



April - June 2018

Health and
Community



Empowering our community

.....
Strength in squats • Helping others with Aphasia • Supporting young people

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

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Welcome to



Philip Moran
Chief Executive Officer



Empowering people to become healthier in their communities - it's our vision and what we aspire to every single day.

It brings me great joy that this issue focuses on the personal journeys and experiences from some of our clients and how they have used their own setbacks to educate others to improve their own quality of life.

Our community partnerships see us working with the South Sudanese community in Dandenong and reinvigorating the Batesford Reserve Community Garden into a community space for growing organic, edible food.

Our free mobile flu service aims to protect over 2,000 people who otherwise may not access this vaccine.

How do you empower others around you? We want to hear from you: feedback@linkhc.org.au

Finally, I would like to personally thank Anne Leonard who is retiring after 42 years. Anne has been our Community Health Nurse/ Diabetes Nurse Educator and the commitment to her clients and our service has been extraordinary. I would like to 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.
We are a **sustainable** organisation, financially, socially and environmentally.

MISSION

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

Meet Natalie: Strength in squats

After an unexpected divorce, raising two young boys and moving to a new area, Natalie (pictured above) was feeling very overwhelmed.

She was also dealing with constant hip pain which was preventing her from carrying out everyday tasks and was affecting her work and quality of sleep.

After seeing a Link HC doctor, Natalie was provided with an integrated healthcare program to help her mental health and wellbeing plus her physical pain.

Our Psychologist Annie offered support to improve her mood and outlook on life. Natalie also encouraged her boys to speak about their feelings on being separated from their Dad.

To help Natalie overcome her hip pain, she first saw our Physiotherapist Mengsha and our Exercise Physiologist Simon for one-on-one sessions, then she transitioned into Link HC's Prescribed Exercise Program (PEP) at Oakleigh Recreation Centre.

Initially, Simon put Natalie through many tests and found that she was unable to perform some exercises and movements.

After everything she had been through, Natalie was not going to let a squat stop her!

Although feeling a little nervous about attending the PEP gym program, she immediately felt safe and found the group setting encouraging.

Natalie was also able to encourage other participants to exercise too!

Now she can squat with a 15kg barbell, has lost weight and is addicted to exercise. Her mind and outlook on life is strong too.

“I feel like the universe is on my side now. Exercise makes me feel better and when my kids see me exercising, they start too!”

To find out about our Prescribed Exercise Program (PEP) or how we can provide an integrated healthcare approach for your needs, call 1300 552 509 or visit www.linkhc.org.au

New services coming soon to Batesford Hub

The Chadstone community will soon have access to a range of new services from our Batesford site.

This will include podiatry, dietetics, a community health nurse and a range of different groups available from mid April.

These services are being located at Batesford to meet the needs of this growing and diverse community.

For more information about these services or to make an appointment, please call 1300 552 509.



One in three people who've had a stroke have some form of Aphasia

Phil (pictured right) suffered a stroke in 2010 which changed his life forever.

Before his stroke, Phil had been a successful Account Manager at TAFE for over 30 years and used to travel frequently for overseas business trips.

Although physically fine, the impact of his stroke caused challenges with communicating and understanding written and spoken language.

Phil discovered he had Aphasia, a language disorder that affects someone's understanding, speaking, reading or writing skills. It is caused by brain damage, most often by a stroke.

A year after the stroke, Phil returned to work for eight hours per week. He was given an iPad to help with communication.

After six months he left his job, as he could not email or use the telephone. He could not decipher what the speaker was saying and his emails were not making any sense.

Phil knew little about Aphasia so he began educating himself on how to improve his reading and writing skills. He attended Aphasia conferences but felt like he needed regular support.

Phil saw a flyer for Link HC's Aphasia support group and became very excited! He hadn't heard of any support groups before and wanted the social element

that a group provides plus interaction with others who knew what he was going through. He now regularly attends and loves learning new tips and seeing friends.

