



January - April 2019

Safe, Sound and Supported



- A step in the right direction
- Sound Off for better health
- 10 years of Opening Doors

OUR SERVICES



AUDIOLOGY

Hearing tests 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

Counselling services, including family violence, to help navigate life's challenges



DENTAL

Public, private, children's, outreach dental services, orthodontics and more



DIABETES EDUCATION

Assistance with prevention, self management, insulin administration and support



DIETETICS & NUTRITION

Support and advice for diabetes, weight management, cholesterol and more



DOCTORS (GPs)

GP services, check ups, travel vaccines and general health



ECEI SUPPORT

Early Childhood Early Intervention (ECEI) services for children aged 0-6 years for the National Disability Insurance Scheme (NDIS)



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



Danielle Vitacca

**Acting Chief
Executive Officer**

As we start the New Year, we always like to make some predictions. The year begins with a clean slate just waiting to be filled with possibilities and hope! My prediction for 2019 is that we will be busy.

2018 saw enormous growth in our organisation and with that comes responsibility and accountability. As an organisation, we are always trying to do better. This year, we aim to improve our processes and services to ensure we place you at the centre of our business.

Growth also means change and sometimes change is uncomfortable. The changes we have seen in 2018 have been challenging on many fronts. They have come from inside and outside our organisation and whilst they have caused some discomfort, they have also caused us to re-think, re-evaluate and evolve.

The introduction of new service and funding models, eligibility criteria and the way in which services are accessed have all created challenges. My Aged Care and the NDIS have revolutionised much of what we do and how we do it. However, with these changes also comes motivation and inspiration. This we gain from our sensational staff and of course you – as you partner with us to help re-design and create the projects, programs and services that you need.

With each new year comes a new beginning and they are valuable – they bring hope, reflection and opportunity.

We want to hear more about what the New Year brings for you and your community – contact us at feedback@linkhc.org.au



IN THIS ISSUE

- 4 News Link**
 - Empowering children with disabilities
- 5 News Link**
 - A step in the right direction
- 6 General Practice Link**
 - Skin checks
- 7 Dental Link**
 - Better dental services
- 8 Health Link**
 - Victorian Youth Week
- 9 Health Link**
 - How to stay safe in the heat
- 10 Community Link**
 - Sound Off for better health
- 11 Community Link**
 - 10 years of Opening Doors
- 12-13 Active Link**
- 14-15 Support Link**
- 16 Social Link**
- 17 Service Link**
- 18 Our Fees**
- 19 What's on**

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.



Empowering children with disabilities



Our Early Childhood Early Intervention team supports children with developmental delays and disabilities from birth to six years

NDIS General Manager Debra Inverarity reflects on this year's theme for International Day of People with Disability - empowering people with disabilities and ensuring inclusiveness and equality.

The Early Childhood Early Intervention (ECEI) approach supports children aged 0-6 years who have a developmental delay or disability, as well as their families/carers. The ECEI approach supports and allows families to help children develop the skills they need to take part in daily activities and achieve the best possible outcomes throughout their life.

This approach is based on best practice principles including family-centred practice, capacity building and working with children in natural settings such as the home or in early childhood learning.

At Link HC, we focus on promoting the rights and wellbeing of people with disabilities by building customers journey maps in consultation with their families. This means families have directed the design of our offices and delivery of our service.

Families said they wanted clutter free offices that were welcoming but not overwhelming for children. Therefore we used soft tactile furnishings and avoided non-essential brochures and signage.

Families said they were frustrated by lengthy forms and repeating their story. A referral post card was developed to ensure that families could talk to one of our expert team rather than complete a long form.

The Link HC ECEI team deliver outreach programs in community hubs to support

inclusiveness and equality. By supporting children alongside mainstream services and programs, we facilitate engagement with these services and support them to ensure children with disability have equal access to community supports.

By partnering with local government, Chinese speaking ECEI Coordinators attend Chinese Storytime to talk with families about how Link HC can support their child. Valued information is delivered within a cultural context, helping to address a key barrier to inclusiveness and equality.

To find out more about our NDIS ECEI services, please call us on 1800 546 532.



Delivering the NDIS in your community

A step in the right direction

Link HC Occupational Therapy helped Matthew gain back his independence

Something as simple as putting your socks on or drying your toes may not seem like a difficult task, however for Matthew it was.

