



May - August 2019

Health and
Community

Stepping up, reaching out and making a difference

.....
Stepping up mental health care • Reaching out to aged care
Making a difference to a family in need

OUR SERVICES



AUDIOLOGY

Hearing tests and advice on managing hearing loss from nine months old



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



EARLY CHILDHOOD 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, treatment and maintenance of foot, ankle and leg issues



SPEECH PATHOLOGY

Support for communication and swallowing difficulties for children and adults



VOLUNTEERING

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



Gregg Nicholls

Interim Chief Executive Officer

I'm back in the Chief Executive's seat at Link HC after four years absence. This is as much a surprise to me as everyone else! The Board asked me to return to assist the organisation to stabilise and consolidate following the recent period of rapid growth. I am here for the next few months prior to the appointment of a new Chief Executive Officer later in the year.

In my travels around our sites, I have seen many old faces and met many new ones. Numerous things have changed at Link HC, but there are lots of familiar things as well.

It is good to see our range of services has expanded, particularly our new NDIS Early Childhood Early Intervention (ECEI) service which covers three regions of Victoria and has brought new energy to the organisation.

It was great to see the Opening Doors leadership program celebrate its 10th anniversary last year. I was involved in establishing it and now the program is expanding into the Outer East which marks a new chapter in its development.

Link HC staff continue to provide excellent high quality services across a range of areas and I am pleased to see that we still receive many compliments. However, we also learn from our mistakes. Where things might not have worked out for our service users, we are keen to hear about it. If we don't know there is an issue, we can't fix it. Please contact us at feedback@linkhc.org.au



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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.

Stepping up mental health care

A new model of mental health care linking you with the level of support that you need

Steps Mental Health focuses on you and uses a 'wrap-around' approach to meet your mental, social and physical health needs.

One of the main features of Steps Mental Health is that it is flexible – we know the level of support you need will change over time and when that happens, we change with you.

A good way to think about this is 'stepping up' or 'stepping down' as your needs change. When you 'step up' or 'step down' we can stay with you for the journey, you won't have to change services and feel like you are starting again.

Steps Mental Health offers the following range of services in one program:

- **Mental Health Nursing:** Mental Health Nurses are nurses specifically trained to help support people's mental health while considering other physical, social and cultural needs
- **Psychology:** Registered psychologists who provide therapy, support, advice and treatment
- **Mental Health Social Work:** Social workers with specialist training in mental health
- **Peer Support:** Peer support workers are staff members with a 'lived experience' of mental health and recovery

- **Care Coordination and Case Management:** Care coordinators and case managers help coordinate a person's care by liaising with all professionals involved
- **Group Programs:** Group-based treatment and support programs
- **e-Health/online support:** Online digital supports available 24/7

These services are available free of charge to people who live or work in the City of Boroondara, Manningham, Whitehorse or Monash, and are unable to access or afford similar services elsewhere.

You don't need a GP referral to use these services, but it's helpful to have your GP involved in your care. Friends, family members, and other healthcare professionals can also refer. **Call 1800 378 377 for more information.**

Steps Mental Health is provided by Link Health and Community along with our Connect4Health partners, Access Health and Community and Carrington Health.

The partnering community health organisations have a range of different services designed to meet your needs at every stage. We will talk about your needs and link you in with the right services.





A new lease on life

Exercise is medicine for your body and mind at any age

Exercise Physiologists are university trained allied health professionals, who use exercise to manage and prevent chronic disease, disability and injuries.

There is evidence that exercise helps with many conditions, including but not limited to, heart disease, stroke, diabetes, Parkinson's disease, musculoskeletal pain and injury, osteoporosis, cancer, lung conditions and mental health.

Our Exercise Physiologists at Link HC will design, deliver and evaluate an exercise plan specific to you, taking into consideration any conditions you may have, to help you work towards your goals.

Exercise Right Week is held 20-26 May 2019 and the theme this year is Active Ageing! We want to reinforce the importance of regular activity throughout all stages of life.

