



Big changes for Inspiro in our 21st year!

This year, Inspiro Community Health Service is celebrating the milestone of 21 years of service to people in the Yarra Ranges region.

Ranges Community Health was established in 1995 after the amalgamation of Mooroolbark and Sherbrooke Community Health Centres. In 2000 the purpose-built centre in Clarke Street, Lilydale was opened and in 2012 Ranges Community Health officially changed its name to Inspiro, in response to community feedback.

In 1995 Ranges Community Health had 6 employees and today Inspiro employs more than 85 staff. This year we are continuing to develop our services through dental outreach into aged care facilities, new counselling programs, diabetes education and more.

Importantly, in April our Belgrave site will close so that building work can commence on the new Belgrave health hub. We have worked to find two venues in Tecoma and at Sherbrooke Family and Children's Centre, to continue delivering our services to this region.

As a referrer to Inspiro we value your continued support and any feedback you have for us.

Pictured above: Inspiro CEO Karyn McPeake with Board Chair Stephen Potter.

SUBSCRIBE
to the Referral News
email us :
hello@inspiro.org.au

We respectfully acknowledge the traditional custodians, the Wurundjeri people past and present of the Kulin Nation. We also pay respect to all Aboriginal Community Elders and people, past and present who have resided in the Eastern Metropolitan Region and have been an integral part of the history of this region.



Inspiro waitlists are lower than ever thanks to efficiency improvements

Inspiro waiting lists - March 2016

Breaking the stereotype

A common perception about community health is that our services always have long waiting list.

Well, that is not the case at Inspiro. Over the past twelve months we have made several organisational changes in order to run our service more efficiently.

These include employing more staff, managing our appointments differently and establishing mechanisms for measuring, reviewing and setting goals.

It is with pleasure that we are now able to see more clients and to provide a more convenient service for clients.

Service	Urgent	Standard
Counselling	3 days	1 week
Diabetes Education	3 days	1 week
Dietitian	3 days	1 week
Occupational Therapy	1 week	2 weeks
Physio	1 week	2 weeks
Podiatry	1 week	2 weeks
Paediatric OT	1 week	2 weeks
Paediatric Speech	1 week	2 weeks

Service	Waitlist
MBS Dietitian	2 weeks
MBS Diabetes Ed	1 week
MBS Podiatry	2 weeks
MBS Physio	1 week
Counselling under a Mental Health Plan	1 week

Meet our staff



David Furniss
Business Development Manager

David commenced with Inspiro in 2014 and his role is to improve the profile of Inspiro in the community and to increase numbers of clients. David has been working to improve relations with GP Clinics, working more with aged care facilities, looking for opportunities to tell the Inspiro story to the community. If you are a referrer and would like to contact David to discuss opportunities, provide feedback or organise a tour please email david.furniss@inspiro.org.au



Farah El-Chami
Accredited Practicing Dietitian

Farah has special interest in the management of Type 1 & 2 diabetes, Weight management, Paediatric Nutrition, Gastrointestinal diseases (e.g. food intolerances), family health & Malnutrition.

Inspiro Belgrave Services relocating

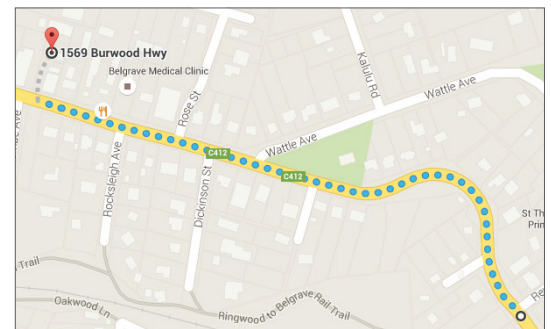
Inspiro Belgrave services will be relocating from April 2016

As Inspiro prepares to make room for the new Belgrave Hub, Belgrave is closing and we are moving all services to different locations.

To book any appointments with Inspiro please continue to call us on 03 9738 8801 or visit our website www.inspiro.org.au to find out more about the new Belgrave Hub.

