

2015

Annual Report



40 YEARS CONNECTING TO COMMUNITY

Link Health and Community provides a large range of medical, health and support services that are aimed at improving the health and wellbeing of all residents living in and around the Monash area.

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.

We aim to provide accessible and affordable health and support services to everyone and we believe that a healthy mind and body creates a healthy community.

We are a not-for-profit health service provider funded by both the State and Commonwealth Governments and provide services for free or a set fee based on your income.

All our profits go back into improving and expanding services for you.

Services for Healthier Communities



Link HC acknowledges the support of the Victorian Government



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1300 552 509 | www.linkhc.org.au

MESSAGE FROM THE CHAIR & CEO

We are pleased to present Link Health and Community's 2014/2015 Annual Report as a lift out in the Leader Newspaper.

We know that it is an unusual way for an organisation to do an annual report. It is part of our renewed community engagement strategy. Link is committed to working with our members, clients and the community to ensure that our health services meet the ever changing and increasingly complex health needs of our community.

To this end this lift out will reach some 70,000 households in the City of Monash rather than the traditional 500 people.

We hope that you enjoy reading about the great things we are doing to provide "Services for Healthier Communities".

Felicity Smith
CHAIR, FELICITY SMITH

Philip Moran
CEO, PHILIP MORAN



HEALTH PROMOTION

Health Promotion activities focus on improving access to healthy food and preventing violence against women. Link HC works with Monash City Council to develop and distribute the Thrive on 2 & 5 brochure. This resource aims to increase community awareness of sources of fruit and vegetables in Monash. Approximately 2500 copies of the resource were distributed across Monash. Link HC also contributes to the Inner East Food Think Tank, a partnership involving local government and community health that aims to improve access to healthy food across the inner east. The Generating Equality and Respect Program is a major priority of Link HC. The program aims to prevent violence against women by promoting gender equity and respectful relationships between men and women. A key outcome of the program was the organisation-wide delivery of gender equity training to senior managers and staff members.

Link Health and Community

AT A GLANCE

Link Health and Community sees clients at four of its five sites and many of our services are also provided in clients homes. Each year we see on average around 200 people a day for community health services and about 100 a day for dental services. The majority of our clients fit into the 70-79 age group however our dental services see a lot of children up to the age of 12 years. We also outreach dental services to schools and kindergartens throughout the City of Monash. Our oldest client last year was 102 and they received in home podiatry services, whilst our youngest at just 2 months saw our paediatric physiotherapist. A full copy of Link Health and Community's Financial report can be found at www.linkhc.org.au/index.php/about/reports



53,530
NUMBER OF VISITS
(Community Health services only)

16,838

NUMBER OF CLIENTS

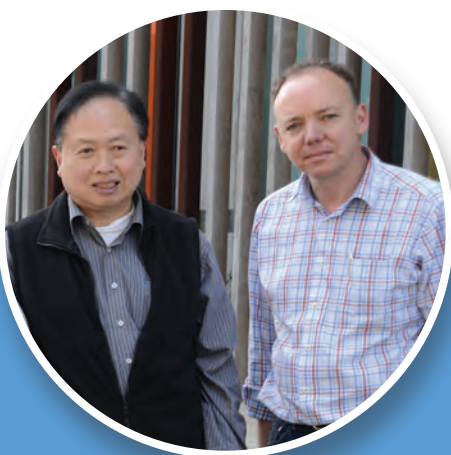


164
TOTAL STAFF



DENTAL SERVICES

Oral health significantly impacts on people's quality of life. When children have poor oral health, they may experience pain and have difficulties to eat, speak or sleep. They are likely to become frustrated, miss out on school days and may avoid smiling or talking. Improving the oral health related quality of life in children is a priority for the Oral Health team. We aim to reduce the risk of dental decay, to treat any oral disease early, to empower children to visit the dentist regularly and to open access to dental care. Over the past year we have taken full advantage of the acquisition of a new Dental Van and proactively put our Keeping Kids Smiling program on the move. Through extending our reach, we achieved our goal to improve access to oral health care to 1,407 preschool children from nine local primary schools.



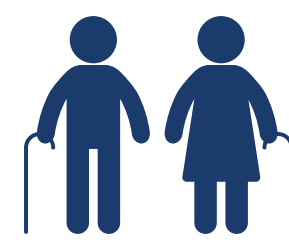
VOLUNTEERING

Link Health and Community has a very diverse volunteer network. In 2014-2015 we had 199 volunteers with ages ranging from 18-87. Volunteers come from 30 different countries and 48 different postcodes. The majority of volunteers are aged 18-69, however a significant number about 16% are aged 70-87 years. We also have 3 times as many female volunteers to males although that number is increasing. Volunteer programs include: Administration, Community Visitors, Drivers, Health Promotion, LinkPETS and Program Assistants. A new initiative this year was the Partners in Recovery (PIR) volunteer project which works in partnership with PIR providers - Manningham, Whitehorse and Inner East Community Services. The purpose of the project is to develop confidence and skills in people who have had an administrative background, but have lost confidence in their ability due to their mental illness.



