

Let's Link up!: It's time to get social



**Activity, support
and social groups
for winter**

+ PLUS

**We partner with NDIS
for kids with disability**

**The Glen medical
services now open**

Our Services



AUDIOLOGY

Hearing assessments and advice on managing hearing loss.



ADDICTION RECOVERY

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



COUNSELLING

Free counselling services to help navigate life's challenges.



DIABETES EDUCATION

Assistance with prevention and self management, insulin administration and support.



DIETETICS & NUTRITION

Support and advice for diabetes, weight management and cholesterol.

Look at
all the
amazing
things
we do!



DISABILITY SUPPORT

NDIS early childhood early intervention for children aged 0-6 years.



EXERCISE PHYSIOLOGY

Exercise for management and prevention of chronic diseases and injuries.



GENERAL PRACTITIONERS

GP services, check ups, travel vaccines and general health.



OCCUPATIONAL THERAPY

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



ORAL HEALTH

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



PHYSIOTHERAPY

Assessment and treatment of posture, injuries, balance and coordination.



PODIATRY

Assessment and treatment of foot, ankle and lower limb issues.



SPEECH PATHOLOGY

Support for communication, swallowing and cognitive problems.



VOLUNTEER

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



COMMUNITY PROGRAMS

Programs and partnerships to engage community members and enhance lives.

Welcome

Winter a time to be included

Cold weather and short days can make it harder to get out amongst friends and the community at the best of times.

In this issue, we look at how Link Health and Community (Link HC) is working to address social isolation across Melbourne's east and south east. We want to create opportunities where everyone feels included and valued, so people can come together and participate fully in life.

We do this through things like:

- The opening of our new medical practice at The Glen shopping centre in Glen Waverley with a Chinese speaking doctor (p6)
- Our partnership with NDIS to support families of children with developmental delay and disability (p5)
- Partnership with Monash Council to improve links for our clients and local recreation centres (p11)
- Workshops to help people access aged care and disability services online (p4)
- Advocacy for youth mental health services (p4)
- Opening Doors, Australia's only leadership program with a focus on promoting social inclusion and reducing social isolation
- Social groups to make new friends and share activities (p8, 16)
- Volunteers who visit clients, drive them to appointments, care for the pets they love and provide support to programs and services (p7, 9)

So please read on and if something catches your eye that you'd like to try or find out more about, give us a call **1300 552 509**.

If you're concerned about your health or don't know where to start, try one of our general practitioners (GPs). They'll point you in the right direction.



CEO Update

It's said more than one million Australians experience profound social isolation. In my role I've seen how limited access and ability to take up opportunities can lead to poor physical and mental health, taking years off life expectancy.

Encouraging inclusion is more than helping people feel healthier so they can enjoy being part of their community. It's about addressing the causes of isolation and exclusion, to support people unable to help themselves become more connected.

In our Strategic Plan we ask, 'What type of organisation do we aspire to be in future?' Our answer: One that supports healthier people to participate in their communities. How can we be more inclusive? We want to hear from you: feedback@linkhc.org.au

Philip Moran, CEO

My Aged Care: What you need to know

My Aged Care is the national gateway to access services you may need as you age. It is available online and via phone.

Link HC is funded to deliver allied health and social support services through the Commonwealth Home Support Program (CHSP). This assists people to improve or maintain function to live independently in their own home, with support.

If you've been accessing our services before 1 July 2016, you can continue to do so via the

usual pathways unless your needs change significantly.

If you're over 65 and new to Link HC you'll need a referral from My Aged Care, your GP or allied health professional to access allied health services.

For social support services, please get a referral from My Aged Care.

To access My Aged Care call 1800 200 422. The website is at: www.myagedcare.gov.au



MyGov training prepares for NDIS

Link HC held its first MyGov workshops for the community at Dixon House, Clayton and Batesford Community Hub, Chadstone.

Sophie Wade from the Department of Human Services (DHS) talked about Centrelink and online government services and trained attendees on how to register for MyGov.

