



July - September 2018

Health and
Community

Supporting even more children

- Glasses for Kids project
- NDIS ECEI service expansion
- New outreach program for children and families

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



NDIS ECEI 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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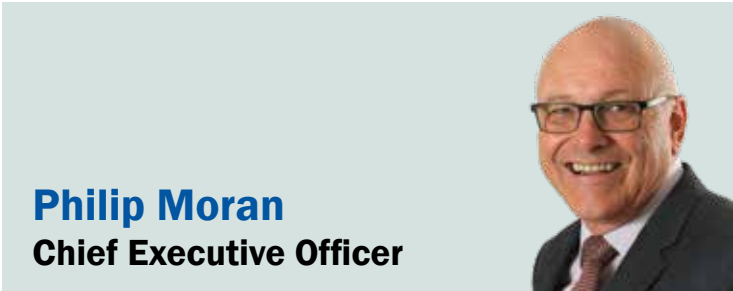
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Our Fees

Welcome to



Philip Moran
Chief Executive Officer

As we embrace winter with cold days and chilly nights, I'm feeling quite humbled with how much we've achieved in a relatively short amount of time this year.

We are absolutely delighted to be selected by the National Disability Insurance Agency as the Early Childhood Early Intervention partner for Southern Melbourne and the Outer Gippsland areas, making us one of the biggest partners in the Scheme.

Our Integrated Family Services program has been redesigned which now provides services to the most vulnerable children, youth and families in their homes, instead of only seeing them onsite.

We are very happy to welcome Avocare into our organisation, so they can continue their wonderful charity work in east and south-east Melbourne.

From our inspiring *Glasses for Kids* project which is providing free eye screenings to children, through to *Three Sides of the Coin*, an innovative gambling harm prevention program aimed at creating change, we are living up to our vision of healthier people participating in their communities.

What would you like to see us provide? We want to hear from you: feedback@linkhc.org.au

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 and eastern Victoria.

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 in the east and south-east of Melbourne and eastern Victoria.



A clear future in sight for children

Identifying eye problems early on in a child's life is vital to their learning and development.

A child with poor vision may have difficulty seeing text and understanding words. No parent wants their child to be frustrated when reading, especially when most vision problems are easily corrected with glasses.

Link HC is partnering with the State Schools' Relief and Melbourne University's Optometry and Vision Sciences

department as part of the *Glasses for Kids* project.

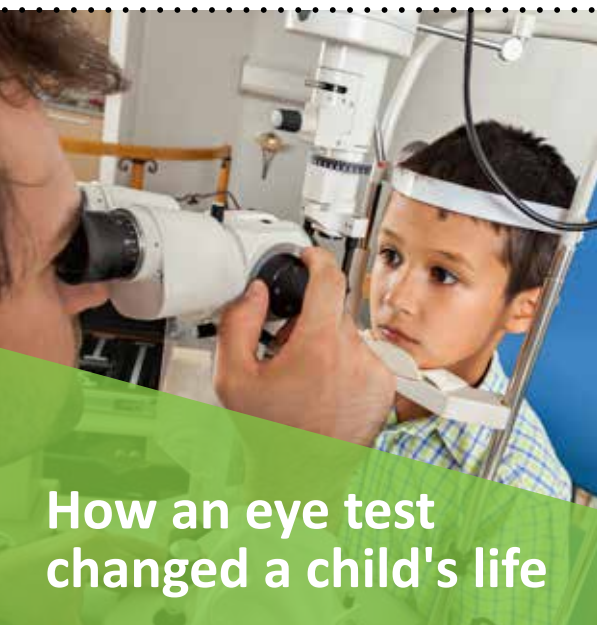
This inspirational project provides free vision screening from Prep to Year 3 students for 21 selected primary schools in Victoria, including 12 in the Gippsland Region, to identify and treat vision problems early on in a child's life.

Over 1460 children have been eligible for screening and/or testing as part of this program who otherwise may not have

been able to access this important service.

