

MonashLink

# QUALITY OF CARE

2009



MonashLink...  
**helping you  
and your family**  
manage health  
and day to day living

**1300 552 509**

[www.monashlink.org.au](http://www.monashlink.org.au)  
[monashlink@monashlink.org.au](mailto:monashlink@monashlink.org.au)



**MonashLink**  
Community Health Service

### Inside...



#### Hariklia's Story

4



#### Preventing Violence

6



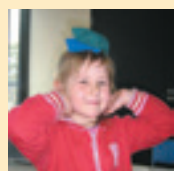
#### Looking After Our Staff

8



#### Promoting Health

9



#### Children's Service

11



#### Accreditation

12



#### Preventing Falls

14

MonashLink would like to thank the following groups for their contribution in developing this Report:

- English as a Second Language (ESL) Thursday class, Dixon House
- Greek Cardiac Group, Moorfields
- MonashLink Quality of Care Report Working Group

## What We Do

MonashLink delivers primary care, oral health, counseling services and health promotion from four sites across the Monash area. All of our services are available to people most in need, but costs and eligibility criteria do apply to some services.

## Definitions

Some of the strange words and acronyms we may use in this issue are...

**QICSA** – Quality Improvement in Community Services Accreditation

**Accreditation** – an organization that has been examined and given a certificate to prove that it has met a set of Standards and is joining in a Program to continuously improve the quality of its services and programs

**Clinical indicator** – a measure of the clinical management and/or the outcome of health care.

**EICD** – Early Intervention in Chronic Disease.

**Primary care** – Practical, affordable health care that a person will normally use first, for all their basic health needs over time. Primary care may include screening, treatment and prevention of more serious health problems.

**OT** – Occupational Therapist

## Our Services and programs include:

- Children's Services
- Community Nursing
- Counseling for individuals, young people, couples and families for many issues including grief and loss, family violence, financial problems, alcohol and drug problems, depression and anxiety and other chronic illnesses
- Dental Service
- Diabetes Education
- Drug and Alcohol Service
- Early Intervention in Chronic Disease
- Family Services
- Health Promotion and Education
- Needle and Syringe program
- Nutrition Education
- Occupational Therapy
- Oral Health

- Physiotherapy
- Podiatry
- Psychology
- Speech Pathology
- Volunteer and Community Visitors Program

### Groups and programs including...

- Fitness and Movement:
  - Falls and Balance Group
  - Hydrotherapy
  - Tai Chi
  - Strength Training
- Family and Social Relationships:
  - Cancer Support Group
  - Parkinson's Support Group
  - Men's Responsibility Group
  - Women Reclaiming Their Lives
- Groups for Children:
  - School Readiness
  - SPOT—Speech Pathology

- and Occupational Therapy for Preschoolers
  - Mini MAG—Motor Action Group for Preschoolers
  - Tricky Fingers
- Groups for Adults:
  - No More Diets
  - First Bites
  - Feet First
  - Memory Management Group
  - Shoe Shopping Tour
  - Supermarket Tours
  - Mindful Moods

For more groups, ask for a copy of our Healthy Directions brochure



#### English

For information about any of our services or programs please ring 1300 552 509 for the cost of a local call. We use an interpreter when needed.

#### Greek

Για πληροφορίες σχετικά με οποιαδήποτε υπηρεσίες ή προγράμματά μας, παρακαλώ καλέστε 1300 552 509 στο κόστος ενός τοπικού τηλεφωνήματος. Χρησιμοποιούμε διερμηνέα όταν χρειάζεται.

#### Italian

PER ULTERIORI INFORMAZIONI SUI NOSTRI SERVIZI E PROGRAMMI, SI PREGA DI TELEFONARE AL 1300 552 509, AL COSTO DI UNA CHIAMATA URBANA. SE NECESSARIO, VERRA' FATTO USO DI UN INTERPRETE

#### Simplified Chinese

有关我们的服务或项目的任何信息，请拨打1300 552 509，该电话收取本地电话话费。我们会在需要之时安排传译员协助沟通。



## Managing Your Health

The Early Intervention in Chronic Disease Program at MonashLink helps people with chronic health conditions manage their health and control their symptoms so they can 'get on with their lives'.

