



October - December 2017

Value Based Care for Everyone

- Mary now has some PEP in her Step
- Monash Smiles - Continuity of Care
- Social Support Groups - Putting our People First
- Quality of Care Account

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.



COMMUNITY PROGRAMS

Programs and partnerships to engage community members and enhance lives.



COUNSELLING

Free counselling services, including family violence groups, to help navigate life's challenges.



DENTAL

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



DIABETES EDUCATION

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



DIETETICS & NUTRITION

Support and advice for diabetes, weight management and cholesterol.



DISABILITY SUPPORT

NDIS Early Childhood Early Intervention for children aged 0-6 years.



DOCTORS (GPs)

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



EXERCISE PHYSIOLOGY

Exercise for management and prevention of chronic diseases and injuries.



OCCUPATIONAL THERAPY

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



PET PROGRAM

LinkPETS provides social support and practical assistance for pet owners.



PHYSIOTHERAPY

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



PODIATRY

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



SPEECH PATHOLOGY

Support for communication, swallowing and cognitive problems.



VOLUNTEER

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

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Welcome to



Philip Moran
Chief Executive Officer



I'm always inspired to read how our clients are able to overcome huge personal obstacles through perseverance, hard work and a little bit of our help.

At the very core of what we do is to help people to participate in their communities. But there are some people who live with constant pain or the pain of loneliness and don't know where to turn for help. Often people will minimise their social interaction and activities, just to focus on getting better.

Our wide range of services and programs are designed to get people active and feeling better at any age, this can break down pain barriers and encourage people to become more social again.

What programs would help you get fit, strong and active? We want to hear from you: feedback@linkhc.org.au

On a sad note, I would like to pay my respects to John Lewis who passed away on 4th July. John was the inspiration for many initiatives at Link HC including this magazine. My condolences to his family and friends. He will always be in our hearts.

VISION

Healthier people
participating in their
communities

MISSION

To provide integrated health and
community services to Melbourne's
east and south east

VALUES

We care for the people who use our services
We listen to people and advocate for our community
We provide accessible, innovative and high quality services and programs
We partner with other organisations for better services



Mary now has some PEP in her Step

Mary (above) didn't always have a spring in her step. She has endured sore legs, back surgery and had to use a walking frame just to get around - but not anymore.

After participating in Link HC's Strength Training program five years ago, Mary's legs started giving her pain so she decided to slow down and join the chair-based program and Tai Chi.

Unfortunately for Mary, some of the exercises were a little too challenging for her sore legs. At the time a Link HC physiotherapist suggested a prescribed exercise program might help, but Mary wasn't ready for that yet.

Then Mary needed to have back surgery. The pain had become too great and she had to stop her social and exercise activities.

Following her surgery, the rehabilitation physio suggested starting a gym program. Mary remembered what her Link HC physio had mentioned and decided it was time to put aside her doubts and see if the gym environment was right for her.

Rehabilitation after back surgery was hard work, but after joining the gym 9 months ago, Mary has begun to notice a significant improvement.

Before coming to the gym, Mary could not bend down to put on her socks and shoes and she also walked with a frame – 9 months later she no longer needs it! Mary also has significantly less pain and can gently bend down and complete these previously unachievable tasks.

Mary has since re-engaged with all her social activities and attends the prescribed exercise program (PEP) 2-3 times per week. She feels “fantastic - 99% better.” Mary's one piece of advice would be:

“Join in and enjoy the gym. The facilitators are helpful, there is no pressure, you do your own exercises at your own pace.”

To find out more about Link HC's gym program, call 1300 552 509

Medication Support & Recovery Service

The Medication Support & Recovery Service is the new addiction program helping people who have problems with their use of prescription or over-the-counter medications.

This new and free service is based on an initiative from the Connect4Health consortium, which consists of Link Health and Community, Access Health and Community, Carrington Health and is in partnership with Inspiro and healthAbility.