Take for example, our wonderful client Rosemary. She first saw a Link HC Exercise Physiologist six months after suffering a stroke. Despite huge improvements in that initial period, Rosemary continued to have some weakness on the right side of her body,

low endurance and didn't feel steady walking in public without her walker. So much so, she wasn't leaving her home very often and felt depressed.

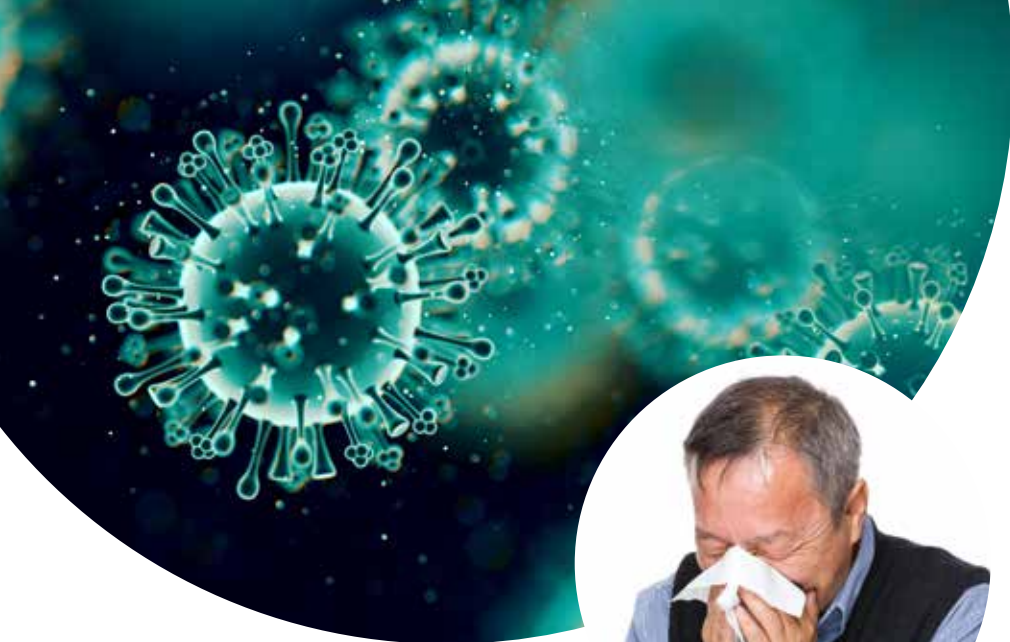
After some one-on-one exercise sessions, Rosemary gained the confidence to attend our Prescribed Exercise Program. She now confidently walks with a walking stick – sometimes without! She enjoys getting out of the house and completing regular exercise.

“I feel very nurtured, with improved confidence and less depressed. I still would like to be able to walk more, but that is coming. I also don't want to have another stroke!” Rosemary says.

Did we mention Rosemary is 76 years young?! It's never too late to start an exercise regime, and our Exercise Physiologists at Link HC are available to guide you.

If you would like to find out more or organise an assessment with one of our Exercise Physiologists, please call us on 1300 552 509.





Prepare for flu season

Make sure you get your flu shot this year

Health authorities are warning us to make sure we get the flu shot this year following a record spike in cases, with more than 20,000 notifications already reported for 2019.

Last year about 5,800 people went to hospital and of those one in ten were admitted to intensive care. The flu does not discriminate with many of those treated not considered to be in the vulnerable groups, i.e. aged over 65, aged under 5, pregnant women and those with chronic health conditions.

Vaccination is the best protection against the most common circulating strains of the virus and you are also less likely to wind up in intensive care if you are hospitalised.

This year, more than 3,400 cases have been recorded in Victoria alone, this is more than double the usual number.

Our Link Private Practices at Oakleigh and The Glen are now offering flu vaccines.

The influenza vaccine is \$15 for Medicare card holders with a bulk billed consult if booked at one of our clinics. Fees apply for those without a valid Medicare card.

People over 65 and those with chronic conditions may be eligible for a free Government-funded vaccine.

