



**Your Quarterly Magazine  
October - December 2016**

**Counselling to Support  
School Children**

**Stay Healthier for Longer -  
Free Health Checks**

**Quality Account -  
Because Quality Matters**



Link Health and Community  
acknowledges the  
support of the  
Victorian Government



@LinkHealthCom

**1300 552 509**  
[www.linkhc.org.au](http://www.linkhc.org.au)



# What is Link Health and Community?

Link Health and Community is the name of your local community health and support service. We provide a comprehensive range of medical, health and support services that are aimed at improving the health and wellbeing of all residents living in the south-eastern suburbs of Melbourne.

Why should you choose to use Link Health and Community? Because our programs are developed in partnership with the local community to meet their health needs and are motivated by our aim to provide accessible and affordable health and support services to everyone.

We are a not-for-profit health service provider funded by both the State and Commonwealth Governments, and we have six sites, Chadstone, Clayton, Glen Waverley, Oakleigh, Brighton and Mulgrave. Some of our services attract a set fee, others are free of charge, and all our profits go back into improving and expanding services for you.

Please call us on 1300 552 509, via email: [linkhc@linkhc.org.au](mailto:linkhc@linkhc.org.au) or through our website [www.linkhc.org.au](http://www.linkhc.org.au).

## How do I make an appointment?

Call 1300 552 509 or go online [www.linkhc.org.au](http://www.linkhc.org.au) for all your appointments. For GP appointments at Brighton, please call 9596 3501.

Please have the following information ready:

- Pension or Healthcare 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 are not always available immediately so you may have to be placed on a waiting list.

Also, if you need to change or cancel an appointment please give us plenty of notice, at least 24 hours if you can, so that 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 Access and Coordination?

We assess your needs

We register your details

We make appropriate appointments with you

We send you confirmation of your appointments and other information you might need

We keep your information confidential

We help you to navigate the many services we offer

## What is Quality of Care?

Quality of Care (QOC) is a set of quality indicators and standards that Link Health and Community adheres to. We provide information about our services that are accessible to the local community, ensuring transparency and accountability.

We report on the following quality improvement processes to help improve your experience:

- Respond to the needs of consumers, their families or carers and the community
- Report on actions taken to improve continuity of care
- Consult the community about what healthcare outcomes are of interest

We regularly report about QOC throughout the year. When you see the above symbol, it means that we are continually striving to improve your experience and access to healthcare options.





# 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



## Brighton

88 Asling St



## Mulgrave - Corporate Services

1 Jacksons Rd

# Our Services...

- 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
- Occupational Therapy
- Oral Health (Dental)
- Physiotherapy
- Podiatry
- Psychology (including ATAPS)
- Service Coordination
- Speech Pathology
- Volunteers & Community Visitors

**For information about our groups head to p. 12**

# Counselling Link



## Counselling to Support School Children

Children receiving high quality education is fundamental to developing their skills, talents, social connections, identity and wellbeing. But what happens to a child's learning when they demonstrate antisocial behaviour?

Sarah and her family were referred to Link HC for support to manage behavioural issues. Jennifer (Paediatric Counsellor), provides an insight on her experience supporting Sarah and her family.

Sarah is five years old and prone to extreme anger, tantrums, violence and bullying behaviour. She has a history of challenging conduct, including difficulty at her kindergarten last year.

At the beginning of this year Sarah transitioned to primary school, where her behaviour was affecting her learning and relationships with her peers.

Sarah and her family began attending sessions with Jennifer soon after her referral. While in

the waiting room Sarah would often have a tantrum and become distressed before the session had even begun.

Jennifer supported Sarah and her family by putting in place clear expectations and boundaries, and a reward system for when these boundaries were accepted.

Sarah enjoys painting and craft, so her reward for listening and being able to speak calmly about her feelings was ten minutes of craft time at the end of each session.

Over time, Sarah became considerably happier in her sessions and was able to achieve excellent work in identifying her feelings and triggers. Jennifer worked to build resilience and patience, especially in Sarah's interactions with her peers, and focused on developing her self-esteem.

Relaxation and mindfulness also formed part of Sarah's treatment, and she was encouraged to visualise

dealing with challenging situations using her new strategies.

Jennifer developed a strong relationship with Sarah's school and shared her behaviour management strategies with school staff. This facilitated a united approach to behaviour management, and ensured the messages Sarah heard in her treatment were being reinforced in the school environment.

Sarah's school teacher has advised that Sarah's behaviour at school has improved significantly. She has been able to form more consistent friendships and has been generally less controlling with her peers.

There have been no more reports of bullying. Her parents report that she seems happier and is exhibiting more positive behaviour at home, with less extreme tantrums.

*"I worked with Sarah to build a trusting relationship, which I believe was the key to success, as well as working closely with staff at Sarah's school and her family to ensure consistency in behaviour management,"* says Jennifer.

