



www.linkhc.org.au | 1300 552 509

April - June 2017

WE PARTNER FOR YOUR WELLBEING

Stay active, connected
and supported this
autumn

+ PLUS

*Women reclaim lives
from violence - course*

*Mental illness
workshops to
support families*



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.



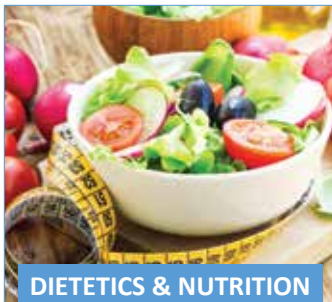
COUNSELLING

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 weight control, food intolerances and allergies.



Look at all the amazing things we do!



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

Contribute to our community work by helping us support local people.



COMMUNITY PROGRAMS

Programs and partnerships to engage community members and enhance lives.

Welcome

Can you believe it's autumn?

If you feel like you're rushing through your year, now's a great time to take a moment to pause, feel the breeze against your skin and observe the trees turning shades of orange, brown and gold.

Some people might think the shorter days and cooler temperatures mean it's time to stop exercising and spend more time in front of the TV – we disagree!

Autumn is a lovely time to stay **active** – with Greek music and exercise classes, warm water hydrotherapy, chair-based exercise, strength and balance building, walking groups or Tai Chi (pages 12-13).

It's a time to stay **connected** – through get togethers and community events and **supported** – through Parkinsons, diabetes, aphasia or drug and alcohol peer support groups (pages 14-15).

It's definitely a time to stay **social**, through planned activity groups, outings, drumming circles, world dance and other groups (page 17), including partners like U3A and Men's Shed (page 9).

Not to mention all the other things happening at our sites every day – from audiology to counselling, dental, exercise physiology, physiotherapy, occupational therapy, podiatry, nutrition and dietetics and speech pathology.

See what's on in our autumn issue of the Link Health and Community (Link HC) magazine – truly, we've something for everyone.

Your challenge is to pick one new thing to try each week or each month. You never know what one small change might lead to.

(Psst... Some of our services are low-cost or based on ability to pay – some are free.)



CEO Update

A core value at Link HC is to partner with others to develop and deliver better services. It's no surprise, then, to see a partnership theme across our magazine.

In this issue, partnerships support recovery from addiction and mental illness, encourage men to look after their health and streamline services between Monash Health hospitals and home.

Plus, collaborations with council, police, schools, local housing associations, seniors groups and other community health and support providers.

In fact, we engage in 150 partnerships each year.

Read on to find out more. Also, stay in the loop through our website and social media.

Philip Moran, CEO

I want a headspace for Monash

#headspace4monash

Join the call for a headspace in Monash

Link HC, with Monash Council and Monash Leader newspaper, are calling for the Federal Government to fund a local headspace to support young people at risk of or experiencing mental health issues.

There is currently no funding for a headspace in Monash. At the same time, funding has been given to 110 headspace centres (operating or announced) in communities across Australia.

A headspace in Monash would offer wellbeing promotion and early intervention mental health

services to 12 to 25 year olds. Services would include mental health, physical health, work and study support and alcohol and other drug services.

How to help

- Find out more by going to **www.monash.vic.gov.au** (search 'Campaign for youth mental health service')
- Pledge your support: **9518 3908**
- Advocate on social media: **#headspaceformonash**

The First Stop drug and alcohol website goes live

Families affected by alcohol and other drugs can find help at a new website The First Stop **www.thefirststop.org.au**

Developed by Connect4Health, a partnership which includes Link HC, The First Stop aims to be a 'first stop' for families and partners who may feel confused, distressed or isolated.

The website details what services are available and how to access them, including support services for families. There's also information about different types of substances as well as tips and resources for families on things like communication, mindfulness and sleep.

The First Stop provides detailed information about services in the Inner East Region but also lists services in other parts of Victoria and Australia.

To find more about drug and alcohol support: 1300 552 509 or linkhc@linkhc.org.au

More hydro classes

A new hydrotherapy program will start in May at Cheltenham, as well as the Monash Aquatic and Recreation Centre.