Children who have difficulties seeing often do not report any problems, assuming that everyone sees the world in the same way they do.

Read the heartwarming story below of a child who has seen his teacher for the first time, thanks to this program!



How an eye test changed a child's life

An incredibly sweet six-year-old non-verbal boy who has hearing and mobility issues, had his eye sight tested as part of Link HC's involvement in the *Glasses for Kids* project.

Through the screening it was discovered that he was very short sighted. He couldn't see more than approximately 20cm in front of his face.

He was rocking back and forth throughout the tests, so some trial lenses were placed before his eyes and suddenly he stopped moving.

Slowly a huge smile came across his face and he started making little laughing noises.

“I think that's the first time he's seen his teacher's face, it still gets to me every time,”

says Daniel Gerasimou, the Optometrist who delivered testing as part of this project.

To learn more about Link HC's involvement, please email sphillips@linkhc.org.au

Children in Inner Eastern Melbourne, Outer Eastern Melbourne, Southern Melbourne, Inner Gippsland and Outer Gippsland will be supported by Link Health and Community, as the Partner in the Community delivering Early Childhood Early Intervention (ECEI) services for the National Disability Insurance Scheme (NDIS).

We will support local families help their children to develop the skills they need to take part in daily activities and achieve the best possible outcomes throughout their life.

Link HC is thrilled to expand its current NDIS ECEI services for children aged 0 to six years to also include children, their families, friends and community in Southern Melbourne and Outer Gippsland.

“As one of the largest NDIS ECEI Partners in the Community, we are committed to supporting children and empowering families to choose and achieve their goals.”

Says Philip Moran, CEO of Link HC.

For every parent or carer who contacts us, we look forward to providing support tailored to their child's unique set of needs.

Families with concerns about their child's development, or whose child has a disability please call Link HC NDIS ECEI on 1800 546 532 or visit www.linkhc.org.au



**Supporting
children to achieve**



**Putting
children and
families first**

Families facing huge difficulties need support and guidance to help them provide a safe, secure and nurturing environment for their children.

Our Integrated Family Services (IFS) program is for families with children under 18 years who have or are experiencing family violence, alcohol and other drug use, trauma, parental isolation, disability, abuse or neglect.

We can now provide social support to these families by visiting them in their home or workplace.

Our social workers support families with their specific needs by developing plans which may include intensive in-home support and parenting skill development. They also help families through difficult situations and connect them to other community supports.

By providing these family support services, parents build their confidence and develop stronger family relationships, leading to better opportunities and outcomes for children.

In addition to IFS, we have counselling and group work programs available. For more information, call 1300 552 509 or visit www.linkhc.org.au

GENERAL PRACTICE LINK



Targeting the flu with our mobile vaccination program

2017 was a very bad year for flu hospitalisations so the Australian Government was keen to create a community outreach program that would vaccinate and protect more people in 2018.

In partnership with Access Health and Community, Link HC's Mobile Flu Program was launched at the end of April, with an ambitious target to vaccinate over 2,000 vulnerable people in Monash, Manningham, Boroondara and Whitehorse before the end of July.

We are focusing on pregnant women, refugees, carers, children over six months, those aged over 65 years and anyone with health issues who has reduced immunity.

So far the program is on target and has vaccinated a wide range of people at places like neighbourhood houses, community public housing, schools, aged care villages, Korean and Chinese cultural groups and many more.

The 2018 program centres around vaccination but also around education and how to reduce spreading the flu to others.

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

We are improving the way our patients interact with our medical and private allied health services.

Our FREE and revamped *Link Health* app will be available shortly to download. This app will make it easier to book appointments with our GPs and private allied health providers.


The app will introduce new features including check-in, cancelling or confirming your appointment and prescription requests. It will also display more information about the providers and services available at our Link Private Practice clinics.

All of our clinics have recently introduced check-in kiosks located in reception areas to allow patients to indicate their arrival for appointments. Our reception staff are still available to assist if you have any queries.

Soon you will be able to use the kiosk to make future appointments and complete your patient registration online too!