Unfortunately many people with medication misuse or who have a dependence, do not identify as having a drug and alcohol problem. This means they do not necessarily seek the required help from established services and programs within the community.

Misuse of medications is a significant burden to individuals, families and the health care system. Alarming facts state that prescription and over-the-counter medications contribute to over 80% of all overdose deaths, which can be avoided.

This Victorian first program has been developed to help people who may not otherwise seek help.

For more information, please visit www.msrs.org.au





Waverley Benevolent Society - Working Wonders with Grants Received

The Waverley Benevolent Society (WBS) has been providing food relief to the community for over 45 years.

Whether it's financial help in the form of vouchers or food relief, WBS makes a huge difference to those who need a helping hand. They rely upon the generosity of private sponsors, service clubs, grants and individual donors when providing relief to the community.

Purchasing school items can be costly for some parents, which is why recent contributions have really helped. A grant from the Bendigo Community Bank assisted 21 high school students put money towards school expenses, uniforms and books.

Parents of 37 primary school students were also given gift vouchers to cover the costs of stationery and uniform items

from Big W, which meant their children did not have to miss out on these essential school pieces.

Using a grant from Feed Melbourne and a donation of a large fridge by a major sponsor, the Freemasons Lodge of Rapport, WBS is now able to provide weekly distributions of fresh fruit and vegetables to those in need.

Patricia Green, WBS President says,

“We are grateful for the generosity of these grants, which allow us to support those who need help the most.”

For more information visit www.waverleybenevolent.org.au

My Aged Care

My Aged Care is a national online and telephone gateway to help older people in Australia access the services they need to remain as independent as possible.

My Aged Care can help you access a range of services including:

- **Allied Health services:** such as physiotherapy, exercise physiology, podiatry, speech pathology, dietetics and occupational therapy
- **Community and home support:** including domestic assistance, personal care, home maintenance, home modification, nursing care, social support, transport
- Food services
- Meals at a community centre, help with food shopping, meal preparation and home storage, learning to cook and delivered meals
- Carer relationships and support for carers
- Assistance with care and housing

Following your contact with My Aged Care, you will be referred to a local assessment service who will visit you at home or your preferred place to determine your needs. If you would like to use our allied health and social support programs, please ask for your referral to be sent to Link HC.

Link HC can also help you work through the process. Call us on 1300 552 509 if you have any difficulties with My Aged Care. Or contact My Aged Care on 1800 200 422 or visit www.myagedcare.gov.au

Eligibility

- 65 years or older
- 50 years or older and identify as ABTSI
- 50 years or older, low income, homeless or at risk
- Need support to live independently

GENERAL PRACTICE LINK

MORE THAN JUST A SNEEZE

Spring is in the air - and so is hayfever!

It's no secret that hayfever affects many Australians every year.

If you're one of them, here are some fun facts that may surprise you.

You're not Alone

Did you know that nearly 1 in 5 people in Australia suffer from hayfever and that South Australia is the nation's hayfever hot spot? There is also no cure for hayfever and women are more likely than men to display symptoms.

It's probably not the Flowers

More likely grass and trees are the culprits. Pollen allergies are from airborne pollen particles, which have already blown away from the plant. However, the pollen in a lot of flowers is coated and sticky, so it's less likely to be airborne.

You can Thank your Mum & Dad

If your parents suffer from allergies in general, then you're more likely to also suffer from hayfever and other allergies too.

It can even Affect Home Life

Hayfever can cause huge problems at home, from sufferers getting less sleep, through to arguments with partners and difficulty completing domestic tasks.

Symptoms Start at any Time

Contrary to popular belief, hayfever can strike at any age! However it's commonly diagnosed in childhood and adolescence, with the severity lessening with age. But hayfever can still appear in adults, with something setting off the allergy later in life.

Start Medication Early

Research has shown that starting your antihistamine medication early can lessen hayfever symptoms. Don't wait until you're sneezing before starting medication.

Your Doctor can Help

If you think you have hayfever, or regularly suffer from it, then speak to your doctor who can recommend a treatment plan and help identify hayfever triggers.