Due to a car accident many years ago, and the development of osteoarthritis, Matthew found that reaching his feet was near impossible due to limited range of movement and pain in his back.

Being a proud, independent man meant that Matthew preferred not to ask his wife to help him with these tasks.

During his assessment with the My Aged Care Regional Assessment Service (RAS), a referral for Occupational Therapy (OT) was identified, and an OT home visit assessment was booked with one of Link HC's Occupational Therapists, Caroline Reljich.



An OT home visit involves a holistic assessment of the client including medical history, social situation, home environment, physical function and a detailed discussion surrounding their ability to perform personal, domestic and community activities of daily living (ADL).

Matthew's goals were to be as independent as possible with his personal care tasks – namely washing and drying his toes and putting his socks on.

As a result of the holistic, client-centred OT assessment, other goals were also identified – including improving his ability to stand from a seated position both from a lounge chair and the toilet, to feel safer in the shower and increasing his comfort in bed at night time.

Prescription of assistive technology, or aids has meant that Matthew is now able to manage many of his activities of daily living without relying on his wife.

A long handled toe washer and sock donner now allow him to wash, dry and dress his feet. An electric recliner chair, raised toilet seat and grab rail have made his standing transfers safer and painfree, and a memory foam mattress has led to a better night's sleep. A very satisfying outcome for all!

Call us on 1300 552 509 to find out more about Occupational Therapy at Link HC.

Skin checks

Australia has one of the highest rates of skin cancer in the world

Most skin cancers in Australia are caused by over-exposure to UV radiation in sunlight.

Everyone is at risk but there are a few factors which put people at higher risk such as: age and skin type, intense periods of UV radiation (weekends, holidays or playing sport), numerous incidents of sunburn, actively tanning or using solariums, working outdoors, weakened

immune system, multiple moles on the body, and moles with irregular shape or a family history of skin cancer and sunspots.

The good news is, that the sooner a skin cancer is identified and treated, the better your chance of avoiding any serious and invasive treatments or serious health implications.

With summer now here, it's a good time to start getting to know your body and skin.

You can check regularly in front of a mirror or ask a loved one to check. Start at the head and face and work downwards, not forgetting to check parts of your body that don't get exposed to the sun e.g. soles of your feet, between fingers and toes and under your nails.

If you find any markings you are unsure about or feel that have changed in appearance, are red or dark in colour, sore or raised or just need some guidance on how to self-check effectively, your friendly GP will be happy and able to help.

A skin check can be booked with a specialist GP at any of our conveniently located Link Private Practice clinics:

Brighton GP (Asling Street)
Phone: 9596 3501

Glen Waverley GP
(The Glen Shopping Centre)
Phone: 8822 8399

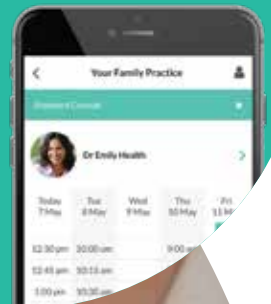
Oakleigh GP (opposite Oakleigh train station)
Phone: 9564 6199

Or simply download our *Link Health* app.

Download our free **Link Health** app to book your next appointment

Download on the
App Store

GET IT ON
Google Play





Better dental services

**Information sessions are being offered to clients
at the top of our public dental waiting list**

As a result of the ever-growing demand for dental services, Link HC has worked with Dental Health Services Victoria to implement a strategy to address clients on our waiting list.

Following a model offer-of-care successfully piloted at Bendigo Health, Link HC has introduced a new process offering dental appointments for people on our waiting list.

All clients who reach the top of the general care waiting list now receive a letter of offer for an information session.

This session will outline how the public dental system works, improve people's understanding of the various dental care pathways, and provide oral health education.

At the end of the session, people will be able to choose the care pathway most suitable to their needs. This will ensure a more

efficient use of the public dental resources and better outcomes for the community in accessing oral care.

The philosophy of the model is based on the fact that dental disease is preventable, yet people return for care with the same problems over and over again, missing out on the element of prevention.

Link HC's aim is for the people in our community to share the responsibility of controlling oral disease and optimising the care provided to each individual client.

