



January - March 2018

## Celebrating the New Year

- We're here for kids' health
- How a boy became a superhero
- Bringing joy through volunteering



# 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 and swallowing difficulties



## VOLUNTEER

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

## IN THIS ISSUE

- 4 News Link**
  - Volunteer brings joy to an isolated resident
  - Farewell to Helen Wirtz
- 5 News Link**
  - How a boy's desire to become a superhero changed his behaviour
  - A thank you
- 6 General Practice Link**
  - 'No Jab, No Play' protects kids
  - Sandringham Ambulatory Care Centre
  - Meet our physio Olivia Saaroni
- 7 Monash Smiles**
  - When something bad turns good
  - Did you know about the CDBS?
- 8 Community Link**
  - Providing support behind the track
  - Supporting the Rohingya community
  - Healthy start for kinder kids
- 9 Health Link**
  - Sun Smart by numbers
- 10 Health Link**
  - Help your kids eat brekkie to power through their day
- 11 Staff Link**
  - Inspirational staff stories
- 12-13 Active Link**
- 14-15 Support Link**
- 16 Social Link**
- 17 Make an Appointment**
- 18-19 Our Fees**

## Welcome to



**Philip Moran**  
**Chief Executive Officer**



New Year's Resolutions. Love them or loathe them, but for some it provides a chance to reflect upon the previous year and add improvements to their life. With 2018 now here, what do you hope to achieve this year?

For me personally, I would like to have a better work-life balance and become more active. For families with kids, this year may bring the excitement and nerves of your child's first day at childcare or school.

Here at Link HC, we hope to support those families by providing a wide range of health services. Our GPs can provide your child's immunisations under the 'No Jab, No Play' law, our dentists can enhance your child's smile with our specialist orthodontist and mouthguard specialist, or our paediatric allied health team can provide you with a full range of care.

What are your New Year's Resolutions? We want to hear from you: [feedback@linkhc.org.au](mailto:feedback@linkhc.org.au)

Finally, I would like to personally thank Helen Wirtz, our Family Violence Counsellor who has retired after 42 years at Link HC. Helen has had a distinguished career in addressing social injustice and I wish her all the very best in retirement.

## ABOUT US

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

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

## VISION

Healthier people participating in their communities.

## 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.

## MISSION

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





## Volunteer brings joy to an isolated resident

Holly (pictured above) has always been passionate about volunteering and helping others. Holly speaks Mandarin and Russian and has already made a huge difference to an isolated resident as part of Link HC's Community Volunteer Scheme (CVS).

Holly was thrilled that the CVS program could provide her with the opportunity to volunteer and use her language skills. Holly is studying Social Work at Monash University and wants to work with older people once she's completed her degree.

Through Link HC, a meeting was arranged for Holly to meet

"Joan", a resident who is socially and culturally isolated.

Joan's dementia is gradually getting worse. She has lost the ability to understand English and has reverted to her native Russian tongue. Joan was feeling isolated and lonely - she was no longer able to communicate with her friends.

When Joan first heard Holly speak in Russian, her whole face lit up! Not only could Holly understand and converse in her native tongue, but she was also going to regularly visit her, and they have now become friends.

Joan and Holly both look forward to their weekly catch ups,

knowing that these visits mean a great deal to both of them.

There are many other wonderful stories just like Holly and Joan, where volunteering has enriched their life, not just for the resident but for the volunteer too.

**If you would like to volunteer as part of the CVS, please contact Jessica on 1300 552 509.**

### CVS Criteria:

- Twice a month visits, for one to two hours
- At least 12 month commitment
- Interview with Link HC's CVS coordinator for 1 ½ hours
- Police Check needed



## Farewell to Helen Wirtz

Helen Wirtz's illustrious 42-year career as Link HC's Family Violence Counsellor has come to an end, following her retirement in December.

Helen has been a tireless advocate for women's rights in the community, and is passionate about addressing social injustice and family violence issues. She has featured on Four Corners and Channel Ten's The Project and received the Monash Awards Empowered Women in 2012 for her internationally and nationally recognised work for preventing violence against women.

We would like to wish her all the very best in retirement.



## How a boy's desire to become a superhero changed his behaviour

Children love to embrace a superhero. The fun of conquering bad guys, or being the king or queen of their own universe. Jason, a four-year-old boy, learnt how to channel his superhero powers into the greater good - caring for others, especially his sister Nina.