### Hariklia's Story

#### *How did you become involved in the Early Intervention in Chronic Disease Program?*

I've been a volunteer for a while and sometimes the Volunteer Coordinator calls me up if I want to volunteer in a program. There was training for the [early] intervention program and she [asked] if I wanted to be part of it and I said 'yes'. That's where I found out about it.

The main reason why I chose to go into that program was I needed a program to help me relieve my symptoms. Another reason why I chose the program was they're linked to other services. It's very hard to find [help]. Even if you go to the local doctor, you have to go to a different hospital for each service but with this one, it's all linked together.

The third reason was to have a health worker, someone you can communicate with and interact with often, when you've got an issue. So there's three reasons why I chose that [program].

I've seen a physiotherapist to help with the pain and for the muscles and also saw a counselor for relaxation techniques. Instead of seeing an OT, the physiotherapist also helped with what pillows I need [although] I would have seen an OT. I still see my health key worker and communicate with him. The good thing about the program is that they also communicate through email and through the phone and they also do home visits so they cater to your needs in a variety of ways.

How has it helped me? First of all the program has helped me relieve some symptoms and control my condition. It's helped me psychologically in big ways 'cause I've got someone to communicate with quite easily if I've got any issues. That sums it all up. It's helped me use MonashLink services and know about other services that are out of MonashLink too.

The good thing about the program is that they also communicate through email and through the phone and they also do home visits so they cater to your needs in a variety of ways.

In future editions of this Report, we will translate stories into other languages

## Διαχείριση της Υγείας Σας

Το Πρόγραμμα Έγκαιρης Παρέμβασης σε Χρόνιες Ασθένειες στο MonashLink, βοηθάει τους ανθρώπους με χρόνια προβλήματα υγείας να διαχειριστούν την υγεία τους και να ελέγχουν τα συμπτώματά τους, έτσι ώστε να μπορούν 'να συνεχίσουν την ζωή τους'.

### Η Ιστορία της Χαρίκλειας

#### Πώς εσείς λάβατε μέρος στο Πρόγραμμα της Έγκαιρης Παρέμβασης σε Χρόνιες Παθήσεις;

Είμαι εθελόντρια εδώ και λίγο διάστημα και μερικές φορές η Συντονίστρια Εθελοντών με τηλεφωνεί αν θέλω να λάβω μέρος σε ένα πρόγραμμα. Εκεί υπήρχε εκπαίδευση για το πρόγραμμα [έγκαιρης] παρέμβασης και αυτή [ρώτησε] εάν θα ήθελα να είμαι ένα μέρος από αυτό, και εγώ είπα 'ναι'. Έτσι έμαθα για αυτό

Ο κυριότερος λόγος που επέλεξα να μπω σ' αυτό το πρόγραμμα ήταν χρειαζόμουν ένα πρόγραμμα για να με βοηθήσει να ανακουφίσω τα συμπτώματά μου. Άλλος ένας λόγος που επέλεξα το πρόγραμμα ήταν ότι αυτοί συνδέονται με άλλες υπηρεσίες. Είναι δύσκολο να βρεις [βοήθεια]. Ακόμη και όταν πας στον οικογενειακό σου γιατρό, πρέπει να πας σε διαφορετικό νοσοκομείο για κάθε υπηρεσία, αλλά με αυτό συνδέονται όλα μαζί. Ο τρίτος λόγος ήταν ότι έχεις έναν υπάλληλο-κλειδί υγείας, κάποιον που μπορείς να συνεννοηθείς και να επικοινωνήσεις μαζί του συχνά, όταν έχεις ένα θέμα. Έτσι, είναι τρεις οι λόγοι που επέλεξα αυτό [πρόγραμμα].

