



October - December 2018

Health and
Community



Striving to achieve

.....
Quality Account update • Improving health communication • Person-centred care

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 assistance for pet owners over 65



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



No winter lasts forever; no spring skips its turn seems like a symbolic quote to begin with. The truth of nature also applies to personal life and business and can be an opportunity to review, improve and tackle problems.

This edition focuses on our quality standards, describing what we've done well and what we will focus on in the coming 12 months to continually improve our service.

How do we measure ourselves each year? By listening to our consumers, community and staff to determine what is important to them. By using this feedback, we can tackle problems so that the services we provide meet the needs of the community we serve.

It's also Health Literacy month in October and it's a chance to review our communications to make sure we are using the right words that everyone can understand. Check out our tips on page 5 to see how you can get the most out of your appointments.

Let us know if you have any suggestions on how we can improve our conversations with you at 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.



Making exercise a social activity



Socialising over a cuppa and exercising too - that's what our Move & Chat group is all about and more importantly, it's what our community wanted.

Our Move & Chat group came about because a gap was identified when the old Strength Training program transitioned to our new gym-based Prescribed Exercise Program (PEP).

Whilst our clients loved the idea of the more personalised program that PEP provides, they missed the social interaction of a group environment.

So, in November 2017 we asked our clients who had been involved in the old Strength Training program, to come together and design a new group that met their specific needs.

They told us that they enjoyed the exercise component, but more importantly, they also wanted to chat and enjoy each other's company over a cuppa.

They encouraged us to pursue a new program where we could incorporate both elements - gentle physical activity as well as social interaction.

They told us the potential venues in the community that might be happy to have us and also the time of day they preferred to get together too.

It took a little bit of planning from our part, but in April 2018 we launched Move & Chat at St John's Uniting Church, Virginia Street, Mount Waverley.

This group continues to have a great attendance and provides a friendly atmosphere along with gentle exercises, too.

Here is what some of our participants pictured above, said about the group:

“It helps us to get exercise into our day”

“Love the socialising aspect while exercising”

“Makes me get out of the house and have some fun”

A great alternative to Move & Chat is our Chair-Based Exercise Program which has a range of exercises for people of differing abilities. Group participants are provided opportunities within the class to move onto more challenging exercises as their strength and ability improves.

The group continues to incorporate exercises for those preferring to be seated when participating in exercise too.

For more information about our Move & Chat or Chair-Based Exercise programs now at Glen Waverley and Clayton, please call 1300 552 509 or visit www.linkhc.org.au



Link HC is giving a helping hand to Avocare so they can continue their great work in the community, by welcoming them into our diverse range of services.

Avocare has been servicing the City of Greater Dandenong for over 10 years, with vital food relief and emergency material aids. Avocare supports over 125 local charities that provide food to individuals, families and the elderly who would otherwise go hungry.

Avocare also works to prevent poverty and homelessness by providing longer-term solutions such as work and school-based training.

“Our relationship will offer opportunities to connect our clients with what we each have to offer,” says Phil Moran, CEO of Link HC.

By joining together, our most vulnerable community members will have access to a wraparound service that helps with the basics of life: health, food, education and jobs.

For more information about Avocare, please visit www.avocare.org.au or call 1300 552 509.



**Helping
hand for Avocare**

Top tips for your health appointments

- *Write a list of questions to ask before you go*
- *Take a note pad and pen and write down important points*
- *Ask your health professional if you can audio record your appointment*
- *Bring a friend or family member to help you remember important information*
- *Don't be afraid to ask questions if you don't understand. It is the responsibility of your health professional to explain things in a way that makes sense to you*

**Improving health
communication**

At Link HC we are taking action to improve our health communication.

‘Health Literacy’ means:

- a)** a person’s ability to find, understand, and act upon health information.
- b)** an organisation’s ability to provide information and services that are relevant and easy to understand.

October is Health Literacy Month and Link HC is making an effort to improve. We’ll be asking staff to ‘drop the jargon’ and make sure they are communicating in ways that are clear and best suit our clients’ needs.

Keep an eye out for our #dropthejargon social media campaign throughout October.

How can we improve? Please let Louisa know on 1300 552 509 or lmitchell@linkhc.org.au

GENERAL PRACTICE LINK



Calling time on consultations

By booking consultations that reflect your needs, waiting times for practitioners can be reduced.

This benefits both yourself and other patients.