Our GPs at Oakleigh, Brighton or The Glen can help with your hayfever problems. Book online or download our Link Health app.

Source: www.myhayfever.com.au



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



Dr Anandi Sivapragasam at The Glen

Dr Anandi Sivapragasam understands the importance of providing great medical care to the community, due to her vast experience working in hospitals until 2013.

Dr Anandi has special interests in women's and children's health, chronic disease, geriatrics, obstetrics, paediatrics and preventative medicine.

“Wellness is not a quick medical fix. I enjoy getting to know people, listening to them and making them feel better again.”

For appointments, please call 8822 8399 otherwise walk-ins are welcome.



Value based care for the whole Family

Link HC is providing clients with another reason to smile, by offering an onsite Orthodontist and Dental Prosthetist at the Monash Smiles dental clinic located within The Glen Medical Centre.

With no wait list for Link HC's private dental services, your child will be able to see a specialist orthodontist or a dental prosthetist straight away to make them smile with confidence and stay safe.

Link HC's private dental services are available to everyone for

a fee, with payment plans and HICAPS available.

Our dental experts can provide continuity of care for patients by linking them directly with either the GPs based at The Glen, or Link HC's other services and programs located at other sites.

It is open Monday to Friday, including Saturdays to help meet your family's needs.

You'll find us inside the Priceline Pharmacy on the lower ground floor near Coles. Call 8822 8355 or visit monashsmiles.com.au

Award Winning Dental Assistant

Teresa Ryan who completed her placement with Link HC's dental team last year, has won The Vern-Barnett Award for New Dental Employee of the Year.

Additionally, Teresa also won the Mullin's award at the Box Hill Institute graduation this year.

“Teresa's outstanding results are a reflection of her skills and also the nurturing environment which Link HC provides for learning,”

says Dr Felicia Valianatos, Link HC's General Manager for Medical & Oral Wellbeing.

Our Monash Smiles Team at The Glen



Dr Angelina Zea
Specialist Orthodontist

Dr Angelina Zea has advanced dental qualifications as a specialist orthodontist.

She is an expert in the prevention, diagnosis and treatment of dental and facial irregularities to help **correctly align teeth, bites and jaws, including straightening teeth.**

Angelina provides all orthodontic treatment options and technologies for children, teens and adults. She is an advocate for early intervention treatment of dental problems in young children from 7 years.



George Kapsalis
Dental Prosthetist

George Kapsalis has expertise in the assessment, treatment, management and provision of removable dentures to replace missing teeth.

He can provide **flexible, removable mouthguards that are custom fitted to your mouth**, for use when playing sporting activities.

He has exceptional technical and clinical skills to ensure all his patients receive the attention and care they deserve.

Why are Mouthguards Important?

Playing sport is an integral part of growing up for many Australian kids. If you play sport, even non contact sports like cricket, netball, or soccer they carry a real risk of accidental collision.

Mouthguards can protect from serious sporting injuries, such as broken jaws, fractured, cracked or knocked-out teeth, cut lips and tongues. A custom-fitted mouthguard is far superior than over-the-counter mouthguards because they fit the exact contours of your mouth and are designed to absorb and spread the impact of the damaging blow. They let you talk normally, don't restrict your breathing and stay firmly in place, so you can concentrate on playing the game you love whilst knowing your teeth are safe!

Call George Kapsalis today on 8822 8355 for your mouthguard needs.



QUALITY ACCOUNT - WE CARE



Priority Groups

Link HC responded to the needs of the community by providing a dental van at its Health and Wellbeing day in Batesford.

Attendees received a general check-up in the dental van (pictured above) with follow-up appointments made for those with more complex conditions.

23 people were able to see the dentist on the day, with many more booked in at our Clayton site.

Accreditation Status

Link HC's quality and safety performance has been independently audited by the HDAA to accredit us against a number of health and community standards.

The HDAA conducted a three day onsite assessment of our internal management and business systems.

