

Annual Report 2016



CONNECTING TO COMMUNITY

Link Health and Community is pleased to present its 2016 annual Report to the community through the Leader Newspaper. Link HC provides a comprehensive range of medical, health and support services that improve the health and wellbeing of all residents living in the East and South East of Melbourne. Our services include dental, doctors, allied health and counselling and our programs are developed in partnership with the local community to meet their health needs.

Healthier people participating in their communities



WE CARE

FOR OUR COMMUNITY AND FOR THE PEOPLE WHO USE OUR SERVICE

Each year we develop a Quality of Care Report and every three years we participate in Accreditation processes.

We do this in partnership with our clients and community members to hear your needs and ensure that we provide the best possible care for you.

Assessors commended our impressive facilities, our "can do" attitude and our exceptional client focus in our 2015 accreditation.



WE LISTEN

TO PEOPLE WHO NEED OUR SERVICES AND WE ADVOCATE FOR OUR COMMUNITY

The development of our current strategic plan was a partnership with key stakeholders, local community members, clients, staff and volunteers. This plan advocates for growth so that more investment can be achieved to improvement service delivery and diversity.

We are always listening to our community and service users to create better services together. Working with you leads to a healthy community.



OUR VALUES



WE ARE ACCESSIBLE

PROVIDING INNOVATIVE AND HIGH QUALITY SERVICES AND PROGRAMS

We strive to provide quality services and each year we undertake comprehensive surveys of our clients, this year 96% of our clients said they were highly satisfied with our service and would definitely recommend us to others.

We provide services to people of all ages, backgrounds and circumstances. Our sites and programs are inclusive and welcoming to everyone.



WE PARTNER

WITH OTHER ORGANISATIONS TO ENSURE THE DEVELOPMENT AND DELIVERY OF BETTER SERVICES

Each year we partner with community agencies to develop and deliver services. We strive for new and innovative ways to support community members and organisations.

This year we partnered with more than 150 agencies to provide a diverse range of programs including outreach dental services, community events and onsite vaccinations.

We also offered a new home to Waverley Benevolent Society and the Wheelers Hill U3A.



MESSAGE FROM THE CHAIR & CEO

On behalf of the Board and staff of Link HC we are pleased to present Link Health and Community's 2015/2016 Annual Report as a lift out in the Leader Newspaper. This is the second Annual Report we have presented in this way and we hope that you find the information interesting.

This lift out will reach some 70,000 households in the City of Monash, supporting our commitment to engaging the community. In this lift out we provide information about our service delivery, some of the community stories we have had the pleasure to have been part of as well as our future direction.

In October last year we opened our wonderful new facility in Oakleigh. This has meant we have been able to offer a vast range of paediatric and general practice services. Building on this success we have purchased the adjoining property which will be redeveloped into a youth mental health and social housing hub.



CEO, PHILIP MORAN



CHAIR, FELICITY SMITH

OUR SERVICES - OUR MISSION

Providing integrated health and community services in Melbourne's East and South East



CHILDREN'S WELLBEING

Link HC continued to service thousands of children in the area, collaborating with parents, carers, child care workers, teachers and community agencies to enhance all stages of the children's development.

Clinicians work in a family centred way to enhance physical, emotional, social, behavioural, thinking and communication skills.

Therapy is developed and planned in partnership with families, schools, child care and community agencies connected with the child.



COMMUNITY WELLBEING

Link HC has a number of community based programs that provide opportunities for social inclusion, community capacity building and leadership skills. We also provide a base for community programs and support their operations through partnership arrangements. Both the U3A Wheelers Hill and the Waverley Benevolent Society found new homes at our sites over the past year. While the Opening Doors Program continues to empower community leaders with training and support to develop grass roots projects.



DENTAL WELLBEING

Link HC Dental Wellbeing made a difference in the oral health of people from diverse social and economic backgrounds in the City of Monash and surroundings in the past year.

We spanned the traditional boundaries of Public Healthcare service delivery by embracing new models of multi-disciplinary care, inter-agency collaboration and partnership. We engaged groups who would not traditionally access oral health care and provided care through outreach and in our mobile van.



HEALTH PROMOTION

The Generating Equality and Respect Program finalised this year.

The program promotes respectful relationships between men and women and has better-positioned us to promote gender equity and respectful relationships in workplaces and the community.

Collaborations with Port Phillip Housing improved food access and promoted healthy eating to Gateway tenants and the Healthy Schools Network was established to develop strong relationships with schools in Monash.



MEDICAL SERVICES

We invested in the establishment of Medical Services in 2015/16 and integrated General Practitioners into our Oakleigh site and established a new practice in Brighton.

We now have 8 doctors working 7 days per week and after hours, providing family centred holistic practice that integrates with all our other services — ensuring a one stop shop for our clients.