CHILDREN'S SERVICES

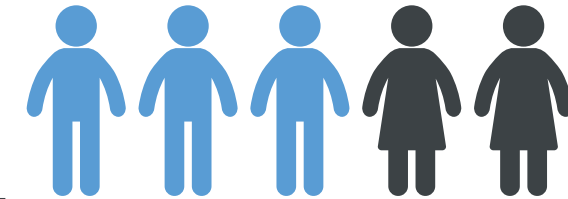
As part of our commitment to improve the health and wellbeing of the community, we have commenced three new programs for children aged 0-12 years. Power Playgroup meets at Power Neighbourhood house helping families with young children gather in a friendly, informal environment allowing them to connect with one of our speech pathologists. Baby Massage encourages new mums to engage with their infant in a quiet relaxing environment using techniques to enhance the bonding process. Jumpstart is a nutrition and activity program for school age children. It brings parents and children together in a fun environment, learning together new ways to approach a healthy lifestyle. This program is funded by Commonwealth Bank community grants.



102
OLDEST CLIENT



2
MONTHS
YOUNGEST CLIENT



70-79
YEARS
MOST COMMON AGE GROUP

10.6%
GREEK

LANGUAGE OTHER THAN ENGLISH SPOKEN

5.7%
MANDARIN



ALLIED HEALTH

We continue deliver new and innovative options to better support the community. Our new Diabetes Review Service sees clients for an annual review, providing 3 consecutive 30 minute appointments with a Dietitian, Diabetes Nurse Educator and Podiatrist. This initiative ensures we are responding to our clients in an integrated, coordinated and systematic way. New improvements include the development of two public forums (nutrition and occupational therapy); the new vocal therapy program; regular podiatry visits into group programs; and a partnership between the occupational therapy and the oral health teams. To support the occupational therapy waitlist and demand management strategies, staff are now provided with mobile technology, reducing administration time and providing increased capacity to see more clients.



\$11,741,816

TOTAL EXPENDITURE

\$12,307,544

TOTAL INCOME



MENTAL HEALTH SERVICES

This year we restructured our Mental Health and Wellbeing services to incorporate community counselling, family violence, family services and alcohol and drug counselling. Prevention of Family Violence continues to be a key component of our services and we made a submission to the Victorian Royal Commission on Family Violence, featured on Channel 10's, The Project, and expressed interest in providing Men's Family Violence Programs for men in prisons and on community-based orders. We continue to advocate for better mental health responses to young people in the Monash area and have partnered with headspace Hawthorn to trial a youth health outreach clinic in Glen Waverley. We continue to partner with Inner East CHS to provide Mandala art therapy groups, for people who often find 'talking therapy' difficult and have expanded our Access to Allied Psychological Services (ATAPS) and our Chinese Language Counselling service.



ADDICTION RECOVERY

Our Alcohol and Drug services are now part of new consortia to work in both inner eastern and eastern metropolitan Melbourne. We provide Intake and Assessment, Counselling, Care and Recovery and Non Residential Withdrawal Services for adults and young people. The New Life Program provides counselling and recovery focused peer support groups. We provide community based activities for people who have been affected by gambling or at risk of gambling addiction. Much of these activities are based on performing arts and social inclusion. Two Sides of the Coin was developed and performed both as a theatre piece and a radio play to portray the impact of gambling addictions. Actors were themselves recovering from gambling addiction. We have been fortunate to have had a 12-month extension on our Commonwealth funded programs and continue to provide services to the Chinese community.



MEDICAL SERVICES

In response to the ever increasing need for health services to diversify and become more self-sufficient, we have embarked on a process to incorporate medical practitioners. We invested in expertise from various sources to develop a business case and have now developed a model of practice that aims to meet the ever growing needs of the community to better connect to health services. Our aim, as always is to provide a coordinated approach to care, we wanted a community based approach that was best able to meet the needs of those who are most in need, as well as develop strong referral pathways. Our vision is to provide medical services from all our sites that will integrate with our already bustling allied health, dental and mental health programs and to provide prevention and intervention to those most at risk of poor health as well as build resilience.



Link HC Into the future

The 2014/15 year has been one of change. Our long standing CEO, Gregg Nichols, retired after 10 years. Gregg left a wonderful legacy to this organisation with purpose built sites in Chadstone, Clayton, Glen Waverley and Oakleigh. All of these facilities provide a springboard into the future. This springboard has been used to expand our services to include Doctors for the first time at Clayton and Oakleigh and hearing services at Oakleigh. We have also been able to integrate our services more successfully with the creation of a Children's Services Hub at Oakleigh and a Youth Service Hub at Glen Waverley.

This year we changed our name from MonashLink Community Health to Link Health and Community. The name change was a reflection of our commitment to the provision of Health Services that concentrate on helping people overcome chronic and complex health issues. It also reflects our commitment to working with community organisations and individuals, to provide long term solutions to health problems by delivering prevention and promotion activities. We will continue to work on our connection with the community over the next 12 months.



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Finally we would like to give a big thank you to our Board members, the staff, and volunteers of the service for all the hard work and dedication they have given over the past twelve months. We know our community is a healthier place for their work.



Our Services

- Activity Groups
- Addiction Recovery
- Audiology
- Children's Services
- Counselling
- Diabetes Education
- Dietetics & Nutrition
- Exercise Physiology
- General Practitioners
- Health Promotion & Education
- Men's Responsibility Program
- LinkPETS
- New Life Program Inc
- Occupational Therapy
- Opening Doors Program
- Oral Health (Dental)
- Physiotherapy
- Podiatry
- Psychology (including ATAPS)
- Service Coordination
- Social Groups
- Speech Pathology
- Support Groups
- Women's Health Clinic
- Volunteers & Community Visitors

Our Sites

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

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