My Health in Shepparton

A guide to local Health Services

This booklet outlines health services available in Greater Shepparton with an explanation of specific services for Refugees and Migrants.
This booklet was developed by Goulburn Valley Health’s Health Promotion Department in consultation with:

- Greater Shepparton City Council
  - Kildonan *UnitingCare*
  - Primary Care Connect
    - FamilyCare
- The Ethnic Council of Shepparton and District
  - Vision Australia
  - Red Cross Australia
- Goulburn Ovens Institute of TAFE

We would like to acknowledge the support of The R E Ross Trust

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## Glossary

### A

| **Advocate** | to speak, plead in favor of another person |
| **After-Hours** | refers to services offered to the public before 9am and after 5pm |
| **Allied Health** | provides services such as physiotherapy, occupational therapy, dietitian, speech pathologist and podiatry |

### B

| **Breastfeeding** | to nurse (a baby) at the breast |
| **Breastscreen** | a test to look for any signs of breast cancer |
| **Bulk Billing** | allows for medical bills to be sent directly to Medicare for payment |

### C

| **Cervix** | part of the female structure — narrow outer end of the uterus |
| **Clinician** | a health professional |
| **Critical** | indicates the severity of a condition |

### E

| **Emergency** | life threatening |

### F

<p>| <strong>Fertile</strong> | of child bearing age |</p>
<table>
<thead>
<tr>
<th><strong>General Practitioner (GP)</strong></th>
<th>a medical doctor who is trained to provide primary health care to patients.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Health Care</strong></td>
<td>the prevention, treatment, and management of illness. Health care covers physical and mental wellbeing. Medical and Allied Health are both important as part of your healthcare team.</td>
</tr>
<tr>
<td><strong>Laboratory</strong></td>
<td>a room or building where blood samples are sent for testing</td>
</tr>
<tr>
<td><strong>Life-threatening</strong></td>
<td>a critical change in your wellbeing, requiring immediate medical attention (Call 000)</td>
</tr>
<tr>
<td><strong>Mammography</strong></td>
<td>X-ray examination of the breasts looking for tumours (see <em>Breastscreen</em>)</td>
</tr>
<tr>
<td><strong>Medication</strong></td>
<td>prescribed medication from your GP to maintain your health</td>
</tr>
<tr>
<td><strong>Menopause</strong></td>
<td>no longer fertile (see <em>Women’s Health</em>)</td>
</tr>
<tr>
<td><strong>Non-prescription</strong></td>
<td>medication available from your chemist that does not require a GP prescription</td>
</tr>
<tr>
<td><strong>Optometrist</strong></td>
<td>a person who looks at the health of the eyes</td>
</tr>
</tbody>
</table>
### My Health in Shepparton

| **P** | **Pap-test** | a test done to monitor the change in cells in the cervix *(see Women’s Health)*  
| **Peri-natal** | the five months before birth and one month after birth  
| **Prescription** | a written order from your GP for medication to maintain your health  
| **S** | **Specialist(s)** | a member of the healthcare team who is highly skilled and knowledgeable in their specialist area *(e.g. gynaecologist)*  
| **Symptoms** | a physical or mental sign that indicates a disease  
| **T** | **Treatment** | the act, manner or method of handling or dealing with someone or something  
| **Time-critical** | the outcome of the situation is time based  
| **Triage** | assessment of your symptoms to determine the priority of your referral and treatment  
| **W** | **Widow(ed)** | a woman/man whose spouse has died  

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My Health in Shepparton
Introduction

No amount of information can give you full comfort or ease in a new country, let alone a new town.

Health Care systems are different throughout the world. There will be many changes to how life may have been before arriving in Shepparton, especially when it comes to your health and it can become very overwhelming.

‘My Health in Shepparton’ booklet aims to provide you with information to assist with your transition, to allow you to save time and energy, and to focus on important aspects of your life, such as family, good health and enjoying your new community.

Dial 000 for emergency assistance.
The Australian Charter of Healthcare Rights in Victoria

The Australian Charter of Healthcare Rights describes the rights of patients, consumers and providers using the healthcare system. These rights are essential to make sure that, wherever and whenever healthcare is provided, it is safe and of high quality.