MyGov is the government website which connects NDIS, MyAgedCare, the ATO, Centrelink, Medicare and Child Support services through one login.

Belinda Haydon, Link HC Community Engagement and Partnerships Officer said: "We realised that National Disability Insurance Scheme (NDIS)

participants would need to register with MyGov to access their funding. We want to support the community to get ready for the NDIS."

Four organisations contributed:

- Link HC initiated the event
- Monash Library provided iPads and internet access
- The Ashburton, Ashwood and Chadstone Public Tenants Group coordinated and promoted the session
- Centrelink gave a presentation on its programs and MyGov to bring everyone on board

Sophie advised that while more government services were going online, face-to-face and telephone services would remain available.

For future MyGov sessions: bhaydon@linkhc.org.au



Youth mental health plans shift focus

Link HC is disappointed to learn that Monash will not be getting a headspace, the federally funded youth mental health service.

Carmel Fox, Link HC's General Manager, Community Wellbeing, Strategy and Volunteers, says the urgent need for youth mental health services in Monash remains unmet, with dire consequences.

"Monash ranks too high in cases of child protection, family violence and substance abuse. Our young people tell us over and over again that mental health is their biggest concern," she says.

She said Link HC would not turn its back on Monash youth.

"Our focus now shifts to designing a local youth mental health service shaped by our community, for our community."

Over coming months Link HC will be seeking your input on our very own youth mental health space.

We'll also be asking our local state and federal representatives to demonstrate their commitment.

If you or your organisation would like to get involved: 1300 552 509 or linkhc@linkhc.org.au



We partner with NDIS for kids with developmental delay and disability

The National Disability Insurance Agency (NDIA) has selected Link HC to deliver Early Childhood Early Intervention (ECEI) in Inner and Outer East Melbourne and Inner Gippsland.

Rolling out from July, Link HC will work closely with families, carers and children to provide assistance, advice and access to early intervention and support services in these regions.

ECEI was developed under the National Disability Insurance Scheme (NDIS) to provide, for the first time, a consistent, national approach to supporting children under six years of age who present with developmental delay or disability.

It offers a family-centred approach to encourage and support children to achieve personal goals and outcomes on a one-to-one basis.

Felicity Smith, Link HC's Chair, said the partnership would significantly expand Link HC's commitment to support children

with disability, their families and loved ones.

"Helping children with developmental delay as early as possible enables us to significantly improve their quality of life," she said.

"For every parent or carer who contacts us, we look forward to providing support tailored to their child's unique set of needs, wants and goals."

Link HC is proud to be an NDIA partner, delivering Early Childhood Early Intervention (ECEI) to families and carers of children under six who present with developmental delay and/or disability.

Learn more about how the NDIS can help your child at www.ndis.gov.au/ecei

Get regular news and updates via our e-newsletter. Email marketing@linkhc.org.au

New website soon live!

It's bright, bold and colourful. It's our new website!

We're working hard to make our new site easier for everyone to read and find information, book appointments online and find out all the news and events happening in your area.

Check us out online at: www.linkhc.org.au



Link HC services now at Oakleigh Recreation Centre

From July, Link HC will be offering one-on-one health care and group programs from Oakleigh Recreation Centre.

This means health services and group training spaces set in beautiful parklands in Oakleigh with on-site café. Oakleigh Recreation Centre is located at 2A Park Rd, Oakleigh.

The announcement is part of an exciting new collaboration with Monash City Council that will provide stronger pathways between community health services and community fitness and recreation programs.

More about the Active Monash partnership on page 11.

General Practice Link

Download
our app to
book your
next doctor's
appointment
online



No jab, no pay

Under the government's updated No Jab, No Pay policy, your child must be fully immunised or have a valid exemption for you to continue to receive child care payments and your full Family Tax Benefit Part A fortnightly payment.

To help, Link HC offers bulk billed immunisation for children at our Oakleigh and Brighton general practices.

Book online, download our app or call 9564 6199.



Now open: Medical centre at The Glen!