Water exercise can improve fitness, strength and mobility, and reduce pain. It's great for those who have arthritis, long term pain or general weakness. Cost: \$8.

Contact linkhc@linkhc.org.au or 1300 552 509. Details page 12.

Get some Greek moves

Now you can move your body and improve your fitness to authentic Greek tunes.

The new 'Dynamis' group circuit class runs from our Oakleigh site 11.30am Tuesdays. Led by Greek-speaking staff with Greek music, it's designed for over 65s at most fitness levels. Reduce weight, feel great. Cost: \$8.

Contact linkhc@linkhc.org.au or 1300 552 509. Details page 13.





Link HC hails new complaints watchdog

Link HC has applauded the introduction of a new government watchdog with more powers to protect patients and crack down on dodgy unregistered health service providers and practitioners.

The new Health Complaints Commissioner body, which replaces the former Health Services Commissioner office, has beefed up authority to name and shame dangerous and unethical health providers. It will be able to initiate an investigation even when no

complaint is lodged. Also, health practitioners banned in other states will now be automatically banned in Victoria.

Jill Hennessy, Minister for Health, said: "The watchdog will play a pivotal role in protecting the public from unethical health providers who try to take advantage of the vulnerable and sick by making false and outrageous claims."

Philip Moran, CEO Link HC, said he was pleased to see the safety of the community put first.

Help with pain

You're invited to a fun evening of interactive workshops, followed by a presentation by mind-body expert Dr Craig Hassed to learn about ways to cope with pain.

When: Thursday 27 April, 6.30pm
Where: Oakleigh Community Hall, 142-144 Drummond Street
Cost: FREE, light dinner provided

Limited seats. Book 9518 3555 or customerservice@monash.vic.gov.au

Changes to Paps

Traditional two-year Pap smears which detect pre-cancerous cell changes, are being replaced with a new test for the human papilloma virus (HPV). The change is based on new knowledge about HPV's role in the development of cervical cancer. The good news is that women from age 25 will be offered a HPV test every five years. For more information, talk to one of our friendly GPs.

GPs coming to The Glen

Link HC is set to open a medical clinic at The Glen Shopping Centre, Glen Waverley.

Bulk billing and reduced rates will be available, plus a Chinese speaking GP (read about Dr Helen Feng on page 6). Opening in May, find us co-located with the Amcal pharmacy on the lower ground floor near Coles.

For more details 8822 8399 or www.gpglenwaverley.com.au

Free flu vaccines

Protect yourself this flu season by getting vaccinated at one of our GP clinics.

We offer free flu vaccines to all community members. Even if you're healthy you could pass the virus onto someone at risk of becoming very sick if they catch the flu – like children or older parents.

Book your flu vaccine or get a general GP check up:

**9564 6199 - Oakleigh
9596 3501 - Brighton or
8822 8399 - Glen Waverley.**



General Practice Update

Meet Dr Helen Feng

Dr Helen Feng is set to join our Glen Waverley General Practice. She is fluent in English, Mandarin and Cantonese.

Helen received her medical degree in China, continuing her professional development in Australia through RMIT.

From 2007, she worked in hospital and general practice in Canberra, Warrnambool, Lorne, Hopkins, Winchelsea and Melbourne.

Helen is interested in all aspects of general practice, particularly family medicine, women's health, paediatrics, and minor surgical procedures.

Did you know, nearly half of us living in the City of Monash (45 per cent) were born overseas?

Helen says: "I enjoy supporting the Chinese community by providing family medicine."

"I have strong connections with the Glen Waverley community, not only through my work in general practice, but I also enjoy spending time in the area with my family and friends."



ATAPs now called Psychological Strategies

Access to Allied Psychological Services (ATAPS) has been re-named Psychological Strategies – but the new name doesn't impact the quality of our counselling services.

Counselling services including Ps4kids and perinatal depression counselling will now operate under the new name of Psychological Strategies.

This Australian Government funded program enables GPs to refer low income patients to mental health professionals who can then offer one-on-one psychological support subsidised through Medicare.