All health care services in Shepparton follow this Charter and acknowledge your rights.

These rights are outlined in ‘The Australian Charter of Healthcare Rights in Victoria’ booklet. These booklets are available at healthcare services and online in 24 different languages, including a braille version. Go to http://health.vic.gov.au/patientcharter/publications

We recommend you make yourself familiar with these rights.
Australia’s Health Service System

Australia’s Publicly Funded Health Care system is called Medicare. Medicare allows for all Australians to receive high quality health care which is both affordable and accessible.

When registering for Medicare you will need to present your birth certificate, passport or travel documents. Once you are registered, you will be sent a card with a unique number, your name and the names of other family members who are under the age of 16.

Medicare helps to identify who you are, reduce the costs of your visits to the General Practitioner (GP), and purchase medication at a discount price. Some Medical Centres advertise that they Bulk Bill (see glossary). This means that there are no out-of-pocket costs for you. For these visits Medicare will be billed directly. At other centres you may have to pay for your service. If so, take your receipt to Medicare to receive a refund.

Depending on Visa class and Asylum seeker status, you are either partially or fully covered under Medicare for essential Medication and Hospital Care.
Your case worker will be able to explain your level of cover.

The Medicare office in Shepparton is located at 298 Maude Street, Shepparton, in the same building as the local Centrelink Office. You can also find information on the internet at [www.medicareaustralia.gov.au](http://www.medicareaustralia.gov.au) or call 132 468; if you need Language Assistance, call 131 202.

**Interpreters**

Everyone has the right to be informed about services, treatment options and costs in a way that will be understood. Accredited interpreters are available to everyone. An interpreter is essential in helping discuss your medical history, treatments, test results and diagnoses during assessment or admission.

If your GP or health care provider does not speak your language it is possible for them to arrange an interpreter.

When making an appointment you will need to inform the receptionist that you require an interpreter and the language required. An interpreter can be provided
onsite or over the phone, depending on your preference and the availability of interpreters. This is the health care provider’s responsibility. You should also inform the receptionist whether you require a male or female interpreter. All efforts will be made to accommodate your request.

Interpreter services are free of charge for public hospitals and GPs. Charges may apply for private clinics and specialists.

It is important to use an interpreter because they can help you communicate with health professionals. Interpreters are specially trained to understand medical language.

If you ask a friend or family member to interpret for you, it might be difficult for you to discuss private or difficult issues (particularly if the person interpreting is a child). Often, Health Care services insist that you use a professional interpreter. Translation Interpreting Services (TIS) can provide interpreters. Call 131 450 to make an appointment or receive immediate interpreting services.
General Practitioners (GP)

A General Practitioner (GP) looks after your general physical and emotional health — they are also called a family doctor or local doctor. Unless you have a health emergency, the best place to go when you are unwell is to your GP.

Appointment time can be limited. It is important to make individual appointments for each person. If you and other family members want appointments at the same time please ask when making the appointment.

GPs can talk with you about things you can do to look after your health and to prevent illness, such as immunisation and men’s and women’s health checks. Health checks help GPs to have a greater understanding of your health. This may involve a physical examination and some tests (e.g. blood test, or hearing test).

During a health check, the GP will ask you about your health and any treatment you have had in the past.

Having a GP you are comfortable with will help your GP to get to know you, your medical history and to monitor your health over time.
Asking a family member, friend or Health Care Service Provider to recommend a GP in your area can make the choice easier.

A **Concession Card** or **Health Care Card** can entitle you to cheaper medication, low-cost dental treatment and low-cost glasses.

If you feel that your GP has not taken your problem seriously, you have the right to change GPs or make a complaint.
Important Points to remember

- Take your Medicare and Concession card to all appointments.
- Provide your GP with as much information about yourself and how you feel as you can.
- Your GP is not allowed to discuss your medical information with anyone else other than you.
- If you are unsure of anything the GP has said, make sure to ask them to explain it clearly, or ask for an interpreter.