Jason's Mum and Dad were concerned about his behaviour. It was difficult for Jason to settle down when he was feeling upset or frustrated. He was not listening to his teachers' instructions, he was demanding of other kids at day care, and at home he often bullied his sister Nina.

After trying many ways to help Jason, his parents made an appointment to see Jing, a counsellor at Link HC.

Jason cried the entire way from day care to his first appointment. He had a tantrum in the waiting room, which continued well into his first session.

To help Jason manage his strong emotions and behaviour, Jing played a game called *Hero of the Week*. Jason could choose whichever hero he wanted to be each week including:

- A hero of helping his Mum
- A hero of caring for his sister
- A hero of listening to his teachers, or
- A hero of sharing his toys

Jason had to use his "super powers" and do at least five things each day during the week to pass the hero test and earn the coveted Hero Badge.

Jason was a natural at the game. He earned multiple Hero Badges for sharing his toys with others and he learned how to care for his sister Nina, which earned him the all important Caring for His Sister badge.

Jing explained the rationale of the superhero game to Jason's teachers and parents, who all helped to record his daily heroic deeds.

One of Jason's teachers has since advised that his behaviour has improved significantly. He now listens intently to his teachers and friends at day care and is able to manage his behaviour.

**Counselling services at Link HC are free. To make an appointment call 1300 552 509, or visit [www.linkhc.org.au](http://www.linkhc.org.au)**

## A thank you

Link HC would like to express its deepest thanks to Don Jennings on behalf of the Freemasons for their donation to our *Women Reclaiming Their Lives* program.

This generous contribution of \$2,715 was part of Women's Reclaim Day and will go towards Link HC's commitment to eliminating family violence within the community.

The *Women Reclaiming Their Lives* is an ongoing program where women who are or have been subjected to violence at home, attend a nine-week course designed to identify the tactics of violence and control, share ways to overcome the effects, gain knowledge about legal and community supports and be more confident within themselves.

This program continues to make a huge difference in women's lives, with feedback such as:

- "I have reclaimed happiness, strength, confidence, freedom and choice"
- "I learned that there is help available, that there are different types of help"

The next program will be held in February, with child care provided. For more information, call 1300 552 509.

*Pictured below from left is David Heazlewood, Van Ta-Placidi, Link HC's GM - Health & Wellbeing and Don Jennings from the Lodge of Good Companions, Freemasons Victoria - Mt Waverley Centre.*





# GENERAL PRACTICE



## 'No Jab, No Play' protects kids

Our general practitioners are here for kids' health and can provide the required immunisations under the amended No Jab, No Play laws.

There is overwhelming scientific evidence proving that immunisations are safe and effective, and have saved millions of lives. However, there are still around 25% of people who decline vaccinating their children.

The Victorian Government has toughened its stance to support immunisations since December 2017. Parents now have to provide official immunisation records for their child as a condition of enrolment in schools and childcare centres.

Parents who refuse to immunise their child will need to submit a letter from the Australian Immunisation Register as proof of their child's medical exemption.

Our general practitioners located at Brighton, Oakleigh and The Glen Shopping Centre can check if your child's immunisation is up to date.

They can provide advice and administer the necessary immunisations to keep your child protected.

**Call 9564 6199 for Oakleigh GP, 9596 3501 for Brighton or 8822 8399 for our GPs at The Glen Shopping Centre. Alternatively you can book online.**



**Sandringham**  
Ambulatory Care Centre

Link HC and Connect Health & Community have joined forces with Alfred Health to run a new medical centre to ease the strain on the Sandringham Hospital emergency department.

The Sandringham Ambulatory Care Centre (SACC) operates seven days per week, 365 days per year, from 8am - 10pm and provides support to patients with minor injuries and illnesses.

This service aims to improve healthcare access and reduce waiting times for patients.

Access to this service is via presentation to the emergency department at Sandringham Hospital.



## Meet our physio Olivia Saaroni

Do you want to improve your movement, reduce pain and stiffness or speed up the healing process on an old, niggling injury? Our physio Olivia is available now for private consultations at our Oakleigh site.

Olivia has gained valuable knowledge from working in a Sports Medicine Clinic at Stanford University in the USA, as well as having extensive experience in post-operative acute and chronic injuries in a variety of hospitals around Australia. She can help get you moving and participating in the activities you love again.