Mental health professionals might include psychologists, social workers, mental health

nurses, occupational therapists and Aboriginal and Torres Strait Islander health workers with mental health qualifications.

Targeted to people from low income or disadvantaged backgrounds and/or those presenting with mild to moderate mental health issues, it's free of charge with a Mental Health Treatment Plan (get one from your GP).

Patients are eligible for up to 12 sessions per calendar year – six time-limited sessions with an option for a further six sessions following a mental health review by the referring GP.

Find out more on counselling, call 1300 552 509 or see our website www.linkhc.org.au

Care plan today

If you have chronic or complex health issues, our GPs are available to prepare GP Management Plans (also called care plans) based on your

specific needs. Make sure you book a long appointment:
www.oakleighgp.com.au
www.brightongp.com.au
www.gpglenwaverley.com.au

Wellbeing and You



Did we make you feel better?

We love feedback. It helps us improve and develop new services and gives you a say in what we do.

"[The dentist was] very kind, gentle and thoughtful. He explained the process as he went along which was helpful. His assistant was gentle and helpful. Thank you for this service."

"Professionalism shown [is] a credit to you.... At each service – physiotherapy, hydrotherapy, gym, GP services and diabetes educator – we've been most impressed and thankful for the caring support."

"In all of the things I have 'tried' in my life to connect and be part of something, this [Three Sides of a Coin theatre group] is the one thing I have not left after three to four weeks... the first time I have felt a sense of belonging and felt comfortable with me."

"[The Podiatrist's] professional skills are outstanding and his manner with patients very impressive... He met challenges and always ensured the health of our feet was optimum level."

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

Exercise right for a healthy life

Join us to start exercising right. At Link HC, we know physical activity is really important when it comes to managing health and wellbeing.

That's why we aim to provide lots of different ways for you to participate in the right type of exercise, based on your individual needs.

Fact: One in three (33 per cent) of 60+ year olds don't meet physical activity guidelines.

The programs that Link HC provide are included on the Active Link section of this magazine (pages 12-13).

We also partner with Monash Council to increase activity opportunities. Look out for more of this in 2017.

There are lots of resources to help you make good decisions about the type of activity you can enjoy. A good starting point is The National Physical Activity Guidelines outlined below*.

If you're not sure where to start, book an appointment with our Exercise Physiologists or Physiotherapists to develop an individual program to meet your needs. Call **1300 552 509**.

You can find out more about 2017 Exercise Right Week at **www.exerciseright.com.au**

How much physical activity do you need?*



Child (5-17 years)

At least 60 mins moderate to vigorous aerobic activity every day.

Adult (18-64 years)

A total 2.5-5 hrs moderate and 1.5-2.5 hrs vigorous activity each week.

Older adults (65+)

At least 30 mins moderate activity most days – mix up fitness, strength, flexibility and balance.



Partnerships and Outreach

Mental illness workshops aid recovery

Families and carers of people with mental illness, particularly those living in community housing, are often overwhelmed, isolated and find it hard to get support.

A new collaborative project aims to help those with mental illness, their families and carers, both in community housing and the wider City of Monash.

Free workshops include:

- Understanding Mental Illness
- Building a Future - Snapshot
- My Recovery
- NDIS and Mental Health
- CHAMPS and SPACE4US (for kids or teens who have a parent with mental illness)

Facilitators often have real life experience of mental illness. One participant said: "Hearing from someone with lived experience was very powerful and useful – especially to see there is hope for people to live normal lives."

For upcoming mental illness workshops contact 9356 7856 or community@ppha.org.au. More at www.wellways.org



LinkPETS – we're for cats, too

Amanda's cats, Diablo (above) and Gypsy, are her world. They've been with her 18 years, are her constant companions and follow her every move.

Life for Amanda is complicated, with numerous health issues that limit her mobility and make it difficult for her to keep up with the cats' day to day needs. For Amanda this has been terribly distressing. Fortunately, LinkPETS has come to her

rescue and matched her with a cat loving volunteer to assist with their care.

"Being part of the LinkPETS program has not only helped Diablo and Gypsy, but has brought a new friend into my lonely life," says Amanda.