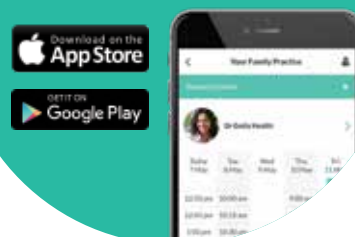
Book an appointment with one of our GPs at our conveniently located clinics:

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



Meet Dr Hussain Hilmy



To book an appointment with Dr Hilmy at Oakleigh General Practice, please call 9564 6199

Dr Hilmy graduated from Monash University and he enjoys all aspects of General Practice.

He is an experienced doctor with special interests in chronic disease management, skin cancer medicine and occupational health.

Dr Hilmy is available for pre-employment medicals and dive medical assessments (he is also a dive instructor).

He is available for appointment of Pre-Exposure Prophylaxis (PrEP) prescribing. Please book a longer consultation for this appointment.

Reaching out to aged care

Did you know that aged care residents have poorer oral health than those living in the general community?

(Choi et al., 2017)

This is often due to:

- Physical and cognitive impairments
- Dependency on others for oral care
- No interest in their own oral health, not getting check-ups, etc.
- Limited access to oral health care professionals
- Lack of training for carers and staff in caring for resident's natural teeth and dentures
- Low priority area for the facility

Link HC's General Manager of Medical and Oral Wellbeing Dr Felicia Valianatos, is now leading the charge in making positive changes in this field and has developed in partnership, a training and awareness program for local aged care facilities.

Together with our partners, Dental Health Services Victoria (DHSV), Residential Aged Care Facilities (RACF) and Eastern Metropolitan Region Oral Health Network (EMROHN), we have developed a program that:

- Screens resident's oral health needs
- Identifies resident's oral health needs
- Provides preventative treatments
- Integrates oral care into their health plans
- Upskills the RACF staff to better care for dentures and oral health

We also worked with RACF dietitians and kitchen staff to review menus and developed posters and other materials to help prompt the residents and staff to better care for their teeth.

For more information about this program, please contact Dr Felicia Valianatos on 1300 552 509



Help brighten someone's day

Make a difference to someone who may be socially isolated living in residential care by volunteering as a community visitor.

Help enrich the lives of residents by getting involved. If you have time for a minimum of two visits a month, **please call us on 8822 8351 to find out more.**



Image credit: Bride 2 Be Photography, Simon Carter

“
NDIS has
given our family
the support that
we need
”

Meet Emma Harris



**For more information on NDIS Early Childhood
Early Intervention (ECEI), please call 1800 546 532**

Emma graduated with a Bachelor of Speech Pathology in 2009. She has worked across private and public sectors prior to joining our ECEI Access and Coordination (A&C) team in November 2017.

The highly varied A&C role offered an opportunity to use her speech pathology background while developing a range of new administrative skills, leading to her appointment as Senior Administrative Officer in February 2019.

Emma felt privileged in the A&C team to assist and support families involved with ECEI. In her new role she is looking forward to providing administrative support to the entire NDIS ECEI team.

Making a difference

Supporting a family living with Autism Spectrum Disorder

Link HC's National Disability Insurance Scheme (NDIS) Early Childhood Early Intervention (ECEI) program has had a major impact on our family's life.

Our 7-year-old daughter Lola was diagnosed with Autism Spectrum Disorder (ASD) and inattentive Attention Deficit Hyperactivity Disorder (ADHD) in 2017, and our 5-year-old son Frankie was diagnosed with ASD and ADHD in 2018, as well as Childhood Apraxia of Speech (CAS) in 2017.

We entered into the NDIS process with the fear of the unknown. Would our children get the support they required? Would they be approved for the therapies their professionals had recommended? Would there be enough funds allocated for them to achieve their goals? Would the NDIS process be easy? The answer to all these questions was yes!

Thanks to Michelle, our ECEI Coordinator the changeover to NDIS was a smooth one. She came to our home to meet our children, explained the whole process and gave us information to work on goal setting for Lola and Frankie. I completed a questionnaire on my children's needs and another

home visit was organised to establish their goals.

During this session, Michelle voiced the possibility of our 4-year-old daughter Anneke also being on the spectrum. After speaking to other professionals who agreed; we will be getting her assessed this year - but this time with a calm head knowing NDIS will give us and Anneke the support we need.