**Private health funds can refund on the spot. For more information or appointments, please call 9564 6199.**

## When something bad turns good



“After having bad teeth for such a long time, I now feel like I’ve been given a second chance to have a healthy mouth. The changes since visiting the dentist, gives you an up when you’re feeling down; sometimes something good comes out of something bad.”

This has been the firsthand experience of "Ned" who visited Link HC's dentist, whilst undergoing chemo and radiotherapy as part of his cancer treatment.

Ned had crooked teeth and his daughter always noticed them. Ned used to feel self-conscious being near people and covered his mouth when speaking as he was embarrassed.

It had been 25 years since Ned visited the dentist. A bad experience along with pressures of a large family, paying a mortgage and daily life, meant looking after his teeth wasn't a priority.

At his first dental visit with Link HC, he had a filling and they cleaned all his teeth. They checked his mouth thoroughly, took x-rays and made a dental plan to move forwards.

The results were instant. Once Ned returned home, his wife and daughter commented that his smile did not look bad anymore!

Ned now cleans his teeth 2-3 times per day using an electric toothbrush. His gums used to bleed a lot but now he no longer sees blood and his gums are pink and healthy.

Since his dental visit, Ned is motivated to take good care of his mouth and he is no longer self-conscious about his bad teeth. He says,

“It's not a patch-up job and then you go. I've had cleanings, fillings, a tooth taken out and afterwards I will have a plate made. It's been great as I've always had bad teeth.”

**Link Health and Community Public Adult dental services are for people 18 years and over who have a Government Health Care Card or Pensioner Concession card. Please call Clayton on 8540 6055 for appointments. (Waiting lists apply).**

## Did you know?

Did you know your child may be eligible to receive up to \$1,000 on basic dental treatments under the Child Dental Benefit Scheme (CDBS)?

To help kids grow up smiling, the CDBS provides assistance to children aged 2-17 years on a range of dental services including:

• Examinations • X-rays • Cleaning • Fissure Sealing • Fillings • Root Canals • Extractions

Treatment is bulk billed through Medicare over a two-year period. If you or your child are receiving the Family Tax Benefit Part A or certain other government payments, your child may be eligible.

**For more information about this free service, or to make an appointment, please call our reception staff on 8540 6055 at Clayton.**





## Providing support behind the tracks

With all the glitz and glamour surrounding horse racing in Melbourne, it's easy to forget the pressures facing the people working closest to the horses.

As part of a two-year partnership with Melbourne Racing Club Foundation, Link HC is providing a stable wellbeing program aimed at supporting the mental health and wellbeing of strappers and track riders at Caulfield and Mornington race tracks.

It will provide referral pathways into mental health, drug and

alcohol, gambling and other services and will offer support to help them deal specifically with the issues and pressures felt within the racing industry.

This is an exciting opportunity for both the Melbourne Racing Club Foundation and Link HC to work together and make a real difference to these people.

**For more information, please contact Cara on 1300 552 509 or visit [www.linkhc.org.au](http://www.linkhc.org.au)**

## Supporting the Rohingya community

Following years of persecution, recent massacres and ethnic cleansing perpetrated by the Burmese Military, almost one million Rohingya people have fled Rakhine state in Myanmar to seek refuge in Bangladesh.

Springvale is home to many Rohingya refugees and asylum seekers, living with insecure visa statuses and desperately worried about their friends, family and loved ones back home.

Link HC has received funding from the Department of Health and Human Services to work with the Rohingya community members to deliver a project in line with Victoria's 10-year Mental Health Plan.

This project will improve cross-cultural understanding, upskill and empower community members to help local services understand and respect the Rohingya community's needs.

Link HC in partnership with the Rohingya community members and local health services, will help improve access and service delivery for the Rohingya community. This will develop their skills and knowledge so they can enjoy good physical and mental health, participate in volunteer and/or paid work, and connect with other communities.

**For more information, please call Belinda on 1300 552 509.**



## Healthy start for kinder kids

A hearing check before starting school is always a good idea. Link HC's audiologist tested the hearing of over 100 kinder kids, as part of its free onsite hearing check program.

Hearing loss in young children is easy to miss – they may seem to ignore you, or need instructions repeated more often than usual. The signs can be quite subtle. If a hearing loss is left undetected, it has the potential to impact a child's learning and social skills development. Link HC's audiologist Lisa Gleeson says,

**“All babies born in Victoria have a hearing screening test before leaving hospital. However, many hearing losses develop later and children not born in Australia may have missed out too. By visiting kindergartens, I'm able to reach children directly.”**

Four kindergartens have taken part in this program with more planned in upcoming months. Above is Hyeri from Clayton Preschool getting her hearing checked.

