



THE WINNER IS:
Keeping Kids Smiling

***Get tips for a
healthier you
in 2017***

+ PLUS
***Your child's
back-to-school
checklist***

January-March 2017

Your Partner in Health

Link Health and Community provides a comprehensive range of medical, health and support services that improve the health and wellbeing of the community.

See below our wide-ranging list of our services and programs that are specifically developed in partnership with our community to meet your health needs.



AUDIOLOGY*

Comprehensive hearing assessments, and advice on managing hearing loss.



ADDICTION RECOVERY

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



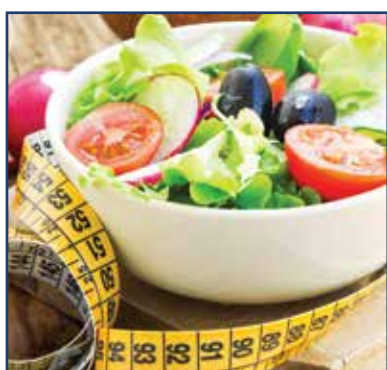
COUNSELLING*

Free counselling services to help you navigate life's challenges.



DIABETES EDUCATION

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



NUTRITION AND DIETETICS*

Support, info and advice for weight management, food intolerances and allergies.



EXERCISE PHYSIOLOGY*

Prescribed exercises for prevention and management of chronic diseases and injuries.



GENERAL PRACTITIONERS*

Services include family medicine, check-ups, travel vaccines and more.

*Services also available for children

Our Solutions

Vision

Healthier people participating in their communities

Mission

To provide integrated health and community services in Melbourne's East and Southeast

Values

We Care, We Listen, We Are Accessible, We Partner



OCCUPATIONAL THERAPY*

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



ORAL HEALTH*

Public, private, children's and outreach services available for dental procedures.



PHYSIOTHERAPY*

Assessment, advice and treatment for posture, injuries, balance and coordination.



PODIATRY*

Assessment, diagnosis and treatment of foot problems.



SPEECH PATHOLOGY*

Support for communication, swallowing and cognitive problems.



VOLUNTEER

We have various programs offering opportunities to contribute to your local community.



COMMUNITY PROGRAMS

Help people participate and enhance community life by making a difference.

*Services also available for children



Innovative Program for Vulnerable Kids is a Winner

Each year, the Dental Health Services Victoria (DHSV) recognises innovative and pioneering ideas in the public oral health sector. Link HC's ground-breaking Keeping Kids Smiling program is the proud winner of the 2016 Oral Health Project of the Year.

The Keeping Kids Smiling (KKS) program was initially created to overcome oral health barriers amongst vulnerable children in the City of Monash. By using a mobile dental van in schools and kindergartens, the team is able to reach children who otherwise may not see a dentist.

KKS has far exceeded its objectives and within the last financial year, has visited 32 primary schools, 17 preschools/kindergartens and opened access to oral health education and care to thousands of children.

Parents were often unaware of their child's dental problems and the children were able to receive

timely dental care to address their problems.

"This is a fantastic achievement by the dedicated KKS team. They are tipping the balance in favour of prevention and early intervention, which will make a valuable difference in these children's lives," says Dr Felicia Valianatos, General Manager for Link HC's Oral Wellbeing Team.

Link HC's Oral Wellbeing team's innovative approach also opened a referral pathway for the Monash Cancer Centre patients, in collaboration with the University of Melbourne. Link HC accommodated over 100 cancer patients, to see a dental professional and enabled them to commence cancer treatment in a timely manner. The Oral Wellbeing team was a finalist for the DHSV Public Dental Clinic of the Year award.

For more information, please visit our website at www.linkhc.org.au or call 1300 552 509.

What #GE4Me means to Link HC

During the past 16 Days of Activism against Gender-Based Violence (25 November – 10 December), Link Health and Community participated in the Women's Health East #GE4Me (Gender Equality 4 Me) social marketing campaign.

This exciting campaign gave a voice to people from the many diverse groups that shape Melbourne's Eastern Metropolitan Region, highlighting what gender equality meant to them.

Over the 16 Days of Activism, #GE4Me memes were promoted via Link HC social media sites. Link HC staff and community members also contributed their ideas on gender equality to the campaign. Memes were created using selected staff's message of what gender equality means to them (pictured below). These messages were also prominently displayed in Link HC reception areas.