Up until February 2017, I was employed in a job I loved. Due to the needs of my children, I had to resign to give them 100% of my attention. They are only little for a short time and early intervention is key. Thanks to NDIS, I was able to do this.

The funding NDIS allocated to Lola and Frankie means between them both, they receive speech therapy six times a fortnight for both speech/language and pragmatic skills and food therapy sessions, occupational therapy (OT) twice a fortnight, psych three times a month, art therapy three times a month and social group twice a month.

Over the school holidays, Lola and Frankie are attending Clubhouse boot camp which teaches them life skills as well as social and community participation.

Thanks to NDIS, we received funding to partake in activities run by Interchange. We have attended a family camp with a lot of other families, where my children enjoyed all aspects of the camp experience like the flying fox, archery and rock wall climbing. I was able to converse with other parents and friendships were made. I didn't have to explain myself when one of my children

had meltdowns, because everyone there just "got it," they understood.

Without NDIS none of this would have been possible! We couldn't afford for Lola and Frankie to attend therapy, I would still be working and trying to figure out if we can afford one psych session this week, or one OT session. All these worries have been alleviated, I feel like I can breathe again and try and be the best Mum I can be for our children and help them achieve their goals whilst supporting them in all their therapies.

We are not amazing, please don't say "I don't know how you do it", we do it because we have to, we love our children and we just want what's best for them. Our children just happen to have ASD, they are not defined by their diagnoses, they have different abilities that surprise us every day. They are Lola, Frankie and Anneke and they are AMAZING!

Autism Spectrum Disorder is a lifelong neurodevelopmental condition. It is characterised by differences in behaviour, social interaction, communication, special interests and sensory processing. These differences can present people on the autism spectrum with challenges in how they interact with their environment. To receive a diagnosis of autism, these symptoms need to be evident from childhood and impair the person's daily functioning.

Please contact our NDIS ECEI team on 1800 546 532 for more information on how we can assist you.



Delivering the NDIS in your community



VOICE TREATY TRUTH

07 - 14
JULY 2019

Let's work together for a shared future

Voice, Treaty, Truth, is the theme of this year's NAIDOC Week and these are the three key elements to the reforms set out in the Uluru Statement from the Heart. These reforms represent the unified position of First Nations Australians.

The reforms are specifically sequenced: first, a First Nations Voice to Parliament enshrined in the Constitution and second, a Makarrata Commission to supervise treaty processes and truth-telling.

Makarrata is a word from the language of the Yolngu people in Arnhem Land. The Yolngu concept of Makarrata captures the idea of two parties coming together

after a struggle, healing the divisions of the past. It is about acknowledging that something has been done wrong, and it seeks to make things right.

Australia is one of the few liberal democracies around the world which still does not have a treaty, treaties or some other kind of formal acknowledgement or arrangement with its Indigenous minorities.

A substantive treaty has always been the primary aspiration of the Aboriginal and Torres Strait Islander movement. Critically, treaties are inseparable from Truth. Lasting and effective agreement

cannot be achieved unless there is a shared, truthful understanding of the nature of the dispute, of the history, of how we got to where we stand. The true story of colonisation must be told, must be heard, must be acknowledged.

Hearing this history is necessary before we can come to some true reconciliation, some genuine healing for both sides.

Of course, this is not just the history of our First Peoples – it is the history of all of us, of all of Australia, and we need to own it. Then we can move forward together.

Source: www.naidoc.org.au/get-involved/2019-theme





Three Sides of the Coin

Using theatre to create change for people affected by gambling



Would you like us to perform for your staff or community group?

The Three Sides of the Coin project presents a collection of powerful and honest theatrical scenes, performed by people who have lived experience of gambling harm.

The performers share their personal, authentic stories, both of gambling or being affected by a loved one's gambling. They know gambling from the inside and have the courage to share their painful experiences.

As advocates and consultants for change, they stimulate a candid conversation about gambling. Their stories demonstrate the intersections between gambling and mental health, family violence and alcohol and drug addiction.

A one-hour professional development session, includes a 20 minute performance and dynamic guided discussion, enabling the audience to unpack and gain insights from what they

witnessed, and explore ways of approaching the often un-asked and stigmatised gambling question with clients.