This included oral health, health & wellbeing and family violence services to ascertain how Link HC was performing in relation to sample indicators in the Human Services Standards and the National Safety & Quality Health Service Standards.

HDAA then evaluated the on-going implementation of the organisation's service delivery systems.



Pleasingly Link HC passed the requirements of the accreditation progress.

There were only two improvement opportunities raised which are currently being addressed. To quote our assessors,

“Link HC has maintained organisational systems, processes and practices that promote quality service provision.”

In accordance with Victoria's Child Safety Standards, Link HC adheres to the following guidelines:



Tolerates a zero approach to child abuse



Welcomes vulnerable children and supports them in their development



Supports the rights of children to ensure their safety and stability



Takes active steps to help a child if we believe they might be at risk



Provides a consistent approach when supporting parents and understanding their obligations



Support our staff to care and help children who use our services



Supporting children's needs is paramount to Link HC and we have appointed a Child Safety Officer whose role involves safeguarding the rights of children and supporting staff who work with them.

For more information call 1300 552 509 or email feedback@linkhc.org.au



QUALITY ACCOUNT - WE LISTEN

Feedback 2016-17



136

People gave feedback
of which 37 were complaints.
The vast majority of feedback
was complimentary.

Majority

Received positive experiences
with service delivery in Client Services, Oral
Wellbeing and/or Health & Mental Wellbeing.



Feedback mainly related to Link HC processes, appointment waiting times,
customer service and client specific issues not related to Link HC.

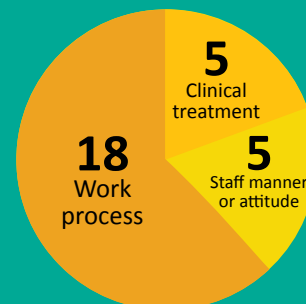
Feedback - Subject



One

adverse event
report which has
since been resolved.

Feedback - Service Delivery



Helping to Remove Language Barriers

Interpreters play an important role in assisting with communication between health service providers and clients who are not fluent in English. It's important for patients to understand the advice being given to them by Link HC's clinicians, which is why we provide interpreters free of charge for all appointments.

During the last financial year, 1172 clients required an interpreter, with over 30 different languages being requested. Below highlights how many interpreters were required for the most frequently requested languages.

44%
GREEK

17%
MANDARIN

5%
CANTONESE

4%
VIETNAMESE

4%
ITALIAN

QUALITY ACCOUNT - WE ARE ACCESSIBLE



Link HC Seeking the Rainbow Tick

Link HC is seeking to become an LGBTI-friendly organisation using the Rainbow Tick standards as a guide.

The Rainbow Tick consists of six standards against which services can be formally accredited to demonstrate LGBTI inclusive practice and service delivery.

To this end, an LGBTI service audit was recently undertaken to assess the degree to which Link

HC policies, procedures and practices met each of the six standards.

A key outcome of the audit will be an action plan detailing the work Link HC will do to become a more inclusive health service for LGBTI people.

For more information contact linkhc@linkhc.org.au

Afghan Community Health and Wellbeing Needs

Link HC conducted a study of the health and wellbeing needs of the Afghan community during 2015-2016.

The project, undertaken by Dr Mohammad Daud Karimi, involved extensive consultations with key stakeholders including agencies and Afghan community organisations in the south east, focus group discussions on mental health and a small survey of GPs.

The project was overseen by an Afghan Community Advisory Group, which provided important insights into community needs and recommended responses.

A series of reports have been produced which are guiding strategies and actions, in partnership with other agencies.

Barriers to help-seeking due to stigma around mental health and problems accessing mainstream health services were among the many issues highlighted.

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

Children and Families lead the Way

Children with a disability or development delay and their families will benefit from an exciting approach to delivering early intervention and support services.

Link HC is a NDIS Community Partner providing Early Childhood Early Intervention (ECEI) services to children and their families in eastern Melbourne and inner Gippsland.