If you are unable to attend an appointment, you should call your GP’s office to cancel the appointment as soon as possible.
# Shepparton Medical Centres

<table>
<thead>
<tr>
<th>Medical Centre</th>
<th>Address</th>
<th>Phone number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Archer Street Clinic</td>
<td>215 Archer Street, Shepparton</td>
<td>(03) 5821 7344</td>
</tr>
<tr>
<td>Family Medical Centre</td>
<td>174 Nixon Street, Shepparton</td>
<td>(03) 5822 2533</td>
</tr>
<tr>
<td>Kialla Medical Clinic</td>
<td>Shop 21D 8025 Riverside Plaza Goulburn Valley Highway, Kialla</td>
<td>(03) 5823 5446</td>
</tr>
<tr>
<td>Lister House Medical Centre</td>
<td>60 Nixon Street, Shepparton</td>
<td>(03) 5831 2333</td>
</tr>
<tr>
<td>Market Place Medical Centre</td>
<td>Shop 31, 110 Benalla Road, Shepparton</td>
<td>(03) 5822 2677</td>
</tr>
<tr>
<td>Nixon Street Medical Centre</td>
<td>46 Wyndham Street, Shepparton</td>
<td>(03) 5822 1000</td>
</tr>
<tr>
<td>Primary Care Connect</td>
<td>399 Wyndham Street, Shepparton</td>
<td>(03) 5823 3200</td>
</tr>
<tr>
<td>Princess Park Clinic</td>
<td>172 Welsford Street, Shepparton</td>
<td>(03) 5821 9655</td>
</tr>
<tr>
<td>Sana Medical Centre</td>
<td>142 Nixon Street, Shepparton</td>
<td>(03) 5822 4000</td>
</tr>
<tr>
<td>Shepparton Medical Centre</td>
<td>49 Graham Street, Shepparton</td>
<td>(03) 5823 3100</td>
</tr>
<tr>
<td>The Old House</td>
<td>77 Wyndham Street, Shepparton</td>
<td>(03) 5831 1366</td>
</tr>
<tr>
<td>Tristar Medical Group</td>
<td>6–8 Waranga Drive, Kialla</td>
<td>(03) 5823 5977</td>
</tr>
<tr>
<td>Wyndham House Clinic</td>
<td>96 Maude Street, Shepparton</td>
<td>(03) 5821 5633</td>
</tr>
<tr>
<td>headspace</td>
<td>129 High Street, Shepparton</td>
<td>1800 551 800</td>
</tr>
</tbody>
</table>

My Health in Shepparton
Goulburn Valley (GV) Health - Your Local Hospital

Goulburn Valley (GV) Health is your local public hospital in Shepparton, located in Graham Street.

GV Health provides hospital services for patients needing surgical, medical, paediatric, maternity, intensive care and psychiatry treatment services.

It also provides community services, such as diabetes education, continence and aged care services, allied health and oncology. To access these services, you must have a referral from your GP.

Other services available at GV Health include dental, pathology, and medical imaging.

If your illness or injury is urgent you must go straight to the Emergency Department which is part of GV Health.
Emergency Department (ED)

The Emergency Department provides urgent health care to people who are seriously ill or injured.

In Shepparton, the Emergency Department is part of GV Health — your local hospital, located in Graham Street, Shepparton.

When you attend the Emergency Department, you can expect that:

1. A triage nurse will assess your illness or injury.
2. You will be assigned a triage category, according to how severe your illness or injury is.
3. Category 1 patients will be treated immediately. Category 2–5 patients will be transferred to a treatment waiting area.
4. A clerk will then collect your personal details to help identify you during treatment.

Waiting time in the Emergency Department depends on how severe your illness or injury is and the illness or injury of others.

Some patients in the Emergency Department are treated and are able to go home. If you need to be admitted to a hospital bed for further treatment,
hospitals aim to transfer you from the emergency department to a hospital bed in a timely manner.

**Dialling 000**

Dial 000 if your condition or situation is life-threatening or time-critical.

Depending on your emergency, an ambulance, police or fire service will respond to your request.

Dialling 000 is free and you can dial it at any time from anywhere.

*It is very important to remember this number in case of an emergency.*
Medical Costs

Your Medicare card provides assistance with eligible costs. There is a gap that is usually paid on the day of appointment. For example, Medicare can help pay the cost of doctors’ consultation fees, including specialists; X-rays and pathology tests; eye tests performed by optometrists; treatment and operations in a public hospital. Eligible costs are billed to Medicare directly.

