



Sept - Dec 2019

Health and
Community



**Where
Quality
Counts**

- Diabetes concerns every family
- NDIS ECEI opens new sites
- Quality Account

OUR SERVICES



AUDIOLOGY

Hearing tests and advice on managing hearing loss from nine months old



ADDICTION RECOVERY

Specialised alcohol and other drugs counselling for young people, families and adults



COMMUNITY PROGRAMS

Programs and partnerships to engage community members and enhance lives



COUNSELLING

Counselling services, including family violence to help navigate life's challenges



DENTAL

Public, private, children's, outreach dental services, orthodontics and more



DIABETES EDUCATION

Assistance with prevention, self management, insulin administration and support



DIETETICS & NUTRITION

Support and advice for diabetes, weight management, cholesterol and more



DOCTORS (GPs)

GP services, check ups, travel vaccines and general health



EARLY CHILDHOOD SUPPORT

Early Childhood Early Intervention (ECEI) services for children aged 0-6 years for the National Disability Insurance Scheme (NDIS)



EXERCISE PHYSIOLOGY

Exercise for management and prevention of chronic diseases and injuries



OCCUPATIONAL THERAPY

Assistance with daily living, safety, mobility, equipment and home modifications



PET PROGRAM

LinkPETS provides social support and assistance for pet owners over 65



PHYSIOTHERAPY

Assessment and treatment of posture, injuries, balance and coordination



PODIATRY

Assessment, treatment and maintenance of foot, ankle and leg issues



SPEECH PATHOLOGY

Support for communication difficulties for children



VOLUNTEERING

Help play a vital role in the delivery of services to our community



Gregg Nicholls

Interim Chief Executive Officer

2019 sees scrutiny being applied to the disability, aged care and mental health systems through two Commonwealth and one State Royal Commissions. This reflects increasing community expectations that all services and systems for vulnerable people are of high quality, provided without prejudice and where abuse is not tolerated.

I am pleased to say that Link HC maintains the highest quality standards to ensure our services respond to people's needs and that we do not tolerate discrimination or abuse in any form. This is not to say that we can't improve, as such, we are constantly reviewing all feedback we receive both positive and negative to learn from our service users' experiences.

We have also been committed to gender equity for many years partnering with the City of Monash and Vic Health in the award-winning Generating Equality and Respect (GEAR) program and continue this commitment through our Health Promotion plans and internal "gender lens" reviews of policies and procedures. We aim to demonstrate how different techniques can be used to both raise awareness of gender equity issues and the harms that occur in its absence, and assist communities to understand the benefits of living in a community that values equality.

It will be interesting to see the results of the Royal Commissions, what learnings there are for Link HC and how we can continue to assist those who are the most vulnerable in our community.

I am always keen to hear from our service users and our community so please contact me via linkhc@linkhc.org.au



IN THIS ISSUE

- 4 News Link**
 - Diabetes Concerns Every Family
- 5 News Link**
 - Community Leadership Program
- 6 General Practice Link**
 - Travel Health
- 7 Dental Link**
 - Oral Health
- 8-9 Health Link**
 - NDIS ECEI opens new sites
 - The Community Visitors Scheme
- 10-15 Quality Account**
 - Quality counts
 - Community counts
 - Staff profile
 - Hand hygiene
 - Are our clients happy?
 - We care about our clients
- 16-17 Active Link**
- 18-19 Support Link**
- 20 Social Link**
- 21 Service Link**
- 22 Our Fees**
- 23 What's on**

ABOUT US

Link Health and Community is a not-for-profit organisation that provides medical, health and support services to improve the health and wellbeing of people in the east and south-east of Melbourne and eastern Victoria.

Our services include dental, doctors, allied health, NDIS Early Childhood Early Intervention (ECEI) and counselling.

VISION

Healthier people participating in their communities.

VALUES

- We **care** for the people who use our services.
- We **listen** to people and advocate for our community.
- We **provide accessible**, innovative and high quality services and programs.
- We **partner** with other organisations for better services.
- We are a **sustainable** organisation, financially, socially and environmentally.

MISSION

To provide integrated health and community services in the east and south-east of Melbourne and eastern Victoria.

Diabetes Concerns Every Family

World Diabetes Day - 14th November 2019



Our Diabetes Nurse Educators can help support and provide information for prevention of type 2 diabetes and the management of pre-existing diabetes.

Diabetes can affect the nerve and blood supply to your feet. It is important as part of your diabetes management plan to see a podiatrist at least yearly for your diabetes foot assessment.

Given feet alone house a quarter of the bones in the entire body, your podiatrist is best placed to get you moving, active or pain-free. Your feet are very important in keeping you independent.

Your podiatrist can:

- Educate you on how diabetes affects your feet
- Check the nerve and blood supply to your feet
- Assess the condition of your feet, including your skin and nails
- Help prevent and manage foot infections or wounds
- Assess your footwear and provide orthotic support if required

Dietitians can help you:

- Understand which foods help you keep blood

glucose, blood pressure and cholesterol levels healthy

- Choose serving sizes to achieve a healthy weight
- Know how to read food labels and find healthy foods when shopping

Physiotherapists and Exercise Physiologists can:

- Explain the health benefits of physical activity in relation to diabetes
- Recommend safe physical activity
- Assess and treat muscle and/or joint pain

Counsellors can:

- Listen and support you
- Help manage your thoughts, feelings and behaviours
- Work to develop self management strategies

Diabetes is a leading cause of heart disease, stroke, blindness, kidney failure and lower limb loss.

Your Diabetes team can work with your Doctor and Diabetes specialist to provide an ongoing management plan.