Whilst the campaign has now ended, the conversation continues.



Physical Health Link

Powering Together with Power Neighbourhood House

Late last year, Link HC and Power Neighbourhood House (Power NH) came together with some of the older residents from the Ashwood-Chadstone area in an informal fact-finding mission.

The aim was to find out how best Link HC could partner with Power NH in supporting and broadening the lives in this sector of the community.

What we learned from the 15 or so people gathered around the table was that as individuals they enjoy coming together, that some loved gardening, many liked card games whilst others would appreciate the opportunity just to get out and about.

So where to from here? Firstly at Link HC we are working closely with the team at Power NH to find out when people are available and what activities they want.

In January we will meet again to plan a calendar of events and activities for Term 1. In February we will commence our activities on a weekly basis from Power NH.

Are you interested in getting involved or learning more? If so please contact us at Link HC by calling 1300 552 509 or emailing linkhc@linkhc.org.au so we can include you in the planning and activities in 2017.



Children's Services Now at Batesford!

Link HC's Children and Youth Services team aim to promote the health, wellbeing, development and learning of all children.

Our Paediatric services are expanding and are now available at our Batesford Hub. The new hub will help the local community to access the following vital services: Speech Pathology, Physiotherapy, Exercise Physiology and Occupational Therapy. These services can make a big difference in a child's life.

In another exciting development, **Maternal and Child Health Nurses are now offering services as part of the Paediatric Hub** to support parents and families to understand and manage their child's health and development so they reach their full potential.

This new hub is in addition to the existing one already established at our Oakleigh site, which also includes Audiology, Dietetics and Podiatry services.

For more information about our Paediatric Hub at Batesford, please call 1300 552 509 or via our website www.linkhc.org.au

General Practitioner Link



Your Child's Back-To-School Health Checklist

Summer fun is coming to an end. It's nearly time to put away the swimsuits and dust off the school books, in time for school starting again.

Many parents focus on back-to-school uniforms and books, which is important. But equally important is to schedule routine doctor visits and to make sure your child's health information is organised for school records. Here are some helpful tips.

Check-ups & immunisations

Schedule medical and dental check-ups before school starts. Children may also need immunisations, in accordance with the 'No Jab, No Play' legislation. Consider vision and hearing tests, since impairment can affect learning and also a sports check-up if your child will be participating in sports.

Medical records

Organise your child's medical history records and emergency contact information for your school to keep on file.

Children's health records

Complete a consent-to-treat form and give copies to the school nurse and any day care providers to keep in your child's file.

Health action plans

Liaise with the school nurse and your child's GP/physician to develop action plans for any health issues, such as asthma or food allergies. It's best to communicate these plans to all appropriate care givers.

Our Oakleigh and Brighton General Practices can assist with your child's back-to-school health needs. Our GP team can provide the latest immunisations as well as administering free children's health checks for Medicare card holders.

To make an appointment, phone 9564 6199 for the Oakleigh General Practice or 9596 3501 for Brighton General Practice. You can also download the free Link GP app.

Source: Emergency Care For You

Meet Dr Lioudmila Martynova



Dr Lioudmila Martynova (MBBS FRACGP) thrives on working within the local community.

She has been working every weekday at the Oakleigh General Practice since June 2016 and enjoys meeting new people and helping with their health needs. She is always willing to go the extra mile for her patients, whether it's following up their results or keeping patients informed at all times.

Previous awards include being honoured in the New Rural Doctor category for her work in the community.

After graduating in 1984 as a paediatrician/physician in Russia, Dr Lioudmila moved to Australia in 2001 and began working at Box Hill and Central Gippsland Health Services.

She has since worked as a General Practitioner at Terang Medical Clinic from 2009 before moving to Oakleigh General Practice. Her interests include paediatrics, women's and men's health, skin conditions and emergency care.

To make an appointment, please call 9564 6199 or via www.oakleighgp.com.au

Five Easy Ways to a Healthier New Year

New Year's Resolutions. They can seem fun to make with a never ending list of possibilities, but in reality, they are often extremely difficult to maintain throughout the year.

To assist, we've put together five worthy ways to help you on your way to a healthier new you. If it's easier, pick one and try it on for size. You'll be surprised how much better you feel today and hopefully every day. Good health!