Sometimes there is a gap between the cost and what Medicare will pay. This gap amount is usually paid on the day of appointment.

If you have a Concession Card or Health Care Card, this can entitle you to cheaper medication, low-cost dental treatment and low-cost glasses.

Medication

In Australia there are laws stating which medications can be bought from a chemist without a prescription and medications that must be prescribed by a GP.
The Pharmacy or Chemist is a building where medications are kept and sold. It may be a department in a hospital or a shop in the community.

When you are given a prescription from your GP, take it to a chemist. They will tell you how to use the medication and place your name on the bottle or box. It is important to follow the directions and to finish the course of medication.

*The medication is ONLY for use by the person named on the bottle or box and MUST NOT be shared with others.* It is against the law to give these medications to others or to send them overseas.

A patient in hospital can receive medication from the hospital pharmacy. If you are given a prescription from a Doctor at the hospital, you can get your medication at GV Health’s pharmacy or a community pharmacy. You may be sent to GV Health Pharmacy for specialised medications that are not available at a community pharmacy.

The community pharmacy or chemist will supply medications that are ordered on a prescription from a GP. Community pharmacies also sell medications that do not require a visit to the GP.

*Always keep medication in a safe place out of reach of children.*
What is a Community Health Centre?

A Community Health Centre is a centre which offers a range of health and welfare services.

**Primary Care Connect** is Shepparton’s local Community Health Centre located at 399 Wyndham Street, Shepparton. Services:

- **Refugee Counsellor/Advocates** can provide emotional support when stress and worry become a problem for you, especially stress from things that occurred before coming to Australia. They can also assist and find other services on your behalf.
- **Refugee Health Nurse** can provide information and assistance on health and welfare issues and help link you with GPs and hospital services.
- **Dietician** can provide advice on diet and nutrition to prevent or manage health problems.
- The **Financial Management Team** can assist you if you have financial difficulties, including helping you to develop a budget.

There are many other services that Primary Care Connect offers. For more information please contact (03) 5823 3200 or visit [www.primarycareconnect.com.au](http://www.primarycareconnect.com.au)
**Community Health** at **GV Health** is a program offering support to people of all ages with various health conditions and other needs to make positive health behaviour changes. Services include:

- Occupational Therapy
- Physiotherapy
- Dietician
- Social Work
- Sexual Health Nurse
- Speech Pathology
- Podiatry
- Self Management Support

There are many other services offered at GV Health.

Ask your GP about these services or call Community Health on **(03) 5832 3100**.

Although many of these services are free, there may be a small fee for some services. If you are unable to pay, please discuss this with your clinician.
Aged Care

In Australia people of all ages are valued. Aged care is the care of the elderly. In Shepparton there are many services that can assist with the special needs and requirements that are unique to the elderly.

For more information of these services please ask your GP or contact your local council on 1800 200 422 or visit http://www.myagedcare.gov.au/
**Women’s Health**

In Australia there are services and programs to help women care for their health. In Shepparton the following services and programs are available.

**Planning your family and your reproductive health:**
If you would like information or advice about spacing your pregnancies or other women’s health issues you can consult with your GP. Your GP is able to provide you with a referral to visit:

*Women’s Health*
GV Health — Specialist Consulting Suites
Graham Street, Building I
*Telephone:* (03) 5832 3600

**Pap Tests**
The Pap test helps to find changes in the cells in the cervix. If the changes are found early, before symptoms show, then they can be easily treated. If they are not found early, they may become cancer of the cervix.

A GP or specially trained nurse takes a cell sample from the surface of the cervix. This may be a little uncomfortable, but should not hurt.

The sample is then sent to a laboratory to see if there are any changes in the cells. Women are encouraged
to have a pap test about a year after their first sexual contact or from the age of 18, whichever is later. Women are encouraged to have a Pap test every two years.

Any woman who has ever been sexually active should keep having Pap tests until the age of 70, even if they are widowed, divorced or past menopause.

There is no charge for a Pap test, but some GPs might charge for the consultation. You can ask before you make an appointment.