It was difficult to say goodbye to Sarah and her family, but with Jennifer's support, Sarah is a calmer and happier child as are her family and friends.

**Link HC's Counselling team has no wait list and it's FREE! These community counselling sessions can support people who want to better manage or resolve life's challenges and crises. Call 1300 552 509 or visit [www.linkhc.org.au](http://www.linkhc.org.au) for more information.**



## Linking With Our Community

Link Health and Community is very excited to be joining with the Clayton Senior Citizens Club and the City of Monash to support the development of the Clayton Seniors Hub.

The Clayton Senior Citizens have been meeting for the past 49 years at Clayton Hall on Mary Street.

The City of Monash is now supporting the group to broaden the reach of the programs and create a Hub for all senior residents of the City of Monash, living in and around Clayton.

The activities on offer at the Hub include shared meals, physical and social activities, outings, movie sessions, Tai Chi, are just an example of the many events available.

This partnership will provide members with an increased opportunity to engage in facilitated health and wellbeing activities. The provision of a wider scope of programs and improved links to local health and wellbeing services will better meet individual needs.

**For more information about the Clayton Seniors Activity Hub, please contact Monash Council by calling 9518 3555 or email [PALs@monash.vic.gov.au](mailto:PALs@monash.vic.gov.au).**



## A Team Approach to Providing Dental Care to Those Who Need it



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 and more.

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

This outreach dental clinic has been 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.

The idea came about when Dr Felicia Valianatos, General Manager

of Oral Wellbeing at Link HC and A/Professor Dr Mina Borromeo from The University of Melbourne studied the health differences of patients with PND.

***"When compared to the general population, patients with PND have more oral problems,"*** Felicia said.

Felicia said while dental professionals played an important role in caring for PND patients, they also needed assistance with treating patients with complex conditions.

***"Dentists often lack the experience to provide dental treatment to people with poor mobility and unpredictable behaviour. By working with other specialists, we are able to develop integrated treatment plans for our patients."***

**To find out more about this outreach clinic or Link HC's dental services, please call 1300 552 509 or [www.linkhc.org.au](http://www.linkhc.org.au).**

# General Practitioner Link



## Stay Healthier for Longer - Free Health Checks

Health checks are important at all stages of life.

**To help you stay healthier for longer, Link HC is offering FREE health checks at its Oakleigh and Brighton General Practices.**

Our GPs will provide a comprehensive assessment of your health status and will look at chronic diseases, risk factors and your family history to find out if you're more susceptible to illness. It's always better to prevent disease rather than treat it later on in life.

We have a number of experienced GPs who can provide free health checks and our Oakleigh General Practice now has Saturday and evening appointments available.

Dr Ben Stranks now works at our Oakleigh General Practice on Monday - Thursday from 10am - 7:30pm and has interests in

Obstetrics, Gynaecology and Child Health. He joins Dr Lioudmila Martynova who was previously honoured in the new rural doctor category for her work in the community, as well as Dr Shamnika Rupasinghe and Dr Anandi Sivapragasam.

At our Brighton General Practice, there is Dr Rod Trevena, a well-known GP who has been serving the local Bayside community for many years, is now seeing patients every weekday from this site.

He is joined by the popular Dr James Kennedy who has a very empathic manner and Dr Janne Randall is also available, providing a thorough and caring medical service to the local community for over 20 years.

**To make an appointment for your free health check, please call 9564 6199 for Oakleigh and 9596 3501 for Brighton.**

## A Special Thank You to John Lewis



We are deeply grateful to John Lewis (pictured middle above) for the support and contribution he has provided to Link HC over many years.

John has been part of Link HC's Marketing Publications Reference Group (MPRG), where he has been heavily involved since the inaugural meeting and is now retiring as a volunteer.

His wisdom and insight has helped shape Link HC's marketing strategies and brand direction, as he was able to draw upon his own knowledge and wealth of experience from his days working as a public relations professional.

John and his wife both have Parkinson's disease, which has made it increasingly difficult for John to participate in the monthly MPRG meetings.

Inspirationally he has also started a Parkinson's support group, where he resides at Cumberland View Retirement Village, to support and educate fellow residents and their carers who are also living with this degenerative disease.

**So thank you John for all your insight and guidance.**



# Community Link

## Providing Life-Saving Equipment at PPHA

The residents of 4 Power Avenue can now rest much easier, thanks to a very special donation.

Port Phillip Housing Association (PPHA) was one of the worthy winners of Link HC's Community Grants and the \$5,000 has helped PPHA reach its goal of investing in a life-saving defibrillator and first aid course for its tenants.

PPHA is a small, not-for-profit community housing association that provides long-term housing solutions for people at risk of homelessness.

They manage a number of properties at Ashwood, including 4 Power Avenue. All PPHA tenants are on low-incomes and often are socially isolated due to chronic health issues.