A standard consultation at our practice is 20 minutes and is suitable for discussing one issue.

If you feel you need a longer appointment or have a few things to discuss with the doctor, a longer consultation of 30 minutes can be booked.

If you are unsure of how long you need, our friendly reception staff will be glad to help you select the most appropriate appointment length for you.

Unfortunately, emergencies and other unforeseen issues can occur that may cause our doctors to fall behind.

We appreciate your understanding and patience during these periods. Our reception staff will always try and inform you if there are any delays.

For appointments with the shortest delay, the best appointments are first thing in the morning and just after lunch.

See below for how to make your next appointment.

If you have any queries, feel free to call our friendly reception staff on the numbers below.

Meet our new GP



Dr Swaroopini Thangarajah
General Practitioner

Dr Swaroopini is an experienced general practitioner/obstetrician with over 10 years' experience.

She has a keen interest in women's and children's health.

She is available for appointments at our Oakleigh site and can provide a range of services.

These include gynaecological services, contraceptive counselling and a range of pre-pregnancy and pregnancy services.

Dr Swaroopini also provides pregnancy services for patients accessing the public health system at Monash Health (Clayton), Eastern Health (Box Hill and Angliss Hospitals) and The Women's at Sandringham.

Download our free Link Health App to book your next appointment

Search **Link Health** in the App Store or Google Play Store. Or call one of our clinics below for more information.

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



- A soft bristle toothbrush is less likely to injure your gums
- Replace both manual and electric toothbrush heads every three months or when worn
- Clean your tongue to remove plaque
- Brush and floss your teeth every day



Electric toothbrushes are better, aren't they?

When it comes to brushing your pearly whites, standard and electric toothbrushes are both effective at removing plaque. The powered toothbrushes are easier to use.

Manual toothbrushes can help you feel more in control, as you decide how much pressure to apply when brushing. This is particularly helpful if you have sensitive teeth and gums.

Manual toothbrushes are also significantly cheaper and easier to replace. They can be modified to allow better grip for people with low manual dexterity.

One of the biggest benefits of

electric toothbrushes is they do a lot of work to loosen plaque.

This can be a huge benefit for people with arthritis or other conditions which limit dexterity.

The range of variable speeds can be helpful for people with sensitive teeth and gums, and some of the higher-range electric toothbrushes even have a warning light if too much pressure is being applied.

What about kids?

When your child first starts brushing, a manual toothbrush can be a better option, as they are lighter and easier for them to control.

However, as your child becomes older an electric toothbrush designed especially for children might be a more suitable option.

As both options are just as effective, the key is to brush twice and floss once every day. You should change your toothbrush or brush head every three months and every six to eight weeks if you're undergoing orthodontic treatment.

Our oral wellbeing team can help with tips on what type of toothbrush is best for you. Call 1300 552 509 or visit www.linkhc.org.au

Source: Australian Society of Orthodontists

Dr Sophia Jing (pictured right) has been inducted as a Fellow of the International College of Dentists in Auckland, New Zealand for her exemplary dental service and volunteering achievements.

Dr Sophia supports the development of Link HC's oral wellbeing team by supervising dental students and our extraction clinics. She is part of the Link HC team of senior clinicians that provide dental care to patients seen in our Cancer Clinic.

Dr Sophia is championing the introduction of tele-dentistry technology at Link HC, which allows patients who have difficulty getting to dental clinics the opportunity to have dental specialist appointments via online video link-ups.

Her volunteering experience is equally as impressive. She regularly provides volunteer work for rural and remote communities with the Royal Flying Doctor Service and the Australian Dental Association.

Dr Sophia Jing is available for appointments at our Clayton site. Call 1300 552 509 or visit www.linkhc.org.au for more information.



**Recognising
excellence**

QUALITY ACCOUNT



We passed our accreditation

Link HC's quality and safety performance has been independently audited by HDAA, a company who accredits us against a number of health and community standards.

HDAA assessors examined all of our internal management and business systems. They also put our oral wellbeing; children, youth and family; and family violence services under special scrutiny.

The assessors interviewed our board directors, staff, clients and

outside agencies to evaluate how our systems work.

Happily, Link HC 'passed' all standards, although we are required to do a little more to improve our workforce management systems. This is already in hand as we begin the introduction of a new automated workforce credentialing and support system.

We were highly commended for our very friendly and skilled staff, our well managed infection

control standards and our exceptional client focus.