As part of World Hearing Day on 3 March, Link HC will be raising awareness of the impact unaddressed hearing loss can have in all areas of your life including work and loss of productivity, social integration and cognitive decline.

**Call 1300 552 509 to book your comprehensive hearing test from our Oakleigh site.**



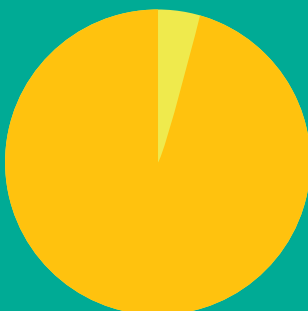


Be Sun Smart this summer and protect your skin with 5 useful facts.



**10am - 3pm**

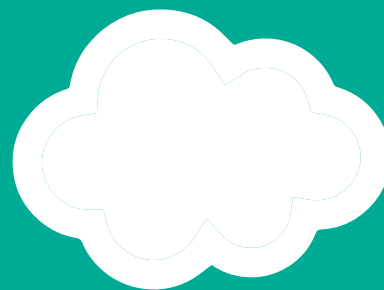
The times of day that present highest risk of sunburn in summer.



**95%**

Proportion of melanoma skin cancers caused by sunburn.

## HEALTH LINK



**90%**

Proportion of UV rays that can penetrate light cloud.



**4-8**

The number of sunscreen bottles a family of four should realistically use in a two week summer holiday.



**3-5**

The UV Index rating indicating moderate harm from sun exposure.

## Help your kids eat brekkie to power through their day



A recent report from the Australian Bureau of Statistics has found that one in seven school children are skipping breakfast or going to school hungry.

It's a worrying statistic given that eating breakfast has been linked with improved English and maths skills in school children! The next time your child wants to skip breakfast, here are some tips below to consider.

### **Assists in maintaining a healthy weight**

Breakfast is often referred to as the most important meal of the day. Breakfast means "breaking the fast" as it could be up to 10 hours since your child ate their last meal. Research shows that people who eat breakfast regularly are less likely to be overweight or obese.

### **Provides energy and essential nutrients**

It's important for your child to eat something nutritious each morning to re-fuel for the busy day ahead. Breakfast is an ideal opportunity to eat foods which are rich in B vitamins, folate, iron and fibre.

People who eat breakfast are more likely to meet their recommended dietary intakes for vitamins and minerals compared to those who skip it.

### **Improves alertness, concentration, mental performance, mood and memory**

Skipping breakfast may affect your child's concentration or leave them feeling 'fuzzy'. This is because the brain is starving for energy and needs fuel from nutritious foods like grainy bread, breakfast cereals, fruit and milk so it can function at its very best throughout the day.

For the best possible start, choose a healthy breakfast which is high in fibre, has a low Glycemic Index (GI) and includes some protein.

### **Time poor? No need to skip breakfast with these tips**

Keep a supply of healthy whole grain cereals, nuts, fruit, tins of baked beans or yoghurt (for example) in the house for your family to snack on. These are quick, easy and very nutritious.

Certain breakfasts can be prepared the night before

- letting oats soak overnight in a bowl with yoghurt and fruit is delicious the next morning. Also prepare for breakfast the night before by setting the table, with bowls and cutlery. Get your kids involved in this process too.

### **Smart eating ideas for brekkie!**

Kids can be fussy eaters. Here are some options below for delicious breakfast ideas that your kids will hopefully love!

- A bowl of whole grain cereal with milk, a dollop of yoghurt and sliced fresh fruit. Try adding a sprinkle of nuts for extra crunch!
- A delicious smoothie made from milk, fresh fruit and yoghurt
- A toasted slice of sourdough bread with some cheese, baked beans or avocado
- Untoasted muesli or rolled oats
- Poached eggs on whole grain toast with tomato, mushrooms or spinach

**Link HC has dietitians who can help provide advice on your child's diet. Call 1300 552 509 or visit [www.linkhc.org.au](http://www.linkhc.org.au)**

Source: Dietitians Association of Australia



At Link HC we aren't just about caring for you, but caring for each other and being part of the community - meet some of our inspirational team and read about their stories!