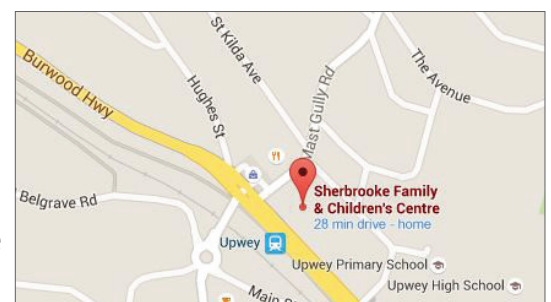
Inspiro Belgrave counselling, diabetes education, dietetic advice, physiotherapy, podiatry services will relocated to:

Tecoma Consulting Suites
2/1569 Burwood Highway, Tecoma
(1 minute drive from current Inspiro Belgrave site & parking available onsite)



Inspiro Belgrave children's speech and occupational therapy services have already relocated to:

Sherbrooke Family and Children's Centre
1443 Burwood Highway, Upwey 3158
(4 minutes drive from current Inspiro Belgrave site & parking available onsite)



Meet our new counselling staff



Lauren Ward, Counsellor

Lauren is a social worker with experience in a range of community settings, who works creatively to increase resilience and enhance coping skills by drawing on solutions and building on character strengths. Lauren works with children, adolescents and adults as well as people with food/eating, mood issues and social problems.



Louisa Cleland, Registered Psychologist

Louisa has over 15 years experience counselling and treating adults across the full range of mental health. Louisa has experience across chronic disease, community mental health, employee assistance, vocational rehabilitation and most recently community health settings. Louisa works with adults providing individual, relationship and family counselling.



Benn Veenker, Drug and alcohol support worker

Ben is an experienced AOD counsellor who works with clients who believe that their drug and/or alcohol use is having a negative impact on their lives. Benn is responsible for providing confidential addiction specific counselling, education and support to individuals and to assist in the promotion of healthier lifestyle choices.

Inspiro Service Feature

Diabetes Education

Understanding diabetes course dates for 2016



This course is for people living with type 2 diabetes. It is a four session program

(2hrs per week) about how to manage diabetes with confidence. It includes talks by a diabetes nurse educator, dietitian, podiatrist and physiotherapist. The cost is \$7 per session.

Dates:

April - 7, 14, 21, 28

June - 2, 9, 16, 23

Exercise Physiology

Hip Health Knee Knowledge



This is a four session multidisciplinary information and exercise program for people with hip and knee joint

problems to learn more about:

- causes of hip and knee pain
- how to help your condition
- preventing further damage
- appropriate exercises
- where to next?

Children's Speech Pathology

Inspiro offers speech pathology for children below school-age. We can help with:

- Articulation (speech sound problems)
- Stuttering
- Delayed language skills such as reduced vocabulary, short utterances or poor grammar
- Difficulties understanding words and sentences

Inspiro services are offered for children with mild to moderate delays. For children with more severe delays or disabilities there are other more appropriate services available elsewhere.

Children's Occupational Therapists

Child occupational therapists (OT) at Inspiro support children, with their families, to become more independent in everyday activities. A child occupational therapist will help children with their hand skills (holding a pencil, drawing, cutting with scissors, playing with small objects etc), body skills (balancing, jumping, catching a ball, running etc) and self-care skills (dressing, toileting and sleeping etc). They will also support a child's ability to concentrate, pay attention and manage sensory sensitivities.



Inside Inspiro Tours

Have you ever wanted to know about the range of services Inspiro offers? Inspiro treats over 13,000 clients per year and has an overall consumer satisfaction at 92%. Tours are conducted by clinicians and take you behind the scenes to explore all facets of Inspiro. The next tour is on Thursday 24th March.

To book your place call us on 9738 8801 or visit inspiro.org.au/tours.



Small talk - Supported playgroups

Yarra Ranges Council and Inspiro are running supported playgroups. At supported playgroups, a trained early childhood facilitator provides activities for you and your child to enjoy together. Groups operate throughout the Yarra Ranges including, Upwey and Mooroolbark, during school terms and are free for families to attend.

Contact us

If you'd like to make a referral or simply discuss any aspect of our services, there are a number of ways you can contact us:

Call (03) 9738 8801

Fax: (03) 9739 4689

Email: hello@inspiro.org.au

Write: 17 Clarke Street,
Lilydale VIC 3140

Lilydale

17 Clarke Street
Lilydale VIC 3140

Opening times:

8.30am – 5.00pm
Monday – Friday
(open till 8pm Tues)
Saturday
8.45am - 1.45pm

Belgrave closed please visit us at

Tecoma 2/1569 Burwood Hwy

or for Children's services

Sherbrooke 1443 Burwood Hwy, Upwey



Find us on Facebook
[facebook.com/
InspiroCHS](https://www.facebook.com/InspiroCHS)



Find us on Twitter
twitter.com/InspiroCHS

www.inspiro.org.au

Community
Health
Service

inspiro

Fee Schedule

Not sure which fees apply to you? We can help! Call us on 9738 8801.