At 4 Power Avenue, many tenants suffer from chronic health conditions, ranging from heart disease through to degenerative illnesses (i.e. Parkinson's disease).

In the past ambulances have often been called to assist 4 Power Avenue tenants, so the defibrillator and first aid course will provide much needed peace of mind for the residents.

Information sessions on how to use the defibrillator when responding to sudden cardiac arrest will be provided, to empower both staff and tenants on how to use this tool correctly, along with a basic first aid course.

*"Link HC is committed to supporting local community groups make a difference. This grant will not only help PPHA, but also the residents who reside there. They will greatly benefit from having this life-saving tool onsite",* says Felicity Smith, Board Chair of Link HC, who is pictured below right with PPHA residents Julie and Lindsey.

**For more information about PPHA, please visit PPAH's website at [www.ppha.org.au](http://www.ppha.org.au) or phone 9534 5837.**



## A Tribute to Ricky

Ricky's smiling presence has blessed Link HC's drumming circle class every Wednesday for the past 3 years. Sadly Ricky (pictured above) recently passed away.

Ricky was always full of positive energy and along with his sunny and cheerful disposition, he truly spread warmth within the group.

He loved to laugh and that gave the group much joy. Ricky was always happy to mention that he was lucky to be married to the most wonderful woman Blanca; it was beautiful to hear such open declarations of love.

At his memorial, 15 of his friends from the drumming group played a piece at the end and were joined by his wife Blanca. To his friends it was such an honour to drum at his farewell; it was their special tribute to a wonderful man.

**The drumming circle will miss him - and the world has lost a beautiful soul. However, he lives on in the hearts and memories of the many he touched.**



# Partnerships Link

## Friday Fun!

Each month on a Friday night, tenants from the Ashwood Chadstone Gateway social housing development come together for Friday Fun – a free night of food, games and laughs.

Staff from Link HC and Port Phillip Housing Association run the evening, along with students from Berengarra School who provide the catering.

Friday Fun takes place at Café Ed, located onsite at Ashwood Chadstone Gateway. The participants appreciate the opportunity to come together and socialise in a fun and relaxed environment without having to travel from home.

Link HC is thrilled to work in partnership with Port Phillip Housing Association to bring a night of fun and laughter to the Ashwood community.

Pictured below are guests enjoying the laughter workshop at September's Friday Fun.

**If you would like to find out more information about Friday Fun, please contact Link HC on 1300 552 509.**



## Wheelers Hill U3A - Making a Difference

Establishing a new organisation is no small task. But for Opening Doors 2013 graduate Judy Cox (pictured above left), the Wheelers Hill University of The Third Age (U3A) has been a labor of love; a journey of community, partnership and social inclusion.

When Judy noticed a letter in her local newspaper in mid-2015, she couldn't have possibly anticipated where it would lead her.

After contacting the author, Judy discovered a group of passionate, like-minded people, who shared her vision of creating a positive movement for retirees in Wheelers Hill and Mulgrave areas.

The Wheelers Hill U3A launched in October 2015 to an overflowing room of more than 100 community members. Within weeks, classes were running and a dedicated group of committee members, teachers and volunteers saw things swing into full action.

Judy attributes much of the U3As success to community partnerships and networking.

"We've formed some wonderful relationships in Monash. There's the Indian Senior Citizens Association, local Probus groups, another U3A in Highvale, Oak Tree Hill Retirement Village and others," says Judy.

"Through the Opening Doors program, I made contact with Link HC. Link HC has now offered us a home at their Mulgrave site, at 1 Jacksons Road."

*"Link HC has just been amazing. We really have a home base now, and that's all thanks to their generosity and willingness to partner with us. They've just been so supportive, and have done everything they can to ensure we're settled in as well as we can be. We couldn't be happier."*

**For more information about U3A, phone 8822 8376 or via [www.u3awheelershill.com](http://www.u3awheelershill.com).**





## World Food Day - United Against Hunger

The right to food is a basic human right; however one in nine people worldwide lives with chronic hunger.

Even in Australia, where we produce enough food to feed around 60 million people, **approximately 5% of our population does not have regular access to safe and nutritious food. This number is higher in Aboriginal and Torres Strait Islander people, migrants and refugees, single parent households, low-income earners and other vulnerable groups.**

People have trouble accessing healthy food for different reasons, including lack of resources (such as money or transport), geographical isolation, and lack of motivation or knowledge about a nutritious diet. Lack of access to healthy food can negatively impact on health and lead to issues such as obesity, diabetes and heart disease.

Sunday 16 October is World Food Day and each year, people from around the world come together to declare their commitment to eradicate hunger in our lifetime.

The 2016 theme for World Food Day is "Climate is changing. Food and agriculture must too." The global population is growing steadily and to meet this growing demand, the agriculture and food systems will need to become more resilient, productive and sustainable.