To make an appointment with our Diabetes team, please call 1300 552 509.

Sources:

www.worlddiabetesday.org
<https://www.podiatry.org.au/foot-health-resources/foot-health-week-2019>

Did you know that by 2030 it is estimated that 522 million people will be diagnosed with diabetes worldwide?

Also, 1 in 2 people have undiagnosed diabetes – therefore it is important to have regular health checks through your GP.

It takes a team to manage diabetes; we can make referrals to the multi-disciplinary diabetes team here at Link HC, if necessary. You are the most important member of the team, other members can include Diabetes Nurse Educators, Dietitians, Podiatrists, Physiotherapists, Exercise Physiologists and Counsellors.

We have two Credentialed Diabetes Nurse Educators who work at Link HC – Michelle Delves who works from Clayton and Preethi de Silva who works from Batesford Hub.



Community Leadership Program

For social inclusion

Opening Doors is a free community leadership program for people who are passionate about making a difference in their local community. We work with people from all ages, backgrounds and abilities to reduce social isolation and work towards a more socially inclusive society.

As a leadership program our philosophy is simple, we believe that every community has strengths and assets and every community member has talents and gifts to share.

After 10 years of operating in the Inner East region of Melbourne, we are thrilled that Opening Doors is expanding to Melbourne's Outer Eastern municipalities of Knox, Maroondah and Yarra Ranges.

Running over six months, leaders will experience innovative workshops in emotional health, strengths-based leadership, project development, co-design theory, public speaking, grant writing and more.

Leaders will also be supported in the development of grass roots projects which celebrate the strengths and passions of their community and engage people who may be at risk of isolation.

Marisa Briant has recently come on board as the Project Officer to deliver the program in the Outer East. She is a strong advocate of the program and a graduate herself.

Thank you to the City of Knox, Maroondah City Council, Yarra Ranges Council, Outer East Primary Care Partnership, Inspiro Community Health Service and Global Leadership Foundation for your support to bring this program to the Outer East for the first time.

For further Information:

**Marisa Briant, Project Officer,
Opening Doors (Outer East) Program
Mobile: 0429 407 006
Email: mbriant@linkhc.org.au**



Travel Health

Your best holiday protection

The importance of seeking pre-travel advice is surprisingly underestimated. Regardless of your destination, it is always worthwhile seeing your GP before you travel.

In Australia, we are well protected from numerous infections and diseases through our national vaccination program, supported by strong policy and regulations in place that ensures our water and food is safe to consume. This is not always the case overseas.

After spending hundreds, possibly thousands of dollars on your holiday, the last thing you want is to be too sick or injured to experience or participate in an adventure you have planned, eat some amazing food or worse – need to go to hospital.

Whether you are visiting Bali, taking a cruise in Europe or trekking the west coast of Africa, a comprehensive travel consultation with your GP can assess risk factors and discuss required and recommended vaccines for you to stay healthy and happy on your holiday.

There are numerous risk factors when we travel that need to be assessed and discussed such as:

- Mode of transport
- Destination(s)
- Duration and season of travel
- Purpose of travel
- Standards of accommodation, food hygiene and sanitation
- Activities to be undertaken - likelihood of risk/ adventure seekers
- Your general health

Our GP and nursing team can administer your vaccine and also provide education on preventative measures you can take for diseases with no available vaccine, as well as practical ideas for staying healthy on holiday, so you don't miss out on anything on your bucket list.

Link Private Practice offer pre-travel consultations at our locations Oakleigh and at The Glen Shopping Centre. We recommend you book a minimum of 4-6 weeks prior to departure to ensure you have enough time to complete course of vaccine if more than one required.

For further information or to book an appointment, please call 9564 6150.

Oral Health

Poor oral health is a risk for diabetes and heart disease

Many people in the community still have poor dental health. The health of the teeth and mouth affects people's general health especially when they grow older. For example, gum disease is linked with other health issues. People with gum disease are more likely to develop diabetes.

Gum disease can also worsen cardiovascular disease and it may even be related to an earlier onset of Alzheimer disease and dementia. Our Oral Wellbeing program incorporates the relationship between oral health and general health in the dental care plans.

The new Link value-based model of dental care

Oral Wellbeing embraces the philosophy of value based dental care, to give people the best possible outcome in the most efficient way.

We realise that drilling and filling teeth is simply fixing the result of dental disease, but it does not fix dental disease itself and it does not prevent it. Dental decay and gum disease are made worse by some behaviours. People may be at high risk of these problems without knowing it.

The new way we care for oral health at Link HC gives our clients a choice to help reduce their risk for dental problems in the future. People can now choose the prevention and care pathway. This pathway starts with finding out each person's individual risks for oral disease. Our clinicians will show and coach people to change the habits that cause dental disease and start the necessary prevention treatment before drilling holes in teeth.

We believe that people can learn simple healthy behaviours to help manage the risk factors at home and live happier lives with a healthy smile.

To find out more about our dental services, please call us on 1300 552 509.



Oral Health Tips

- ✓ **Drink tap water between meals**
- ✓ **Brush your teeth and floss twice daily**
- ✓ **Reduce sugar in food and drinks; Bundle any sticky sugar with your main meals**
- ✓ **Check your mouth for ulcers, lumps and bumps and ask for help**
- ✓ **Visit the dental clinician regularly**



Are you concerned about your child's teeth?

If you are, we can help. Come and see Dr. Angelina Zea at Monash Smiles, conveniently located at The Glen Shopping Centre (at the rear of Priceline Pharmacy). She can help create beautiful smiles by diagnosing and treating dental and facial irregularities to help correctly align and straighten teeth, bites and jaws. Dr. Angelina provides orthodontic treatment options and technologies for all ages.