For those living in and around Glen Waverley, Link HC has opened a medical clinic right in the heart of The Glen shopping centre on Springvale Road!

Come and find us co-located inside the Priceline pharmacy (previously Amcal Max) on the lower level near Coles, surrounded by your favourite shops and food outlets.

General practitioners (GPs), including a Chinese speaking doctor, are on hand to care for all

your family's medical needs.

Also, we'll have an orthodontist on-site (see below) who can attend to braces and other conditions such as jaw pain, speech impediments, sleep apnoea, gum disease, and difficulty chewing.

Billing rates are available online including reduced and bulk billing for some eligible patients.

Book now on 8822 8399 or go to www.gpglenwaverley.com.au

Welcome Dr Angelina Zea, Orthodontist



Meet Dr Angelina Zea, our new orthodontist at The Glen in Glen Waverley. Dr Zea brings a great deal of experience to her role.

"I am very much looking forward to meeting my new clients of all ages," she says.

"I specialise in treating bite and jaw problems. It's an important job to help people's smiles and improve their self confidence."



Focus on social inclusion 2017 and beyond

Fostering social inclusion is a key health promotion priority at Link HC for 2017 and beyond, but what does this really mean?

Social inclusion is about enabling people to make connections in the communities they work, study, live and play. It means creating opportunities and building skills that enable people to participate in society.

For more than two years, we have run activities for people in local communities. Activities at the Ashwood-Chadstone Gateway housing development, for example, include Friday Fun social events (pictured above), Fresh Food shopping trips and Let's Get Cooking classes.

While introduced to promote healthy eating and access to fruit and vegetables, activities have also helped tenants socialise with each other.

Tenants and staff of the Port Phillip Housing Association (PPHA) that manages Gateway, feel this is creating a healthy food culture and supporting social connection.

Here's what tenants and PPHA staff have said:

"You get to have some lovely conversations with people you wouldn't normally speak with. Everyone is eating well and it's healthy, but it's not pushed in their face, it's just good food."

"[Increasing social connection] is slow. But that's the idea. That's what Port Phillip wants. It's what we want. It's easy to get to know people you see all the time, but these events really help increase our circle a bit."

"Before, you would never have seen these people out and about, or mixing together."

Activities at Gateway will continue and be included in a shared health promotion plan now being developed with Carrington Health and Access Health and Community.

For more information contact Louisa on 1300 552 509.

National Diabetes Week 9-15 July



Check out our pop up stall! Meet our Diabetes Nurse Educator and Podiatrist. Plus, giveaways, information and advice.

**Wednesday 12 July, 9-11am
Clayton Community Centre**

For more Diabetes Week events:
www.diabetesaustralia.com.au

Connect with others living with type 2 diabetes at our Diabetes Support Group. Call 1300 552 509.



LinkPETS supports pet owners

LinkPETS volunteers come weekly to wash service dog Brandy's bedding and do chores owner Karen finds hard, so everyone can enjoy a full life! Pictured: Karen, LinkPETS' Sarah, volunteer Kath.

If you are over 65 and need support caring for your pet, contact Sarah 8822 8309 or sburton@linkhc.org.au

Partnerships and Outreach Link

Get social! Try these great groups

1. Older adult social group

This social group comes together Tuesdays 1-3pm to play games, try gentle chair-based exercise, test knowledge with a quiz and other activities. \$8 per session. Power Neighbourhood House, 54 Power Ave, Ashwood.
Contact 1300 552 509
linkhc@linkhc.org.au
www.linkhc.org.au

2. Men's Shed

Men's Sheds were set up to ease social isolation for men of all ages. Monash Men's Shed welcomes new members. It meets weekly and holds quarterly health days for the whole community. The next health day will be held Wednesday 16 August at Bogong Reserve, Glen Waverley.
Contact 9561 8557
info@monashmensshedinc.com.au
monashmensshedinc.com.au

2. U3A

Combine your interest in language, art, literature, wellness, discussions and more with retirees and baby boomers of the the University of the Third Age (U3A) Wheelers Hill.
Contact 8822 8376
u3awheelershill@gmail.com
www.u3awheelershill.com



Respectful relationships at every age

LinkHC will soon be working with the Victorian Department of Education and Training to support the rollout of Respectful Relationships Education in schools in the City of Monash.