Would you like to be a Three Sides of the Coin storyteller?

If you have been affected by a loved one's gambling, join our creative storytelling workshops to:

- Share your experiences in a fun and creative process with others who are on a similar journey
- Build connection and trust
- Craft a collective story that contributes to raising awareness about the harms of gambling

For more information, please contact Judy on javisar@linkhc.org.au or 9564 6137

You can also read more about Three Sides of the Coin or watch a 20 minute documentary here:

www.linkhc.org.au/three-sides-of-the-coin

“

It's very powerful to have those affected direct and create the workshop

”

What audiences say:

“I feel more confident to ask clients whether they are affected by gambling”

“Gambling is as destructive as alcohol and other drugs but not regarded as such”

“New perspectives and empathy towards people facing these challenges”

THREE SIDES OF THE COIN PROJECT
Using theatre to create change



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, 2 EUNIVA AVENUE, GLEN WAVERLEY

When: Mondays

Time: 1:30pm - 2:30pm (Level 1), 2:30pm - 3:30pm (Level 2)

Cost: \$8 per session

LINK HC, LEVEL 1, 9-15 COOKE STREET, CLAYTON

When: Wednesdays

Time: 9:30am - 10:30am (Level 1)

Cost: \$8 per session



Dynami Greek Exercise

Make new friends and have fun exercising to music in a class led by Link HC's Greek speaking facilitators. An assessment by one of our physiotherapists or exercise physiologists is required before commencing.

LINK HC, LEVEL 1, 9-15 COOKE STREET, CLAYTON

When: Wednesdays - dates to be confirmed

Time: 1:30pm - 2:30pm

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.

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

When: Tuesdays

Time: 2:00pm - 3:00pm

Cost: \$8 per session

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

Link HC services for older adults

Link HC provide services for people aged 65 years and over or 50 years and over for Aboriginal and Torres Strait Islander people. Aged care services can be accessed through My Aged Care by phoning **1800 200 422**

Link HC can also assist you with the My Aged Care registration process, please phone us on **1300 552 509** to find out more information about accessing services for older adults.

Prescribed Exercise Program (PEP)

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

LINK HC, 2 EUNEVA AVENUE, GLEN WAVERLEY

When: Mondays to Fridays
Time: 9:00am, 10:00am and 11:00am
Cost: \$8 per session

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

When: Tuesdays and Thursdays
Time: 2:00pm and 3:00pm
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.

LINK HC, 94 BATESFORD ROAD, CHADSTONE

When: Tuesdays
Time: 1:30pm - 3:00pm
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.

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

When: Wednesdays (school terms only)
Time: 1:00pm - 2:00pm (Beginner)
2:00pm - 3:00pm (Level 2)
Cost: \$8 per session





Diabetes Support Group

A support group for people with diabetes to share experiences, get updated with information and improve their diabetes.

LINK HC, 2 EUNEVA AVENUE, GLEN WAVERLEY

When: Second Thursday of the month

Time: 1:00pm - 3:00pm

Cost: \$8 per session, \$2 for carer or support person

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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. Places are limited, booking required.

LINK HC, 2 EUNEVA AVENUE, GLEN WAVERLEY

When: Wednesday 5 June

Time: 10:00am - 12:30pm

Cost: \$8 per session

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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. An assessment by one of our clinicians is required before commencing.

LINK HC, 2 EUNEVA AVENUE, GLEN WAVERLEY

When: Wednesdays - dates to be confirmed

Time: 10:00am - 12:30pm

Cost: \$8 per session

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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, LEVEL 1, 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



To make a booking or find out more about any of our services, please call **1300 552 509**

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

SUPPORT LINK

Men's Behaviour Change

20 week group program for men wanting to change their behaviour and develop respectful relationships. We focus on saying 'no' to violence and abuse and help develop positive family relationships. As well as the group, individual counselling/ case support can be offered to men who have additional needs. An assessment is required before commencing.