No referrals required, please call 8822 8355 or visit www.monashsmiles.com.au to book now!

NDIS

Early Childhood Early Intervention

Now open in Cranbourne and Bairnsdale

Link HC's NDIS Early Childhood Early Intervention (ECEI) Program is pleased to announce they are now open in Bairnsdale and Cranbourne.

The Bairnsdale office is located at 46 Bailey St Bairnsdale and will be providing services to the communities of East Gippsland and Wellington Shires.

The Cranbourne office is located at 9 Bakewell St Cranbourne and provides services to the communities of Casey, Cardinia and Greater Dandenong.

The ECEI approach supports children aged 0-6 years who have a developmental delay or disability, and their families/carers. The ECEI approach supports families to help children develop the skills they need to take part in daily activities and achieve the best possible outcomes throughout their life.

Every child is different, and as the Early Childhood Partner, Link HC will tailor support to each child's individual needs and circumstances. We provide information and connect families and their children with the most appropriate supports in the local

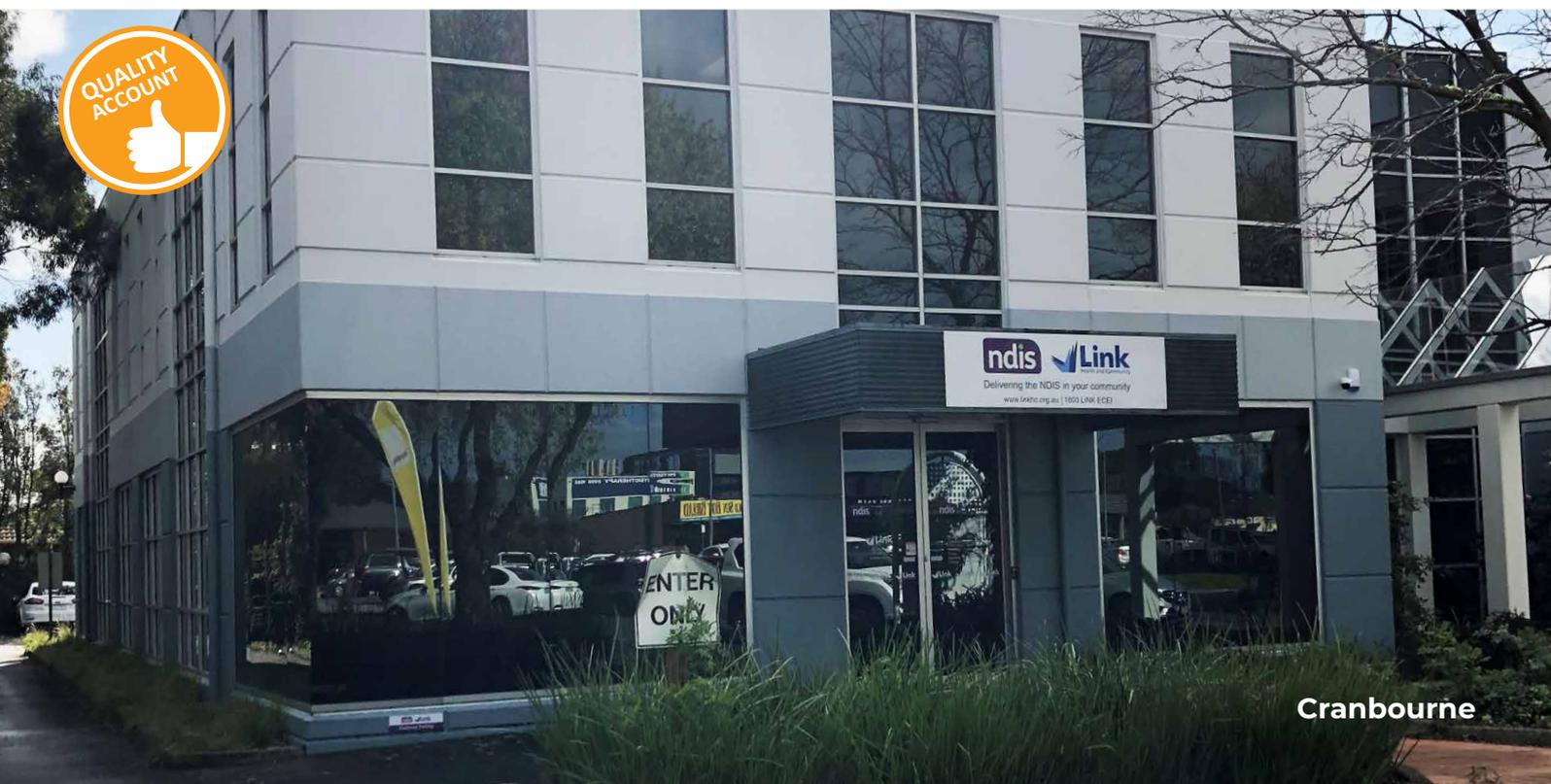
area, such as the community health centre, educational setting and playgroup. Link HC may also provide some short-term early intervention where it has been identified as the most appropriate support or we may help families to request NDIS access if the child requires longer-term early childhood intervention supports. If a child becomes an NDIS participant Link HC will work with the family to develop an NDIS plan.

Timely access to best-practice early childhood intervention is vital for children with developmental delay or disability to ensure that they achieve the best possible outcomes throughout their life. That is why we locate ourselves in areas that are accessible and convenient for families, where we can connect you and your family with local services and supports.