The Respectful Relationships program aims to prevent family violence through education and challenge the root causes of violence against women: gender inequality and rigid gender roles. Schools participating in the program will be supported to develop a whole school approach to respectful relationships between women and men, boys and girls.

"In the City of Monash, there is a high rate of family violence, especially against women and children," said Carolyn Poljski, Link HC Health Promotion

Manager. "Cultural change is necessary to change this. Schools can play an integral role in creating the foundations for respectful relationships and preventing family violence in the long-term."

More Men's Responsibility Groups

Link HC has received additional funding to continue to run the Family Violence Men's Responsibility Group.

The program encourages men to say 'no' to violent, controlling behaviour and change how they relate to their partners, children and others.

Contact 1300 552 509 or email linkhc@linkhc.org.au

Newsletter supports healthy schools in Monash

The Link Healthy Schools Network has expanded to include secondary schools. Twenty three schools in and around Monash now receive information about Link HC services, professional development

opportunities and topical issues such as health, online safety, family violence and mental wellbeing.

To learn more or register your school call Louisa 1300 552 509.

Partnerships and Outreach Link



Black dog art breaks down barriers

Last year it was the elephant in the room, this year's theme is shadows and light.

The Black Dog community art exhibition, run by Opening Doors graduate Emma Finch (above), is now in its third year.

She said: "My clients wanted to be heard. Creative arts is a powerful tool to give voice to people's stories, start

conversations and 'normalise' anxiety and depression."

Last year more than 500 people came to view 160 artworks from 75 artists. Emma anticipates this year will be even bigger.

The Black Dog exhibition will run from Friday 6 to Saturday 7 October, 9am to 4pm at Amaroo Neighbourhood Centre, located at 34 Amaroo St, Chadstone.

Group highlights problem gambling



Our Three Sides of a Coin theatre group performed to 550 attendees at the Financial Counselling Australia Conference to highlight problem gambling and show it as a public health issue.

Volunteer Denis eases isolation

Denis Curtain (pictured below) is one of almost 200 wonderful volunteers here at Link HC.

He provides transport to clients who attend Link HC appointments, group activities and other social events. In many cases these clients are housebound or isolated due to age, health or mobility issues.

Volunteers like Denis work tirelessly to keep vulnerable people linked to their communities, services and social networks.

"I've been doing this for six years, about four hours per week," he said. "Why do I do it? Enjoyment. I like helping the community in Monash and making new friendships."

His most memorable moment? "Receiving a Caroline Chisholm Award for community service."

Interested in volunteering? Contact the Volunteer Manager on 1300 552 509 or email lpocervina@linkhc.org.au



We pledge to

DROP THE JARGON

in health & wellbeing



Drop the Jargon is a day for professionals in Australian health, community services and local government to use plain language.

Why should I pledge?

6 out of 10 people in Australia have low health literacy.

Health literacy is about how people understand information about health and health care, and use it to make decisions and act on it.

By dropping the jargon, we are helping people understand and use information to make informed decisions and actions affecting their health and wellbeing.



% of people in Australia with low health literacy

We pledge to drop the jargon

In taking the pledge, we accept the challenge to:

- Use plain language in all communication - with other staff and with clients
- Not use acronyms
- Explain medical and other technical terminology
- Check that information has been understood by our clients
- Work with a professional interpreter when our clients have low English proficiency
- Politely point out when our colleagues use jargon

www.dropthejargon.org.au

Partnerships and Outreach Link



Link HC + Monash Council = You win!

A new relationship with Monash Council will help community members to move from health services to community fitness activities as their individual needs change.

The agreement marks a greater level of integration between community health services and community fitness and recreation centres.