We hope clients gain knowledge on the multiple levels of care available at Link HC and this opens clear communication channels.

We aim to commence a large scale collaboration with people who are eligible to use our service and start fighting oral disease together. The client will be

the main contributor to daily oral health habits, and Link HC dental practitioners will be oral health coaches and treating clinicians.

The first sessions in November 2018 proved to be fruitful and the feedback received from participating clients was that they found it interesting and educational. Many told us they understood the need for shared responsibility in their oral health.

We expect to see better attendance with dental appointments, better oral hygiene, less sugar consumption and less smoking in our participating clients. It is well known that this is the secret to achieving better oral health, so we take leadership to support our clients embracing it.

To find out more about our dental services, please call us on 1300 552 509.



Victorian Youth Week

Friday 5 April - Sunday 14 April 2019

Victorian Youth Week is a week-long celebration of young people held annually throughout Victoria from Friday 5 April to Sunday 14 April 2019.

Victorian Youth Week offers an opportunity for young people (aged 12-25) to recognise and celebrate the diverse skills, knowledge and ideas they bring to our society.

It is also a great time for young people to showcase their talents or highlight an issue in their region that is important to them.

All events and activities that are held during Victorian

Youth Week are planned and developed by young people for young people.

Victorian Youth Week is supported by the Victorian government. Young people and their communities can get involved in the celebrations by running events and attending activities in their local area.

More than 100 youth-focused activities and projects have received funding through the Victorian Youth Week 2019 grants program. To see these, visit: www.youthcentral.vic.gov.au/get-involved/youth-programs-and-events/victorian-youth-week

Additional event details will be released closer to Victorian Youth Week 2019, so keep checking the website.

Monash Youth Services (MYS) will this year focus on youth mental health and offer free Mental Health First Aid training at schools throughout the city.

Also as part of the Community Conversations series, we will again partner with the City of Monash to provide interactive information sessions throughout the year with our first conversation happening during Victorian Youth Week.

Community Conversations 2019 - Victorian Youth Week event: A focus on mental health training

A community conversation series for parents and youth which is complimented by a focus on mental health by the Youth team. Speakers will discuss a practical summary around mental health first-aid and issues faced locally, it's importance and where to seek further help.

When: Thursday 11 April 2019 at 5:00pm - 9:30pm

Where: City of Monash Civic Centre, 293 Springvale Road, Glen Waverley 3150

For more information, please visit www.linkhc.org.au or www.monash.vic.gov.au



How to stay safe in the heat

As the weather warms up, follow these tips to beat the heat



STAY HYDRATED

drink plenty of water and avoid drinks with alcohol or caffeine



STAY COOL

in an air conditioned area if possible or use a fan and damp cloth



DON'T LEAVE CHILDREN OR PETS IN THE CAR

in extreme temperatures, rolling down the window is not enough



WEAR APPROPRIATE CLOTHING

light, loose fitting and avoid dark colours that will absorb heat



SENIORS, BABIES AND YOUNG CHILDREN

are most at risk during extreme temperatures



STAY IN TOUCH

with older family members, friends and neighbours especially those without air conditioning



CHECK MEDICATIONS

some can make you sensitive to the sun, ask your doctor if your medications could be putting you at risk



LIMIT TIME OUTDOORS

take regular shade breaks if working outside and wear sunscreen, a hat and sunglasses



COMPLETE CHORES EARLY

on days where the weather is forecast to be hot



EXERCISE IN THE MORNING OR AT NIGHT

as these are generally cooler times of the day

Sound off for better health

A new program for young people interested in music

Are you aged 16-19 years and interested in music?

Join us for a new program called Sound Off funded by the City of Monash.

Starting in term 1, we will be offering an 8-week program for young people aged 16-19 years, to learn and practice skills in music and storytelling.

At the end of the program, participants will have a creative piece they can share, either as a performance to the community, or as an audio track or video that can be shared with young people and communities across the internet.

The program will also give young people an opportunity to explore mental health and wellbeing through music and storytelling.

We understand that while young people in Monash have many strengths, they are also facing challenges. Mental health and stress are amongst the top concerns of young people in Monash.