We will empower children and their families to make informed choices and get the best outcomes for them.

Services will be delivered in community based settings, including a series of purpose built ECEI support facilities. We are engaging families with lived experiences of the early childhood intervention system to better understand what works, what doesn't and what families determine as important.

“ We are including the wisdom of families to develop tailored services and support, ”

said Junelle Rhodes, General Manager NDIS.

To participate in consultations, please contact 1800 LINK ECEI or 1800 546 532.



QUALITY ACCOUNT - WE PARTNER



Social Support Groups - Putting our People First

Link HC has a long established social group for older adults that meets every Friday at the Mackie Road Neighbourhood House.

The group runs on a term-by-term basis and always welcomes new members. In previous years, Link HC staff have met and planned activities for the group for the term ahead based on what they knew and activities they thought people liked – and for the most part the group was enjoyed by all.

About twelve months ago, the team at Link HC decided that in order to really provide a sense of group ownership, that the people attending should be given the opportunity to participate in the planning process and have more choice around the activities that were conducted.

Over the past year, our attendees have become much more involved in the activity planning.

Each week the participants are given a few different activities that they have chosen to participate in during the session. Pictured above and below are attendees having fun with gardening. Participation in the various activities is always optional.

At the end of each activity, attendees place smiley, indifferent or frowning face in a box to rate their level of enjoyment with an activity.

This provides feedback to our facilitators about the types of activities our attendees enjoyed the most. At the end of each term, the participants sit down

with the facilitators and plan the activities for the term ahead. They choose what outings and activities will be offered, bring forward new ideas as well as what not to include next time.

Here are some comments from attendees about what this group means to them:

“The group is very much like a family – people feel they can share their stories and are genuinely cared for and belong, whether it be group members of over a decade or just a few weeks. For most, planned activity groups are the highlight of their week.”

“I live on my own and I don't get out. Monday to Thursday is mundane. On Fridays it's great to go out.”

Each individual in the group has a care plan. This is a guide that tells us what the attendee wants to achieve by being part of the group and each term the care plan is reviewed and updated to make sure the service provided by Link HC continues to meet the needs of the person.

It also enables Link HC to make referrals to other services that can further support the person in the group.

To access our social support group at Mackie Road NH or to get involved in our newly formed group at Power NH you will need a social support referral through My Aged Care.

You can call My Aged Care on 1800 200 422 or visit www.myagedcare.gov.au Alternatively Link HC can help you complete your referral through My Aged Care.



ACTIVE LINK



Prescribed Exercise Programs (PEPs)

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

OAKLEIGH RECREATION CENTRE, 2A PARK ST OAKLEIGH

When: Mondays to Fridays

Time: 9:00am, 10:00am and 11:00am

Cost: \$8 per session or \$50 monthly (maximum three weekly sessions)

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

When: Thursdays

Time: 2:30pm and 3:30pm

Cost: \$8 per session

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



Strength and Balance

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

OAKLEIGH RECREATION CENTRE, 2A PARK ST OAKLEIGH

When: Tuesdays

Time: 1:30pm - 3:00pm

Cost: \$8 per session



Hydrotherapy

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

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

When: Wednesdays

Time: 11:00am - 12:00pm

Cost: \$8 per session

Thursdays

1:30pm - 2:30pm

\$8 per session

Oakleigh Recreation Centre



Link HC clinicians now at ORC!

Services Available

- Diabetes Education
- Dietetics and Nutrition
- Exercise Physiology
- Group Exercise Programs
- Physiotherapy

Chair-Based Exercise

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

LINK HC, 9-15 COOKE ST, CLAYTON

When: Wednesdays
Time: 9:15am - 10:15am
Cost: \$8 per session

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

When: Mondays
Time: 1:30pm - 2:30pm
Cost: \$8 per session

Tai Chi

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

LINK HC, 9-15 COOKE ST, CLAYTON

When: Fridays
Time: 2:00pm - 3:00pm
Cost: \$8 per session

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

When: Wednesdays (school terms only)
Time: Beginner 1:00pm - 2:00pm or Level 2, 2:00 pm - 3:00pm
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 AT JELLS PARK, WAVERLY ROAD, WHEELERS HILL