Move more



There are many benefits of participating in physical activity. Even people living with severe health problems can still get involved. Some of the known health benefits include a healthy heart, stronger muscles, improved movement, more energy, improved sleep, better balance and coordination and a greater ability to do everyday activities. Start by enjoying a short walk with friends or getting out into the garden. Keep it simple and build from there.

Moderation and eat well



Weight loss isn't the only reason to change eating habits. Sometimes eating healthier simply makes us feel happier and better. Be mindful at meal times and tune in to what you're eating (instead of being distracted by your phone/TV) to help you stop eating when you're feeling full. Also there is a link between how we feel and how we eat. Figure out what kind of eater you are and whether you look to food for comfort in times of anger, boredom, stress or sadness. Swap that bag of chips for some luscious summer berries- yum!

Manage your mental and emotional health



Everyone experiences ups and downs and our responses to these challenging times are rarely the same.

When we are experiencing difficult emotions, it's good to know what things work to help you get through more difficult times. Some people may be living with mental health concerns and can benefit from accessing support to assist with their own health needs. Link HC offers a range of mental health and wellbeing programs from counselling services, psychology services, family support services, family violence,

addiction recovery, mindfulness programs, gambling programs and Tai Chi to support and improve mental health and wellbeing. Asking for help is a sign of strength.

Prevent new & manage existing health problems

It is important that everyone gets regular health checks. They are useful to identify any early signs of possible health issues and to manage any problems before they become bigger issues. Many factors, such as a person's age, health, family history and lifestyle choices, impact how often you require health checks.

Take medications / supplements as prescribed

For some people, taking medication or using supplements can be an important part of managing their health and wellbeing. Particularly in the case of long term health conditions, the medications may not cure the condition, but will help manage the impact of the condition.

It's really important that you inform your health and medical care providers about what you are taking, tell your doctors if you are worried about the effects medications are having or want to make any changes.

Link HC provides a wide range of physical activity groups, dietitians and General Practitioners who can provide free health checks. We also have mental health and wellbeing programs. For more information, please call 1300 552 509 or via www.linkhc.org.au

Community Link

More Swing and Sing

With help from Link HC, Monash Chorale and Oakleigh Brass are now expanding their venue options to include retirement villages and centres, meaning more people will be able to experience their great blend of music.

Monash Chorale & Oakleigh Brass are a versatile, busy group who perform at approximately 18 events throughout the year, including the very popular Monash Carols by Candlelight.

However, until recently the sheer weight of their old fashioned percussion equipment and lighting issues, were limiting their venue choices.

They were one of the worthy winners of Link HC's Community Grants and the money will provide much needed lightweight percussions for easy transport as well as music stand lights to help the players perform at their very best!

This equipment has already made a huge difference at the recent Monash Carols by Candlelight, with the Oakleigh Brass (pictured below) being a huge success!

For more information please call Oakleigh Brass on 9807 9624.



Rockytoo still gets his walks, thanks to the special LinkPETS program



Rockytoo (pictured above), is an excitable two year old border collie owned by Jennie and Bob Donaldson, and they have all been part of the LinkPETS program for more than 18 months.

Unfortunately Bob suffers from severe health conditions and relies on Jennie to be his full time carer. However Jennie has significant health issues too, having undergone three knee replacements which limits her ability to walk her beloved dog.

Rockytoo requires regular exercise and the LinkPETS program has been able to provide accredited volunteers to walk him on a regular basis. LinkPETS provides pet-loving volunteers to people who are finding it difficult to fully care for their pet because of their age, frailty, ill-health or disability.

"This program has been invaluable to both Bob and I. Through the

love of our dog, we have met some wonderful people that are generous with their time and support, so that we still feel part of the community" says Jennie Donaldson.

Since joining the LinkPETS program, Jennie has been able to develop strong and lasting friendships with her volunteers.

Mrs Donaldson said people should spread the word about LinkPETS to anyone who may need extra help in caring for their pet.

Currently the program has plenty of ready and willing volunteers, but not enough pet owners asking for help.

If you know somebody that needs support caring for their pet, please contact Sarah Burton, LinkPETS Coordinator on 8822 8309.

One third of Australians
are **low in vitamin D**

Vitamin
D

Vitamin D is a hormone that controls calcium levels in the blood; crucial for bone and muscle development, and in the prevention of osteoporosis.



...but 2 in 3 Australians will be diagnosed with **skin cancer** by the age of 70.

So how do you get enough sun for vitamin D without increasing the risk of skin cancer?