MENTAL WELLBEING

Over the past year our team highlights included a submission to the Royal Commission on Family Violence and the establishment of a Youth Services Plan. We had Community Conversations in partnership with City of Monash on subjects as diverse as "Ice" and "Pain management" and our gambling program — Betting on a Better Life received a major grant to continue its work using theatre as a medium to highlight the issues relating to problem gambling.



PHYSICAL WELLBEING

To properly prepare for the future, and to ensure we can offer the best possible services to people, we have invested greatly in human resources.

We have team leaders and managers equipped to plan and implement the initial stages of the strategic plan and we have formalised multidisciplinary teams to provide seamless and coordinated access to all services.



VOLUNTEERS

Volunteering is integral to our strategic plan. Our Volunteers come from diverse backgrounds, sharing their skills and demonstrating a genuine commitment to Community Health.

Our volunteer numbers sit between 125 to 130 active, and 203 in total for the 2016-2016 financial year. Link HC's culture and staff invest time and resources to create a safe and friendly volunteer workplace.

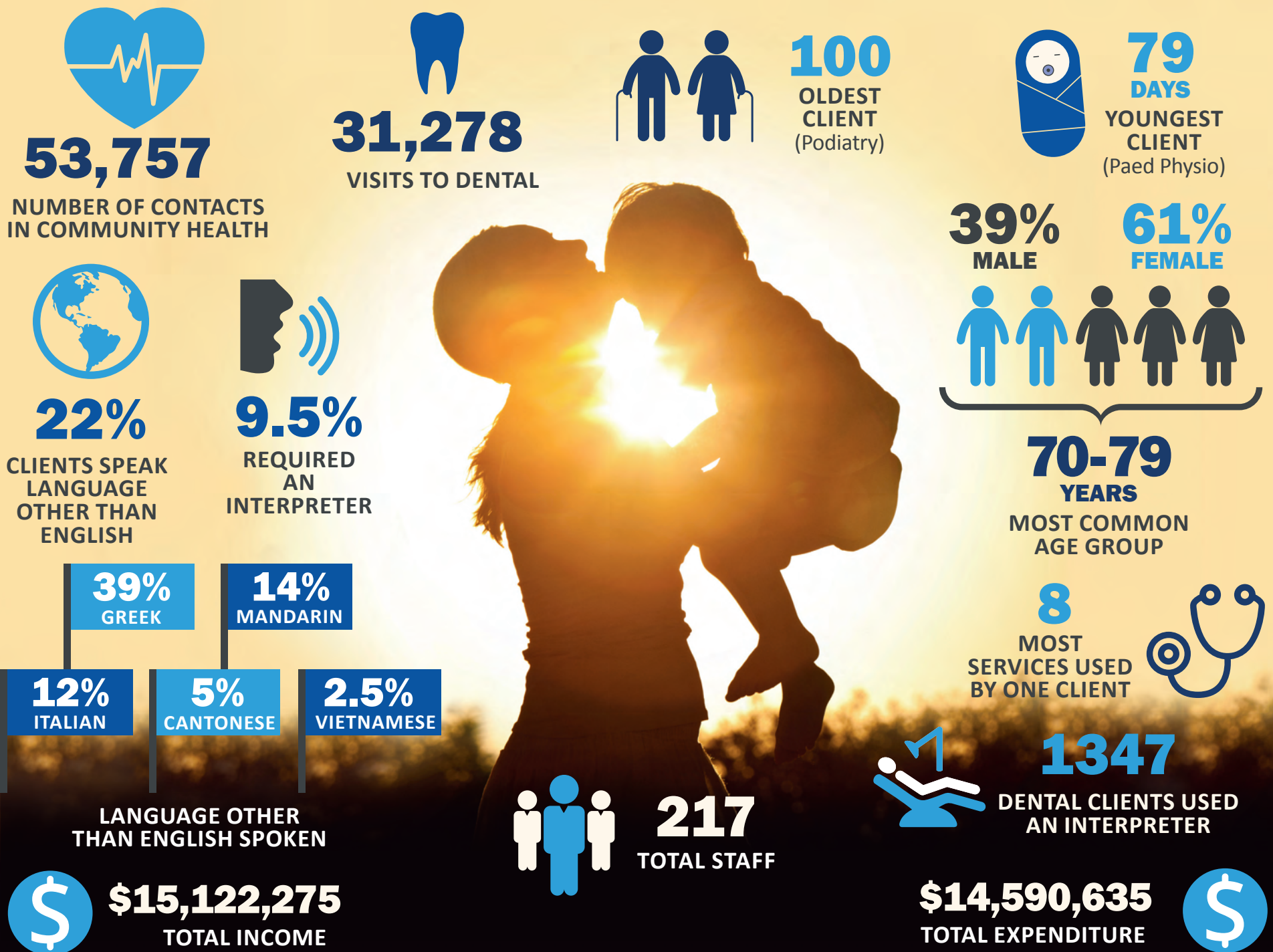
Healthier people participating in their communities

Link Health and Community at a glance

Link HC provides services from 5 of its 6 sites, as well as outreach to local community agencies and via our mobile dental van. On average we see over 300 people a day. People come into contact with our service for individual care, through groups or via events. We have over 20 services and run approximately 20 groups. Our groups are based on being active, being supportive or being social and are

held either onsite or with our community partners. Events are very important to Link HC and the community and over the past year we participated in more than 54 events, providing information, workshops and expertise.