When: Wednesdays
Time: 9:30am - 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, 46-48 MONTCLAIR AVE, GLEN WAVERLEY

When: First Thursday of the month

Time: 1:30pm - 3:30pm

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



Diabetes Support Group

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

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

When: Second Thursday of the month

Time: 1:00pm - 3:00pm

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



Aphasia Support Group

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

LINK HC, 94 BATESFORD RD, CHADSTONE

When: Thursday (fortnightly)

Time: 10:30am - 12:30pm

Cost: \$8 per session



Over 65 and need help caring for your pet?

It's not only dogs - we can care for cats too! At LinkPETS we understand the important bond between people and their pets.

The LinkPETS program coordinates volunteers to support people over 65 who are unable to fully care for their pet.

Call Sarah at LinkPETS on 8822 8309 for more information.

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: 6:00pm - 8:00pm
Cost: FREE
Book: HELPLINE 1300 660 068 or 9573 1761

BATESFORD HUB - FAMILY DRUG SUPPORT

When: Fortnightly Thursdays
Time: 6:00pm - 8:00pm
Cost: FREE
Book: Debbie 0412 382 812



Men's Responsibility Group

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

LINK HC, 9-15 COOKE ST, CLAYTON

When: Wednesdays
Time: 7:00pm - 9:00pm
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, commencing 14th November - 19 December 2017
Time: 10:00am - 12:30pm
Cost: FREE
Book: 1300 552 509



The next Men's Shed event on 15th November will be about mental health issues:

- Anxiety
- Depression
- Substance abuse
- Grief and loss

There will be a Beyond Blue speaker with information about occupational therapy plus mobility aids. Phone 9561 8557 for more details.



SOCIAL LINK



Planned Activity Group

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

MACKIE ROAD NEIGHBOURHOOD HOUSE - 36-42 MACKIE RD, MULGRAVE

When: Fridays (School terms only)
Time: 10:00am - 2:00pm
Cost: \$8 per session
Book: 1300 552 509

POWER NEIGHBOURHOOD HOUSE - 54 POWER AVE, ASHWOOD

When: Tuesdays (starting again on 10th October)
Time: 12:30pm - 3:00pm
Cost: \$8 per session
Book: 1300 552 509

Drumming Circle

Experience the power and healing of drumming. Drumming has a calming effect on the body and an energising effect on the spirit. Please join us to create some beautiful energy together.

LINK HC, 94 BATESFORD RD, CHADSTONE

When: Wednesdays
Time: 1:30pm - 3:00pm
Cost: \$10 per session (\$5 with Health Care Card)
Book: Judy Avisar 1300 552 509 or email javisar@linkhc.org.au

World Dance

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

LINK HC, 94 BATESFORD RD, CHADSTONE

When: Thursdays
Time: 1:30pm - 3:00pm
Cost: \$10 per session, (\$5 with Health Care Card)
Book: Judy Avisar 1300 552 509 or email javisar@linkhc.org.au

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

MAKE AN APPOINTMENT



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.

How to make an Appointment

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

Please have the following information ready:

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

For NDIS Early Childhood Early Intervention:
1800 LINK ECEI (1800 5465 3234)

For doctors/GPs:
Oakleigh 9564 6199 | Brighton 9596 3501 | The Glen 8822 8399

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

Some of our services have no wait times while others, like dental, may require you to be placed on a waiting list. If you need to change or cancel an appointment, please give us at least 24 hours notice.



Interpreters are available free of charge for all appointments.



Children's Services

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



Consumer Approval

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

OUR FEES

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

Dental Services

Dental fees for adults with Centrelink Health Care Card or Pensioner Concession Card	
Emergency	\$28.00
General course of care	\$28.00 per visit for four visits (capped at \$112)
Denture care	\$67.50 per denture, capped at \$135 for full upper and lower denture

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	\$33.00 (capped at \$132 per family)
13-17 years without a Health Care Card/concession	Prices vary according to treatment, please contact 1300 552 509

No Health Care or Concession Card?