To quote our assessors:

“Link HC is truly a jewel in the crown of public dentistry.”

What spectacular praise indeed!

For more information please contact our quality manager at feedback@linkhc.org.au or call 1300 552 509



Solidarity and support

Link HC has a proud history of supporting marginalised communities and advocating for change to reduce health inequality.

We threw our support behind the marriage equality YES campaign by signing up to the community health charter.

Research shows that for LGBTIQ communities, experiences of individual, social and legal discrimination are associated with poorer health and wellbeing outcomes.

By supporting the YES campaign it showed our immense support for and solidarity with the LGBTIQ community and that everyone, no matter who you love, should be treated equally.

We also redesigned our Integrated Family Services program whereby our social worker visits vulnerable children, youth and families in their own homes or a convenient location, instead of only seeing them onsite.

We've also partnered with Peter Aguto who is **making a difference to young South Sudanese people living in Dandenong.**

His project involves working with young South Sudanese people, encouraging them to continue their education, participate in the community and help them access appropriate services.

For more information about how we work in the community, contact Fiona on 1300 552 509 or fread@linkhc.org.au

Are our clients happy?

Link HC undertook a comprehensive client survey at our Clayton, Glen Waverley and Oakleigh sites in 2017/2018. Responses were collected onsite, via social media and our website. Here are the results below:



129

Surveys were completed



93%

Recommended our service to others for reasons such as staff professionalism, quality services, great communication, complete care and affordability.



90%

Felt that using our services helped improve their health and wellbeing and were satisfied with the services they received.



91%

Agreed that Link HC is accessible

Reasons for client satisfaction included:

**ON TIME AND ACCURATE GREAT CARE
EXCELLENT SERVICE GOOD ATTITUDE
VERY POLITE HAPPY FRIENDLY STAFF
DOUBTS CLEARED GENTLE CARE
HELPFUL STAFF ANSWERED MY CONCERNS
DEALT WITH ONGOING ISSUE CLEAR EXPLANATION**

To improve client awareness of how to provide feedback, we've recently placed the Health Complaint Commissioner Charter poster for display at all our sites. We have also created a simple and easy to understand workflow about our feedback process, which is already available in all our reception areas.

Removing language barriers

Link HC is committed to ensuring that all clients and their families have access to interpreters.

Our clients are able to access an interpreter when attending our appointments and it's free of charge.

During the last financial year, 918 clients required an interpreter, with over 30 different languages being requested. The most frequently requested languages were Greek, Mandarin, Vietnamese, Cantonese, and Arabic.

Partnering to build understanding

Our staff attended a series of lunchtime sessions with Rohingya community members, to learn more about their culture and experiences since coming to and settling in Australia.

Staff got to sample delicious Rohingya dishes and were able to ask the community members about their journeys.

“ I felt as though everyone in the room was genuinely moved and engaged in wanting to understand more. We were very privileged to have the chance to hear their stories, ”

said Louisa, a staff member.

Link HC is also proud to support the Pathways for Carers project, which offers an opportunity for carers of people with a disability or a mental health issue, to connect through walking.

These free monthly walks are available across Melbourne's Inner east and are for anyone who wants to relax, exercise, meet new people and discover what support and services are available.

For more information visit www.lifeassist.org.au/pathways-for-carers



QUALITY ACCOUNT

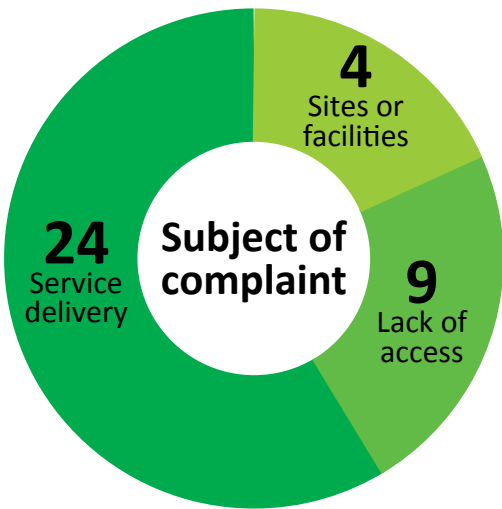
We care about our clients

We love getting feedback at Link HC. Not only does it provide an opportunity to hear directly from our clients about what matters to them, but it's also a chance to improve our services.