The information below provides you with a snapshot of our organisation over the past year.



1300 552 509 | www.linkhc.org.au

Full a full copy of our financial report
please go to: [www.linkhc.org.au/
index.php/about/reports.html](http://www.linkhc.org.au/index.php/about/reports.html)

STORIES OF OUR VISION

Healthier people participating in their communities

BUILDING RELATIONSHIPS WITH COMMUNITY

Linking with our community has been a big feature of the past year. New agreements were reached with Deakin University Centre for Health and Action on Social Exclusion (CHASE) and Monash Health.

Working closely with Deakin we will provide placements for students and research opportunities, and with Monash Health we will improve pathways for patients who have chronic and complex health issues. We have also begun a working relationships with the 10 Neighbourhood Houses in Monash, forging stronger relationships around building capacity and supporting their work in the community.

The Link HC Board set aside a \$50,000 fund to promote health innovation, community strengthening and social inclusion. The fund sponsored 13 community projects, including, defibrillators and first aid courses, musical equipment,



social events, an art exhibition, and prevention of violence against women programs.

Port Philip Housing residents (pictured)

in Ashwood now live with greater peace of mind with our help with the grant providing a defibrillator and first aid courses to 30 residents.



PARTNERING IN THE COMMUNITY

Link Health and Community is delighted to be working with The University of Melbourne and Calvary Health Care Bethlehem to help people living with Progressive Neurological Diseases (PND) access vital dental care.

PND are brain disorders which greatly impact functioning and communication skills and include Dementia, Parkinson's disease, Multiple Sclerosis as well as many others.

Unfortunately, it's very common for people living with PND not to have access to dental treatment, which is why this outreach clinic is very important.

The clinic is set up at Calvary Health Care Bethlehem's Statewide PND clinic and has a range of other specialists available (medical, nursing and allied health), to help people living with PND receive dental treatment.

"When compared to the general population, patients with PND have more oral problems," Dr. Felicia Valianatos, Oral Health General Manager said. Dental professionals play an important role in caring for PND patients, and this partnership provides an opportunity for us to work with other specialists, to develop integrated treatment plans for our patients and develop skills and expertise to treat patients with complex conditions."

CONNECTING YOU BACK TO COMMUNITY



Link HC works with individuals of all ages and Tasmanian-born Leila O'Brien aged 98 is no exception. Leila began an exciting new journey by taking part in one of Link HC's many exercise programs. Leila has osteoporosis and in the last 5 years, she has fractured the vertebrae in her spine twice. After a long stint at Monash Medical Centre and the Kingston Centre, Leila was referred to us for rehabilitation. She attends weekly one-to-one sessions with Exercise Physiologist Simon Gellie (pictured left with Leila), who provides gentle exercises for her to do under his supervision.

Leila is now regaining her confidence and only needs to use her walker outdoors. Leila says she is hopeful to be getting back to her much loved carpet bowls. Her secret to a healthy life is "a diet of plain food, keeping active and the occasional glass of sherry."

As a local resident for the past 81 years, Leila has certainly seen a lot of changes in Oakleigh. She is still an active community member and only recently retired (at age 96) as President of the Oakleigh Seniors Citizens Club where you will find her most weeks. "The club has meant a lot to me and meeting and talking with people, sharing food and the odd game of bingo keeps me going," says Leila.

FUTURE DIRECTIONS

Success for Link HC is being able to live up to our values: We Care, We Listen, We are Accessible, We Partner; execute our Mission: Provide integrated health and community services in Melbourne's East and South East and; attain our Vision: Healthier people participating in their communities.

To this end we will now embark on our most

ambitious strategic plan ever. This plan will create a "no wrong door" approach to accessing our services, bridge the services gaps for the most vulnerable, see investment in our workforce and systems and grow our revenue through the development of new funding streams.

We will continue to build on the community

partnerships that we have built and fostered - ensuring a stronger, healthier and more connected community into 2017 and beyond.

For a full copy of our strategic plan please go to: www.linkhc.org.au/index.php/about/vision-mission-values.html



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OUR LOCATIONS



CHADSTONE Batesford Hub, Cnr Batesford Rd & Power Ave



CLAYTON Rear, Level 1, Clayton Community Centre, 9-15 Cooke St



GLEN WAVERLEY 2 Euneva Ave



OAKLEIGH 8-10 Johnson St



MULGRAVE 1 Jacksons Rd (Corporate Headquarters)



BRIGHTON 88 Asling St



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