Vitamin D can be found in some foods, but it is difficult to get enough vitamin D from diet alone. **The sun is the best natural source of vitamin D.**

Check the daily sun protection times online or use the free **SunSmart** smartphone app to determine whether or not sun protection is required in your location.



30 - 60 days
Our bodies only store enough vitamin D to last between 30-60 days.

Sunscreen use should not put people at risk of **vitamin D deficiency**.

How much
sun
is enough?

UV levels vary across Australia so the amount of sun required for vitamin D depends on your **location** and the **time of year**.



During months when the UV is below 3 all day, skin types 1 - 4 should aim for **2-3 hours** of midday winter sun exposure spread over the week to the face, arms, hands (or equivalent area of skin)

When the UV is above 3 skin types 1 - 4 should aim for just **a few minutes** of mid-morning or mid-afternoon sun exposure each day.

Skin types 5 & 6 may need 3 - 6 times this amount.

Skin types 5 & 6 again may need 3 - 6 times this amount.

The more skin exposed, the **more vitamin D** you make.

Staying out in the sun longer doesn't increase vitamin D.

Top Tip!
During winter, go for a midday run in a t-shirt!
Exercise helps!

Our Flu Clinic Comes to You!

Every year in Australia, it's estimated that influenza causes approximately 18,000 hospitalisations, 1,500,000 lost work days and 300,000 doctor visits.

Vaccinating staff not only protects yourself and your workers, but also stops the spread of flu to families and people more vulnerable in the community.

To save your staff time and effort, our flexible flu clinic can come to your workplace! This not only means greater staff involvement, but it also means that staff don't need to take a day off work to get a flu shot.

With the latest vaccine available, why not get in early this year and help organise for your workplace to be free of flu.

Our onsite flu clinic is flexible and can suit the needs of your workplace or community group. A minimum 10 people are required and they must have a Medicare card.

For more information, please contact Linda Osman on 9564 6199 or losman@linkhc.org.au.



Recognising Excellence through Film

Link HC prides itself on contributing to the community and supporting excellence. We were delighted to sponsor the 2016 Reel Health International Short Film Festival Premiere and Awards night - an initiative of our partner Monash Health.

The Festival calls upon community members to celebrate their stories of health and wellbeing through the power of film. Last year, 16 short films were created and shown at the premiere. Films included the story of an estranged brother and sister whose worlds collide at the bedside of their ill mother, a gentleman's approach to dealing with Parkinson's disease and a young mum-to-be facing the possibility of having a child with Down's syndrome.

In the end however, there can only be one winner - "The Life of Death" (pictured above). Taking out the overall festival award the film depicts an animated portrayal

of death using animals in the forest as story characters. The still above shows the figure of Death seeking out forest creatures to enable their passing, but then Death faces a dilemma the day he falls in love with Life.

Business News

Link HC is thrilled to be supporting the local business community by sponsoring the 2017 Monash Business Awards. The awards recognise business achievement and innovation excellence. Each year more than 150 businesses representing all sectors of the community come together for networking opportunities, exchanging and discussing current issues and ideas with a wide range of guests.

Link HC is proud to participate and support both of these awards and witness the success and achievements of the participants.



Sharing the Care to Improve the Health and Wellbeing of Our Clients



With the rising cost of healthcare and the increasing demand on our healthcare system, there is now a recognition that system-wide reform is required if we are to provide a sustainable health care system into the future.

The complex issues of chronic disease, our ageing population and expectations of people using services, are demanding urgent attention which focus on a 'whole person' approach.

To meet demand, healthcare services must be proactive in adapting to the changing landscape, respond more effectively and utilise resources more efficiently to deliver person centred care.

At Link Health and Community we are committed to undertaking a proactive response to these changes. It is our responsibility to do so.

During 2016, we commenced a restructure of our service delivery teams to better align with our funding agreements and to allow our teams to work more cohesively.

We will continue to support our teams to enhance our capacity to deliver proactive and integrated care. In turn, our teams will support clients accessing our service to become more informed and empowered in their care, enhancing health and wellbeing.

Over time this redevelopment will break down professional silos and improve communication and care, which will ultimately improve client outcomes.

Overall we are committed to providing better outcomes for people accessing our services.

Together we can make a difference.