Έχω δει έναν φυσιοθεραπευτή για να βοηθήσει με τους πόνους και για τους μύες και επίσης είδα έναν σύμβουλο για τεχνικές χαλάρωσης. Αντί να δω έναν ΟΤ, ο φυσιοθεραπευτής με βοήθησε επίσης με το ποια μαξιλάρια χρειάζομαι [αν και] θα μπορούσα να δω έναν ΟΤ. Τον βλέπω ακόμη τον δικό μου υπάλληλο-κλειδί υγείας και επικοινωνώ μαζί του. Το καλό με αυτό το πρόγραμμα είναι, επίσης, ότι επικοινωνούν μέσω ηλεκτρονικής αλληλογραφίας και μέσω τηλεφώνου, και επίσης κάνουν επισκέψεις στο σπίτι έτσι ώστε, να καλύψουν τις ανάγκες σου με διάφορους τρόπους.

Πώς με βοήθησε αυτό; Πρώτα απ' όλα με βοήθησε με την ανακούφιση μερικών συμπτωμάτων και με τον έλεγχο της πάθησής μου. Με βοήθησε ψυχολογικά σε μεγάλο βαθμό'πειδή έχω κάποιον να επικοινωνήσω μαζί του πολύ πιο εύκολα, αν έχω οποιαδήποτε θέματα. Αυτό τα συνοψίζει. Με βοήθησε να χρησιμοποιήσω τις υπηρεσίες του MonashLink και επίσης να μάθω για άλλες υπηρεσίες που είναι έξω από το MonashLink



Τον βλέπω ακόμη τον δικό μου υπάλληλο-κλειδί υγείας και επικοινωνώ μαζί του.

# We help Women and Men Say 'No' to Violence and Abuse

## The Men's Responsibility Group

This group aims to help men to move away from using violent and controlling ways at home. The course runs for 20 weeks, followed by monthly meetings for six months. The course is run by very experienced male and female leaders.

## Women Reclaiming Their Lives

"Women Reclaiming Their Lives" is an eight week program for women who have, or are living with violence and abuse at home. Women decide at the first session what topics and speakers they wish to have over the 8 weeks. The program is run by very experienced counsellors, who can also provide individual support if needed. The program has helped many women recover from violence or abuse at home.

## Peter's Story

Peter was born in Australia after his parents migrated here from Greece in the 1960s. He is married to Sophie and they have 3 young children.

Peter joined the **Men's Responsibility Group** at MonashLink over three years ago. He completed the course but returned in March this year when he decided he was moving back into old abusive ways.

Peter says "the MRG is priceless. It's changed my life. I'm less reactive. I keep my temper in check. It has made a big difference to the family, who are the most important people in my life.

Coming from a Greek background, it's a very patriarchal way of thinking. I've now altered my way of thinking."

Sophie says "It was a hard decision for Peter to come to the MRG as he was part of that Greek cultural norm... 'the man's way is the only way'. It was a big step forward against the traditional way men are. It was a very positive step and has made a tremendous difference to our family".

"...It's changed my life. I'm less reactive. I keep my temper in check. It has made a big difference to the family, who are the most important people in my life..."

## Stella's Story

Stella came from Greece in 1961 as a very young girl. She says, "The counsellors at MonashLink have helped me a lot. I have enjoyed coming to see Gael and Helen and to the **Women Reclaiming Their Lives** group. It changed me from being very sad"

"You opened my eyes. Before I thought I was crazy but then I discovered it was because my husband was so abusive to me. He abused me a lot. It's made me a different person. I now control myself. If I didn't have you guys I'd be crazy"



## Health at Every Size!

Living, as we all do, in a “skinny-is-good” culture, many people have trouble accepting their natural shape and are unhappy with their bodies. For some people, this leads to feeling bad about themselves as a whole person. It can also lead to trying to cut down on eating, which often results in binge eating and weight gain, exactly the opposite of what the person wants! If feeling bigger also stops the person from being active, they can easily end up in a “trying-to-be skinny trap” which actually increases their weight and makes them miserable. Psychologist Dr. Beth Shelton and dietitian Sheree Smalley decided to look for some ways to help people out of this trap.