Contact us directly on 1800 LINK ECEI or 1800 546 532 or email ecei@linkhc.org.au



Delivering the NDIS in your community



Cranbourne



Sam and William

The Community Visitors Scheme

Volunteering as a community visitor is a very rewarding experience. By befriending an older person, volunteers have a chance to make a positive difference to the resident's life – as well as their own.

The Community Visitors Scheme:

- Brings people together who are like minded
- Enables friendships to form
- Reduces social isolation
- Improves health and wellbeing of volunteers and residents
- Makes an enormous difference to residents when given the opportunity to chat in their language
- Community Visitor Sam was recently introduced to resident William. Upon meeting, William explained he had been wanting to meet a friend to have a good chat and share his love of music and the arts. As their conversation continued they discovered they had many shared interests, both play the guitar and enjoy the arts. As a result William will provide sketching lessons to Sam and Sam will visit with his guitar

- Sharon visits Mary and they have formed a wonderful friendship

Sharon has been visiting Mary as part of the CVS program at an Aged Care Home in the City of Monash for the past 3 months.

“I thoroughly enjoy and look forward to my visits. Every time I walk into Mary's room her face lights up with a big smile. In such a short time our friendship has bloomed - there is a genuine affection between us.”

Mary and Sharon spend time together talking, sharing a love of sport which is discussed frequently. When the weather is warmer they spend time chatting outside in the sunshine.

The CVS program is a rewarding program which benefits both volunteers and participants. **“It's a wonderful way to give back to the community”** Sharon says.

CVS is a Commonwealth Government Funded Program. Volunteers must be over 18 years old, and be able to give one hour per fortnight or two hours per month. We are always keen to hear from culturally diverse, gender diverse, Aboriginal and Torres Strait Islander volunteers.

To register your interest, please call 1300 552 509.



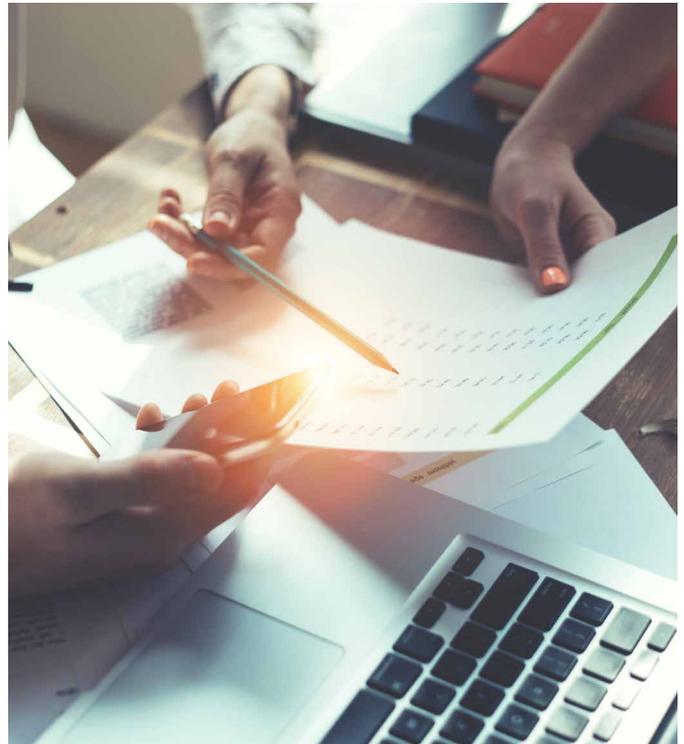
Quality Account

Quality counts

In 2017 Safer Care Victoria (SCV) was established as the one stop shop for improving quality and safety in health care in Victoria and as such each year all public health services and standalone community health services must submit an annual quality account. The quality account provides our clients and the broader community with an account of our performance and improvement over the past year. The following pages are a snapshot into the areas we are required to report on.

1. Consumer, carer and community participation
2. Quality and safety
3. Comprehensive care

Link HC reports on these areas throughout the year through the Link magazine and stories are marked with the Quality Account symbol to indicate that they fall into the guideline categories.



Accreditation

Link HC has undertaken the following as a result of recommendations from this year's Accreditation process:

- Development of a training module and training delivered to all link HC employees on the subject of 'freedom from abuse and neglect'. Poster also added to all reception areas.
- Development of a training module and training delivered to all link HC employees on the subject of cultural competency'.
- Revision of our 'Code of Conduct' to include 'Child Safe Standards' requirements.
- Documented information provided to clients revised to include more details around our complaints system, including clearer external complaints options.

Link HC holds current accreditation against the following standards:

- Human Services Standards (HSS)
- Child Safe Standards
- Home Care Common Standards
- National Safety and Quality Health Service Standards (NSQHSS)
- National Standards for Disability Services (NSDS)
- Victorian Early Childhood Intervention Standards (ECI)
- Diagnostic Imaging Accreditation Standards (DIAS)

Quality Account



Community counts

Link Health and Community has a long and rich history of community-based and client centred care. Link HC's origin is a direct result of community led actions in the 1970's and is still a member organisation with a community derived board.

In the 1970's and 80's we saw a lot of "self-help" and/or "peer led" groups establish for the first time this was where self-management concepts were first recognised.

Then in the 1990's and 2000's we saw a lot more research and focus on community and consumer participation as a means to address health problems. By 2008 we saw the Australian Commission on Safety and Quality in Health Care develop the Charter of Healthcare Rights and in 2011 we saw the introduction of Standard 2: Partnering with Consumers – a national standard that all health services are required to meet during the accreditation process.

Over the past 40 plus years Link HC has seen a number of government policies and strategies developed, however Link HC has always maintained a strong focus on their community and our clients ensuring that they are actively involved in all aspects of the organisation.