At Link HC, we work in different ways to increase access to healthy food in our community, including working with local schools to help create healthier environments, and working with vulnerable population groups to increase their access to affordable fruit and vegetables.

**To learn more, contact Louisa, Health Promotion Officer, on [lmitchell@linkhc.org.au](mailto:lmitchell@linkhc.org.au) or on 9564 6128.**

## Gender Equality 4 Me

Every year the 16 Days of Activism against Gender-Based Violence are held between November 25 - December 10. **During this year's 16 Days, Link HC will be part of an exciting social marketing campaign from Women's Health East called #GE4Me (Gender Equality for Me).**

Gender inequality is an underlying cause of gender-based violence in our society. There is a common belief in Australia that there is equality for women, but this is not the case. Women earn less than men. Women are not equally represented in leadership and positions of power. Women do most of the unpaid and less-valued work of caring and domestic duties. However, change is possible to create gender equality between women and men, and ultimately to prevent violence against women.

**#GE4Me is part of that change and aims to encourage people to think about what gender equality means to them.** During this campaign, Link HC's social media pages will feature #GE4Me messages representing the voices of diverse groups of people.

Link HC is also inviting everyone to have their say about what gender equality means to them. Use the #GE4Me hashtag to say what gender equality means to you.

**Share the #GE4Me messages on your social media pages, or visit Link HC and complete a #GE4Me template.**

**#GE4Me**  
Gender Equality for Me



## Accreditation

Link HC's quality and safety performance for the past three years has been independently audited by Quality Innovation Performance (QIP), a company licensed by the Victorian and Commonwealth governments to accredit us against a number of health and community standards.

QIP assessors examined all of Link HC's internal management and business systems and also put our oral health service, our family and children's, and family violence services under special scrutiny. As part of the audit, the assessors also interviewed Board Directors, staff, clients and outside agencies who work with Link HC to evaluate how our systems work in action.

Happily, Link HC 'passed' all standards, although we were required to do extra work on our workforce management system. We were commended for our impressive facilities, our 'can do' attitude and our exceptional client focus.

To quote our assessors *"Quality community engagement is evident in established relationships with the local diverse population and supported by the presentation of dual language services for some programs. Link HC is actively reaching out to new and emerging communities in innovative ways that are commended"*.



## Stay Healthy, Stop Infection

Infection is all around us. Colds, flu and even 'gastro' are examples of virus infections. You can't treat these types of infection with antibiotics but you can do a lot to prevent getting them, or stop them spreading to other people.

Flu injections are a good idea and are free for people over 65, pregnant women, Aboriginal and Torres Strait Islanders, and for people with medical conditions. Our doctors at Link HC's Oakleigh site can help you with this next year.

However, there are practical things you can do right now. You probably know that viruses like colds and flu are spread by coughing or sneezing.

You may not know that they are far more easily spread by touching others and by touching things that others touch often, such as door handles, taps, the flush button on the toilet, the TV remote, the kettle, kitchen utensils, the computer mouse, telephone handsets, mobile phones and so on.

Try to get into the habit of washing your hands or using alcohol-based hand gels when:

- Hands are dirty
- Before you prepare food or eat
- After touching raw meats like chicken or beef
- Contact with blood, urine or vomit
- After changing nappies
- After touching animals or pets
- After blowing (or even touching) your nose or sneezing
- After going to the toilet

The other important habit to get into is to always cough or sneeze into a tissue or handkerchief. If you don't have either, then cough or sneeze into the inside of your elbow.

**The last thing you can do to help yourself and others is to stay away from work, school or university if you have a cold.** Staying at home will force you to rest and you will get better more quickly. More importantly, you won't be spreading the virus to others around you!



# Quality Account



**“ I really appreciate and am very happy with the service and care I received. I commend your organisation and appreciate all you do. Please continue doing a great service. ”**

**“ 10/10. Link has made excellent and effective dental care possible for the general public ”**

All feedback provided to Link HC is taken seriously. We encourage feedback from everyone including clients, carers, referrers, staff and the local community.

In 2015/16 feedback was received from 145 people of which 39 were complaints.

The majority of feedback was compliments regarding the service received, in particular from our clinicians, facilities and events.

There were no general themes surrounding the complaints received, however three complaints generated clinical incidents which have since been rectified.

Improvements included installing hooks in the Oakleigh toilets and amending the Indigenous poster to acknowledge the Kulin Nations.

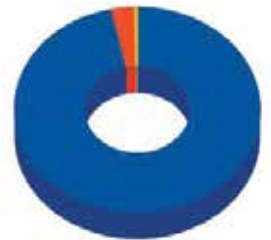
Additionally we undertook a comprehensive survey of clients at Link HC's main sites; Clayton, Glen Waverley, Oakleigh and Batesford.