Phil's confidence was growing and he started travelling again.

Phil's first solo overseas trip was to the UK. He created a travel diary which included photos and blurbs of his experiences which he would email to his family every day.

Phil found the diary incredibly difficult and time-consuming and was constantly fixing errors in his blurbs, but he kept persevering.

When Phil travelled to Spain a few years later, he looked back at his original diaries and was amazed to see the improvement in his communication! He was also more confident on his iPad and using Google Maps to get around.

Phil is now empowering others with Aphasia on how to improve their communication through technology. He presents at Aphasia conferences and speaks about how his iPad helps him communicate. Phil says,

“Everyone is impacted differently from Aphasia, but you can always help and understand others and their issues. Give people time to talk independently - if help is needed they will ask.”

Meet other remarkable people like Phil at our fortnightly Aphasia support group. Learn strategies for communicating, gain resources and attend quarterly outings. For more information call 1300 552 509.



**Meet Phil:
Empowering
others with
Aphasia**

GENERAL PRACTICE LINK



Helping fight flu this winter

Last year, Victoria experienced one of the worst flu seasons.

There were more than 220,000 people who sneezed and spluttered their way through the winter season, with 546 deaths.

Children were not immune either - there were 3,941 reports of kids getting the flu, compared with only 871 the year before.

There is a lot of information about the flu and it can be difficult to understand what is correct. Here is a quiz to help you determine what is fact or fiction.

If you are young and healthy, you do not need the flu shot.

FALSE. The flu does not discriminate - anyone can get it.

You do not need a flu shot if you have had one in the past.

FALSE. Every person over the age of six months should receive a flu shot

annually as there are different strains of the flu virus each year.

The flu shot is the best way to protect yourself against the flu.

FACT. This is true! The flu shot is the most effective way to avoid influenza.

You can prevent spreading the flu by not spending time around sick people; regularly washing your hands with soap and water; avoid touching your eyes, nose, and mouth; and staying home from work, school or public places if you are experiencing flu like symptoms.

If you have any doubt, speak to one of our doctors who can provide professional advice.

Oakleigh GP: 9564 6199
Brighton GP: 9596 3501
The Glen GP: 8822 8399

Alternatively you can book online or download the free *Link Health* app.

We are providing FREE mobile flu vaccinations to people living in the Cities of Monash, Whitehorse, Manningham and Boroondara.

This program aims to provide influenza protection to members of the community, who otherwise may not access this vaccine.

As part of the Connect4Health consortium (which also includes Access Health and Community, and Carrington Health) and partnering with the Eastern Metropolitan Primary Health Network, we hope to vaccinate more than 2,000 people over the next four months.

To find out more contact us on 1800 FLU VAX, 1800 358 829 (free call). Some eligibility applies.



Flu on the Move



Protecting smiles in the community

To help protect the smiles of local footballers, Monash Smiles visited the Mulgrave Football Club (above) at their pre-season training and registration session in February.

George Kapsalis, our Dental Prosthetist took dental impressions of the players wanting mouthguards to help protect their mouth and teeth ahead of another gruelling footy season.

Sports Medicine Australia recommends custom-fitted mouthguards for everyone who plays contact sports, to reduce the risk and severity of tooth and mouth injuries.

A blow to the face can result in trauma to the mouth or jaw. A professionally made mouthguard can help absorb and spread the impact of the blow.

“Thousands of people are treated for mouth injuries every year, which could have been prevented by wearing a custom-fitted mouthguard,”

says George Kapsalis.

Dental injuries can result in time off school or work to recover, may be painful or disfiguring, and some involve complex dental treatments. The costs involved

in getting a mouthguard are far below what you could spend recovering from avoidable dental injury.

The new Monash Smiles mouthguard program comes to you and donates \$10 from every mouthguard purchased back to the club or school involved!