The result was **No More Diets** – a trial non-dieting weight management and positive body image group which was run in partnership with Glen Waverley Town group. For eight weeks around 23 women met for two hours. They talked and reflected together about their experiences, listened to information about eating and bodies and tried some new ways of thinking and doing things.

Topics covered included emotional eating, mindful eating, self esteem and the place of movement in life.

**Did it help?** The women said that they really enjoyed the program; that they valued learning

“I learnt that my body is amazing and if I listen to it, it will let me know when I’m hungry and not hungry and when I need to move”.

Jane

about regular eating, pleasure of movement, and body acceptance. They said that they would definitely recommend the program to others. Testing before and after the program showed that the women

had increased body acceptance, healthier eating patterns and better attitudes to exercise. Phoebe said “I loved the open discussion, the learning about diets and the movement.” Jane said “I learnt that my body is amazing and if I listen to it, it will let me know when I’m hungry and not hungry and when I need to move”.

MonashLink will run No More Diets again, probably starting in October 2009, at Clayton Community Centre.

## Mindful Moods – Understanding Depression and Anxiety

Mindful Moods is a 6 week program for people who suffer from anxiety and depression. Over the 6 weeks, the program teaches you about how to cope with the symptoms of anxiety and depression and gives you the chance to share experiences and ideas and encourage each other.

The program covers techniques such as relaxation and breathing, changing unhelpful thinking and keeping a check on moods and activities. The program also brings in guest speakers, including someone who has suffered from anxiety and depression and has learnt to cope with their illness.

Mindful Moods has come out of the Intervention in Chronic Disease (EliCD) Project because Australian data shows that people with a chronic illness commonly

experience depression and anxiety as well. This is often because a chronic illness stops you from doing the things you used to enjoy. Depression then makes it harder to manage the illness properly.

For more information about the program, or to make a booking, please ring 1300 552 509.

“I don’t know where I would be now without ‘Mindful Moods’. I was able to share so much...I now know that other people have gone through the same things as me and I don’t feel so alone anymore”

Steven

# Looking after the Health of Our Staff and Our Com

## Global Corporate Challenge

The Global Corporate Challenge is a 125-day workplace health and wellbeing program that encourages employees to be active, by trying to walk at least 10,000 steps a day. Teams of seven employees support each other for the 125 days, recording their daily step count using a pedometer and recording this on the Challenge website. The site adds each team member's step count to their team total. The site then converts this total to a kilometre distance and plots the team's progress along a 'virtual' tour of the world. This is the second year that MonashLink has been a part of the Global Corporate Challenge.

Lesley Scott is once again putting her best foot forward in this year's Challenge. As a member of the *Mad Steps* team at MonashLink, she is once again proving to be the person to beat when it comes



*Lesley and Linda – two members of our 'Mad Steps' Team.*

to the number of steps she walks every day. As a special incentive, MonashLink is running its own Yellow Jersey competition just like the *Tour de France* cycle race. Lesley has worn the jersey on 7 occasions so far and her personal best was 28,092 steps or an amazing 22kms in one day!

## Preventing Infection

Regular infection control education for oral health staff has been a big focus this year, run by an Infection Control Consultant. We have also updated our 'Needlestick Injury'

Policy. These and other actions are aimed at providing safer care for people who use our service, protect our own staff and prevent cross infections.

Another big part of infection control this year has been to help stop the spread of Swine Flu in the community. We have provided information to our staff and to everyone visiting any of our services about ways to protect themselves and protect others from Swine Flu.

## Promoting Health and Wellbeing

MonashLink works with the community to find out what type of health problems are most important to people. We then work with the community and with schools, churches, Neighborhood Houses and many other organisations to find ways to improve people's health and wellbeing.

## Tips for Protecting Yourself and Others from Flu and Colds

### Good hygiene is the key!

- Wash your hands well and often with soap and water – especially after you cough or sneeze. Alcohol-based hand cleaners are also effective.
- Cover your nose and mouth with a tissue when you cough or sneeze.
- Throw the tissue away in a plastic-lined rubbish bin straight after use.
- Don't touch your eyes, nose or mouth. Germs spread that way.