The latest move means that Link HC will deliver one-on-one clinical health services, like physiotherapy and exercise physiology, plus group programs, from the Oakleigh Recreation Centre (ORC). This expands on the partnership already in place

at Monash Aquatic and Recreation Centre (MARC), where Link HC has been running Tai Chi, chair-based exercise and hydrotherapy since January.

Vanessa Jones, Link HC Manager, Health and Wellbeing said the real winners would be community members.

She said people would benefit from being able to 'step up' or 'step down' their level of support and activities, based on their changing need and ability.

She said Link HC was looking forward to further expanding on this model with Monash Council in the future.

Mental health education for staff

Link HC staff (right) attended the annual Eastern Metropolitan Region Orientation for mental health staff. Link HC also runs on-site Mental Health First Aid training for general staff to increase understanding of common mental health issues and how to help.



We ♥ feedback

After a fall, a woman who attended our general practice as an emergency patient said:

"I was greeted with amazing concern by (the) receptionist... as I was in great pain. She was so caring, as was the Doctor. I've also seen the Physiotherapist for advice and will be under her care.

"My husband is now signed up (for) yearly check-ups. We will be transferring to this amazing clinic that is five minutes walk from our house where almost every service is provided on-site."

Have your say on 1300 552 509 or feedback@linkhc.org.au

Hello Riskman



With rapid growth comes increased responsibility. This is why Link HC has invested in Riskman, an integrated web-based system for managing and responding to workplace hazards, emergencies, clinical and occupational incidents, complaints and risks.

The system also helps identify trends and shares information to improve quality and safety.

Business event

Alex McDonald from the Wise Foundation shared some history of the Link HC and former Body Shop headquarters in Mulgrave at a Monash Business Awards (MBA) business networking event.

Link HC is a platinum sponsor for the awards, which aims to encourage local business. monashbusinessawards.com.au



Prescribed Exercise Programs (PEPs)

For older adults who wish to improve their ability to do daily tasks. Our Exercise Physiologist and Physiotherapists offer prescribed tailored exercise programs for you.

OAKLEIGH RECREATION CENTRE, 2A PARK ST OAKLEIGH

When: Mondays to Fridays

Time: 9am, 10am and 11am

Cost: \$8 per session or \$45 monthly (maximum three weekly sessions)

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

When: Thursdays

Time: 2.30-4.30pm

Cost: \$8 per session

Note: Individualised strength training is now part of our Prescribed Exercise Programs (PEPs).



Strength and Balance

A 12 week exercise and education program for people with poor balance, at risk of falls or a history of falls. Assessment with our Physiotherapist is required prior to commencing.

OAKLEIGH RECREATION CENTRE, 2A PARK ST OAKLEIGH

When: Tuesdays

Time: 1.30 - 3pm

Cost: \$8 per session



'Dynami' Greek Exercise

This group circuit class is led by a qualified Physiotherapist and Allied Health Assistant and has fun Greek tunes to motivate you. Suitable for Greek speakers over 65.

OAKLEIGH RECREATION CENTRE, 2A PARK ST OAKLEIGH

When: Mondays

Time: 2.30 - 3.30pm

Cost: \$8 per session



Hydrotherapy

Hydrotherapy is suitable for conditions such as arthritis, joint replacement, back pain and rehabilitation after surgery. Assessment is required prior to commencing.

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

When: Wednesdays

Time: 11am - 12pm

Cost: \$8 per session

Thursdays

1.30 - 2.30pm

\$8 per session

CHELTENHAM

Please register your interest



Chair-Based Exercise

Chair-based exercise provides a safe and effective environment for people having difficulty with balance and mobility. Review with an Occupational Therapist, Exercise Physiologist or Physiotherapist as required prior to commencing.

LINK HC, 9-15 COOKE ST, CLAYTON

When: Wednesdays
Time: 9.15 - 10.15am
Cost: \$8 per session

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

When: Mondays
Time: 1.30 - 2.30pm
Cost: \$8 per session



Tai Chi

Tai Chi is a series of slow, controlled movements or postures. Regular practice promotes and improves health and wellbeing, balance, strength, posture, coordination and more.