271 surveys were completed with over 96% surveyed saying they would **use our services again** and over 96% said they would **recommend Link HC to others**. Additionally over 96% were pleased with their last service received. Please see graphs to the right.

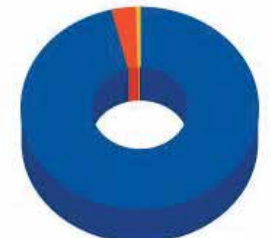
Respondents were asked to provide

further comments and the majority praised the services already on offer and the professionalism of the clinicians.

**Would you use our services again?**



**Would you recommend Link HC to others?**

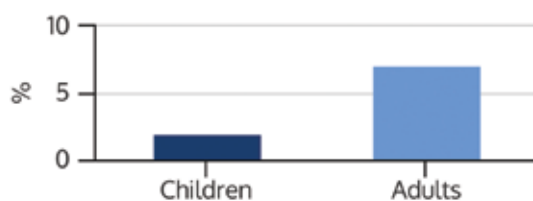


● Yes ● Possibly ● No

## Dental Scorecard - Because Quality Matters

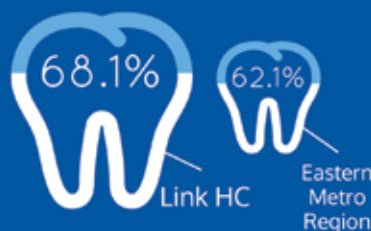
Link HC provides a yearly overview of our oral health performance. The graph below outlines our clinical indicators, recall rate and access by minority groups.

**Individuals who required restorative retreatment within 6 months**

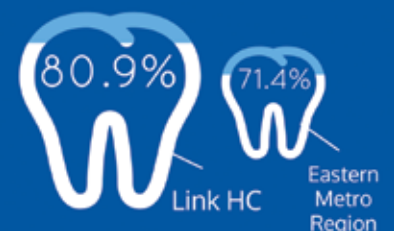


A total of 1,347 clients used an interpreter, which is 9.97% of visits.

**General Wait List Response Rate**



**Denture Wait List Response Rate**



- 0.6%** Unplanned return within 7 days subsequent to routine extraction
- 6.8%** Extraction within 12 months of commencement of endo treatment
- 1.4%** Denture remakes within 12 months
- 2.1%** Children required fissure sealant retreatments within 2 years
- 3.2%** Children required pulpotomy/pulpectomy retreatment by extraction within 6 months

# Active Link

## Introduction to Strength Training

Learn about the benefits of strength training, practise correct techniques and build confidence.  
Book now. Places are limited!

CHADSTONE	Date: 4th October - 25th October; 8 November - 29 November Day: Tuesdays Time: 1:30pm - 2:30pm Cost: \$8.00 per session Book: Access and Coordination 1300 552 509
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## Strength Training

Our strength training aims to improve bone and muscle strength and flexibility. The group is run by our team of allied health assistants, overseen by our exercise physiologist. The selected exercises target the major muscle groups and have been chosen to improve strength in the types of movements you do everyday. Strength Training has been shown to be beneficial in the treatment of diabetes, heart disease, osteoporosis and arthritis. Regular exercise will also increase an overall sense of wellbeing and general fitness. Participants progress at their own pace to achieve and maintain their fitness. Attendance at our Strength Training Introduction Program is required prior to commencement.

OAKLEIGH	Day: Tuesdays or Thursdays	Time: 8:30am or 9:30am
GLEN WAVERLEY	Day: Mondays or Thursdays	Time: 8:30, 9:30 or 10:30am
	Cost: \$8.00 per session	
	Book: Access and Coordination 1300 552 509	

## Hydrotherapy

Hydrotherapy is suitable for conditions such as arthritis, joint replacement, back pain and rehabilitation following surgery. It can improve strength, flexibility, balance, fitness and wellbeing. Assessment with a Link Health and Community Physiotherapist is required prior to commencement.

Monash Aquatic & Recreation Centre 626 Waverley Rd, Glen Waverley Melway Ref: 71 A4	Day & Time: Wednesdays 11:00am -12:00pm Day & Time: Thursdays 1:30pm -2:30pm or 2:30pm - 3:30pm Cost: \$8.00 per session Book: Access & Coordination 1300 552 509
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## Strength and Balance

A 12 week exercise and education program for people with poor balance who are at risk of falls and/or have a history of falls. Program includes strength training, balance exercises and Tai Chi. Assessment by a Link Health and Community Physiotherapist is required prior to commencement.

GLEN WAVERLEY	Day: Tuesdays Time: 1:30pm - 3:00pm Cost: \$8.00 per session Book: Access and Coordination 1300 552 509
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# Active Link

## Chair Based Exercise

Chair-based exercise provides a safe and effective environment for people having difficulty with balance and mobility. Our group program can assist people to maintain or improve strength, range of movement, flexibility and coordination. Review with an Occupational Therapist, Exercise Physiologist or Physiotherapist is required before joining this group.