# community

## Preventing Tobacco Smoking

Between 2006 and 2009, we worked with two secondary colleges to help young people in Year 9 understand the risks of tobacco smoking. This program was a great success because young people from Year 8 and Year 9 at both colleges helped develop it themselves. We have recently finished a report about the program. If you would like a copy of this, ring us on 1300 552 509 and ask for a copy of the **'Tobacco Prevention Health Promotion Report 2006-2009'** to be sent out to you.



## Celebrating Mental Health

We have also been working with both primary and secondary schools in Ashwood and Chadstone as only one of many partners in the **'Festival for Healthy Living'** project over the past 2 years. We have helped teachers, students and artists understand more about mental health and wellbeing. At the same

time, the students have learnt how to improve their mental health through drama, dance and art. At the end of 2008, these schools put on a huge combined show at Ashwood College, under a circus tent. This year, the schools are working with artists again, but on smaller projects of their own.



*Festival for Healthy Living combined performance.*

# Food Security and Community Gardens Project

The 'Advancing Food Security and Community Gardens' project was started because too many residents in Ashwood, Ashburton and Chadstone could not afford healthy food. The project is bringing together residents, community groups, Councils, health services and the Victorian Government to improve access to healthy food and support community gardening.

## ...working to improve access to healthy food and support community gardening

The project has found so far that there are many reasons why residents can't afford to make healthy meals. Some people can't easily afford fruit and vegetables. Some people don't own a car and can't use public transport; others don't know how to grow or cook healthy foods.

So it's good to know that many people in the area are also working to improve access to healthy food and support community gardening.

Gardens at local schools and healthy eating classes for kids and parents are helping a lot. Residents are growing food in community gardens and then learning how to cook the food in community cooking classes.

Offering transport to cheap food outlets and emergency food relief is also helping. The project is supporting these things, but also exploring ideas to further improve access to food and support community gardening.

## Healthy Kids in Monash

The Healthy Kids in Monash (HKM) was started in response to the increasing incidence of childhood obesity in the community. Research has shown that our children are making poor lifestyle choices that will lead to diseases such as diabetes and heart disease in their adult life.

MonashLink has been working with five primary schools in the City of Monash for the past three years, to increase physical

activity and healthy eating habits of children.

Workshops for kids and parents and lunchbox audits, combined with health and wellbeing policies have made a real difference. Kids are bringing more water and fruit to school and eating less biscuits, chocolates and lollies. Kids are also more likely to walk to school. Three of the five schools are now "Kids Go For Your Life" Award schools.



## Learning in Childhood can be fun

**The Children's Service at MonashLink makes sure that children are growing and playing and learning to the best of their abilities.**

A **paediatric occupational therapist** looks at how a child is moving, cutting, drawing, writing, managing to dress and feed themselves and interacting and playing with other children and coping with all of the sensory experiences encountered every day.

A **paediatric speech pathologist** looks at how the child is talking, whether they can be understood for their age, whether they can understand instructions and join in a conversation and how they are listening and paying attention.

**At MonashLink we run several groups for children:**

The **Motor Action Group** (MAG) is for primary school children and runs on Saturday mornings. Children come with a parent and practise climbing, swinging, balancing and ball activities with other children. They learn social skills such as joining in conversations and how faces show emotions. They practice fine motor activities with their hands to help with handwriting. There is also a **Mini Motor Action Group** (Mini MAG) for pre-school children, which runs on a Tuesday morning.

The **SPOT group** (Speech/ Occupational Therapy) runs during Term 3 for children planning to go to school the following year. Children practise using their talking, drawing and moving skills to learn how to join in and play with other children, including games and imaginative play. The children develop self confidence and begin to use their skills without needing as much help from an adult.

The **School Readiness group** runs in Term 4 for children who have previously been seen at MonashLink and need to grow their skills to get ready for school. Children learn to organize themselves and their belongings and speak up in front of the group. They practice asking for help. They also learn how to follow instructions and practice sitting for longer periods.