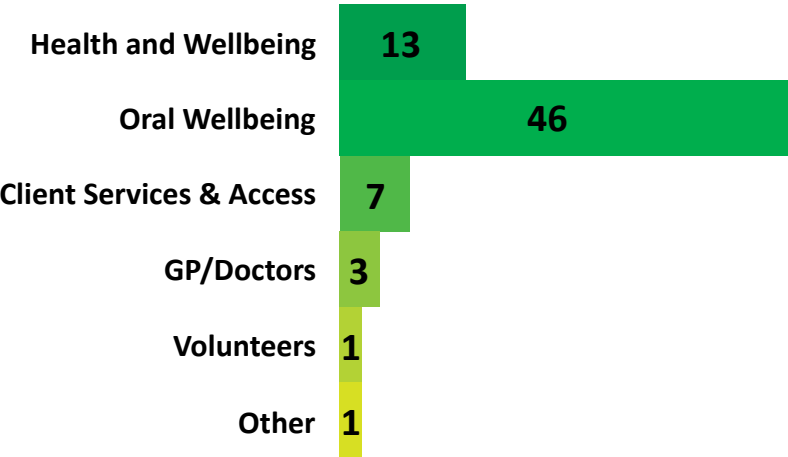
In 2017/2018 feedback was received from 108 people with 71 positive feedback and 37 complaints. The majority of feedback was complimentary regarding our service delivery with our oral wellbeing, health and wellbeing and client services receiving the majority of positive feedback (see graph below).

Complaints related to lack of access, sites or facilities and service delivery. Our clients would also like to see reduced waiting times between appointments.

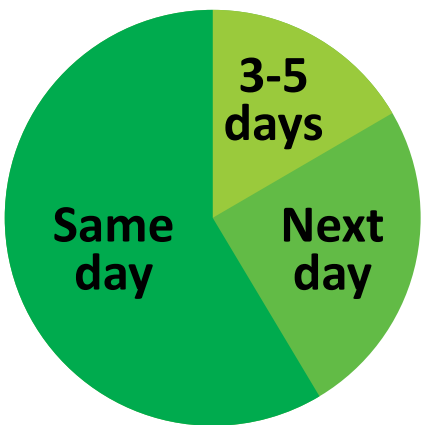
These are all opportunities to improve our service and procedures are already underway about how we can better respond to the needs of our clients.



Service delivery feedback related to:



Initial complaint response time:



Onsite flu shots

Link HC offered all metropolitan administration and client-facing staff the opportunity to receive a free influenza vaccination via the Mobile Influenza Vaccination Program.

Our nurses conducted "pop-up" immunisation sessions across six sites plus one private clinic.

Over 230 volunteers and staff were vaccinated which is approximately 60%.

We listen to our staff

Link HC embarked upon a staff survey to set a benchmark to gauge our staff engagement and satisfaction within the workplace.

A total of 111 participated, which is around 48% of the current workforce. Overall most people were satisfied with working conditions, their colleagues and the service we provide.

The areas that require ongoing improvements include communication, administrative processes and our IT infrastructure.

These survey results, as well as feedback gathered at "listening posts" held throughout the year, will help improve our workplace. A 12-point action plan is already underway and will be regularly discussed at executive meetings to ensure these activities are followed-up and achieved.



GLA:D to be helping people

Since July 2018, Link HC has been making it possible for clients to access the GLA:D program, which has provided treatment to more than 28,000 people in Australia.

GLA:D (Good Life with osteoArthritis in Denmark) Australia is a worldwide program for people experiencing any hip and/or knee osteoarthritis symptoms, regardless of severity.

This six-week GLA:D program includes patient education and neuromuscular exercise programs conducted twice a week.

It also includes two educational sessions aimed at understanding osteoarthritis, risk factors, symptoms, and how to self-manage treatments.

The GLA:D exercises aim to improve and retain joint stability during and after the program.

Research from the GLA:D program in Denmark found that people's symptoms reduced by 32%, with other outcomes such as less pain, reduced use of pain killers and less sick leave taken.

GLA:D participants also reported increased levels of physical activity 12 months after starting the program.

Current national and international guidelines recommend patient education, exercise and weight loss as the first line of treatment for osteoarthritis.

In Australia, treatment traditionally focuses on surgery, whereas the GLA:D Australia program offers a better and safer first-line treatment in most cases.

Here is a quote from our client:

“I highly recommend the GLA:D program for anyone who is limiting their daily activities or struggling to remain independent due to osteoarthritis. It has given me the confidence to exercise knowing that I will not injure my joint.”