GLEN WAVERLEY	Day: Mondays Time: 1:30pm - 2:30pm or 2:30pm - 3:30pm
CLAYTON	Day: Wednesday 9:30am - 10:30am Cost: \$8.00 per session Book: Access and Coordination 1300 552 509

## 'Come and Try' Tai Chi

Come along and try our FREE Tai Chi taster session during Seniors Week and see if Tai Chi is right for you. Tai Chi is a gentle form of exercise that helps improve joint mobility, balance and promotes relaxation. Tai Chi is very effective for people living with various forms of arthritis. Spaces in our 'Come and Try' sessions are limited.

CLAYTON	Day: Tuesday 11 October Cost: FREE Book: Access and Coordination 1300 552 509	Time: 1pm - 2:30pm
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## Tai Chi

Tai Chi is a series of slow, controlled movements or postures.

Regular practice of Tai Chi promotes and improves health and wellbeing, balance and mobility, co-ordination, flexibility, concentration, relaxation, strength and posture. Link HC's Tai Chi program is run on a term by term basis by trained Allied Health Assistants.

GLEN WAVERLEY	Day: Wednesdays (School terms only) Time: Level (1) 1:00pm - 2:00pm Level (2) 2:00pm - 3:00pm Cost: \$8.00 per session Book: Access and Coordination 1300 552 509
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## Link Walkers

Walking groups are a great way to meet new people and have fun. Our walks run for approximately 50-60 minutes. The benefits of walking with a group include:

- Improve your heart and lung health
- Exercise whilst you socialise
- Build your confidence
- Enjoy the scenery at Jells Park

Outside Madeline's Cafe JELLS PARK WHEELERS HILL	Day: Wednesdays Time: 9:30am Cost: FREE Book: Access and Coordination 1300 552 509
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# Support Link

## Parkinson's Support Group

This group provides an opportunity to meet other people 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. Guest speakers regularly attend the group.

GLEN WAVERLEY	Day: 1st Thursday of the month Time: 1:30pm - 3:30pm Cost: \$8.00 per session, \$2.00 for carer or support person Book: Access and Coordination 1300 552 509
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## Monash Diabetes Support Group

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

GLEN WAVERLEY	Day: 2nd Thursday of the month Time: 1:00pm - 3:00pm Cost: \$8.00 per session, \$2.00 for carer or support person Book: Access and Coordination 1300 552 509
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## Monash Aphasia Support Group

Aphasia is a communication disorder affecting the processing of language; it is caused by damage to the brain. This group provides social support, education, information and assistance in developing strategies and confidence in communicating with others. Family members welcome.

CHADSTONE	Day: Fortnightly Thursdays Time: 10:30am - 12:30pm Cost: \$8.00 per session Book: Access and Coordination 1300 552 509
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## Mindful Moods

A 6 week program for people who are experiencing difficulties around anxiety and/or depression and related symptoms in an understanding and supportive environment

CHADSTONE	Date: 8 November - 13 December Day: Tuesdays Time: 10:00am - 12:30pm Cost: FREE Book: Access and Coordination 1300 552 509
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## Women Reclaiming their Lives

An 8 week group for women who have experienced or are experiencing violence in the home.

CLAYTON AREA	Day: Mondays starting on 10 October Time: 1:00pm - 3:00pm Cost: Free Book: Access and Coordination 1300 552 509
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# Support Link

## Family Drug Support Groups

Our ongoing "Family Support Groups" provides understanding, education and support in the form of guest speakers, DVD's, topics and sharing by group members. Attending groups regularly can reduce feelings of fear, anxiety, depression, helplessness and shame. All welcome

CLAYTON	<b>FAMILY DRUG HELP</b> Day: 3rd Tuesday of the month Time: 6:00pm - 8:00pm Cost: FREE Book: HELPLINE 1300 660 068 or 9573 1761	GLEN WAVERLEY	<b>FAMILY DRUG SUPPORT</b> Day: Fortnightly Thursdays Time: 6:00pm - 8:00pm Cost: FREE Book: Debbie 0412 382 812
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## New Life Peer Support

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

GLEN WAVERLEY	Day: Thursdays Time: 6:00pm - 7:30pm Cost: FREE Book: Chris Forde 1300 552 509 or email: cforde@linkhc.org.au
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## Men's Responsibility Group

A group for men wanting to say "no" to violent and controlling behaviour. Learn new ways of relating to your partner, children and others. Group facilitators are experienced in working with men who use controlling behaviour. Partners are offered resources and services. 20 weekly sessions are followed by monthly meetings for 6 months.