LINK HC, LEVEL 1, 9-15 COOKE STREET, CLAYTON

When: Dates to be confirmed - please call 1300 552 509

Cost: \$20 per week, \$10 per week with a Health Care Card



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



Are you 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 can also help people stay connected with their community.

A registration with My Aged Care is needed before joining.

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



Link HC's programs are subject to change without notice. Please call us on 1300 552 509 to confirm details.

SOCIAL LINK



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. An assessment by one of our clinicians is required before commencing.

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

When: Tuesdays

Time: 10:30am - 12:30pm

Cost: \$8 per session



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. An assessment by one of our clinicians is required before commencing.

**MACKIE ROAD NEIGHBOURHOOD HOUSE
36-42 MACKIE ROAD, MULGRAVE**

When: Fridays

Time: 10:00am - 2:30pm

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 ROAD, CHADSTONE

When: Wednesdays

Time: 1:30pm - 3:00pm

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



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

Time: 1:30pm - 3:00pm

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


Link HC's programs are subject to change without notice. Please call us on 1300 552 509 to confirm details.



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 if possible.

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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 consumers needs, 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. When you see this symbol, it means we are continually striving to improve your experience and access to healthcare options.

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Children's Services

Link Health and Community offers a variety of children's services. When you see this symbol, 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**

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Consumer Approval

Consumers play very important roles at Link Health and Community. When you see this symbol, 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 and addiction recovery
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 and addiction recovery
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

Art Therapy Workshops

Join in on exciting workshops run every Sunday in May with artist Emma Finch. Two sessions will be held for 50+ year olds and 6-12 year olds. Participants will explore 'what it means to be me' in the past, present and future.

The groups will be run therapeutically, building on participants strengths. Helping to improve thoughts and feelings on self-confidence, self-worth and constructing a focus on positive self-esteem and nurturing. A range of techniques will be available and demonstrated to provide a maximum experience.

Location Box Hill Community Arts Centre
470 Station Street, Box Hill VIC 3128

Then and now (50+ years) 5 May - 26 May | 1:30pm - 2:30pm

Book online www.bhcac.com.au/courses-workshops/art-therapy-now-and-then-50-yrs

Now and then (6-15 years) 5 May - 26 May | 2:45pm - 3:45pm

Book online www.bhcac.com.au/courses-workshops/art-therapy-now-and-then-6-12-yrs

Cost \$40.00 per person

Phone 9895 8888 | **Email** bhcac@whitehorse.vic.gov.au



Sound Off! Program

20 young people will have the opportunity to be involved in one of two free 8-week programs, in either drumming or rap.

They will learn skills in music making and storytelling. All abilities are welcome. Funded by the City of Monash, this program will be available to people aged 16 to 25 who live, work or study in Monash.

Drumming Mondays 6 May - 24 June | 4:30pm - 6:30pm

Rap Thursdays 2 May - 20 June | 4:30pm - 6:30pm

Location 2 Euneva Avenue, Glen Waverley 3150

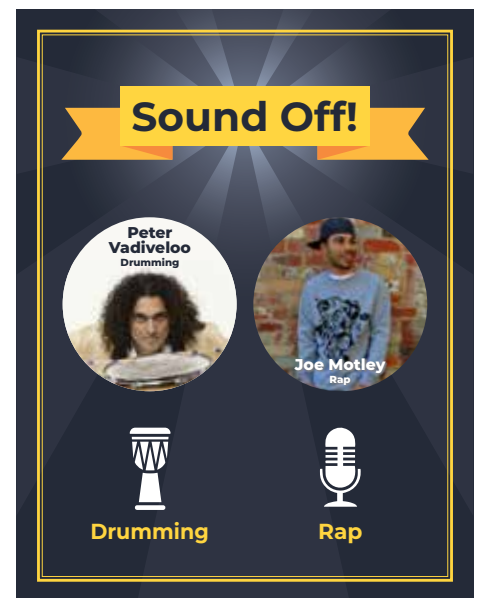
For more information or to register

Call or text 0400 967 797

soundoff@linkhc.org.au

www.linkhc.org.au/soundoff

Places
are limited
Register
now!



LOCATIONS

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

CONTACT US



In person



linkhc@linkhc.org.au



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