If your school or sporting club is interested in finding out more about this mobile program and having professional mouthguards fitted, call 1300 552 509 or visit www.monashsmiles.com.au

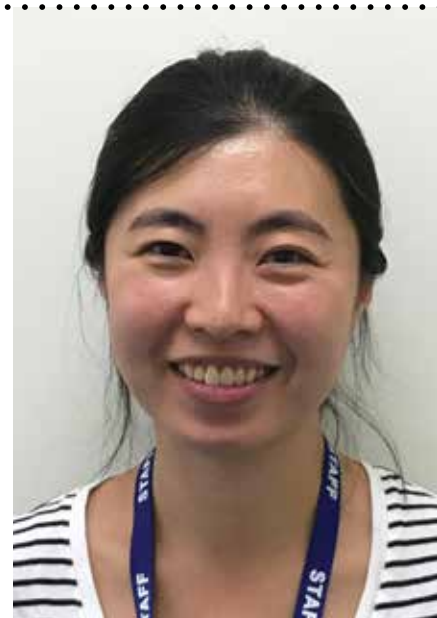
Need to see an Endodontist? Meet Dr Vivian Liu

Dr Vivian Liu (pictured right) is our new specialist endodontist, who is based at Clayton three days per week. She diagnoses tooth pain and performs root canal treatments and other procedures relating to the internal tissues of the tooth, as well as managing traumatic injuries to the teeth.

Dr Vivian currently assists with public patients requiring this specialist dental work who are on the public waiting list. Dr Vivian has over nine years' experience as an endodontist and fifteen years as a dentist, and also speaks Mandarin.

She regularly provides endodontic education to the wider dental community and also trains upcoming endodontists at The University of Melbourne. Dr Vivian is a fellow of the Royal Australasian College of Dental Surgeons, a member of the Australia and New Zealand Academy of Endodontists and is the immediate past president of the Australian Society of Endodontology Victorian branch.

To make an appointment, call 1300 552 509 or visit www.linkhc.org.au



Batesford Reserve Community Garden

The Batesford Reserve Community Gardening Space is a place where the community can come together and learn about growing organic, edible food.

The open access garden aims to build a resilient and environmentally friendly community in the future. It also aims to promote community health and wellbeing, educate on

sustainable living practices and improve access to healthy food.

Last year, Link HC received funding to support the Batesford Reserve Community Garden.

Link HC is excited to work with the Chadstone Food Forest Inc and the Ashwood and Chadstone communities, to help reinvigorate this wonderful community asset

into an accessible and inclusive space that everyone can enjoy.

Meet other like-minded people who love gardening, by joining in at Batesford Reserve Community Garden any Sunday or Tuesday from 5pm.

To learn more about Link HC's involvement, or to become involved, please send an email to lmitchell@linkhc.org.au



Making a difference to young people

Peter Aguto (pictured left) is making a difference to young South Sudanese people living in Dandenong.

He is Link HC's newest community partner, who is implementing a State Government funded project to inform young South Sudanese people about the mainstream services available to them and help break down barriers to accessing healthcare.

Peter is a trained mental health practitioner specialising in minimising harm from alcohol and other drugs.

His work involves talking with young South Sudanese people, encouraging them to continue with their education and helping them to access appropriate services.

Peter has a passion for supporting young people to realise their potential and develop a sense of belonging in Australia.

“ My hope is to see young South Sudanese people engage with their communities, participate in work, access services and make a better life for themselves. ”

More broadly, the local South Sudanese community is promoting activities such as dance, soccer, wrestling and arts.

For more information contact Peter at paguto@linkhc.org.au or call 9564 6158.



Client

Experience

Survey

2017-18



MORE THAN **90%**

Agreed that Link HC services have improved their health and wellbeing



90%

Were satisfied with the services they had received



80%

Agreed information was easy to understand and were encouraged to participate in decision making about their health conditions



CULTURAL AWARENESS

Link HC services were mostly seen as being accessible to clients from diverse cultural backgrounds



SITE CHANGES

It was highlighted that some physical changes are needed at certain sites



APPOINTMENTS

Consumers would like to see improved booking systems and reduced waiting times between appointments



Let's talk about continence

World Continence Week is being celebrated across Australia between 18-24 June.

