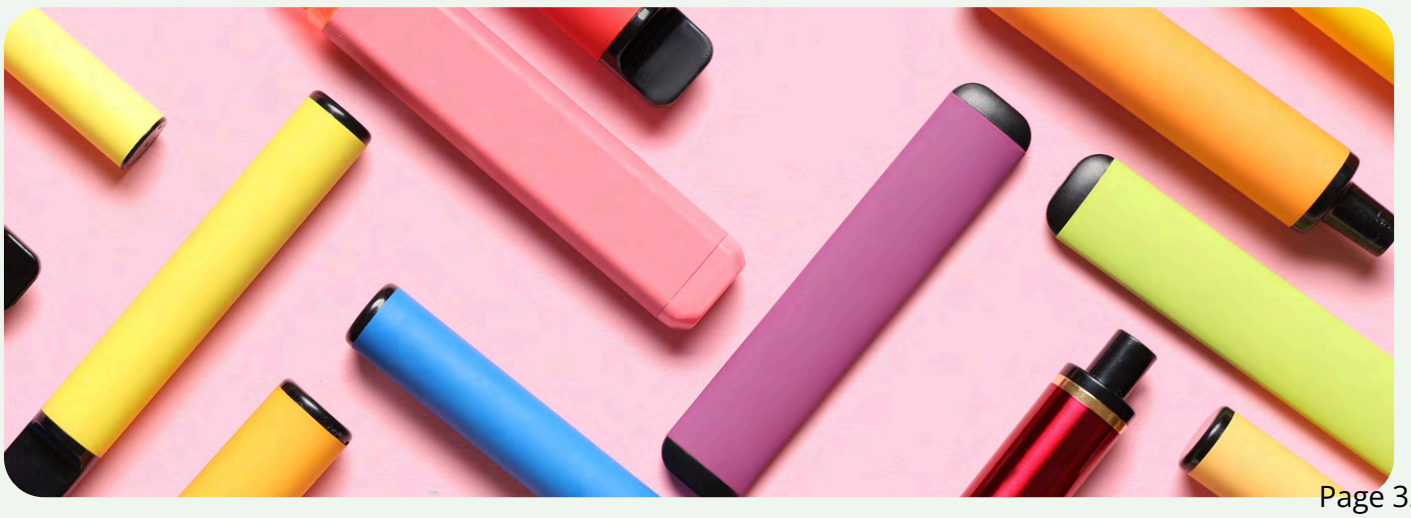
Vaping co-design project

The Greater Shepparton Vaping Prevention Partnership brought together PCC, Goulburn Valley Health (GVH), Greater Shepparton City Council (GSCC) and Greater Shepparton Secondary College (GSSC) to strengthen local responses to youth vaping.
With funding support from VicHealth, the partnership engaged Monique Hillenaar Consulting to facilitate a youth-led co-design initiative at GSSC. Following planning during September 2025, two workshops were delivered with approximately 30 student leaders over a two-week period in November 2025. Students explored vaping knowledge, access, prevention, harm reduction and support options, while sharing their own perspectives on how vaping is experienced and understood by young people.

The initiative aimed to ensure future vaping prevention activities were informed directly by young people, while increasing understanding of vaping-related harms, current legislation and available support. The project also sought to strengthen collaboration between local health promotion services, schools and young people to develop prevention strategies that are relevant and appropriate for the local community.
The co-design process identified important gaps in students' knowledge, particularly regarding Victorian vaping reforms, the contents of vaping products and their potential health impacts. These findings have helped guide future education and prevention activities for GSSC students and surrounding local high schools.
The project also strengthened relationships between PCC, GVH, GSCC and GSSC and provided young people with an opportunity to actively influence local health promotion activities. The broader partnership has continued to support vaping education sessions, student surveys, community engagement and promotion of pathways to quitting support.

Lily Summers, Health Promotion Officer for PCC, taking a lead on projects that lead to the better health of our communities.





Growing healthy habits

School Community Kitchen Garden Program

Connecting the garden with the kitchen gave primary school students from schools including Congupna, Grahamvale and St Luke's Primary Schools - a practical opportunity to explore fresh food, learn new skills and build healthy habits through PCC's School Community Kitchen Garden Program.