Our consumer register continues to thrive with more than 300 members, our Marketing and Publications Reference Group is wholly consumer led and develops and edits this magazine, our Annual Report and all public facing documents. Clinical service areas regularly hold service review and feedback sessions and the Community Engagement team is dedicated to developing appropriate access to our most vulnerable and culturally diverse communities. Whilst we can always improve Link HC has always been and will continue to be a leader in this area.

**Want to learn more about getting involved?
Contact Sally-Ann Nadj at
snadj@linkhc.org.au or call 8822 8313.**





Quality Account

Staff profile

Each year Link HC undertakes an employee survey. Below is a snapshot of our staffing profile.



28%

of staff come from a culturally diverse background



33%

speak a language other than English



40%

are caring for an elderly person or a person with a disability



5%

self report as having a disability themselves



83%

of staff self describe as female

The survey this year indicated concern over employee safety when working in remote locations such as home visits or outreach work. This prompted the development of the 'Violent and Aggressive Behaviour Prevention Procedure' which outlines precautions to be taken to ensure employee safety at all times. This procedure also highlights the steps taken to ensure the safety of clients while on Link HC premises.



Quality Account



Hand hygiene

Here's what we do at Link Health and Community to promote hand hygiene.



- **Hand Hygiene training for all staff**
- **Annual renewal of staff Hand Hygiene certificates**
- **Regular Hand Hygiene auditing and reporting**
- **Avagard hand rub available for patient and staff use**



Quality Account

Are our clients happy?

Link HC undertook a comprehensive client survey at our Clayton, Glen Waverley and Oakleigh sites in 2019. Responses were collected on-site, via social media and our website. Here are the results below:



100%

Clients felt safe during their visit and said their privacy was respected.



95%

Felt they were provided with enough information about their care and 93% felt involved in the decisions about their care.



96%

Said their treatment met their expectations and 98% would recommend Link HC to others.



93%

of clients said they were happy in their interaction with Link HC employees.

Helping to Remove Language Barriers

Interpreters play an important role in assisting with communication between health service providers and clients who are not fluent in English. It's important for patients to understand the advice being given to them by Link HC's clinicians, which is why we provide interpreters free of charge for all appointments.

During the last financial year, 1220 clients required an interpreter, with over 30 different languages being requested. Below highlights how many interpreters were required for the most frequently requested languages.

42%
GREEK

18%
MANDARIN

8%
CANTONESE

7%
VIETNAMESE

4%
ITALIAN

Quality Account



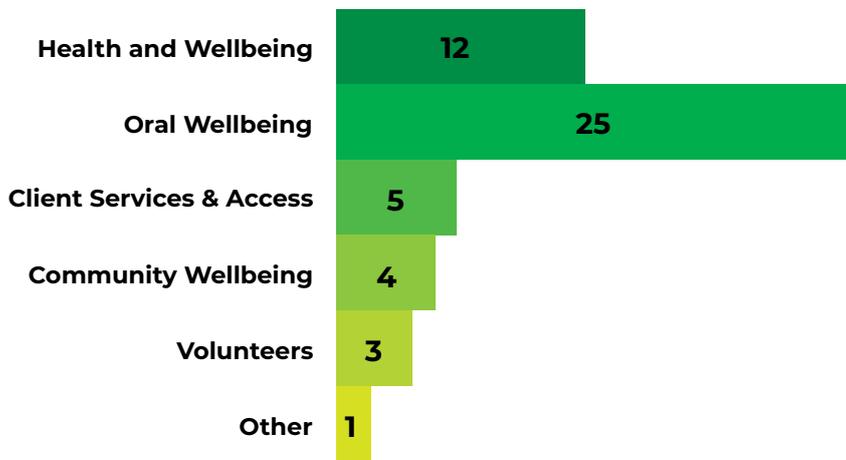
We care about our clients

Link HC seeks feedback through discussions with clients, distribution of feedback forms - also available in all reception areas, receipt of letters or emails, through our website and through our annual client survey. We have a feedback procedure in place that outlines our commitment to responding to complaints as quickly as possible.

All feedback is recorded in our feedback software and alerts sent to relevant employees to undertake actions. Managers investigate all complaints, identify actions to be taken as a result and communicate with the complainant at each stage. All quality improvements made as a result are recorded in Quality Improvement Plans.

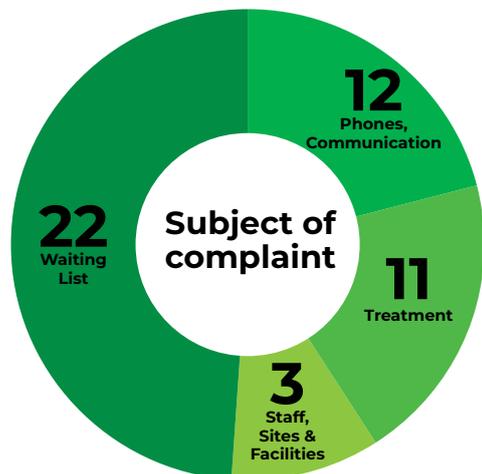


Service delivery feedback related to:

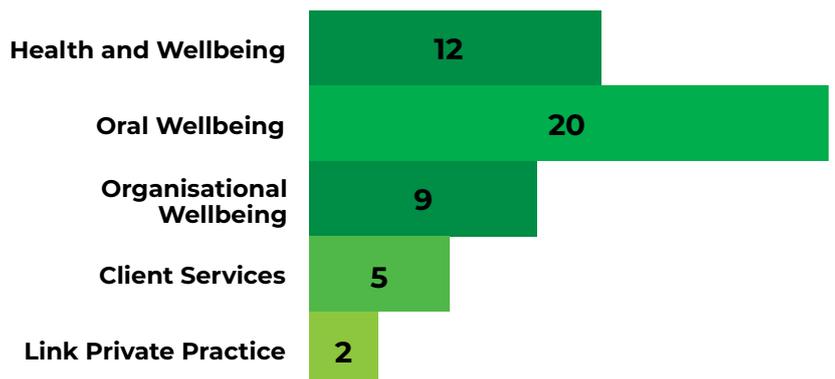


“I had a physiotherapy appointment today and I came away feeling so much better. He was patient, respectful and listened and explained things to me clearly. He was the nicest and most effective therapist I've seen.”