It is much better to follow up on your concerns earlier rather than later, as it is hard to catch up when your child starts school. If you have any concerns about your child's development in any area you can talk to your Maternal & Child Health Nurse, your doctor or paediatrician or ring us on 1300 552 509.



*Having fun at the SPOT group!*

## We Care About Quality!

### Accreditation

One of the ways we work towards improving the quality of our care is to have our services and programs reviewed every three years by an external 'accrediting' body, QICSA.

We met all standards set by QICSA and have now been re-accredited as a quality organization for a further three years.

Our three year accreditation expired this year, so a five person review team from QICSA visited our Ashwood and Clayton sites for three days of interviews, observation and inspection of documents and facilities at the end of March. We met all standards set by QICSA and have now been re-accredited as a quality organization for a further three years.

### Have Your Say at MonashLink

We want people who use our services to have a say about their care and provide us with feedback about how we can improve.



*Fran James, our Quality Coordinator (right) with Gail O'Donnell from QICSA.*

If you use our services, you can give us feedback or make a complaint by:

- filling out one of our 'We Welcome your feedback' forms at Reception
- Phoning **1300 552 509** for the cost of a local call
- Emailing us at [monashlink@monashlink.org.au](mailto:monashlink@monashlink.org.au)
- Speaking to the staff member involved with your care

You can also join a committee or working group. For example, the 'Quality of Care Report' working group meets every year to design our Quality of Care Report. Community members who are involved on this working group every year and in feedback groups in the community provide

us with great ideas, skills, experience and feedback. This helps us to develop a high quality report. This year, we have five community members on the working group who are very skilled. We have also spoken to many people from different cultural backgrounds to help us develop this year's report.

We are also developing a very simple Visitor Feedback Survey which we will trial next year.

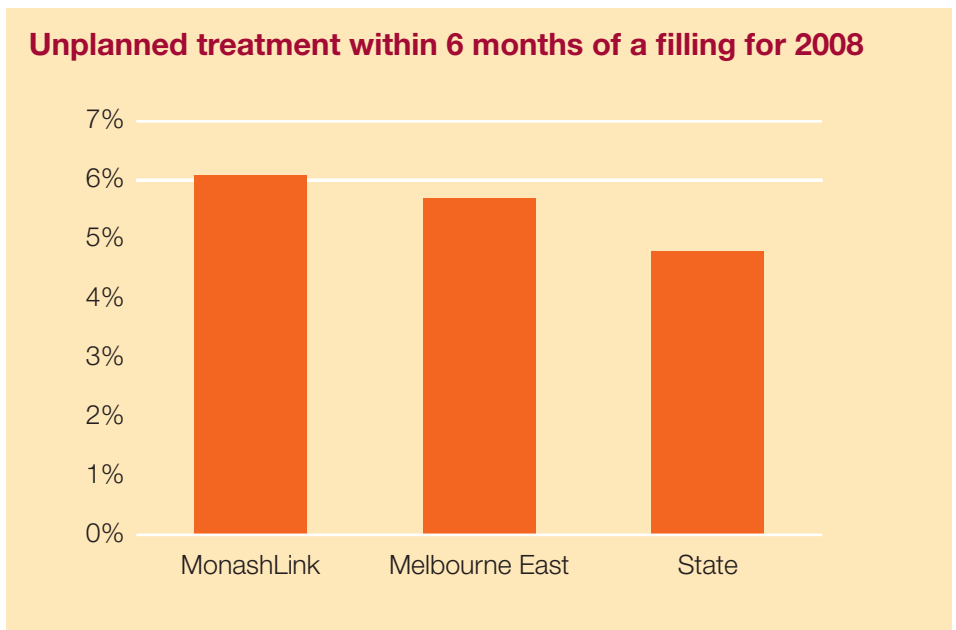
If you would like more information on how to become involved on this or any other group or how you can help improve services at MonashLink, please phone the Community Participation Officer or the Quality Coordinator on 1300 552 509.