Delivered by PCC's Health Promotion Officers in partnership with school staff, the program brought gardening, nutrition education and cooking into students' everyday learning. Students helped plan, establish and maintain school gardens, taking an active role in planting, caring for and harvesting produce. These experiences helped connect what appeared on their plates with how and where food was grown.

Interactive nutrition activities, food tasting and cooking sessions encouraged students to explore unfamiliar fruits and vegetables in a positive, supportive environment. Students developed basic food preparation skills and, where possible, used produce from their own gardens in cooking activities, bringing the journey from garden to plate to life.

The program extended beyond food and nutrition. Working together to care for a shared garden encouraged teamwork, responsibility and connection within the school community. Outdoor activities created opportunities for physical movement, while lessons in sustainability and sun safety reinforced broader messages about caring for personal health and the environment.

By combining practical skills with opportunities to taste, prepare and grow food, the program supported curiosity and confidence around healthy eating. It also provided schools with an engaging way to connect classroom learning with everyday experiences, helping lay the foundations for positive relationships with food and lifelong healthy habits.





Bringing care closer to home

Multidisciplinary Teams in General Practice Program



Osteopath Dr Charlotte Hart, Euroa Medical Family Practice Business Manager Jodie Meehan and Nursing staff

New funding secured from Murray PHN in 2025 enabled PCC to expand access to free allied health care for people living with chronic health conditions across the Strathbogie Local Government Area.

Through the Multidisciplinary Teams (MDT) in General Practice Program, PCC partnered with three local general practices to bring a broader range of health professionals into familiar community settings. The outreach model was established to improve access to affordable, coordinated care, support people to manage their chronic conditions and help reduce avoidable hospitalisations.
For people in rural communities, the cost and availability of allied health services can create barriers to ongoing care. By providing free appointments through local general practices, the program offered an accessible pathway to support for community members who may otherwise have been unable to access or afford these services.

Expanding access and supporting wellbeing

More than 400 community members living with chronic conditions have accessed services through the program. This represents a significant expansion of access to free allied health care across the participating communities. Beyond access to individual appointments, the program aims to support people to better understand and manage their health, maintain independence and build confidence in everyday decisions affecting their wellbeing. Providing care closer to home also helps address some of the practical barriers that can make ongoing chronic condition management difficult in rural areas.
With funding established to support delivery through June 2026, the program demonstrated the value of investment in locally delivered, multidisciplinary care. It strengthened PCC's partnerships with general practice and its capacity to bring essential services to rural communities, supporting more equitable access to care.







Building connections through creativity

PCC's work with diverse and multicultural communities extends beyond individual support to creating opportunities for participation and connection. In December 2025, participants joined a hands-on workshop at Bunnings, making wooden key holders, toolboxes and bird feeders. Facilitated by Sarah and Tonia, with support from PCC's Counsellor Advocate Jing and Refugee Access Workers Jawad and Liz, the workshop provided a welcoming space to learn practical skills and connect with others. Participants were enthusiastic and actively engaged, with positive feedback and strong interest in further workshops.

SECTION 4



Our People

Our greatest asset.

Making a difference beyond the role

Strengthening our voice in statewide advocacy

In 2025, PCC CEO Tricia Quibell joined the Board of the ***Victorian Council of Social Service (VCOSS)***, bringing regional community health experience to the leadership of Victoria's peak body for the social and community sector.
Her appointment provides an opportunity to bring the needs and experiences of rural and regional communities into statewide conversations about poverty, disadvantage and access to support. It reflects PCC's commitment to advocating beyond service delivery, helping shape a fairer and more inclusive Victoria where geography and personal circumstances do not determine a person's opportunities for health and wellbeing.



The Victorian Council of Social Service (VCOSS) is the peak body for Victoria's social and community sector. Through research, policy advocacy and collaboration, it works to eliminate poverty and disadvantage, strengthen community organisations and influence decisions that improve people's lives.

2026 Greater Shepparton Women's Charter Award recipient Liz Arcus

In March 2026, Liz Arcus was named the *Greater Shepparton Women's Charter Award* recipient at the Soroptimist International of Shepparton's International Women's Day Breakfast. The award recognised her leadership and dedication to supporting women and newly arrived families across Greater Shepparton.
Through her work as Community Hub Leader at St George's Road Primary School and the Shepparton English Language Centre, as well as Foundation House Refugee Access Worker at PCC,

Liz helps refugee, migrant and asylum seeker families access services, build friendships and feel part of their community.
In 2025 alone, the **Community Hub supported more than 200 families**, connecting women with health, education, legal and wellbeing services while supporting their confidence and independence.
PCC CEO Trish Quibell described the award as "a wonderful acknowledgement of the difference Liz makes every day".
Liz's recognition celebrated a contribution that reached across organisations and into the everyday lives of local families.