For more about how a LinkPETS volunteer can help you with your pets, call Sarah Burton on 8822 8309 or 0429 906 919.

Food relief for those in crisis

Jane normally manages her limited resources with skill and proudly takes care of herself.

However, when a family member got heavily into drugs, broke into her house, stole all her food and left behind a grandchild for Jane to care for, she was in serious trouble.

Waverley Benevolent Society (WBS) was able help with food vouchers and food parcels, plus school costs for her grandchild.

Other cases are long term. Like Jack, who has some serious medical problems and associated expenses. Jack has been receiving food vouchers and parcels for years from WBS.

Parcels include fresh food as well as frozen and non-perishables.

Food relief from Waverley Benevolent Society, which operates out of Link HC, helps people of all ages and from all walks of life. Call 1300 552 509.

Partnerships and Outreach



Impact of ice makes compelling listening

Jeremy grew up in Footscray with two heroin addicted parents.

Drugs were the norm at home, school was “a joke”, instant gratification a priority. A life of using drugs, hanging out with users, selling and thieving was laid out before him. Many attempts were made to get away from drugs. No amount of effort worked until he found “purpose, hope and direction”.

Now seven years clean, Jeremy spoke of his journey of recovery at an Understanding Ice forum organised by Monash Council, in conjunction with Link HC and Victoria Police.

Speaking at the forum, Janice

Florent, Link HC Senior Clinician, Addiction Recovery Services, said: “Recovery is possible. That’s the message I bring.”

Ms Florent said the biggest chance of success was to “have the guts to come ask for help”. She said Link HC offered a safe environment for one-on-one counselling and peer group support with no judgement.

“Lapses happen, but that’s how we learn,” she explained. “We ask, was the goal the right goal? Did I go too fast? Treatment is not a one-size-fits-all.”

To find out more about addiction recovery services call 1300 552 509.

Elder abuse

U3A Wheelers Hill and U3A Highvale invited Seniors Rights Victoria to conduct a workshop in March on helping to prevent abuse as we age. Topics covered included financial abuse and housing, which was a big topic,

as well as psychological and sexual abuse, mistreatment and neglect. Importantly, strategies to manage abuse were included.

Seniors Rights Victoria can be contacted on 1300 368 821.

Taboo Topics taken on at U3A

No topic is taboo at the University of the Third Age (U3A) Wheelers Hill. The Taboo Topics group holds stimulating discussions Monday mornings 10-11.30am. Subjects include anything from euthanasia to our throw-away society. New members welcome: \$50 single or \$80 couple per year.

Call 8822 8376 or see www.u3awheelershill.com

Men's Shed speaks up for good health

Monash Men’s Shed has partnered with Link HC on a quarterly series of health days.

At the first, ‘Eat Well. Age Well’, participants heard the heartfelt story of StrokeSafe Ambassador Adam Mate, who suffered a brain aneurism and stroke at age 11. Free blood pressure checks were offered, plus healthy eating advice from Shannon Thomas, Link HC Dietitian (pictured below).

The next event ‘Exercise and Motivation’ is Thursday 18 May and will include free flu shots.

Book 9561 8557 or email info@monashmensshedinc.com.au





Office of the Children's
eSafety Commissioner

eSafety health check

Treat your password like your toothbrush—don't share it with anyone and change it regularly.





Revisit your privacy settings to protect your personal information.

When cyberbullying gets you down, report it:
esafety.gov.au/reportcyberbullying



Don't act in the heat of the moment—stay calm and chill.



What you post online stays online—think about your digital reputation.



OMG!

Nude pics can spread quicker than a virus—reconsider the types of pics you send.

*explore safely

esafety.gov.au



Alex Mills: Opening Doors

Alex Mills is passionate about working with people's strengths and promoting diversity. With a community development background, Alex runs the Opening Doors Community Leadership Program.

Opening Doors supports existing and emerging community leaders to improve the lives of socially isolated people. Since 2009, the program has supported over 130 community leaders to run projects that promote social inclusion and better connected communities.