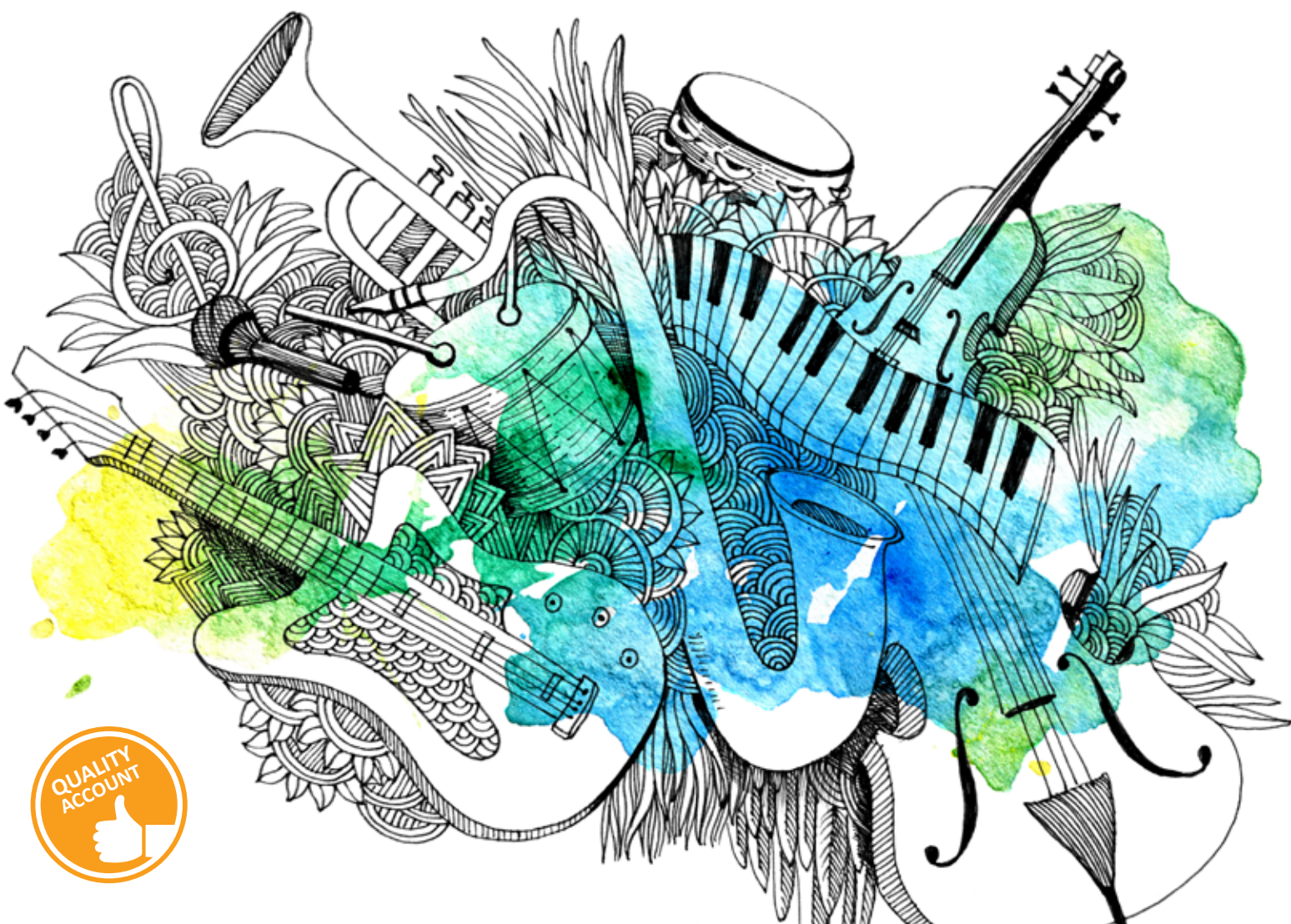
Sound Off will support people involved in this project to develop skills to cope with the challenges of life and study, such as stress, worry, sleep and how they feel about the future.

Link Health and Community will be reaching out to schools and local organisations who work with young people to share information about this program and how referrals can be made.

The program will be available to young people aged between 16 and 19 who live, work, study or access a service in the City of Monash.

If you would like to get involved, know a young person who might be interested, or you have ideas and questions – please get in touch!