## Tough Mudder rock stars

Described as “probably the toughest event on the planet”, a team of dentists, an exercise physiologist, podiatrist, children’s practitioner and physio from Link HC completed the Tough Mudder Half on Saturday 28 October.

It was held over 10km of mud and obstacle courses designed to test physical strength, stamina and mental grit. The course included the famous “Kiss of Mud” – an obstacle where participants crawl through mud and under barb wire and the “Soldier Sling” (yes, they carried

each other on their backs), even the strongest athletes find the course very challenging.

During the course, the team worked together and helped each other up, over and under the obstacles. Even though the three-hour course was indeed challenging - the laughs, shared experiences and encouragement they gave to each other, more than made up for it.

It was a great day, with great people and a fun achievement - what a fantastic way to bond with work colleagues!



## 1300km, 200 teams of 10, 18 days

**Why? Because family violence is NEVER ok!**

In September, Vanessa Jones, Manager of Health and Wellbeing completed this challenge to give a voice to children impacted by domestic violence. Too often children don’t have the chance to tell their own story. The Run Against Violence challenge asks our nation to stop, and listen to these young people.

## Singing the right tune

The ground breaking and poignant theatrical musical *A Chorus Line* is a joyful celebration of the trials and jubilations experienced when putting everything on the line to chase a dream.

This production requires a cast of performers who can sing, dance and act, and CLOC Musical Theatre’s recent production included our own Louisa Mitchell (pictured below), a Health Promotion Officer at Link HC, in the role of Kristine.

The production was held at the National Theatre in St Kilda. Louisa came to the production with experience on both sides of the stage, having performed in a number of musicals including prior CLOC productions *Mary Poppins* and *Wicked* and being an award-winning choreographer. Louisa says,

“**A Chorus Line is a musical with special meaning for dancers. Although it first opened on Broadway in 1975, the musical was ahead of its time, especially its forthrightness in addressing social issues as ethnicity and sexuality. The production continues to resonate with audiences and I'm grateful to help bring it to life again.**”



# ACTIVE LINK



## Prescribed Exercise Programs (PEPs)

For older adults or those with chronic health issues 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 ROAD, 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 ROAD, 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 ROAD, OAKLEIGH**

When: Starts 16 January / 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 ROAD, GLEN WAVERLEY**

When: Starts 31 January / Wednesdays      Starts 1 February / Thursdays

Time: 11:00am - 12:00pm

1:30pm - 2:30pm

Cost: \$8 per session

\$8 per session



**Specialist dental  
clinic at The Glen**

Located in Priceline  
Pharmacy



At Monash Smiles our dental experts can assess your child's teeth for any alignment or dental irregularities and provide mouthguards. We can also provide denture repairs or dental implant supported dentures.

Payment plans and HICAPS are available. No waiting lists or referrals required! Call 8822 8355 or visit [www.monashsmiles.com.au](http://www.monashsmiles.com.au)



## 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 is required prior to commencing.

### LINK HC, 9-15 COOKE ST, CLAYTON

When: Starts 17 January / Wednesdays  
Time: 9:15am - 10:15am  
Cost: \$8 per session

### MONASH AQUATIC & RECREATION CENTRE, 626 WAVERLEY ROAD, GLEN WAVERLEY

When: Starts 15 January / 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 STREET, CLAYTON

When: Starts 19 January / Fridays  
Time: 2:00pm - 3:00pm  
Cost: \$8 per session

### MONASH AQUATIC & RECREATION CENTRE, 626 WAVERLEY ROAD, GLEN WAVERLEY

When: Starts 17 January / Wednesdays (school terms only)  
Time: Beginner, 1:00pm - 2:00pm or Level 2, 2:00pm - 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, WAVERLEY ROAD, WHEELERS HILL

When: Starts 17 January / Wednesdays  
Time: 9:30am - 10:30am  
Cost: FREE

## We Care for Cats Too

Bernice has a number of health conditions which makes it difficult to care for her cat Jade. Bernice welcomes the support of her LinkPETS volunteer as part of the LinkPETS program.

‘The tasks carried out by the LinkPETS volunteer are very important and a great help. Not only does it help me care for my cat, but it also gives me an opportunity to share experiences and stories and stay connected with the community’.

**Call Sarah at LinkPETS on 8822 8309 for more information.**



# 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.

**LINK HC, 9-15 COOKE STREET, CLAYTON**

When: Starts 1 February / 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.