Photo courtesy of @greatershepp
Pictured left-right: Cr Sam Spinks, Liz Arcus, Mayor Cr Shane Sali, Greater Shepparton City Council CEO Fiona Le Gassick, Cr Anthony Brophy, President of Soroptimist International of Shepparton Katrina Mooney.

The people behind PCC

Number of employed staff

131

+17%

112 - end of 2024/2025

Staff identifying as female

100

+16%

86 - end of 2024/2025

Staff identifying as male

31

+19%

26 - end of 2024/2025

Born overseas

23

-14%

27 - end of 2024/2025

Traineeships

1

-50%

2 - end of 2024/2025

University student placements

3

-25%

4 - end of 2024/2025

Staff service awards - honouring commitment to community

Behind every service milestone are years of care, dedication and connection. In 2025–26, we celebrated team members who reached significant years of service with PCC, recognising the knowledge, experience and heart they bring to their work. Their contribution has helped shape our organisation, support their colleagues and build lasting relationships with the communities we serve. We thank them for all they have given - and continue to give -to PCC, their clients, and our communities.

5 years

Trish Quibell
Sharna Calder
Ellen Kemp
Myles Keenan
Ella Cattanach
Jaspreet Kaur

10 years

Jess Henderson

20 years

Debbie McDonald
Kim Scott





Pictured left to right: *Kim Scott and Debbie McDonald - both recognised for 20 years of service throughout the 2025/2026 year.*

Celebrating excellence

Behind every service at PCC are our people - a team who bring care, skill and commitment to their work. In **2025 - 2026**, we were proud to celebrate a *Rising Star Award* received by one of our counsellors, alongside *Staff Excellence Awards* recognising the contributions of several team members.
These achievements reflect the dedication of our people - to those they support, to their colleagues and to our community. We congratulate our award recipients and thank them for the many ways they bring PCC's values to life.

Megan is our Rising Star

FCVic is the peak body and professional association for financial counsellors in Victoria. Presented each year at its annual conference, the *Rising Star Award* recognises excellence in financial counselling service delivery.
PCC was proud to celebrate Financial Counsellor Megan Grimshaw as the recipient of the 2025 Rising Star Award. This recognition reflected Megan's dedication, strong advocacy and the meaningful difference she makes in her clients' lives.

Megan continues to achieve outstanding outcomes for her clients, with positive feedback highlighting her commitment to helping people navigate financial challenges and build a more secure future.





Pictured left-right: *PCC's Financial Counsellor Megan Grimshaw, who was the 2025 Rising Star Award recipient at the FCVic annual conference; the Rising Star Award won by Megan.*

Recognising the people who make a difference - staff recognition awards



August 2025 - Michael Reidy
Glowing feedback by student on placement for Michael who displayed exceptional client-centred practice, with Niki highlighting the various learnings from Michael.



October 2025 - Sue Lee, Mark O'Sullivan, Abbey Handley, Nicole Walsh

Sue **–** Assisted in coordination of the FV sector staff induction day at late notice, with positive feedback from local stakeholders.



Mark **–** Assisting a client after hours who was in a stressful and difficult situation trying to find transport home.



Abbey **–** Taking a lead in a large data transfer which has allowed for a smooth transition for clients to PCC in Financial Counselling.



Nicole **–** Taking a lead in a large data transfer which has allowed for a smooth transition for clients to PCC in Financial Counselling.



December 2025 - Abhilash Girijakumary
Awarded to highlight Abhilash's high standard of outcomes and commitment to clients. Abi has continuously overachieved and is quick to offer support and help to the team.



April 2026 - Kate Birch
Kate consistently demonstrates a high level of practice and assessment capability, with these skills recognised within The Orange Door. Kate goes above and beyond to strengthen integrated practice and models excellent practice in complex situations. She skilfully manages challenging conversations with clients while keeping victim-survivor safety at the centre of her work. Kate is always open to feedback and is committed to continuous improvement. She actively supports others to reduce risk and enhance safety.