NDIS Roll Out to Staff

As part of Link HC's continuing commitment to supporting people with a disability, their families and carers, staff information sessions have formed an important role in helping Link HC personnel prepare for the implementation of the National Disability Insurance Scheme (NDIS).


NDIS is the new way of providing support for Australians living with disability and extends to their families and carers too. It aims to invest in people with disability early on to help improve their health and wellbeing throughout their life. The NDIS will provide peace of mind for people who are born with, or who sustain, a permanent and significant disability during their lifetime, by knowing they will get the support they need.


With the NDIS due to commence in our area from November 2017, these sessions have provided staff with the latest information on the NDIS. These are being followed by Community Information sessions being held early in 2017 to empower the community with NDIS knowledge. Further staff sessions will be scheduled this year, sharing Link HC's NDIS vision.

For NDIS enquiries, please contact Junelle Rhodes on 1300 552 509.




Active Link

	Introduction to Strength Training	
	CHADSTONE	
	When:	Starts 7 - 28 February; 14 March - 4 April/ every Tuesday
	Time:	1:30pm - 2:30pm
	Cost:	\$8.00 per session
	Learn about the benefits of strength training, practice correct techniques and build confidence over a 4 week program.	

Strength Training		
OAKLEIGH	GLEN WAVERLEY	
When:	Starts 17 January 2017 Tuesdays or Thursdays	
Time:	8:30am, 9:30am or 10:30am	
Cost:	\$8.00 per session	
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.		

	Hydrotherapy	
	MONASH AQUATIC & RECREATION CENTRE	
	When:	Starts 1 February 2017 Wednesdays
	Time:	11:00am to 12:00pm
	Cost:	\$8.00 per session
	When:	Starts 2 February 2017 Thursdays
	Time:	1:30pm to 2:30pm
	Cost:	\$8.00 per session
	Suitable for conditions such as arthritis, joint replacement, back pain and rehabilitation following surgery. Assessment with our Physiotherapist is required prior to commencing.	

Strength and Balance		
GLEN WAVERLEY		
When:	Starts 17 January 2017/ Tuesdays	
Time:	1:30pm to 3:00pm	
Cost:	\$8.00 per session	
A 12 week exercise and education program for people with poor balance, and at risk of falls or have a history of falls. Assessment with our Physiotherapist is required prior to commencing.		

Active Link


	Chair Based Exercise	
	MONASH AQUATIC & RECREATION CENTRE	CLAYTON
	When: Starts 16 January 2017/ Mondays	When: Starts 18 January 2017/ Wednesdays
	Time: 1:30pm to 2:30pm or 2:30pm to 3:30pm	Time: 9:15am to 10:15am
	Cost: \$8.00 per session	Cost: \$8.00 per session
Provides a safe and effective environment for people having difficulty with balance and mobility. Review with an OT, Exercise Physiologist or Physiotherapist is required prior to commencing.		


TAI CHI		
MONASH AQUATIC & RECREATION CENTRE	CLAYTON POSITIVE AGEING ACTIVITY CENTRE	
When: Starts 1 February 2017/ Wednesdays (School terms only)	When: Starts 13 January 2017 Fridays	
Time: (Level 1) 1:00pm to 2:00pm (Level 2) 2:00pm to 3:00pm	Time: 2pm - 3pm	
Cost: \$8.00 per session	Cost: \$8.00 per session	
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 Walkers	
	Outside Madeline's Cafe, JELLS PARK WHEELERS HILL	
	When	Starts 18 January 2017/ Wednesdays
	Time:	9:30am to 10:30am
	Cost:	FREE
Walking groups are a great way to meet new people and have fun. Our walks run for approximately 50-60 minutes.		

To make a booking for all of these services listed, please call Access and Coordination on 1300 552 509

Support Link

	Parkinson's Support Group
	TBA
	When: Starts 2 February 2017/ 1st Thursday of the month Time: 1:30pm - 3:30pm Cost: \$8.00 per session, \$2.00 for carer or support person
	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 Diabetes Support Group	
TBA	
When: Starts 9 February 2017/ 2nd Thursday of the month Time: 1:00pm to 3:00pm Cost: \$8.00 per session, \$2.00 for carer or support person	
A support group for people with diabetes to share their experiences, be updated with information and improve their diabetes.	