“The power and transformative nature of your work is profound. You have a very brave and willing bunch there and I know what you do makes a difference so... thank you. Don't stop.”



Complaints related to:





Chair-Based Exercise

A safe and effective environment for people with balance and mobility difficulties. An assessment by one of our clinicians is required before commencing.

LINK HC, 2 EUNIVA AVENUE, GLEN WAVERLEY

When: Mondays

Time: 1:30pm - 2:30pm (Level 1), 2:30pm - 3:30pm (Level 2)

Cost: \$8 per session

LINK HC, LEVEL 1, 9-15 COOKE STREET, CLAYTON

When: Wednesdays

Time: 9:30am - 10:30am (Level 1)

Cost: \$8 per session



Dynamiki Greek Exercise

Make new friends and have fun exercising to music in a class led by Link HC's Greek speaking facilitators. An assessment by one of our physiotherapists or exercise physiologists is required before commencing.

LINK HC, LEVEL 1, 9-15 COOKE STREET, CLAYTON

When: Wednesdays

Time: 1:30pm - 2:30pm

Cost: \$8 per session



Hydrotherapy

Hydrotherapy is a 10 session program run weekly. It is suitable for conditions such as arthritis, joint replacement, back pain and rehabilitation after surgery. An assessment by one of our clinicians is required before commencing.

CONNECT HEALTH HYDRO POOL, 2A GARDNER ROAD, EAST BENTLEIGH

When: Tuesdays

Time: 2:00pm - 3:00pm

Cost: \$8 per session

MONASH AQUATIC & RECREATION CENTRE, 626 WAVERLEY ROAD, GLEN WAVERLEY

When: Wednesdays

Thursdays

Time: 11:00am - 12:00pm

1:30pm - 2:30pm

Cost: \$8 per session

\$8 per session

Link HC services for older adults

Link HC provide services for people aged 65 years and over or 50 years and over for Aboriginal and Torres Strait Islander people. Aged care services can be accessed through My Aged Care by phoning **1800 200 422**

Link HC can also assist you with the My Aged Care registration process, please phone us on **1300 552 509** to find out more information about accessing services for older adults.

Prescribed Exercise Program (PEP)

This is a program for older adults where exercises are specifically tailored for each individual. The aim is to improve function and confidence so you may transition to exercising independently in the community. An assessment by one of our clinicians is required before commencing.

LINK HC, 2 EUNEVA AVENUE, GLEN WAVERLEY

When: Mondays to Fridays
Time: 10:00am and 11:00am
Cost: \$8 per session

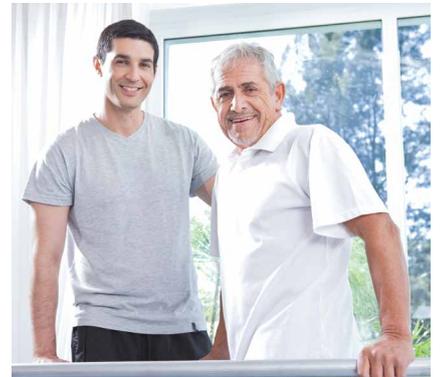


Strength and Balance

A 12 week exercise and education program for people with poor balance, at risk of falls or a history of falls. An assessment by one of our clinicians is required before commencing.

LINK HC, 94 BATESFORD ROAD, CHADSTONE

When: Tuesdays
Time: 1:30pm - 3:00pm
Cost: \$8 per session



Tai Chi

A series of slow, controlled movements or postures. Regular practice promotes and improves health and wellbeing, balance, strength, posture and coordination.

LINK HC, 2 EUNEVA AVENUE, GLEN WAVERLEY

When: Wednesdays (school terms only)
Time: 1:30pm - 2:30pm (Beginner)
2:30pm - 3:30pm (Level 2)
Cost: \$8 per session



Link HC's programs are subject to change without notice. Please call us on 1300 552 509 to confirm details.



Link Health and Community values sustainability, including a focus on the environment. This year, a staff-led initiative GreenLink was given the green light.

65 staff members completed a survey, with top suggestions for GreenLink including: waste reduction, avoiding plastics, purchasing sustainable products and supporting local community initiatives.



Diabetes Support Group

A support group for people with diabetes to share experiences, get updated with information and improve their diabetes.

LINK HC, 2 EUNEVA AVENUE, GLEN WAVERLEY

When: Second Thursday of the month

Time: 1:00pm - 3:00pm

Cost: \$8 per session, \$2 for carer or support person



Healthy Habits

Do you want to make changes to your eating and exercise habits, but need a little help? Our dietitian and exercise physiologist will help you create healthy habits that can change your life. Places are limited, booking required.

LINK HC, 2 EUNEVA AVENUE, GLEN WAVERLEY

When: Wednesday 6 November

Time: 10:00am - 12:30pm

Cost: \$8 per session



Mindful Eating

Are you a comfort eater, eat more when feeling stressed or eat when not hungry? If so, this 4 week program will give you strategies to reduce this eating behaviour. An assessment by one of our clinicians is required before commencing.