It is an opportunity to raise awareness about incontinence and get men and women living with bladder and bowel issues to understand that this common, yet troubling condition, can often be improved and managed with the right help.

Incontinence can be caused by weakness of the pelvic floor muscles which can be impacted by pregnancy and childbirth, prostate surgery, heavy lifting, being overweight, getting older, becoming constipated or having a prolonged cough.

Experiencing a leakage of urine when sneezing, coughing, running or jumping are all signs that you may be experiencing stress incontinence.

Visiting the bathroom more than four to six times per day, or more

than once overnight and only passing a small amount of urine during each toilet visit may indicate an issue with urge or frequency.

Feeling the need to be close to a toilet at all times can become stressful and start to impact your quality of life over time too.

Luckily, in many cases, strengthening the muscles of the pelvic floor and making other lifestyle changes can help improve the function of the bladder and bowel and prevent symptoms from getting worse.

The pelvic floor muscles are a group of muscles that act like a hammock attaching at the front on the pubic bone and at the rear at the coccyx which support our bladder, bowel and also the uterus in women.

Just like our leg or arm muscles, if not used, the pelvic floor muscles can become weak.

The good news is that an appropriate strengthening program can be done without any equipment and can be performed anywhere and anytime once you know how.

If you need help learning how to exercise your pelvic floor muscles, please book in to see one of Link HC's Exercise Physiology or Physiotherapy team members by calling 1300 552 509.

Other resources:

National Continence Helpline
Freecall 1800 33 00 66 and speak with a continence nurse adviser

Continence Foundation of Australia www.continence.org.au



Medication Support & Recovery Service: Working together to overcome addiction misuse

Alarming statistics indicate that prescription and over-the-counter medications contribute to over 80% of all overdose deaths, which could have been avoided.

The Medication Support and Recovery Service (MSRS) is the only program in Victoria which helps people overcome their dependence on prescription and over-the-counter medications.

It is an initiative of the Connect4Health partnership involving Link HC, Access Health and Community, and Carrington Health, in partnership with Inspiro and healthAbility.

This free and confidential program works with adults, young people and families who have medication addictions such

as opioid pain killers (including codeine and oxycodone), benzodiazepines (including diazepam or temazepam) or other medication types.

MSRS is now available at Link Health and Community!

Vera our experienced alcohol and other drugs counsellor can help you or someone you know overcome their addiction by providing individual or family counselling, brief interventions, education and training programs, and harm reduction information.

Vera is fluent in Chinese and works closely with the Chinese community to raise awareness in this area.

Vera supports her clients' overall health and wellbeing in a holistic

approach including improvement of living skills, self-esteem and self-efficacy, in addition to managing family issues, anxiety, depression and other mental health concerns.

She can also provide information and referral to other treatment services including MSRS nurses, addiction medicine specialists, pain clinics, peer support groups and other health services to support you or your loved one's overall health and wellbeing.

Link HC also provides other free counselling services for children, youth and families including addiction recovery that can help you navigate life challenges.

To make an appointment for the MSRS program, call 1800 931 101 or for more information visit www.msrs.org.au

Need to talk to someone who understands?

Vera is our experienced counsellor who speaks English, Cantonese and Mandarin. She won Link HC's Excellence Award in 2017 and can help people access tobacco, alcohol, drug recovery and mental health services.

“ I want to help people improve their quality of life so that they become happier and as a result, communities may become safer and more harmonious too. ”

To make an appointment to see Vera, call 1300 552 509.