ARRCH Alliance of Rural & Regional Community Health

Future ready - stronger together

Driving rural and regional health forward

ARRCH CONFERENCE | BALLARAT | 12 - 13 MARCH 2026

The second Alliance of Rural and Regional Community Health (ARRCH) Conference brought the sector together to share innovation, strengthen partnerships and explore the future of rural and regional healthcare.

A SOLD-OUT EVENT | **300** conference delegates | **200** dinner guests



International keynote speaker April Kyle, President and CEO of Southcentral Foundation.

Community at the centre of care

International keynote speaker April Kyle shared insights into Alaska's Nuka System of Care. The community-owned model recognises people as "customer-owners" and places relationships, cultural respect and family wellbeing at the centre of healthcare.

Her presentation explored how stronger community involvement, coordinated care and flexible funding could inform community health services in Victoria.

A collective voice for rural and regional community health

ARRCH brings together nine community health organisations working to reduce health inequity through collaboration, shared expertise and advocacy.

- *Primary Care Connect*
- *Ballarat Community Health*
- *Bellarine Community Health*
- *Bendigo Community Health Services*
- *Gippsland Lakes Complete Health*
- *Grampians Community Health*
- *Northern District Community Health*
- *Omnia Community Health*
- *Sunraysia Community Health Services*

ARRCH Conference Video

Click the link below to watch the ARRCH video developed for the conference. It shows the sheer reach and the uniqueness of each of the communities ARRCH operates in.

Conference Video

Local expertise - sector wide impact

Sharing PCC's practice, research and leadership at the second ARRCH Conference



Pictured left to right;
Megan Lewis, Quality Officer at Ballarat Community Health and former PCC leader; Leigh Stanbrook, Executive Manager Health Services for PCC, and Jen Bosse, PCC's Sexual Assault Community Health Nurse and strong advocate for victim-survivors - who presented at the second ARRCH conference in 2026.

Trauma-informed care

PCC Sexual Assault Nurse and powerful advocate Jen Bosse, presented on the interconnected roles of safety, cultural responsiveness and trauma-informed responses in supporting victim-survivors of sexual assault.

Research into practice

A poster presentation showcased PCC's hepatitis C testing initiative within the Needle and Syringe Program.

Voices that shape care

PCC's leadership helped facilitate a session featuring National Disability Research Partnership CEO Mary Sayers and four abstract presenters.

Panel facilitation

PCC facilitated a panel with VCOSS CEO Juanita Pope, sector consultant David Tennant, VAADA CEO Chris Christoforou and Manager DARU Melissa Hale, exploring relationships, shared goals, policy and funding.

Lessons in leadership from beyond Earth

Record-setting astronaut Dr Jeanette Epps brought an extraordinary perspective to the ARRCH conference dinner as the second conference keynote speaker. The fifth African American woman to travel to space, Epps completed a 235-day mission in 2024, setting a new benchmark for time spent in space by an African American astronaut. Drawing on this remarkable experience, she shared powerful lessons in perseverance, teamwork and trust, highlighting the collective commitment needed to achieve extraordinary goals.
Her experiences offered a powerful perspective on leadership and the shared commitment needed to achieve complex goals.



Dr Jeanette Epps, record setting astronaut and one of the keynote speakers of the 2026 ARRCH conference.

SECTION 5



Our Reconciliation Journey

Walking side by side. Together

Our reconciliation journey

A healthier, more equitable future is possible when we listen, learn and walk together.

Our Reconciliation Action Plan is a commitment to stronger relationships, greater understanding and a more inclusive primary care community.

Building a more inclusive community

Reconciliation is a journey of continuing learning, honest reflection and meaningful action. It guides how we work, who we work with and the care we strive to deliver across our communities.
Through our Reflect Reconciliation Action Plan, we are laying strong foundations—listening to Aboriginal and Torres Strait Islander peoples, building relationships and creating practical change.
Together, we can help create a fairer, healthier future for generations to come.

Primary Care Connect is committed to the ongoing journey of reconciliation with Aboriginal and Torres Strait Islander peoples, recognising the historical injustices and the unique cultural contributions of Aboriginal and Torres Strait Islander communities.

We strive to create a culturally safe and inclusive environment within our organisation, where Aboriginal and Torres Strait Islander communities feel valued, heard, and respected.