LINK HC, 2 EUNEVA AVENUE, GLEN WAVERLEY

When: Wednesdays - dates to be confirmed

Time: 10:00am - 12:30pm

Cost: \$8 per session



Parkinson's Support Group

Meet others with Parkinson's and their carers. Share and discuss issues about living with Parkinson's and gain information and access to resources to enhance your quality of life.

LINK HC, LEVEL 1, 9-15 COOKE STREET, CLAYTON

When: First Thursday of the month

Time: 1:30pm - 3:30pm

Cost: \$8 per session, \$2 for carer or support person



To make a booking or find out more about any of our services, please call **1300 552 509**

Link Health and Community acknowledges the support of the Victorian State and Federal Governments for funding of some of our programs.

SUPPORT LINK

Men's Behaviour Change

20 week group program for men wanting to change their behaviour and develop respectful relationships. We focus on saying 'no' to violence and abuse and help develop positive family relationships. As well as the group, individual counselling/ case support can be offered to men who have additional needs. An assessment is required before commencing.

LINK HC, LEVEL 1, 9-15 COOKE STREET, CLAYTON

When: Please call 1300 552 509 for more information
Cost: \$20 per week, \$10 per week with a Health Care Card



Family Drug Support Groups

These groups provide understanding, education, support and sharing by group members. Attending groups regularly can reduce feelings of fear, anxiety, depression, helplessness and shame.

CLAYTON - FAMILY DRUG HELP

When: Third Tuesday of the month
Time: 6:00pm - 8:00pm
Cost: FREE
Book: HELPLINE 1300 660 068 or 9573 1761

BATESFORD HUB - FAMILY DRUG SUPPORT

When: Fortnightly Thursdays
Time: 6:00pm - 8:00pm
Cost: FREE
Book: Chloe 0412 382 812



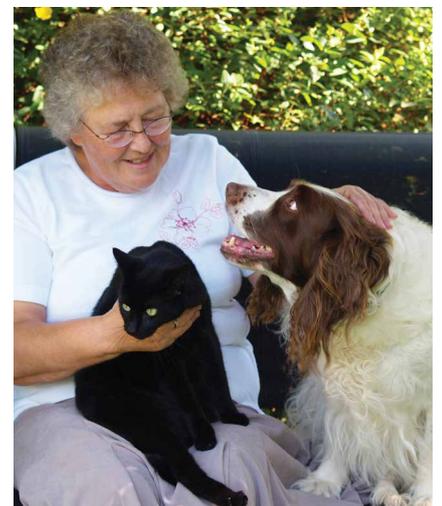
Are you over 65 and need help caring for your pet?

At LinkPETS we understand the important bond between people and their pets.

We match people over 65 with pet-loving volunteers who can walk, groom and care for their four legged friend. It can also help people stay connected with their community.

A registration with My Aged Care is needed before joining.

To find out more about this special program, call Sarah on 8822 8309 or visit www.linkhc.org.au/services/pet-program



Link HC's programs are subject to change without notice. Please call us on 1300 552 509 to confirm details.

SOCIAL LINK



Move and Chat

Move, chat and make new friends. Designed for older adults, we will guide you through gentle exercises and social activities, all within a friendly and supportive environment. An assessment by one of our clinicians is required before commencing.

ST JOHN'S UNITING CHURCH | 37 VIRGINIA STREET, MOUNT WAVERLEY

When: Tuesdays

Time: 10:30am - 12:30pm

Cost: \$8 per session



Social Support Group

Social Support Groups support people to stay socially connected and maintain independence through fun and meaningful activities. Come along to experience a variety of different activities. An assessment by one of our clinicians is required before commencing.

**MACKIE ROAD NEIGHBOURHOOD HOUSE
36-42 MACKIE ROAD, MULGRAVE**

When: Fridays

Time: 10:00am - 2:30pm

Cost: \$8 per session



Drumming Circle

Experience the power and healing of drumming. Drumming has a calming effect on the body and an energising effect on the spirit. Please join us to create some beautiful energy together.

LINK HC, 94 BATESFORD ROAD, CHADSTONE

When: Wednesdays

Time: 1:30pm - 3:00pm

Cost: \$10 per session (\$5 with Health Care Card)
FIRST SESSION FREE!



World Dance

World Dance is a fun, interactive way to meet new people and learn simple dance moves. Come and try, everyone is welcome.

LINK HC, 94 BATESFORD ROAD, CHADSTONE

When: Thursdays

Time: 1:30pm - 3:00pm

Cost: \$10 per session, (\$5 with Health Care Card)
FIRST SESSION FREE!

Link HC's programs are subject to change without notice. Please call us on 1300 552 509 to confirm details.



For appointments: Call 1300 552 509 or email linkhc@linkhc.org.au

Please have the following information ready:

- Pension or Health Care Card number (if you have one)
- Next of kin contact details
- Your doctor's details (if you have one)

 **Interpreters are available free of charge for all appointments**

NDIS Early Childhood Early Intervention: 1800 LINK ECEI (1800 546 532)

Doctors/GPs: **Oakleigh** 9564 6199 | **Brighton** 9596 3501 | **The Glen** 8822 8399

You can also book doctor appointments via our **Link Health** app.

Monash Smiles Private Dental: **Clayton** 1300 654 889 | **The Glen** 8822 8355

Some of our services have no wait times while others, like public dental, may require you to be placed on a waiting list. If you need to change or cancel an appointment, please give us at least 24 hours notice if possible.