LINK HC, 9-15 COOKE ST, CLAYTON

When: Fridays
Time: 2 - 3pm
Cost: \$8 per session

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

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



Link Walkers

Walking groups are a great way to meet new people and have fun. Our walks go for about 50 to 60 minutes.

OUTSIDE MADELINE'S CAFE, JELLS PARK WHEELERS HILL

When: Wednesdays
Time: 9.30 - 10.30am
Cost: FREE

Make winter walking fun!

- Vary where you walk
- Walk a dog
- Ask a friend, family or neighbour
- Join a walking club

Source: betterhealth.vic.gov.au

Support Link



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.

MONASH CITY CHURCH OF CHRIST, 46-48 MONTCLAIR AVE, GLEN WAVERLEY

When: First Thursday of the month

Time: 1.30 - 3.30pm

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



Diabetes Support Group

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

MONASH CITY CHURCH OF CHRIST, 46-48 MONTCLAIR AVE, GLEN WAVERLEY

When: Second Thursday of the month

Time: 1 - 3pm

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



Aphasia Support Group

Aphasia is a communication disorder affecting the processing of language. This group provides social support, education, information and assistance to develop strategies and confidence communicating with others.

LINK HC, 94 BATESFORD RD, CHADSTONE

When: Thursday (fortnightly)

Time: 10.30am - 12.30pm

Cost: \$8 per session



Over 65 and need support caring for your pet?

Call Sarah at LinkPETS on 8822 8309 to find out more

Support Link



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: First and third Tuesday of the month
Time: 6 - 8pm
Cost: FREE
Book: HELPLINE 1300 660 068 or 9573 1761

GLEN WAVERLEY - FAMILY DRUG SUPPORT

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



Men's Responsibility Group

A group for men wanting to say 'no' to violent abuse and controlling behaviour. We focus on respectful relationships in your family. Weekly sessions are followed by monthly meetings.

LINK HC, 9-15 COOKE ST, CLAYTON

When: Wednesdays
Time: 7 - 9pm
Cost: \$20 per week, \$10 per week with a Health Care Card
Book: 1300 552 509



Mindful Moods

A six week group program for people who are experiencing difficulties with anxiety and depression.

CHADSTONE

When: Tuesdays, next group intake November
Time: 10am - 12.30pm
Cost: FREE
Book: 1300 552 509



Did you know Monash has **10 neighbourhood houses** that offer **social, educational, recreational** and **support** activities?
www.monash.vic.gov.au/Leisure/Neighbourhood-Houses

Social Link



Planned Activity Group

Planned Activity Groups support people to stay socially connected and maintain independence through fun and meaningful activities. Come along to experience a variety of different activities.

MULGRAVE NEIGHBOURHOOD HOUSE - 36-42 MACKIE RD, MULGRAVE

When: Fridays (School terms only)
Time: 10am - 2pm
Cost: \$8 per session
Book: 1300 552 509

POWER NEIGHBOURHOOD HOUSE - 54 POWER AVE, ASHWOOD

When: Tuesdays
Time: 12.30 - 3pm
Cost: \$8 per session
Book: 1300 552 509



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 RD, CHADSTONE

When: Wednesdays
Time: 1.30 - 3pm
Cost: \$10 per session (\$5 with Health Care Card)
Book: Judy Avisar 1300 552 509 or email javisar@linkhc.org.au



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 RD, CHADSTONE

When: Thursdays
Time: 1.30 - 3pm
Cost: \$10 per session, (\$5 with Health Care Card)
Book: Judy Avisar 1300 552 509 or email javisar@linkhc.org.au



To make a booking for all our services,
call our Access and Coordination team
on **1300 552 509**

Make an Appointment



How to make an appointment?

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

Please have the following information ready:

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

For NDIS Early Childhood Early Intervention:

1800 LINK ECEI (1800 5465 3234)

For doctors/GPs:

Oakleigh 9564 6199 | Brighton 9596 3501 | The Glen 8822 8399

You can also book GPs online at www.linkhc.org.au or via our app (p6).