You can download the *Link Health* app from either Google Play or Apple App Store, or call one of our clinics below for more information.

**Brighton GP: 9596 3501
Glen Waverley GP: 8822 8399
Oakleigh GP: 9564 6199**



Helping everyone access our services



**Making
a difference
through partnerships**

The Eastern Metropolitan Regional Oral Health Network has been nominated to present at the Australian Dental and Oral Health Therapist Association's international conference to dentists all over the world.

This collaborative group aims at challenging the poor oral health statistics in Melbourne's Eastern Metro Region and improving the oral health needs of our local communities.

This partnership includes Link HC, EACH, Access Health, Carrington Health and Inspiro, and operates under the guidance of DHHS and Dental Health Services Victoria, focusing on early intervention

and education which is the key to our success.

By working together and delivering services that focus on a more client-centred approach, it has improved more people's oral health, which is the basis for good overall health and wellbeing in the community.

The presentation will showcase some of the networks successes and learnings by actively focusing on maintaining high levels of client service and better long-term outcomes for our clients.

Our aim is to explore new models of care that will bring health services closer to people.

Tele-dentistry is an exciting development that allows dental practitioners and patients to access remote specialist consultations and reduce the time and travel for our clients.

Outreach work is another way for our clinicians to work closer to the priority groups (children, elderly people) and help them understand if they have dental problems and help keep their mouth healthier.

If you want to find out how Link HC's Oral Wellbeing team are living our values, call 1300 552 509 or visit www.linkhc.org.au

Link's Private Practice dentist, Zohreh Hashemi based at Monash Smiles Clayton is an expert in straightening crooked teeth.

"Invisalign is a virtually invisible and hygienic alternative to braces" said Zohreh. "Most people don't even notice you are wearing them" she said.

Removable aligners means Invisalign is more flexible and easier to wear. There are NO metal brackets or wires to tighten, just pop in a new set of aligners every two weeks. A new confident smile is now much easier to achieve.

For more information about Invisalign or to make an appointment, call 1300 552 509 or visit www.monashsmiles.com.au



**Straight
teeth are now
easier than ever**

Who are "Three Sides of the Coin?"

We are not professional actors.

We are men and women, from all kinds of backgrounds and cultures, who have been harmed by gambling, either our own or someone else's.

We were introduced to gambling at various ages, for some it was a childhood norm, others in their teens or in middle age.

We perform for groups large and small, wherever we are invited. The power behind our story-telling is that the stories are real. We lived these things.

We want to change the conversation around gambling, to reveal the shame and stigma behind a gambling addiction and how hard it is to recognise and own it in yourself.

We also want to say, 'it is possible to be free. Look at us.'

Brene Brown says,

“When we own the story, we can write a brave new ending.”

Through the workshops and performances we learn to inhabit

our stories differently, we are writing our new endings.

We are survivors, community educators, storytellers and friends.

This candid article has been written by a participant, Anna Bardsley. Please call Judy Avisar on 1300 552 509 or email javisar@linkhc.org.au for more information about this group.



THREE SIDES OF THE COIN
Using theatre to create change



Guess who turned 10?

The Clayton Community Centre has been providing vital services to the community for 10 years.

The Centre is more than just a building - it's a convenient hub where the community can access a variety of services.

From borrowing books at Clayton library, keeping fit with Active Monash, reviving your smile thanks to Link HC's dental team, utilising the excellent childcare centre or accessing support through Monash Youth Services, there really is something for everyone.

Here are some interesting facts showcasing the importance of this centre.

Approximately 18,000 people visit the Clayton Library every month.

In the 10 year period, Link HC's dental team saw over 41,000 patients who received 611,462 dental treatments and 100,000 fillings. Plus, 10,785 people were assisted by an interpreter.

On the 25th June, to commemorate the 10 years, everyone was invited to celebrate; with activities, information stands and goodies available. Pictured left shows some of the celebrations taking place.

