

OUR SERVICES

 <p>AUDIOLOGY</p>  <p>Hearing assessments and advice on managing hearing loss.</p>	 <p>ADDICTION RECOVERY</p>  <p>Specialised alcohol and other drugs counselling for young people, families and adults.</p>	 <p>COMMUNITY PROGRAMS</p>  <p>Programs and partnerships to engage community members and enhance lives.</p>	 <p>COUNSELLING</p>  <p>Free counselling services, including family violence groups to help navigate life's challenges.</p>
 <p>DENTAL SERVICES</p>  <p>Public, private, children's, outreach dental services and orthodontics.</p>	 <p>DIABETES EDUCATION</p>  <p>Assistance with prevention and self management, insulin administration and support.</p>	 <p>DIETETICS & NUTRITION</p>  <p>Support and advice for diabetes, weight management and cholesterol.</p>	 <p>DISABILITY SUPPORT</p>  <p>NDIS Early Childhood Early Intervention for children aged 0-6 years.</p>
 <p>DOCTORS (GPs)</p>  <p>GP services, check ups, travel vaccines and general health.</p>	 <p>EXERCISE PHYSIOLOGY</p>  <p>Exercise for management and prevention of chronic diseases and injuries.</p>	 <p>OCCUPATIONAL THERAPY</p>  <p>Assistance with daily living, safety, mobility, equipment and home modifications.</p>	 <p>PET PROGRAM</p>  <p>LinkPETS provides social support and practical assistance for pet owners.</p>
 <p>PHYSIOTHERAPY</p>  <p>Assessment and treatment of posture, injuries, balance and coordination.</p>	 <p>PODIATRY</p>  <p>Assessment and treatment of foot, ankle and lower limb issues.</p>	 <p>SPEECH PATHOLOGY</p>  <p>Support for communication, swallowing and cognitive problems.</p>	 <p>VOLUNTEER</p>  <p>Help play a vital role in the delivery of services to our community.</p>



GROWING FOR OUR COMMUNITY

Link Health and Community is pleased to present its 2017 Annual Report to the community through the Leader Newspaper. Link Health and Community is a not-for-profit organisation that provides medical, health and support services to improve the health and wellbeing of the community. We are also an NDIA Partner in the Community to provide Early Childhood Early Intervention services, and partner with local organisations to support the needs of our diverse community.

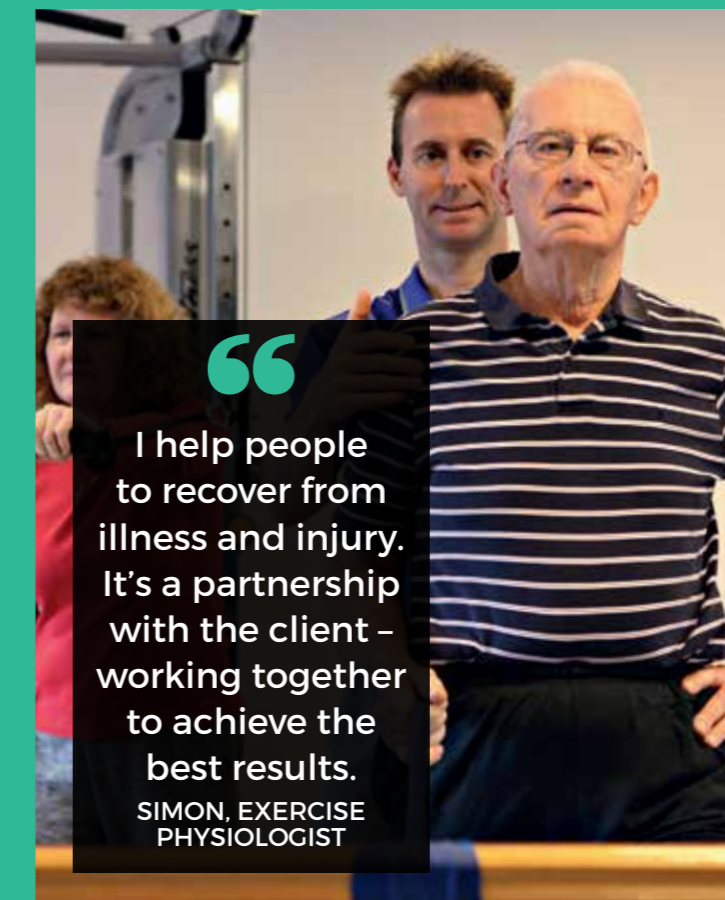
WHAT WE DO



“ Everyone deserves to smile - I am so lucky to work in a team where we are all striving to achieve this. DR JEYANTHI, DENTIST



“ I love the drumming group - I have made new friends and I love performing at events. TERRY, DRUMMING CIRCLE



“ I help people to recover from illness and injury. It's a partnership with the client - working together to achieve the best results. SIMON, EXERCISE PHYSIOLOGIST



“ Working in the community is so rewarding - general practice isn't always confined to a clinic room. DR ANANDI, GENERAL PRACTITIONER



MESSAGE FROM THE CHAIR & CEO

Welcome to our third Annual Report presented in the Leader Newspaper. The subject of this report is growth and measured growth is what we have been experiencing over the past year, with new services, partnerships and locations. Growth is such an important part of our strategic direction because when we grow we can invest in our people and infrastructure which, in turn, means we can support and care for more people. We live in an evolving and culturally diverse community where many people are vulnerable to poor health. Our aim is to ensure they don't miss out on the vital services they need. And, this is why we are investing in General Practitioners as front-line responders, diversifying service delivery to include early childhood early intervention, and broadening our reach by linking up with community agencies to ensure engagement and participation. We hope you enjoy reading this snapshot of our organisation.