Our private dentists offer competitive rates. HICAPS is available for on-the-spot private health rebates. Open Monday to Friday and Saturday mornings, with extended hours Tuesday and Wednesday. Call 1300 552 509.

General Practice Fees

Please refer to our Oakleigh, Brighton and Glen Waverley General Practice websites below. Bulk billing is available to eligible patients.

www.oakleighgp.com.au

www.brightongp.com.au

www.gpglenwaverley.com.au

Did you know we're open after hours?

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

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



Other Services

Individual appointments for adults		
	Type of service	
	Audiology, dietetics, diabetes education, exercise physiology, occupational therapy, physiotherapy, podiatry, speech pathology	Counselling, addiction recovery, Psychological Strategies
Pension/Heath Care Card/Senior	\$10	No fee
Low fee	\$10	No fee
Medium fee	\$15	No fee
Full fee: Std consult/review appt	\$45	No fee
Full fee: Long consult/first appt	\$95	No fee

Individual appointments for children and young people		
	Type of service	
	Audiology, dietetics, exercise physiology, occupational therapy, physiotherapy, podiatry, speech pathology	Counselling, addiction recovery, Psychological Strategies (was ATAPS)
Pension/Heath Care Card	No fee	No fee
Low fee	No fee	No fee
Medium fee	\$15	No fee
Full fee: Std consult/review appt	\$45	No fee
Full fee: Long consult/first appt	\$95	No fee

To make a booking for any of the above services, call us on **1300 552 509** or email **linkhc@linkhc.org.au**



Farewell to a dear Friend

It is with great sadness that we heard of the passing of our dear friend - John Lewis. John was stalwart at Link HC and a great man.

He was instrumental in setting up our Parkinson's Support Group, the Marketing and Publication Reference Group as well as the inspiration for the development of this very magazine.

John's background was in advertising and he previously worked at the Herald and Weekly Times. He was a great mentor to the marketing team at Link HC and his eternal strength, good humour and fighting spirit will be long remembered.

Farewell John, you will be missed.



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

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



In person



www.linkhc.org.au



Link HC: 1300 552 509
NDIS ECEI: 1800 LINK ECEI
(1800 5465 3234)



linkhc@linkhc.org.au



1 Jacksons Road,
Mulgrave VIC 3170



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



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



Over 40 years experience
providing services
and programs to the
community



A child safe place



Providing client services
from 13 of its 14 sites



Coordinating your care
across all the services
you need



Link Health and Community
acknowledges the support
of the Victorian State
Government



LOCATIONS

Inner East Melbourne

Chadstone | Batesford Reserve,
94 Batesford Road,
Chadstone 3148

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

Glen Waverley | 2 Euneva Avenue,
Glen Waverley 3150

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

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

Oakleigh | 8-10 Johnson Street,
Oakleigh 3166[^]

Oakleigh Recreation Centre |
2A Park Road, Oakleigh 3166

Vermont | 607 Canterbury Road,
Vermont 3133[#]

Bayside

Brighton | 88 Asling Street,
Brighton 3186[^]

Outer East Melbourne[#]

Mooroolbark | Rolling Hills
Family & Children's Services
Building, Landscape Drive,
Mooroolbark 3138^{*}

Yarra Junction | Upper Yarra
Family Centre, 2444 Warburton
Highway, Yarra Junction 3797^{*}

Inner Gippsland[#]

Drouin | 8-9 Commercial Place,
Drouin 3818^{*}

Leongatha | 46 Koonwarra Road,
Leongatha 3953^{*}

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

[^] Doctors (GPs)

[#] NDIS Early Childhood Early
Intervention (ECEI)

^{*} By appointment only

1300 552 509
www.linkhc.org.au