The Clayton Community Centre is located at 9-15 Cooke Street, Clayton.

ORAL HEALTH BASICS

FOUR SIMPLE TIPS



1 Brush twice daily, with fluoride toothpaste



2 Use floss at least once a day



3 Eat healthy. Reduce sugary drinks and food



4 Visit the dentist for regular check-ups

TO FIND OUT MORE VISIT ADA.ORG.AU



healthyteethaustralia



aus_dental



australiandentalassociation





75%
of our daily
intake of salt
comes from
packaged and
processed
foods

Shaking our salt habits

Sodium is sneaky: even if you're mindful of how much salt you sprinkle on your meal, chances are you're probably still ingesting far too much from other sources.

Also it doesn't help that the amount of packaged and processed food at our supermarkets is ever increasing.

Food products now have longer shelf-lives, which means that hidden added salt contributes to the high salt intake in the Australian diet.

It's not the salt shaker you need to worry about the most. A staggering 75% of our daily intake of salt comes from packaged and processed foods!

Some of it comes from our everyday foods such as bread, breakfast cereal, processed meat and sauces. So it pays to look at the food labels and find a healthy option of the foods you love to eat regularly.

What is sodium?

Sodium is an essential nutrient that is vital for transmitting nerve impulses, contracting and

relaxing muscles, and maintaining good levels of fluid in your body. You will easily get enough sodium just by consuming a well-balanced diet.

How much do I need?

We don't need that much salt in our diet, the maximum limit is 6g a day. Yet a recent study has found that Australian men on average have 10g and women 7g a day.

A high salt intake is known to elevate blood pressure which places more stress on your heart, leading to increased risk of heart attack, stroke, kidney disease and heart failure.

So what can I do?

To lower blood pressure, the Heart Foundation suggests to aim for less than 5g salt = 2000mg sodium (less than 1 teaspoon) a day.

Look for products with sodium content less than 400mg per 100g and 120mg per 100g in reduced salt alternatives.

Reduce your overall use of packaged foods such as instant soup, frozen pizza and sauces. Try focusing on fresh produce and use herbs and spices to flavour your food.

It may taste bland at first, but give it a few weeks and your new taste buds will get used to having less salt. Your body will thank you for it!

Our dietitians can help you make healthier food choices.

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

Sources:

Heart Foundation

www.heartfoundation.org.au | Article - Salt

ABC

www.abc.net.au | Salt intake of Australian men twice as high as it should be

World Health Organisation

www.who.int | Salt reduction



“ Every doctor in Melbourne should know about this program ”

William

Tackling diabetes together

Every day, 280 people develop type 2 diabetes and this number just keeps growing.

This progressive condition is when the body becomes resistant to insulin and/or slowly loses the ability to produce enough.

Insulin is a hormone produced in the pancreas which helps regulate blood glucose levels in the body. When blood glucose levels are high, over time this can lead to damage to blood vessels and nerves which supply all parts of the body.

Risk factors for developing type 2 diabetes include age, ethnicity, family history, previous gestational diabetes in women, being overweight and a sedentary lifestyle.

It can develop slowly over months to years with no obvious symptoms for many. Others may

experience classic symptoms such as thirst, frequent urination, tiredness and infections.

Like thousands of Australians, William was shocked when he was diagnosed with type 2 diabetes.

After recovering from his cancer treatment 13 years ago, William discovered he had developed type 2 diabetes. He thought he knew how to manage his diabetes, but his wife Doreen suggested he attend Link HC's *Healthy Living with Diabetes* program just to make sure he was doing everything right.

William was blown away by the support and information provided and realised there are other things he can do to stay healthy and strong.

William now attends our PEP (Prescribed Exercise Program)

and Tai Chi classes and is keen to bring this program to his regular Men's Shed.

This six-week *Healthy Living with Diabetes* program teaches you how to manage type 2 diabetes through education and mutual support. It also includes half an hour of guided gentle exercises in each session.

8-14 July is National Diabetes Week. It's aimed at raising awareness of diabetes and people who might be at risk are urged to get checked out.