Some women feel uncomfortable or embarrassed about having a Pap test, so it is important that you choose a health professional you feel comfortable with. You may prefer a female GP or nurse. Pap tests are available from your GP and Women’s Health service at GV Health.

**BreastScreen**
Breast x-ray screening (also called a mammogram) is provided free of charge through BreastScreen Victoria.

A breast x-ray is a test to detect breast cancer in its very early stages (before it can be felt by you or your GP). There is a better chance of successful treatment and recovery if breast cancer is detected early.
Breast cancer becomes more common in women as they get older. If you are over 50 and have no breast symptoms, you should have a breast x-ray with BreastScreen every two years.

Most women who have the test are pleased to find they have no signs of cancer. For an appointment phone: 132 050

If you have breast symptoms (a lump, swelling or painful breasts) it is important to see your GP.
Maternal and Child Health Services

Maternal and Child Health Centres are staffed by specially trained nurses, who provide:

- Growth, health and development checks for children
- Support to parents on feeding, behaviour and other child care matters
- Information about women’s health issues
- Counselling and referral for post-natal depression
- Groups to meet with other parents and children
- Immunisation programs
- Home visiting service if it is difficult for you to get to the centre
- Referral to other children’s specialist services (e.g. dietician, speech therapy)

This is a free service for families with children aged 0–6 years. Ask your local government council where to find a Maternal and Child Health Centre close to you or call 5832 9700. Perinatal emotional health nurses are available for support at GV Health.

Why is immunisation important?
Immunisation is a safe and effective way of protecting you and your family against a wide range of diseases (such as measles) before you come into contact with them in the community.
Immunisation is not compulsory, but is highly recommended for everyone. Immunisation may have been given in your home country. However, it is strongly recommended that you have a check with your GP or maternal and child health nurse to see whether you have been immunised against all of the diseases covered by the immunisation program in Australia.

It is a good idea for both adults and children to have this check.

Where can I go for immunisation?
A free immunisation program against a range of diseases is available for children and adults. There may be a charge for some immunisations.

Sessions for children 0–6 years are regularly held by local councils. Ask your local government council or your Maternal and Child Health Centre for the location of immunisation clinics and session times.

Infants, school-aged children and adults can also be immunised at their local GP clinic or Council Immunisation Session.

If you have any questions about immunisation, discuss them with your family GP or maternal and child health nurse.
Breastfeeding

Breast-milk is the normal food for babies, perfectly designed by nature for human infants.

- It is a complete food containing all your baby's nutritional needs for the first six months of life.
- It satisfies both hunger and thirst; extra water is not needed.
- It increases a baby's resistance to infection and disease.
- It lessens the risk of allergy and food intolerance.

Breastfeeding is important for mothers too.

- It's convenient, cheap and always there when you need it.
- It's always fresh, clean and safe.
- It quickly soothes a fussy, unhappy baby.
- It helps your uterus return to normal sooner after childbirth.
- It gives you a chance to sit down during the day and rest as you breastfeed.
- Mothers who don't breastfeed have increased risks of cancer of the breast and ovaries, heart disease and osteoporosis.
- Breastfeeding helps create a close and loving bond between you and your baby and can be a deeply satisfying experience for you both.
Local support for breastfeeding mothers

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>GV Health Lactation Unit</td>
<td>26 Scoresby Ave, Shepparton (03) 5831 1370</td>
</tr>
<tr>
<td>Maternal and Child Health Nurse</td>
<td>Contact your local council (03) 5831 9312</td>
</tr>
<tr>
<td>Greater Shepparton Breastfeeding Cafe</td>
<td>Community Centre Riverside Plaza, Shop 21c</td>
</tr>
<tr>
<td></td>
<td>8025 Goulburn Valley Highway Kialla</td>
</tr>
<tr>
<td></td>
<td>(03) 5832 9312</td>
</tr>
<tr>
<td>Australian Breastfeeding Association Shepparton Group</td>
<td>24 Hour helpline 1800 686 268</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:abashepparton@gmail.com">abashepparton@gmail.com</a></td>
</tr>
<tr>
<td></td>
<td>Website: <a href="http://www.facebook.com/ABAShepparton">www.facebook.com/ABAShepparton</a></td>
</tr>
<tr>
<td>Family Care Parent Child Program</td>
<td>(03) 5823 7000</td>
</tr>
</tbody>
</table>
Dental Care

Where can I go for dental care? 
You can seek professional dental care through private dentists or public dental clinics. Private dentists do not have long waiting lists, but can be expensive.