**VENUE: TO BE ADVISED**

When: Starts 8 February / 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 ROAD, CHADSTONE**

When: Starts 1 February / Thursday (fortnightly)

Time: 10:30am - 12:30pm

Cost: \$8 per session



## Women Reclaiming Their Lives

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

**CLAYTON**

When: Mondays, commencing 5 February - 16 April

Time: 1:00pm - 3:00pm

Cost: FREE, plus childcare available at no cost



## 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 STREET, 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.

### LINK HC, 94 BATESFORD ROAD, CHADSTONE

When: Tuesdays, commencing 20 February - 27 March  
Time: 10:00am - 12:30pm  
Cost: FREE  
Book: 1300 552 509



## Need someone to talk to?

Need some help to manage life's challenges? Annie Piper, a highly skilled clinical psychologist has experience in the treatment of a range of anxiety disorders, depression, post-traumatic stress disorder and trauma related problems, grief and bereavement, social, emotional and interpersonal difficulties.

Annie predominantly works with individuals, adults and adolescents but is able to work with people across the life span. Annie has experience working with people from a variety of different backgrounds.

**A referral from your doctor is required. Appointments available at The Glen Shopping Centre, call 8822 8399 for more information.**



# 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: Starts 2 February / Fridays (School terms only)  
Time: 10:00am - 2:00pm  
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: Starts 7 February / 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](mailto: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: Starts 1 February / 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](mailto:javisar@linkhc.org.au)



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

*Link Health and Community acknowledges the support of the Victorian  
State and Federal Governments for funding of some of our programs.*



# MAKE AN APPOINTMENT



## How to make an Appointment

**For appointments call 1300 552 509 or email [linkhc@linkhc.org.au](mailto: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 546 532)

**For doctors/GPs:**  
Oakleigh 9564 6199 | Brighton 9596 3501 | The Glen 8822 8399  
You can also book GPs online at [www.linkhc.org.au](http://www.linkhc.org.au) or via our app.

**For Monash Smiles private dental:**  
Clayton 8540 6055 | The Glen 8822 8355

Some of our services have no wait times while others, like public 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.



## 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 above symbol, it means we are continually striving to improve your experience and access to healthcare options.



## 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](http://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 <b>without</b> a Health Care Card/concession	\$33.00 (capped at \$132 per family)
13-17 years <b>without</b> 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](http://www.oakleighgp.com.au)

[www.brightongp.com.au](http://www.brightongp.com.au)

[www.gpglenwaverley.com.au](http://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](mailto:linkhc@linkhc.org.au)

## No time to visit the doctor?

At Glen Waverley General Practice, walk-ins are welcome. Come and visit us while you're shopping at The Glen.

For more information on what we offer, call **8822 8399** or visit [www.gpglenwaverley.com.au](http://www.gpglenwaverley.com.au)



Shop 102, The Glen Shopping Centre (Located in Priceline Pharmacy)  
235 Springvale Road, Glen Waverley 3150  
Ph: 8822 8399 | [www.gpglenwaverley.com.au](http://www.gpglenwaverley.com.au)

**Glen Waverley General Practice**  
a service of Link Health

## CONTACT US



In Person



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



Link HC: 1300 552 509

NDIS ECEI: 1800 LINK ECEI (1800 546 532)



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



1 Jacksons Road, Mulgrave VIC 3170



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



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



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

## 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)<sup>^</sup>

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

**Oakleigh** | 8-10 Johnson Street, Oakleigh 3166<sup>^</sup>

**Oakleigh Recreation Centre** | 2A Park Road, Oakleigh 3166

**Vermont** | 607 Canterbury Road, Vermont 3133<sup>#</sup>

### Bayside

**Brighton** | 88 Asling Street, Brighton 3186<sup>^</sup>

### Outer East Melbourne<sup>#</sup>

**Mooroolbark** | Rolling Hills Family & Children's Services Building, Landscape Drive, Mooroolbark 3138<sup>\*</sup>

**Yarra Junction** | Upper Yarra Family Centre, 2444 Warburton Highway, Yarra Junction 3797<sup>\*</sup>

### Inner Gippsland<sup>#</sup>

**Drouin** | 8-9 Commercial Place, Drouin 3818<sup>\*</sup>

**Leongatha** | 46 Koonwarra Road, Leongatha 3953<sup>\*</sup>

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

<sup>^</sup> Doctors (GPs)

<sup>#</sup> NDIS Early Childhood Early Intervention (ECEI)

<sup>\*</sup> By appointment only