An excerpt from Primary Care Connect's Commitment to Reconciliation statement

Our journey so far

DEC 2023
Our pledge
We made a formal commitment to develop a Reflect Reconciliation Action Plan.

2024
Working together
We listened, learned and collaborated with Aboriginal and Torres Strait Islander peoples, staff and community partners.

JUL 2025
RAP endorsed
Our Reflect Reconciliation Action Plan was endorsed, marking a significant milestone.

SEP 2025
Official launch
We officially launched our Reflect Reconciliation Action Plan, sharing our commitments and next steps.

Pictured below (top) is Trish Quibell, Uncle Bobby Nicholls and Wendy Ross at the PCC RAP launch, September 2025. Bottom left is Aunty Nicky Rachael Bloom at the PCC National Reconciliation Week event 2026. Bottom right is Dylan Charles giving a Smoking Ceremony.







Dylan Charles
RAP artist

Djunda Toolinyagan – *Traditional Name*
Kinglikebilly - *Artist Name*

Connected through our reconciliation journey

Dylan J Charles is a proud Yorta Yorta / Boonwurrung / Wurundjeri/ Wiradjuri man, great grandson of Simon Wonga and King Billy – Billibellary Wurundjeri Ngurungaeta, Head Clans Man of Eastern Kulin Nation.

Dylan has been an artist for 10 years, initially painting for cultural healing and to connect with his cultural traditions at an Aboriginal men's cultural healing centre located in Gippsland on Gunai Kurnai country called 'WulgunggoNgalu'.

Dylan then continued to paint, finding purpose and a desire to establish himself as an artist and teacher for his community to help other young people like himself, to heal through cultural practices. He continued to study at GOTAFE Shepparton in the Visual Arts sector, gaining a Certificate in Visual Arts before continuing on to the Diploma level.

In 2024 the organisation became connected to Dylan through a powerful Welcome to Country, Smoking Ceremony, and Didgeridoo playing that he performed at the PCC Open Day.

Upon yarning with Dylan we learned of his impressive artistic skills, particularly his focus on painting the local way, taking in the local Country to bring it to life in the modern world.

Dylan's credit list is impressive, including works completed for Billie Eilish, and for the County Court of Victoria.



Pictured is Dylan Djunda Charles, PCC RAP Artist
(Kinglikebilly)
Proud Yorta Yorta, Wiradjuri & Wurundjeri Boon-Wurrung man

Moira Yenbena Yakapna

The Waterhole - artwork by Dylan Charles

This painting created for Primary Care Connect's Reconciliation Action Plan represents a fresh water hole, (symbolising Primary Care Connect) that is a life source for animals. This resembles what Primary Care Connect provides the community and people in the greater area. Primary Care Connect has been a major part of the community now for 30 years on Yorta Yorta country, supporting and helping families and community members that need assistance. This painting tells that story - the animals in the painting are the community and Aboriginal peoples all coming together for support at Primary Care Connect, symbolised by the centre of the waterhole.
The goanna, Murray cod, the long neck turtle representing the Yorta Yorta peoples' as their Totem, the brolga, and the platypus, the Totem of the Bangerang nation.

The snake represents Biami the creator who created Yorta Yorta country. The centre of the painting is the meeting place with scrub worms for fishing and fresh bardi grubs as bush tucker which symbolises the next generation.
The yellow Lily pads represent the different types of services Primary Care Connect provides, and the hand prints on the artwork represent the ancestors and community - Yellow for women, Red for men, and White for sacred business.
When you look at this painting I hope you feel warmth and comfort as you see country, feel country, and connect with country while here at Primary Care Connect.

Dylan Djunda Charles



1 **Biami** The snake - creator of Yorta Yorta Country.

2 **Long neck turtle** is the Totem animal of the Yorta Yorta peoples and the country we live, work and stand on.

3 **All of the animals** represent the diversity of our region and of the peoples seeking Primary Care Connect services.

4 **Lily pads** represent the different types of services Primary Care Connect provides to community.

5 **The "Waterhole"** - symbolising Primary Care Connect.

6 **Platypus** is the Totem animal of the Bangerang peoples.

7 **Hand prints** represent the ancestors and community; yellow for women, red for men, white for sacred business.



Health happens in community.

Thank you to our community, clients, staff, stakeholders and partners for helping us build healthier, happier and more empowered communities.

Primary Care Connect

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