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: Tuesdays

Time: 1:30pm - 3:00pm

Cost: \$8 per session



Hydrotherapy

Hydrotherapy is a 10 week program 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: Wednesdays

Time: 11:00am - 12:00pm

Cost: \$8 per session

Thursdays

1:30pm - 2:30pm

\$8 per session

Ageing Well Series

The Ageing Well series is coming soon from May to June. This will cover a range of health and wellbeing topics including:

- Healthy eating
- Active at any age - how to get active and stay motivated
- Arthritis awareness
- Living well with Osteoporosis
- Reach your pOTential – practical tips for managing day-to-day activities

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

MONASH AQUATIC & RECREATION CENTRE, 626 WAVERLEY ROAD, 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 STREET, CLAYTON

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

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

When: 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 people and have fun. 50 to 60 minute walks.

OUTSIDE MADELINE'S CAFE AT JELLS PARK, WAVERLEY ROAD, WHEELERS HILL

When: Wednesdays
Time: 9:30am - 10:30am
Cost: FREE

MEET AT CAFE IN OAKLEIGH RECREATION CENTRE, 2A PARK ROAD, OAKLEIGH

When: Mondays, starting 9 April
Time: 9:30am - 10:30am
Cost: FREE

“ I can't give up my dogs. I don't know what I would do without LinkPETS ”

Elizabeth (pictured right) joined the LinkPETS program when she needed help looking after her two dogs Moppet and April. The LinkPETS volunteers have been amazing at regularly walking her dogs and she has enjoyed their friendship too.

For more information, call Sarah our Volunteer Support Officer on 8822 8309 or visit www.linkhc.org.au/services/pet-program



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: 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.

ST JOHN'S UNITING CHURCH | 37 VIRGINIA STREET, MOUNT WAVERLEY

When: Second Thursday of the month
Time: 1:00pm - 3:00pm
Cost: \$8 per session, \$2 for carer or support person



Healthy Living with Diabetes

Discover how to manage your Diabetes through education and support. It's a chance to meet other people living with Type 2 Diabetes and participate in 1/2 hour of guided gentle exercises in each session.

LINK HC, 9-15 COOKE STREET, CLAYTON

When: Thursdays, 3 May - 7 June
Time: 10:00am - 11:30am
Cost: \$40 package, free for carers/partners

LINK HC, 94 BATESFORD ROAD, CHADSTONE

When: Tuesdays, 22 May - 26 June
Time: 1:30pm - 3:00pm
Cost: \$40 package, free for carers/partners



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: Thursday (fortnightly)
Time: 10:30am - 12:30pm
Cost: \$8 per session

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 Respectful Relationships Group

Weekly sessions for a group for men wanting to change their behaviour to develop respectful relationships. We focus on saying 'no' to violent abuse and help develop positive family relationships. We can offer individual counselling as required. These 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, 12 June - 17 July
Time: 9:30am - 12:00pm
Cost: FREE
Book: 1300 552 509



New Life Program

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

LINK HC, 2 EUNIVA AVENUE, GLEN WAVERLEY

When: Thursdays
Time: 6:00pm - 7:30pm
Cost: FREE
Book: 1300 552 509



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



Move and Chat - social support group

Do you want to move, chat and make new friends? Designed for older adults, we will guide you through gentle exercises and social activities, all within a friendly and supportive environment.

ST JOHN'S UNITING CHURCH | 37 VIRGINIA STREET, MOUNT WAVERLEY

When: Tuesdays, commencing 17th April
Time: 11:00am - 1:00pm
Cost: \$8 per session



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 us 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.



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.

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)

NDIS Early Childhood Early Intervention

1800 LINK ECEI (1800 546 532)

Doctors/GPs

Oakleigh 9564 6199 | Brighton 9596 3501 | The Glen 8822 8399

You can also book GP appointments online at www.linkhc.org.au | or via our **Link Health** app.

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.



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 visit 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

PLAY HARD, KEEP YOUR TEETH

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A mouthguard:

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



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CONTACT US



In Person



www.linkhc.org.au



Link HC: 1300 552 509

NDIS ECEI: 1800 LINK ECEI (1800 546 532)



linkhc@linkhc.org.au



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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