Contact Belinda on 0400 967 797 or bhaydon@linkhc.org.au





10 years of Opening Doors

A decade on and still leading social inclusion in our community

In 2008, Link Health and Community came together with a group of like-minded community organisations to answer a question: how can we create stronger, more socially connected and inclusive communities?

At the time, the research available on the effects of social isolation was quite limited. In 2018, we now know that experiencing isolation can have a profound effect on both our mental and physical health. In their starkest terms, studies have repeatedly compared the impact of social isolation on our health to smoking 15 cigarettes daily.

Recognising the crucial role that volunteers and community leaders play in keeping us connected, a new initiative was born: The Opening Doors Community Leadership Program.

Over the past 10 years, Opening Doors has become part of the fabric of our communities. The program has graduated more than 200 community leaders, empowering them with the knowledge, skills and

networks to create lasting change in their communities.

These leaders have created more than 100 innovative community projects, which have connected an estimated 25,000 people with their communities in new and positive ways.

Graduates of Opening Doors have ranged in age from 19 to 87 and represent more than 50 diverse cultural and religious backgrounds.

These leaders have shared lived experiences of mental illness, disability, addiction, seeking asylum, domestic violence, homelessness, gender and sexual diversity, as well as an endless array of skills, talents and passions.

Our 2009 graduates Sadie and Joan founded the Deepdene University of the 3rd Age, which now has well over 1,000 members. Our 2015 graduate Emma founded The Black Dog Community Art Project, which has connected thousands of people through art, sharing their experiences of anxiety and depression.

Our graduates Mel from 2015 and Hannah from 2018 have connected hundreds of families, carers and young people on the Autism Spectrum through their Different Journeys Project. Our 2017 graduate Laila founded the Bangladeshi Senior Citizens Association of Victoria.

These projects represent passions and causes as diverse as the lived experiences of our graduates, and yet they have been united by a single vision: a society which is truly socially inclusive; one where everyone has gifts and talents to share, and no one is left behind.

As we reflect on the impact of Opening Doors over the past 10 years, we say congratulations to all of our graduates on everything they have achieved.

You have changed the lives of thousands of people, and we can't imagine our communities without you in them. We can't wait to see what you go on to achieve next!

To find out more, contact Alex on amills@linkhc.org.au



Prescribed Exercise Program (PEP)

This is a gym program for older adults where exercises are specifically tailored for each individual. The aim is to improve your function and confidence so you may transition to exercising in a community fitness centre. An assessment by one of our clinicians is required before commencing.

OAKLEIGH RECREATION CENTRE, 2A PARK ROAD, OAKLEIGH

When: Mondays to Fridays, starts 7 January
Time: 9:00am, 10:00am and 11:00am
Cost: \$8 per session or \$50 monthly (max. three sessions per week)

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

When: Thursdays, starts 10 January
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. An assessment by one of our clinicians is required before commencing.

OAKLEIGH RECREATION CENTRE, 2A PARK ROAD, OAKLEIGH

When: Tuesdays, starts 15 January
Time: 1:30pm - 3:00pm
Cost: \$8 per session



Hydrotherapy

Hydrotherapy is a 10 session program run weekly. It is suitable for conditions such as arthritis, joint replacement, back pain and rehabilitation after surgery. An assessment by one of our clinicians is required before commencing.

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

When: Wednesdays, starts 30 Jan	Thursdays, starts 31 Jan
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, starts 29 January
Time: 2:00pm - 3:00pm
Cost: \$8 per session



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.

Chair-Based Exercise

A safe and effective environment for people with balance and mobility difficulties. An assessment by one of our clinicians is required before commencing.

LINK HC, 9-15 COOKE STREET, CLAYTON

When: Wednesdays, starts 16 January
Time: 9:30am - 10:30am
Cost: \$8 per session

LINK HC, 2 EUNEA AVENUE, GLEN WAVERLEY

When: Mondays, starts 14 January
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, starts 18 January
Time: Beginner, 1:30pm - 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), starts 30 January
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, starts 16 January
Time: 9:30am - 10:30am
Cost: FREE





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, starts 7 February
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.

LINK HC, 2 EUNIVA AVENUE, GLEN WAVERLEY

When: Second Thursday of the month, starts 14 February
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, 94 BATESFORD ROAD, CHADSTONE

When: Fridays, starts 1 March
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), starts 31 January
Time: 10:30am - 12:30pm
Cost: \$8 per session

.....