	Monash Aphasia Support Group
	CHADSTONE
	When: Starts 2 February 2017/ Fortnightly Thursdays Time: 10:30am - 12:30pm Cost: \$8.00 per session
	Aphasia is a communication disorder affecting the processing of language. This group provides social support, education, information and assistance in developing strategies and confidence in communicating with others. Family members welcome.


"Loving What You've Got" Health Forum	
CLAYTON POSITIVE AGEING ACTIVITY CENTRE	
When: Tuesday 14 February 2017 Time: 10:30am to 2:30pm Cost: FREE Book: Monash Council by calling 9518 3555	
In partnership with Monash Council, this forum will provide attendees with practical information around being healthy at any weight, good nutrition choices and ideas.	


To make a booking, please call Access and Coordination on 1300 552 509

Support Link


	Family Drug Support Groups	
	CLAYTON	GLEN WAVERLEY
	<p>FAMILY DRUG HELP When: 3rd Tuesday of the month Time: 6:00pm - 8:00pm Cost: FREE Book: HELPLINE 1300 660 068 or 9573 1761</p>	<p>FAMILY DRUG SUPPORT When: Fortnightly Thursdays Time: 6:00pm - 8:00pm Cost: FREE Book: Debbie 0412 382 812</p>

These groups provide understanding, education, support and sharing by group members. Attending groups regularly can reduce feelings of fear, anxiety, depression, helplessness and shame.

New Life Peer Support	
GLEN WAVERLEY	
When: Thursdays Time: 6:00pm to 7:30pm Cost: FREE Book: Chris Forde 1300 552 509 or email: cforde@linkhc.org.au	
The New Life Program offers peer support groups for adults who want to engage in recovery from alcohol and other drug use.	

	Mindful Moods
	CHADSTONE
	When: Starts 14 February - 21 March 2017/ every Tuesday Time: 10:00am to 12:30pm Cost: FREE

A 6 week group program for people who are experiencing difficulties with anxiety and depression.

Men's Responsibility Group	
CLAYTON	
When: Starts 1 February, 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	
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. 20 weekly sessions are followed by monthly meetings for 6 months.	

Social Link



Planned Activity Group

Mulgrave Neighbourhood House - 36-42 Mackie Rd MULGRAVE

When: Starts 28 January 2017/ Fridays (School terms only)
Time: 10:00am - 2:00pm
Cost: \$8.00 per session
Book: Access and Coordination 1300 552 509

Aimed at socially connecting people & maintaining independence through fun and meaningful activities. Transport is available.

Out and About

Power Neighbourhood House

When: Starts 25 January 2017/ Wednesdays
Time: 1:00pm to 4:00pm
Cost: \$8.00 per session
Book: Access and Coordination 1300 552 509

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



Drumming Circle

CHADSTONE

When: Starts 1 February 2017/ 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

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.

World Dance

CHADSTONE

When: Starts 2 February 2017/ Thursdays
Time: 1:30pm to 3:00pm
Cost: \$10.00 per session, \$5.00 (Health Care Card holders)
Book: Judy Avisar 1300 552 509/ email: javisar@linkhc.org.au

World Dance is a fun, interactive way to meet new people and learn simple dance moves. Come along and try, everyone is welcome.



We acknowledge CHSP funding for these programs.

About 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 or through our website www.linkhc.org.au.

How do I make an appointment?

Call 1300 552 509 or go online www.linkhc.org.au for all your appointments. For GP appointments at Oakleigh, please call 9564 6199 and for Brighton it's 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 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.



Consumer Approval

Consumers play very important roles at Link Health and Community.

When you see this symbol to the right, it means that consumers have assisted in the development of the product and have given their sign of approval.



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 16 years • Student card holders • Health Care Card Holders • Pensioners			
Fees Payable:	On the day cost:	Medicare Rebate:	Gap Cost:
Standard Consultation	\$77.05	\$37.05	\$40
Long Consultation	\$117.70	\$71.70	\$40

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 without Health Care Card	\$32.50
13-17 years without 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

Please check our website for opening times or call 1300 552 509



Our Fees

Other Link HC Services

Individual Appointments for Adults

		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	\$77.05	\$45.00	No Fee
Full Fee: Long Consult/First Appt	\$117.70	\$95.00	No Fee

Individual Appointments for Children and Young People

		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



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



Call us on 1300 552 509



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



Email: linkhc@linkhc.org.au



Post: 2 Euneva Ave,
Glen Waverley VIC 3150

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



Link Health and Community
acknowledges the
support of the
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