What if I can’t afford a private dentist? 
If you have a Health Care Card or a Pensioner Concession Card, the State Government provides limited dental care for a small fee at the following services:

GV Health
Dental Services
Graham Street, Shepparton
3630
Telephone: (03) 5832 3050

The initial cost for these services is a *$26.00 consultation fee. Depending on the treatment provided, other costs may be incurred at a subsidised rate up to a maximum of *$104.00.

A dental emergency usually means either a toothache; swelling around teeth, in the mouth or face; or bleeding.

*Cost correct at time of printing but subject to change.
Eye Care

Where can I get my eyes tested?
You can go to an optometrist for an eye test. You do not need a referral from your GP.

It is normally recommended that you have eye test every two years. Most optometrists Bulk Bill examination costs to Medicare so you DO NOT have to pay anything for the consultation.

However, you DO have to pay for glasses and contact lenses. If you have a Pensioner Card or Health Care Card or you are a full-time student you may be eligible for low cost eye care, including cheaper glasses and contact lenses through the clinics of the Victorian College of Optometry.

What if glasses don’t help?
Vision Australia is an organisation that provides services to people who are blind or have low vision. Its services are aimed at helping people to be able to do the things they need and want to do. Services:
• Low Vision Clinics provide assessment and training to help people better understand their vision condition and make the most of their
remaining sight, for example through the use of a magnifier and improved lighting.

- Advice and training in daily activities such as cooking, using appliances and personal care.
- Assessment and advice on aids to help people to continue to read manage daily tasks and enjoy recreational activities.
- Training in orientation and mobility skills to help people to walk around and travel safely and confidently.
- Advice and training in technology to enable people to use a computer or other devices.
- A library offering talking books and magazines.

For more information about these, and the many other services that Vision Australia provides, please phone 5831 9400 or 1300 84 74 66, or visit www.visionaustralia.org.au
Hearing Care

An Audiologist evaluates, diagnoses, treats and manages hearing loss in individuals of all ages. At GV Health hearing care is found in the Specialist Consulting Suites.

Where can I get my hearing tested?

<table>
<thead>
<tr>
<th>Service</th>
<th>Eligibility</th>
<th>How to access</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Commonwealth Hearing Service</td>
<td>Offers free hearing services to:</td>
<td>You will need to obtain an application form from either:</td>
</tr>
<tr>
<td></td>
<td>• People who have a pensioner, concession card</td>
<td>Your family GP; or</td>
</tr>
<tr>
<td></td>
<td>• People who receive Sickness Benefit from Centrelink</td>
<td>Office of Hearing Services on</td>
</tr>
<tr>
<td></td>
<td>This service is not available to Health Care Card holders.</td>
<td>1800 686 126</td>
</tr>
<tr>
<td>Service</td>
<td>Eligibility</td>
<td>How to access</td>
</tr>
<tr>
<td>----------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td><em>Australian Hearing</em></td>
<td>Free hearing services are provided to children and young adults up to the age of 21 years, who are permanent residents of Australia.</td>
<td>Telephone 131 797 for locations</td>
</tr>
<tr>
<td><em>H.E.A.R Services</em></td>
<td>Free preliminary hearing tests are provided to adults.</td>
<td>Available at some Community Health Centres. Check with your local Centre if this service is available.</td>
</tr>
</tbody>
</table>
Support in Shepparton
Wellbeing & Emotional Health

We know that people migrating to Australia can have reactions after arriving, such as trouble concentrating, sleeping difficulties, nightmares and feelings of guilt and sadness. These may be quite disturbing, particularly when you are trying to settle into Australia.

If these reactions interfere with day-to-day life, it can be helpful to talk about them with a counsellor, social worker or psychologist who can discuss and plan ways of overcoming them.

To access support you can contact Primary Care Connect on 5823 3200 or ask your GP to help you find a service.