# A Busy Year for Oral Health

The Oral Health Service has had a busy year, with many highlights. From July 1st, 2008 to March 31st, 2009, we saw 5,287 people who visited 13,555 times for 41,321 different treatments. The 5th year dental student clinical placement started this year, which means that free general dental care can now be done without having to be on a waiting list. All treatment is fully supervised by a qualified dentist. MonashLink is now also a part of the New Graduate Mentoring Program. This means that new graduate dentists can work at our clinic, which means we can see more people.

A specialist orthodontist is also working with us to look at the complex treatment needs of children with poorly placed teeth and train our staff in orthodontic procedures. The School Dental Service is now up and running and we are advertising this program to schools and other child/youth services in the community. We also have a program which sees children from Special Needs Schools.

Our waiting time for basic dental care is 15 months, which is lower than the average of 23 months. The waiting time for dentures is 28 months, which is higher than the average of 22 months. This is because of the high need in the local community.



## Community Feedback

All feedback from people who use or visit MonashLink is treated as private and we have a policy that guides us when dealing with complaints.

From July 2008 to June 2009, there were only 21 complaints made to MonashLink. These complaints were mostly about people being refused a service because they weren't eligible, not getting an appointment when they wanted it, or not being happy with the service when they received it. All of the issues raised were addressed and improvements were made

to the service or program when needed.

Thirty-one people provided compliments, feedback and suggestions for improvement, which also helped us improve our services. Some of these suggestions were to:

- Provide chairs with arm-rests in consulting rooms for people who have problems with sitting down or standing up
- Offer driver safety training to volunteer drivers as well as staff of MonashLink

## Falls are serious

You may be at greater risk of falling if you:

- are over 60 years of age,
- live alone,
- take medications,
- lose balance when turning or changing positions,
- need to rush for the toilet,
- have a fear of falling,
- find everyday activities such as showering and dressing more difficult,
- feel dizzy when changing your position or
- have had a 'near fall' or actual fall, due to tripping, legs giving way or losing balance.

The good news is that many falls are preventable!

Since around 65% of falls happen in the home, it is important to keep your home as safe as possible.



*Arrange an OT home safety assessment for home modifications (rails, ramps) and equipment.*



## 10 hot tips from the OT team to prevent falls

1. Clear walkways of furniture, cords and loose mats
2. Position commonly used items, ie. phone, within reach
3. Use non-slip shower mat; and highlight step edges
4. Keep steps and doorways well lit. Use nightlights for hallways
5. Use pump soap – (loose soaps make the shower floor slippery)
6. Fit 'safety door hinges' on inward opening toilet doors
7. Repair uneven garden pathways and clear away moss/leaves
8. Arrange an OT home safety assessment for home modifications (rails, ramps) and equipment.
9. Consider – podiatry, physiotherapy, nursing, dietetics, and group programs, including Tai Chi.
10. Ask your GP for a medication review and eyesight check.

## Supermarket Tours

Grocery shopping can be a nightmare. Many food companies try to trick you with food labels that are often confusing. With so many products on the shelves, it's hard to know if you're choosing the healthiest option.

The Supermarket Tour was started to help people learn how to read food labels and make better choices for healthy eating. Every month, a MonashLink dietitian runs the shopping tour

at a local supermarket and gives nutrition tips during the tour. The tour runs for 2 hours, at either Glen Waverley or Clayton supermarkets. Anyone can join in. To book a tour, ring us on 1300 552 509.



*Learn how to read food labels and make better choices for healthy eating.*

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## Tell Us What You Think

We would like you to tell us what you think of this Report.

Please take the time to fill out this survey and return to:

Fran James,  
Quality Coordinator,  
568 Neerim Rd,  
Hughesdale 3166



### How do you rate the quality of this Report? *(Please circle)*

Poor									Average			Excellent
1	2	3	4	5	6	7	8	9	10			

### What did you like most?

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### What didn't you like?

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## Where to Find Us



- 219 High Street Road, **Ashwood**
- Level 1, 9–15 Cooke St, Clayton Community Centre, **Clayton**
- 7 Dunscombe Ave, **Glen Waverley**
- 568 Neerim Rd, **Hughesdale**

**1300 552 509**