What is our Quality Account?



Quality Account is a set of quality indicators and standards that Link HC adheres to. We provide information about our services that are accessible to our community, ensuring transparency and accountability.

We report on the following quality improvement processes to enhance your experience:

- How we respond to consumers needs, their families or carers and the community
- Actions taken to improve continuity of care
- Consultation with the community about healthcare outcomes of interest

We regularly report about Quality. When you see this symbol, it means we are continually striving to improve your experience and access to healthcare options.



Children's Services

Link Health and Community offers a variety of children's services. When you see this symbol, it means this service is also available to children. For more about our children's services call **1300 552 509** or visit **www.linkhc.org.au**



Consumer Approval

Consumers play very important roles at Link Health and Community. When you see this symbol, it means consumers have assisted in the development of the product and have given their sign of approval.

OUR FEES

At Link HC our fees are set in line with State and Commonwealth guidelines or based on your income. When you call for an appointment you will be advised of fees payable. Please note fees are subject to change. You may apply to have fees reduced or waived if you are unable to afford them.

Public Dental Fees

Dental Fees for Adults with Centrelink Health Care Card or Pensioner Concession Card	
Emergency	\$28.50
General course of care	\$28.50 per visit for four visits (capped at \$114)
Denture care	\$68.50 per denture, capped at \$137 for full upper and lower denture

Dental Fees for Children	
0-17 years with a Health Care Card/concession	No fee (Child Dental Benefit Scheme, bulk billed to Medicare)
0-12 years without a Health Care Card/concession	\$33.50 (capped at \$134 per family)
13-17 years without a Health Care Card/concession	Prices vary according to treatment, please call us

No Health Care or Concession Card?

Our private dentists offer competitive rates. HICAPS is available for on-the-spot private health rebates. Open Monday to Friday and Saturday mornings, with extended hours Tuesday and Wednesday. Call 1300 552 509.

General Practice Fees

Please refer to our Oakleigh, Brighton and Glen Waverley General Practice websites below.

www.oakleighgp.com.au | www.brightongp.com.au | www.gpglenwaverley.com.au

Other Public Services

Individual Appointments for Adults		
	Type of Service	
	Audiology, dietetics, diabetes education, exercise physiology, occupational therapy, physiotherapy, podiatry, speech pathology	Counselling and addiction recovery
Pension/Health Care Card/Senior	\$10	No fee
Low fee	\$10	No fee
Medium fee	\$15	No fee
Full fee: Std consult/review appt	\$45	No fee
Full fee: Long consult/first appt	\$95	No fee

Individual Appointments for Children and Young People		
	Type of Service	
	Audiology, dietetics, exercise physiology, occupational therapy, physiotherapy, podiatry, speech pathology	Counselling and addiction recovery
Pension/Health Care Card	No fee	No fee
Low fee	No fee	No fee
Medium fee	\$15	No fee
Full fee: Std consult/review appt	\$45	No fee
Full fee: Long consult/first appt	\$95	No fee

To make a booking for any of the above services, call us on **1300 552 509** or send an email to linkhc@linkhc.org.au

Black Dog Community Art Project

The purpose of this exhibition is to showcase the use of creativity as a powerful source of healing during periods of anxiety/depression & loneliness. Another important objective is to help focus public attention on issues faced by those with anxiety/depression & loneliness by breaking down barriers and stigmas associated with Mental Health. All forms of art and craft will be utilized to capture artists journeys relating to our theme; ALONE: With the Black Dog.

Location Mount Waverley Community Centre,
47 Miller Crescent, Mount Waverley

Date From 2nd Until 20th October
Open from Wednesday until Sunday all weeks.

Cost FREE | **Website** <https://blackdogproject.weebly.com/>

Phone 0415 278 580 | **Email** emmafinch.blackdog@gmail.com



Chadstone Food Forest

Interested in sustainability, permaculture or growing your own food? Link HC is partnering with the Chadstone Food Forest to deliver fun events and activities around gardening, permaculture and sustainability. All ages and abilities welcome. Thank you to Monash Council for funding this project.

Garden enquiries:

Phone 0419 882 755 | **Email** chadstone.food.forest@gmail.com

Project enquiries:

Phone 0400 967 797 | **Email** bhaydon@linkhc.org.au



Mental Health Week

October 5-11

Mental Health Week aims to activate, educate and engage Victorians around mental health and related issues through the organisation of a huge variety of events by individuals and organisations across the state.

Link HC has addiction recovery counsellors, general counsellors, social workers and psychologists who can support you with your mental health, **contact us on 1300 552 509.**

Seniors Festival

Join us this October for the 2019 Victorian Seniors Festival. There will be more than 2,500 free or low-cost events being run across the state – so Get into it!

Free public transport for Victorian Seniors Card holders runs from Sunday 6 October to Sunday 13 October and includes all metropolitan and V-Line services.

<https://www.seniorsonline.vic.gov.au/festivalsandawards>

LOCATIONS

Chadstone • Clayton • Drouin • Glen Waverley
The Glen Shopping Centre • Mooroolbark • Mulgrave (Head Office)
Oakleigh • Traralgon • Vermont

CONTACT US



In person



linkhc@linkhc.org.au



[/LinkHealthCom](https://www.facebook.com/LinkHealthCom)



www.linkhc.org.au



PO Box 3394,
Wheelers Hill VIC 3150



[@LinkHealthCom](https://twitter.com/LinkHealthCom)



Link HC: 1300 552 509
NDIS ECEI: 1800 546 532



Check our website
for locations details



[LinkHealthCom](https://www.instagram.com/LinkHealthCom)