CLAYTON	Day: Wednesdays (School terms only) Time: 7:00pm - 9:00pm Cost: \$300 per program, \$100 per program with a Health Care Concession Card or \$20 per week, \$10 per week with HCC Book: Access and Coordination 1300 552 509
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## LinkPETS

**Supporting the Pet,  
Supports The Person.**

The LinkPETS program coordinates volunteers to support people who are unable to fully care for their companion pet.

It is well known that a person's pet can be their best friend but being

older, frail or having a physical disability may restrict some pet owners in their ability to give the best care to their pet.

Everyday pet care tasks may be a struggle and just add to concerns about activities of daily living.

**For more information please call  
the LinkPETS Program Coordinator  
on 1300 552 509.**



# Social Link

## Planned Activity Group

The group is aimed at socially connecting people and maintaining independence through fun and meaningful activities. Transport is available.

Mulgrave Neighbourhood House 36-42 Mackie Rd MULGRAVE	Day: Fridays (School terms only) Time: 10:00am - 2:00pm Cost: \$8.00 per session Book: Access and Coordination 1300 552 509
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## Out and About with Link HC

The group provides opportunities for older adults to participate in weekly group-based outings within a supportive environment and meet others. Transport can be arranged for those within the City of Monash.

Meet beforehand at GLEN WAVERLEY	Day: Wednesdays Time: 1pm - 4pm Cost: \$8.00 per session Book: Access and Coordination 1300 552 509
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## 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	Day: Wednesdays Time: 1:30pm - 3:00pm Cost: \$10.00 per session, \$5.00 (Health Care Card holders) Book: Judy Avisar 1300 552 509 or email: javisar@linkhc.org.au
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## World Dance

World Dance is a fun interactive way to meet new people and learn simple dance moves. The group is informal and provides opportunities for social interactions in a friendly environment. You can come along just to try, everyone is welcome.

CHADSTONE	Day: Thursdays Time: 1:30pm - 3:00pm Cost: \$10.00 per session, \$5.00 (Health Care Card holders) Book: Judy Avisar 1300 552 509 or email: javisar@linkhc.org.au
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## Healthy Diet, Healthy Bones

You are never too young, or old, to protect your bones.

Osteoporosis affects more than 1 in 5 women over the age of 65 years, and around 1 in 20 men. Link HC Dietitians will discuss the benefits of healthy eating and lifestyle choices for your bones.

Topics include: the daily double - vitamin D and Calcium; where to get yours - sunshine, milk, sardines or mushrooms?; food and supplements - how much is enough?; staying active to stay strong.

GLEN WAVERLEY	Day: Thursday 20 October Cost: Free Book: Access and Coordination 1300 552 509	Time: Midday - 1:30pm
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# Services for Children

Link Health and Community supports parents and families to understand and manage their child's health and development so they reach their full potential. We provide individual services and group programs:

## Nutrition and Dietetics

For families with children who may need support with: infant feeding and weaning advice, fussy eating and challenging eating behaviours, growth concerns, overweight and obesity, vitamin and mineral deficiencies, constipation, diagnosed food allergies and education on age-appropriate portion sizes for children.

## Occupational Therapy

The Occupational Therapist assesses and treats children with learning difficulties, handwriting problems, fine motor (hands and finger muscles) or gross motor (big body muscles) coordination concerns or delayed play skills.

## Exercise Physiology

For children and adolescence aged 0-17 years. The Exercise Physiologist prescribes exercise programs to children and adolescents to assist with the development of physical activity skills and management of injuries and/or chronic conditions.

## Oral Health

For all children 0-12 years & children 13-17 holding a concession card. The public dental program provides emergency & general services. Child Dental Benefits Scheme is Bulk Billed.

## Physiotherapy

For children aged 0-12 years. The Physiotherapist provides a service for babies and children who are experiencing muscle or joint pain and/or movement problems.

## Podiatry

For children and young people ages 0-18 years. The Podiatrist can detect and treat childhood foot problems.

## Family Services

Our social work staff provide counselling services for children and parenting support to families where children are 17 years and under. This service also includes a Mandarin speaking social worker.

## ps4kids - Counselling for 0-12 years

All children experience difficulties from time to time, sometimes additional support is helpful. Our highly trained psychologist and mental health social worker at ps4kids can help you, your child and your family work through and manage these difficulties. A referral is required and some eligibility criteria applies.

## Speech Pathology

For children from 0-6 years not attending primary school. Speech Pathology aims to promote and develop effective communication skills in young children.

## Audiology

For children 8 months-18 years. The Audiologist provides comprehensive hearing assessments to detect hearing loss.

## Perinatal Depression Counselling

Link Health and Community provides perinatal (during pregnancy and after birth) depression services to women from low-income families. Women are able to receive up to 12 sessions of counselling from a specialist Perinatal Depression clinician. Referral must be made by a Medical Practitioner or Maternal Child and Health Nurse and some eligibility criteria applies.