Type of care	Fee Payable as of 1/8/15		
	Low – Medium Income (Incl. Health Care or Pensioner Concession)	Fee-paying (with no waitlist) Incl. private health insurance and care packages	DVA, TAC, NDIS, WORKCOVER, GP Care Plans
Counselling	Nil	\$75 up to one hour (# see below)	Fees are charged directly to the relevant funding body.
Community health nursing Podiatry (help with your feet) - Foot Clinic (basic foot and nail care) Physiotherapy (help with mobility and falls prevention) Dietetics (help with food and nutrition) Occupational Therapy (safety and falls prevention at home)	\$10 per appt.	\$75 up to one hour (# see below)	Bulk-billing available (no out of pocket expenses)
Paediatric Services (speech and movement for children)	Nil to \$10 per appt.	\$75 up to one hour (# see below)	
Group activities (minimum numbers apply)	\$7 - \$10 per session	\$7 - \$10 per session	
Dental: • Full check up • X-rays • Scale and clean • Fillings • Extraction Ask about other dental services		<ul style="list-style-type: none"> • Up to \$54 • \$38 max/x-ray • \$91 for initial clean • Starting from \$106 • Starting from \$134 	
<p># - Appointments longer than 60 minutes will incur an additional fee of \$75/hour, or \$60/half hour, including travel time. - The fee for 30 minute follow-up appointments will be \$60.</p> <p>Language services may incur a cost (please check with reception). If you are unable to pay for services please let us know so we can help you.</p>			

Referral checklist

All intake and waitlist enquiries can be made by calling Inspiro on 9738 8801 or emailing hello@inspiro.org.au. Referral instructions are in the table below.



Everyone can access our services.

There are three ways to do this:

Eligibility	Referral process
<p>1. EPC or Chronic Disease Management (CDM) care plan</p> <p>For patients with a chronic or terminal medical condition.</p> <p>Bulk billing is available for Health Care and Pensioner Concession card holders.</p>	<p>EPC / CDM care plan referral checklist:</p> <ul style="list-style-type: none"> Completed GP Management Plan (Medicare item 721) Completed Team Care Arrangement (Medicare item 723) <ul style="list-style-type: none"> refer to Inspiro and nominated allied health service(s) Completed CDM (formally EPC) Referral Form <ul style="list-style-type: none"> refer to Inspiro and nominated allied health service(s) note how many allocated visits for each allied health service signed and dated
<p>2. Community health services</p> <p>Priority access is given to:</p> <ul style="list-style-type: none"> Pensioners or Health Care card holders and their dependants School students up of 18 years (preschool-age only for paediatric OT and speech therapy) Aboriginal and Torres Strait Islanders Refugees or asylum seekers Those who are homeless or at risk Registered clients of mental health or disability services Pregnant women (public dental and Healthy Mothers Healthy Babies only). 	<p>Community health referral checklist:</p> <ul style="list-style-type: none"> Completed SCTT Referral Form; and Fax to 9739 4689 or Completed online S2S (preferred) or Self referral
<p>3. Private services</p> <p>For everyone, including those with or without private health insurance. Fees will be charged. DVA, TAC, NDIS and WorkCover are welcome.</p>	<p>Self referral:</p> <p>Patients can call Inspiro on 9738 8801 to book.</p>

In order for Inspiro to provide the best care to patients, we have defined the minimum amount of information we need. Please include the following information when you refer to Inspiro. Additional information is welcome.

Minimum standard for referral	
Referral type	GP referrals
All	<ul style="list-style-type: none"> Reason for referral – why do you want this patient seen? Relevant medical history Current medications Any risks/allergies/drug reactions Any relevant social/family issues
Physiotherapy and Podiatry	Plus any relevant scan or xray reports
Diabetes education and dietician	Plus <ul style="list-style-type: none"> HbA1c Albumin to creatinine ratio Cholesterol Fasting glucose/glucose tolerance test

Phone: 9738 8801

Fax: 9739 4689