"One thing that inspires me is the sheer diversity of participants," Alex says. "We've had 19 to 87 years old, with graduates from more than 35 cultural and religious backgrounds."

Alex said the projects developed were incredibly creative. "Our leaders have started new Universities of the Third Age (U3A) and social enterprises, we've had multicultural soccer tournaments and art exhibitions which explore mental illness."

In 2014, Alex was shortlisted for an Australian Human Rights Commission award.

Opening Doors: 8822 8327 or amills@linkhc.org.au



Southern Health Connect

A partnership between Link Health and Community, Connect Health and Community and Central Bayside Community Health Services will streamline service access across Glen Eira, Bayside, Kingston and Monash.

The new entity, Southern Health Connect, will work closely with Monash Health to create smoother pathways for patients moving between acute (hospital) care and services in the community.

Gabrielle Williams MP, State Member for Dandenong and Parliamentary Secretary for Health, attended the launch.

"This consortium is the first of its kind – community health services joining forces with a special focus on chronic disease management and streamlining collaboration between community health and Monash Health to boost the health and wellbeing of our communities," she said.

Clean air for Podiatrists



Podiatrists have enough fumes to deal with, without additional grinding dust from orthotics or adhesive fumes from insole or heel building.

That's why we've installed an extraction system in our Oakleigh centre to remove and filter harmful fumes and dust and provide a clean, safe and healthy work environment for our staff members.

Supporting business excellence

As part of our commitment to support local community, Link HC is a 2017 Monash Business Awards platinum sponsor.

The awards promote business excellence through recognition of achievement and innovation. As well as encouraging business to thrive, they also provide an opportunity to network and meet other businesses in the City of Monash.

Active Link



Strength Training

In this group run by our team of Allied Health Assistants and overseen by our Exercise Physiologist, improve your bone and muscle strength and flexibility. Attendance at our Strength Training Introduction program is required prior to commencing.

CHADSTONE - INTRODUCTION

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

GLEN WAVERLEY

When: Mondays and Thursdays
Time: 8.30am, 9.30am or 10.30am
Cost: \$8 per session

OAKLEIGH

When: Tuesdays and Thursdays
Time: 8.30am, 9.30am or 10.30am
Cost: \$8 per session



Healing Through Exercise

Our Exercise Physiologist or Physiotherapists offer prescribed tailored exercise programs for you within our specifically built gymnasium.

OAKLEIGH

When: Mondays, Wednesdays and Fridays
Time: 9am - 12pm
Cost: \$8 per session or \$45 monthly (maximum three weekly sessions)



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.

GLEN WAVERLEY

When: Tuesdays
Time: 1.30 - 3pm
Cost: \$8 per session



Hydrotherapy

Suitable for conditions such as arthritis, joint replacement, back pain and rehabilitation following surgery. Assessment with our Physiotherapist is required prior to commencing.

MONASH AQUATIC & RECREATION CENTRE

When: Wednesdays	Thursdays
Time: 11am - 12pm	1.30 - 2.30pm
Cost: \$8 per session	\$8 per session

CHELTENHAM

When: Starting May 2017
Time: To be confirmed
Cost: \$8 per session

Active Link



'Dynami' Greek Exercise

Group circuit class led by a qualified Physiotherapist and Allied Health Assistant with some fun Greek tunes to motivate you. Suitable for Greek speakers over age 65.

OAKLEIGH

When: Tuesdays
Time: 11.30am - 12.30pm
Cost: \$8 per session



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.

CLAYTON

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

MONASH AQUATIC & RECREATION CENTRE

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.

CLAYTON POSITIVE AGEING ACTIVITY CENTRE

When: Fridays (school terms only)
Time: 2 - 3pm
Cost: \$8 per session

MONASH AQUATIC & RECREATION CENTRE

When: Wednesdays (school terms only)
Time: Level 1, 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

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, 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 their experiences, be updated with information and improve their diabetes.

MONASH CITY CHURCH OF CHRIST, 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 in developing strategies and confidence communicating with others. Family members welcome.