Philip Moran
CEO, PHILIP MORAN

Felicity Smith
CHAIR, FELICITY SMITH

QUALITY SERVICES QUALITY CARE



Partnering to Support Children and Families

Link HC are very pleased to be partnering the National Disability Insurance Scheme (NDIS) in the Inner East, Outer East and Inner Gippsland regions. As a community partner Link HC works with children with a disability or developmental delay and their families to provide Early Childhood Early Intervention (ECEI) services. ECEI is a new and



exciting approach to delivering early intervention and support services that empower children and their families to make informed choices about the types of services and supports they want, to get the best outcomes for them.

Felicity Smith, Link HC's Chair, said "Helping children with disability or developmental delay as early as possible enables us to significantly improve their quality of life." ECEI is available for children up to the age of six years and families who have a child with a disability or are concerned about their child's development can access ECEI services from any of Link HC's sites.

GP & Dental Extended and Expanded



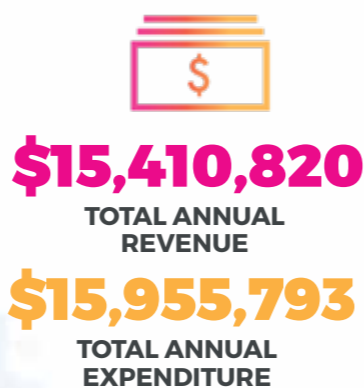
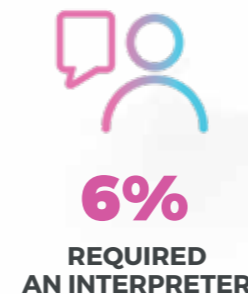
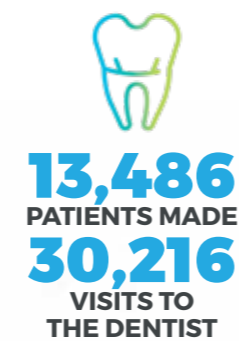
General Practitioners at Link HC provide care and support from sites in Oakleigh, Brighton and The Glen Shopping Centre. They provide weekend and after-hours services, and walk in clients are most welcome. All our GPs bulk bill and have special interest areas that include, family medicine, paediatrics, travel medicine, and women's health. Specialist orthodontic services, mouth guards and dentures are now part of our growing dental service which operates from Clayton and The Glen Shopping Centre.

Along with these specialist services, we also provide specialised care to patients undergoing cancer treatment as well as those with movement disorders through partnerships with Melbourne University and Monash Health. Public and private dentists work alongside each other in our 11 chair clinic where we are open on Saturdays, and after-hours Tuesdays and Wednesdays. We employ more than 60 staff in our oral health team and have highly qualified staff who work in a supportive team environment.

LINK HEALTH AND COMMUNITY AT A GLANCE

Link HC provides services from 14 of its 15 sites, as well as outreach to local community agencies and via our mobile dental van. On average we see over 350 people a day. People come into contact with our service for individual care, through groups or via events. We have over 20 services and run approximately 20 groups.

Our groups are based on being active, supportive and social, and are held either onsite or with our community partners. Events are very important to Link HC and the community and over the past year we participated in more than 60 events providing information, workshops and expertise.



1300 552 509 | www.linkhc.org.au

Full a full copy of our financial report please go to:
<http://www.linkhc.org.au/about/annual-report/>

HEALTHIER PEOPLE HEALTHIER COMMUNITIES

Mary now has some PEP in her Step



Mary (left) didn't always have a spring in her step. Recent back surgery meant that she had to stop participating in her social and exercise activities. She had been participating in Link HC's Strength Training program, the chair-based program and Tai Chi. Mary now faced a new rehabilitation regime, and a gym program was suggested. However, Mary had doubts about going into a gym environment – being lycra clad and competing for the rowing machine were not high on her wish list! Fortunately, Link HC's Exercise Physiologist was able to provide one on one support to Mary with a prescribed exercise program in a gym environment.

Now 9 months on, 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 – now, 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 reengaged 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 and you do your own exercises at your own pace."

The Elephant in the Room

In 2016, Opening Doors Leadership for Social Inclusion Program graduate Emma Finch (pictured right) held the second Black Dog Community Art Exhibition, themed 'The Elephant in the Room.' The exhibition is open to all artists and attracted more than 160 artworks from more than 75 artists. The artworks attracted more than 500 people at the opening and ranged from paintings to photography, sculptures to craft and dioramas. Launched in 2015, the ongoing art exhibitions explore the lived



experiences and stigmas of mental health in our community, with the aim of destigmatising mental illness and providing an outlet for the community to express their journey to mental wellness through various art mediums. Link HC recognises the importance of Emma's contribution to the community's wellness

and continues to support the exhibition through its Community Grants and Support Program. In 2016, the grants program supported more than 20 community groups who shared \$50,000 to develop programs aimed at community wellbeing and inclusion.

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VISION, MISSION, VALUES

Vision

Healthier people participating in their communities.

Mission

To provide integrated health and community services in Melbourne's east and southeast.

Values

We care for our community and for the people who use our service.

We listen to people who need our services and we advocate for our community.

We are accessible, providing innovative and high quality services and programs.

We partner with other organisations to ensure the development and delivery of better services.

OUR LOCATIONS

Inner East Melbourne

Chadstone
Clayton
Glen Waverley
The Glen Shopping Centre[^]
Oakleigh[^]
Oakleigh Recreation Centre
Vermont[#]

Bayside

Brighton[^]
Sandringham Hospital[^]

Outer East Melbourne[#]

Mooroolbark[^]
Yarra Junction[^]

Inner Gippsland[#]

Drouin[^]
Leongatha[^]
Traralgon

[^] Doctors (GPs)

[#] NDIS Early Childhood Early Intervention (ECEI)

^{*} By appointment only