To find out more about GLA:D please call 1300 552 509 or email linkhc@linkhc.org.au

Creating a more inviting space at Clayton

Changes are proposed for Link HC's Clayton site which will refresh the area, improve visitor experience and amenities and provide better utilisation of existing space and facilities.

Proposed improvements include creating a more inviting and comfortable ground floor entry space as well as the expansion and redesign of the waiting area. A refresh and reconfiguration of some of the practitioner and therapy spaces are also being considered. In addition, modifications are also to be reviewed for office spaces and meeting areas, to better improve the operations of the centre.

Project planning is expected to commence in late 2018, to help establish the extent of works, costs requirements as well as plan the timing of future refurbishments for this busy centre.

Link HC looks forward to working with our community partners and engaging with our valued clients in the future review of the proposed refurbishment.



Prescribed Exercise Programs (PEPs)

This program will enable you to participate in exercises tailored to your individual needs. The aim of the program is to improve your function and confidence to transition to exercising in the community.

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 sessions per week)

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

When: Thursdays
Time: 2:30pm and 3:30pm
Cost: \$8 per session



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	Thursdays
Time:	11:00am - 12:00pm	1:30pm - 2:30pm
Cost:	\$8 per session	\$8 per session

CONNECT HEALTH HYDRO POOL, 2A GARDNER ROAD, EAST BENTLEIGH

When: Tuesdays
Time: 2:00pm - 3:00pm
Cost: \$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

A safe and effective environment for people having difficulty with balance and mobility. A review with a Link HC clinician 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

A series of slow, controlled movements or postures. Regular practice promotes and improves health and wellbeing, balance, strength, posture and coordination.

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

Healthy Hearts

Learn how to manage risk factors for heart disease and live a heart healthy life with Link HC's exercise physiologist. Includes weekly exercise sessions.

OAKLEIGH RECREATION CENTRE, 2A PARK ROAD, OAKLEIGH

When: Dates to be confirmed, coming in October 2018
Cost: \$8 per session

Batesford Family Fun Day

Sunday 18 November, 11:00am-3:00pm | Batesford Reserve, Chadstone

The Batesford Family Fun Day is back again this year, and is going to be bigger than ever! Link HC will be there, along with lots of other local services, all offering fun activities for kids and families. The stage will be jam packed with local acts and there will be delicious treats and refreshments on offer.

Come and join the fun! For more information, contact Louisa at lmitchell@linkhc.org.au or on 1300 552 509.



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.

VENUE, TO BE ADVISED

When: Please enquire on 1300 552 509
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

Are you a comfort eater? Do you eat more when feeling stressed? Do you find yourself eating when you are not hungry? If so, this 4 week program will give you strategies to reduce this eating behaviour.

LINK HC, 2 EUNIVA AVENUE, GLEN WAVERLEY

When: Wednesdays, term 4 dates to be confirmed
Time: 10:00am - 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: 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
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 EUNEVA AVENUE, GLEN WAVERLEY

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



Healthy Habits

Do you want to make changes to your eating and exercise habits, but need a little help? Our dietitian and exercise physiologist will help you create healthy habits that can change your life.

LINK HC, 2 EUNEVA AVENUE, GLEN WAVERLEY

When: Wednesday 21 November
Time: 10:00am - 12:30pm
Cost: \$8



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 our Quality Account?

Quality Account 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

In this edition we have dedicated more space to tell you about how we improve quality at Link HC. 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 654 889 | 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	\$28.50
General course of care	\$28.50 per visit for four visits (capped at \$114)
Denture care	\$68.50 per denture, capped at \$137 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	\$33.50 (capped at \$134 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**

Psychological support for mums and dads during pregnancy or with a new baby

Having a child can be one of life's biggest joys but it's also a major change. For many, feelings of anxiety and depression are not uncommon as you adjust to your new life. We can support you by:

- Providing up to 12 one to one or family sessions to talk about your feelings at no cost
- Providing strategies to help you
- Connecting you to other supports you may need

Receive up to 12 sessions at no cost

A referral and treatment plan from your GP is required. Find out more by visiting www.linkhc.org.au/services/counselling-psychological-strategies/

This service is supported by funding from the Australian Government under the PHN Program.

phn
EASTERN MELBOURNE
An Australian Government Initiative

CONTACT US



In person



www.linkhc.org.au



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



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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