CHADSTONE

When: Thursdays
Time: 10.30am - 12.30pm
Cost: \$8 per session



Women Reclaiming Their Lives

An eight week course for women who have experienced or are experiencing violence in the home. Run by qualified counsellors, the course helps women overcome the effects of abuse, learn about legal and other community support available and bring more confidence into their lives.

CLAYTON

When: Mondays from 24 April 2017
Time: 1 - 3pm
Cost: FREE, plus childcare available at no cost

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

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



New Life Peer Support

The New Life Peer Support program offers peer support groups for adults who want to engage in recovery from alcohol and other drug use.

GLEN WAVERLEY

When: Thursdays
Time: 6 - 7.30pm
Cost: FREE
Book: 1300 552 509



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. Partners are offered resources and services. Weekly sessions, followed by monthly meetings.

CLAYTON

When: Tuesdays (12 weeks from 18 April) or 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

Make an Appointment



How to make an appointment?

To make an appointment call us on **1300 552 509** or email **linkhc@linkhc.org.au**

For GP appointments at **Oakleigh** call **9564 6199**, **Brighton** call **9596 3501** and **The Glen** call **8822 8399** (opens May). You can also book GP appointments online at **www.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)

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, so we may offer your appointment to someone else.

Interpreters are also available free of charge and can be arranged for all your 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 large 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.

Social Link



Planned Activity Group

Planned Activity Groups support people to stay socially connected and maintain independence through fun and meaningful 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



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.

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 along and try, everyone is welcome.

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

Opening Doors **APPLY NOW**

A community leadership program for social inclusion

This program aims to increase connections for socially isolated people living in the areas of Monash, Manningham, Whitehorse and Boroondara. If you are passionate about making a difference in your community, contact Alex on 8822 8327 or amills@linkhc.org.au



Our Fees

At Link Health and Community 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 under the patient information tab for latest fee details. Bulk billing available to eligible patients. See websites below.

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
- General Counselling and 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 (was ATAPS)
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 service, call us on **1300 552 509** or email linkhc@linkhc.org.au

Contact Us



Chadstone

Batesford Reserve,
94 Batesford Rd
Chadstone
Melway Ref: 69 H1
T. 1300 552 509
www.linkhc.org.au



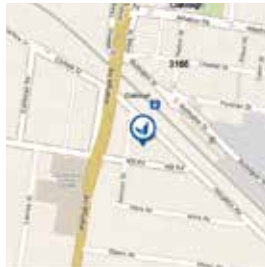
Clayton

First Floor
9-15 Cooke St
Clayton
Enter via rear carpark
Melway Ref 79 B3
T. 1300 552 509



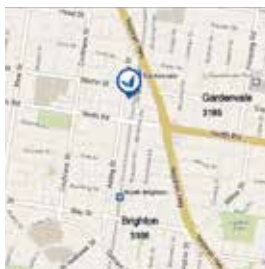
Glen Waverley

2 Euneva Ave
Glen Waverley
Corner O'Sullivan Rd
Melway Ref 71 C2
T. 1300 552 509
For GPs call 8822 8399 or see
www.gpglenwaverley.com.au



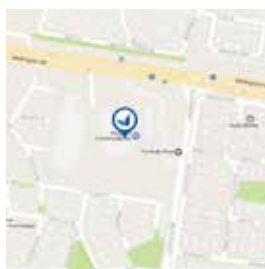
Oakleigh

8-10 Johnson St
Oakleigh
Melway Ref: 69 G7
T. 1300 552 509
For GPs call 9564 6199 or see
www.oakleighgp.com.au



Brighton

88 Asling St
Brighton
Melway Ref: 67 G7
For GPs call 9596 3501 or see
www.brightongp.com.au



Mulgrave

Head office
1 Jacksons Rd
Mulgrave
Melway Ref: 80 K2

Link Health and Community is a not-for-profit community based health service providing a wide range of medical, allied health, counselling and dental services plus health promotion and service coordination to the City of Monash and surrounds.



In person



www.linkhc.org.au



Call us on 1300 552 509



Email: linkhc@linkhc.org.au



Post: 2 Euneva Ave,
Glen Waverley VIC 3150



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at The Glen
OPENS MAY**