Our Credentialed Diabetes Nurse Educators can help you manage your diabetes.

Our next *Healthy Living with Diabetes* program starts 2 August at our Glen Waverley site.

Call 1300 552 509 to book your place or visit www.linkhc.org.au

How you can delay or prevent type 2 diabetes

You can do a lot to reduce your risk of developing type 2 diabetes. Research shows that type 2 diabetes can be prevented or delayed in up to 58% of cases by following the recommendations below. (Information source: Diabetes Australia)



**MAINTAIN
A HEALTHY
WEIGHT**



**REGULAR
PHYSICAL
ACTIVITY**



**HEALTHY
FOOD
CHOICES**



**MANAGE
BLOOD
PRESSURE &
CHOLESTEROL**



**NOT
SMOKING**

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



Dynami Greek Exercise

Make new friends and have fun exercising to music. Led by Link HC's Greek speaking facilitators, this class is suitable for all fitness levels.

KARIATIDES GREEK WOMEN'S GROUP OF OAKLEIGH, 142 DRUMMOND STREET, OAKLEIGH

When: Tuesdays

Time: 11:15am for a 11:30am start

Cost: \$4 per session

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: 9:30am - 10:30am
Cost: \$8 per session

LINK HC, 2 EUNEVA AVENUE, 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: Beginner, 1:30 - 2:30pm or Level 2, 2:30pm - 3:30pm
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

Batesford Hub Workshop

Sunday 26 August, 10am - 3:30pm | 94 Batesford Rd, Chadstone

This free workshop session is not to be missed! Practical tips, demonstrations and presentations on topics including worm farming, bee keeping, permaculture, healthy soils, growing edible plants and Indigenous plants and food. Also includes a tour of the Chadstone Food Forest. Bookings essential, places limited.

For more information or to book, call Emma Smith on 0418 296 366, or email emma-louise.smith@monash.vic.gov.au



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, 2 EUNEVA AVENUE, GLEN WAVERLEY

When: Thursdays, 2 August - 6 September
Time: 10:00am - 11:30am
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



Mindful Eating

Do you eat when you are not hungry, stressed, bored or feeling emotional? This six-week program will help you discover the way you eat, and how being aware of your food habits can positively change your emotional and physical wellbeing.

LINK HC, 2 EUNEVA AVENUE, GLEN WAVERLEY

When: Wednesdays, term 4 dates to be confirmed
Time: 10:00am - 12:00pm
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 Behaviour Change Program

20 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.

LINK HC, 9-15 COOKE STREET, CLAYTON

When: Wednesdays, starts 4 July
Time: 6:15pm - 8:15pm
Cost: \$20 per week, \$10 per week with a Health Care Card
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



“It's more than dog walking. My LinkPETS volunteers light up my life!”

Shirley has been a dog lover all her life and Thelli (Labrador cross) is her constant companion. With failing eyesight, Shirley is thrilled with her regular visits and the care she receives from her LinkPETS volunteers.

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



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
Time: 10:30am - 12:30pm
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 or find out more about any of our services, please call **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 1300 552 509 | 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.

Public Dental Fees

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.

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 Public 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 send an email to linkhc@linkhc.org.au

Ask us about the CDBS

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

If you or your child are receiving the Family Tax Benefit Part A or certain other governments payments, you may be eligible!

Call 1300 552 509 or visit www.linkhc.org.au

**Free Dental
Services for
Children**





CONTACT US



In person



www.linkhc.org.au



Link HC: 1300 552 509
NDIS ECEI: 1800 546 532



linkhc@linkhc.org.au



1 Jacksons Road,
Mulgrave VIC 3170



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Check our website
for locations details

LOCATIONS

Brighton

Chadstone

Clayton

Drouin

Glen Waverley

The Glen Shopping Centre

Mooroolbark

Mulgrave (Head Office)

Oakleigh

Oakleigh Recreation Centre

Traralgon

Vermont

Yarra Junction