Mindful Eating

Are you a comfort eater, eat more when feeling stressed or eat when 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, starts in term 2 - dates to be confirmed
Time: 10:00am - 12:30pm
Cost: \$8 per session

SUPPORT LINK

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 week program for men wanting to change their behaviour and develop respectful relationships. We focus on saying 'no' to violent abuse and help develop positive family relationships. We can offer individual counselling as required. An assessment is required before commencing the program.

LINK HC, 9-15 COOKE STREET, CLAYTON

When: Please call 1300 552 509 for dates and times
Cost: \$20 per week, \$10 per week with a Health Care Card



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 29 May
Time: 10:00am - 12:30pm
Cost: \$8



Over 65 and need help caring for your pet?

At LinkPETS we understand the important bond between people and their pets.

We match people over 65 with pet-loving volunteers who can walk, groom and care for their four legged friend. It also helps people stay connected with their community.

To find out more about this special program, call Sarah on 8822 8309 or visit www.linkhc.org.au/services/pet-program



SOCIAL LINK



Social Support Group

Social Support 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 ROAD, MULGRAVE

When: Please call 1300 552 509 for dates and times

Cost: Please call 1300 552 509 for price



Move and Chat

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.

VENUE TO BE CONFIRMED

When: Please call 1300 552 509 for dates and times

Cost: Please call 1300 552 509 for price



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 ROAD, CHADSTONE

When: Wednesdays, starts 6 February

Time: 1:30pm - 3:00pm

Cost: \$10 per session (\$5 with Health Care Card)
FIRST SESSION FREE!

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 ROAD, CHADSTONE

When: Thursdays, starts 7 February

Time: 1:30pm - 3:00pm

Cost: \$10 per session, (\$5 with Health Care Card)
FIRST SESSION FREE!

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.



For appointments: Call 1300 552 509 or email linkhc@linkhc.org.au

Please have the following information ready:

- Pension or Health Care Card number (if you have one)
- Next of kin contact details
- Your doctor's details (if you have one)



Interpreters are available free of charge for all appointments.

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 doctor appointments 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.

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

We regularly report about Quality throughout the year. When you see the above symbol, it means we are continually striving to improve your experience and access to healthcare options.



Children's Services

Link Health and Community offers a variety of children's services. When you see the symbol on the left, it means this service is also available to children. For more about our children's services call **1300 552 509** or 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 call us

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

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

Chinese New Year - 5 February 2019

Chinese New Year, also known as Spring Festival or Lunar New Year, is the biggest Chinese festival, with a 7 day long holiday. As the most colourful annual event, the traditional celebrations last up to two weeks.

During this period, China is dominated by iconic red lanterns, loud fireworks, massive banquets and parades. This festival is celebrated around the world.

2019 is the Year of the Pig. In Chinese culture, pigs are the symbol of wealth and fortune. People born in the Year of the Pig are said to be diligent, compassionate, generous and are blessed with good fortune in life.



Have you seen us on the road?

Our new Link Private Practice car is out and about and it promotes our wonderful local doctors across our three clinics:

- Brighton General Practice
- Glen Waverley General Practice
- Oakleigh General Practice

Download our free **Link Health** app on the App Store or Google Play Store to book your next appointment online.



Our Star of Public Dentistry

Our very own Dr Felicia Valianatos won the 2018 Star of Public Dentistry Award at Dental Health Services Victoria's Annual General Meeting.

The award is a testament to, and recognition of, Dr Felicia's sustained dedication and hard work for over 17 years of inspirational leadership of the community dental program at Link HC. It is also a reflection of her genuine passion for offering a high quality, accessible and innovative oral health care service to our community.

We congratulate Dr Felicia on receiving this prestigious award.



LOCATIONS

Brighton • Chadstone • Clayton • Drouin • Glen Waverley
The Glen Shopping Centre • Mooroolbark • Mulgrave (Head Office) • Oakleigh
Outer Gippsland • Southern Melbourne • Traralgon • Vermont

CONTACT US



In person



linkhc@linkhc.org.au



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



www.linkhc.org.au



PO Box 3394,
Wheelers Hill VIC 3150



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



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



Check our website
for locations details



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