# Our Fees

At Link Health and Community our fees are set in line with State and Commonwealth guidelines and based on your income. When you call for an appointment you will be advised of the fees payable, please note our fees are subject to change. You may apply to have the fees reduced or waived if you are unable to afford them.

## General Practice Fees at Oakleigh

### Bulk Billing Available to:

• Young people up to 18 years • Student card holders • Health Care Card Holders • Pensioners

Fees Payable:	On the day cost:	Medicare Rebate:	Gap Cost:
Standard Consultation	\$57.00	\$37.05	\$20
Long Consultation	\$92.00	\$71.10	\$20

## Dental Services

### Dental Fees for adults with CentreLink Health Care Card

Emergency	\$27.50
General course of care	\$27.50 per visit for 4 visits (Capped at \$110.00)
Partial Denture	\$66.50
Full Denture (upper and lower)	\$133.00

### Dental Fees for children

0-17 years with a Health Care Card	No Fee - Child Dental Benefit Scheme. Bulk billed to Medicare
0-12 years <b>without</b> Health Care Card	\$32.50
13-17 years <b>without</b> Health Care Card	Prices vary according to treatment - please contact 1300 552 509

### Private Dental Service

No Health Care Card? Come and see our private dentists who offer competitive rates. HICAPS available for on the spot private health rebates. Open Monday - Friday and Saturday morning. Please call 1300 552 509.

## Did you know Link HC is open afterhours?



- Addiction Recovery Counsellors
- Dental Services
- General Counselling & ATAPS
- General Practitioners



# Our Fees

## Other Link HC Services

Individual appointments for adults			
	General Practitioners	Audiology, Dietetics, Diabetes Education, Exercise Physiology, Occupational Therapy, Physiotherapy, Podiatry, Speech Pathology	Counselling, Addiction Recovery, ATAPS
Pension/HCC/Senior	Bulk Billed	\$10.00	No Fee
Low Fee	NA	\$10.00	No Fee
Medium Fee	NA	\$15.00	No Fee
Full Fee: Std Consult/Review Appt	\$57.00	\$45.00	No Fee
Full Fee: Long Consult/First Appt	\$92.00	\$95.00	No Fee

Individual appointments for children and young people			
	General Practitioners	Audiology, Dietetics, Diabetes Education, Exercise Physiology, Occupational Therapy, Physiotherapy, Podiatry, Speech Pathology	Counselling, Addiction Recovery, ATAPS
Pension/Health Care Card Holder	Bulk Billed (up to 18 years)	No Fee	No Fee
Low Fee	NA	No Fee	No Fee
Medium Fee	NA	\$15.00	No Fee
Full Fee: Std Consult/Review Appt	\$57.00	\$45.00	No Fee
Full Fee: Long Consult/First Appt	\$92.00	\$95.00	No Fee

**Please check website for opening times**

**Book your appointment today!**

**PH: 1300 552 509 or visit**

**[www.linkhc.org.au](http://www.linkhc.org.au) for more**

**information**





## Where to find us

Link Health and Community at **Chadstone** is in the Batesford Community Hub, which is located at Batesford Reserve, 94 Batesford Road and on the corner of Power Ave. Melway Ref: 69 H1

The **Glen Waverley** site is at 2 Euneva Ave Glen Waverley, opposite Glen Waverley Secondary College on the corner of O'Sullivan Rd. Melway Ref: 71 C2

Link Health and Community **Clayton** is located on the First Floor at the rear of the Clayton Community Centre, 9 – 15 Cooke St. The Centre may be accessed from either the rear carpark, Centre Road or Dunstan Street. Melway Ref: 79 B3

The **Oakleigh** site is located 8-10 Johnson St and can be accessed via Mills Rd or Haughton Rd. Melway Ref: 69 F8

The **Brighton** site is located at 88 Asling St. Melway Ref: 67 G7

Corporate Services are located at 1 Jacksons Rd **Mulgrave**, corner Wellington Rd. Melway Ref: 80 K2



## Contact us

We value your feedback at Link Health and Community. Feedback helps us to improve our services, develop new services and gives you a say in what we do!



In person



[www.linkhc.org.au](http://www.linkhc.org.au)



Call us on 1300 552 509



[/LinkHealthCom](https://www.facebook.com/LinkHealthCom)



[@LinkHealthCom](https://twitter.com/LinkHealthCom)



[LinkHealthCom](https://www.instagram.com/LinkHealthCom)



Email: [linkhc@linkhc.org.au](mailto:linkhc@linkhc.org.au)



Post: 2 Euneva Ave,  
Glen Waverley VIC 3150

## Consumer Approval

Consumers play very important roles at Link Health and Community. When you see the symbol below, it means that consumers have assisted in the development of the product and have given their sign of approval.



**1300 552 509**  
[www.linkhc.org.au](http://www.linkhc.org.au)



Link Health and Community  
acknowledges the  
support of the  
Victorian Government



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