**headspace** Shepparton offers services to individuals from ages 12–25 if you feel down or stressed about anything. To access support call 1800 551 800 or visit [www.headspace.org.au](http://www.headspace.org.au)

To access these services you can contact the relevant organisations. Your GP will be able to help you find the right service.
Refugee and Asylum Seeker Support

Most new arrivals have a Case Worker who is able to assist with settling in Australia. Depending on your visa or Asylum seeker status, they can assist with:

- Housing
- Arranging English classes
- Enrolling children in schools
- Centrelink forms
- Getting furniture and other necessities for your home
- Finding childcare
- Making new social connections

Following organisations in Shepparton dedicate their time, expertise and efforts to individuals and families who require any of their services:

**Kildonan UnitingCare**
219–225 Wyndham Street, Shepparton 3630
Telephone: (03) 5831 6157
Web site: [www.ucce.org.au](http://www.ucce.org.au)

**Ethnic Council of Shepparton and District**
158 Welsford Street, Shepparton 3630
Telephone: (03) 5831 2395
Red Cross
399 Wyndham Street, Shepparton 3630
Telephone: 1800 811 700
Web site: www.redcross.com.au

GOTAFE
152–200 Fryers Street, Shepparton 3630
Telephone: 1300 468 233
Web site: www.gotafe.vic.edu.au
Disability Support

Disabilities can be physical, intellectual, psychiatric or behavioral, hearing or vision impairment, an acquired brain injury or developmental delay.

In Shepparton, many community-based organisations can provide direct care and support for people with disabilities.

If you are diagnosed with a disability, Centrelink can provide financial benefits for you and your carer.

Support for people from a non-English-speaking background who have a disability and their carers is available at:

**FamilyCare**  
19 Welsford Street, Shepparton 3630  
Telephone: (03) 5823 7000

**Primary Care Connect**  
399 Wyndham Street, Shepparton 3630  
Telephone: (03) 5823 3200  
Connect GV
12 Bowenhall Street, Shepparton 3630
Telephone: (03) 5821 2466
Web site: www.connectgv.com.au

Vision Australia
Corner Archer Street and Channel Road, Shepparton 3630
Telephone: (03) 5831 9400
Web site: www.visionaustralia.org

Getting Connected in Shepparton

The Greater Shepparton City Council has a lot to offer the community.

For information about local activities, events and sports clubs visit www.greathershepparton.com.au or call (03) 5832 9700.

A list of local agencies in Shepparton is located at the back of this booklet. Each can assist with your individual needs. In partnership, we are able to give the best services to help make your new life in Shepparton safe and pleasant.
# Contact Us

<table>
<thead>
<tr>
<th>Organization</th>
<th>Address</th>
<th>Phone number</th>
</tr>
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<tbody>
<tr>
<td>GV Health</td>
<td>Graham Street, Shepparton</td>
<td>(03) 5832 2322</td>
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<tr>
<td>Ethnic Council Shepparton</td>
<td>158 Welsford Street, Shepparton</td>
<td>(03) 5831 2395</td>
</tr>
<tr>
<td>Family Care</td>
<td>19 Welsford Street, Shepparton</td>
<td>(03) 5823 7000</td>
</tr>
<tr>
<td>GOTAFE</td>
<td>152–200 Fryers Street, Shepparton</td>
<td>(03) 5833 2686</td>
</tr>
<tr>
<td>Greater Shepparton City Council</td>
<td>90 Welsford Street, Shepparton</td>
<td>(03) 5832 9700</td>
</tr>
<tr>
<td>Primary Care Connect</td>
<td>399 Wyndham Street, Shepparton</td>
<td>(03) 5823 3200</td>
</tr>
<tr>
<td>Kildonan UnitingCare</td>
<td>219-225 Wyndham Street, Shepparton</td>
<td>(03) 5831 6157</td>
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<tr>
<td>Vision Australia</td>
<td>Corner Archer Street and Channel Road, Shepparton</td>
<td>(03) 5831 9400</td>
</tr>
<tr>
<td>Red Cross Australia</td>
<td>399 Wyndham Street, Shepparton</td>
<td>(03) 5823 3268</td>
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</tbody>
</table>
Dial 000

if your condition or situation is life-threatening or time-critical.