Some of our services have no wait times while others, like 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.



Interpreters are available free of charge for all appointments.



What is Quality of Care?

Quality of Care (QOC) 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 the needs of consumers, 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 QOC throughout the year. When you see the below symbol, it means we are continually striving to improve your experience and access to healthcare options.

We acknowledge CHSP funding for some of our programs.



Children's services

Link Health and Community offers a variety of children's services.

When you see the symbol on the left, it means this service is also available to children. For more about our children's services call **1300 552 509** or see www.linkhc.org.au



Consumer approval

Consumers play very important roles at Link Health and Community.

When you see the symbol on the left, 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.

Dental services

Dental fees for adults with Centrelink Health Care Card or Pensioner Concession Card	
Emergency	\$27.50
General course of care	\$27.50 per visit for four visits (capped at \$110)
Partial denture	\$66.50
Full denture (upper and lower)	\$133

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	\$32.50
13-17 years without a Health Care Card/concession	Prices vary according to treatment, please contact 1300 552 509

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. Bulk billing is available to eligible patients.

www.oakleighgp.com.au

www.brightongp.com.au

www.gpglenwaverley.com.au

Did you know we're open after hours?

- Addiction Recovery Counsellors
- Dental Services
- Psychological Strategies
- General Practitioners

See general practice websites above for opening times or call **1300 552 509**.



Our Fees

Other services

Individual appointments for adults		
	Type of service	
	Audiology, dietetics, diabetes education, exercise physiology, occupational therapy, physiotherapy, podiatry, speech pathology	Counselling, addiction recovery, Psychological Strategies
Pension/Heath 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, diabetes education, exercise physiology, occupational therapy, physiotherapy, podiatry, speech pathology	Counselling, addiction recovery, Psychological Strategies (was ATAPS)
Pension/Heath 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 email **linkhc@linkhc.org.au**



New medical centre at The Glen

- Friendly doctors (Chinese speaking)
- Orthodontist (braces, jaw issues)
- Prosthetist (dentures)
- Seniors welcome
- Bulk billing and reduced rates available
- Located in Priceline, near Coles



**Glen Waverley
General Practice**
a service of Link Health

Ph: 8822 8399
www.gpglenwaverley.com.au



Contact Us

Inner East Melbourne

Chadstone | Batesford Reserve, 94 Batesford Road, Chadstone 3148

Clayton | First Floor, 9-15 Cooke Street, Clayton 3168

Glen Waverley | 2 Euneva Avenue, Glen Waverley 3150

The Glen Shopping Centre | Shop 102, 235 Springvale Road, Glen Waverley 3150 (Located in Priceline)

Mulgrave (Head Office) | 1 Jacksons Road, Mulgrave 3170

Oakleigh | 8-10 Johnson Street, Oakleigh 3166

Oakleigh Recreation Centre | 2A Park Road, Oakleigh 3166

Vermont | 607 Canterbury Road, Vermont 3133 - *NDIS ECEI only*

Bayside

Brighton | 88 Asling Street, Brighton 3186

Outer East Melbourne - *NDIS ECEI only*

Mooroolbark | Rolling Hills Family & Children's Services Building, Landscape Drive, Mooroolbark 3138

Yarra Junction | Upper Yarra Family Centre, 2444 Warburton Highway, Yarra Junction 3797

Inner Gippsland - *NDIS ECEI only*

Drouin | 8-9 Commercial Place, Drouin 3818

Leongatha | 46 Koonwarra Road, Leongatha 3953

Traralgon | 1st Floor, 7 Post Office Place, Traralgon 3844

1300 552 509 www.linkhc.org.au



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

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



In person



www.linkhc.org.au



Call us on 1300 552 509

For NDIS ECEI: 1800 LINK ECEI
(1800 5465 3234)



Email: linkhc@linkhc.org.au



Post: 2 Euneva Ave,
Glen Waverley VIC 3150



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Link Health and Community
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of the Victorian State
Government

