

# Inspiro Referrers Newsletter

Winter 2016



## Signage is up and doors are open.... Inspiro Tecoma is open for business!

Inspiro Belgrave closed doors in June to allow redevelopment works. We have found and fitted out a new temporary location, only 1km away.

We have set up shop in the Tecoma strip (3/1527 Burwood Hwy), across the road from BP and near McDonalds. The location has been renovated and upgraded specifically to cater for Inspiro clients.



Services available at Tecoma include; podiatry, physiotherapy, counselling, diabetes education and dietitian appointments

Inspiro will run services from Tecoma until the new Belgrave Health Hub is open, which will soon commence building works.

**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 waiting lists - July 2016

Service	Urgent	Standard
Counselling	3 weeks	4 weeks
Diabetes Education	2 weeks	3 weeks
Dietitian	2 days	1 week
Occupational Therapy	2 weeks	10 weeks
Physio	2 months	> 3 months
Podiatry	3 weeks	3 weeks
Paediatric OT	3 months	> 3 months
Paediatric Speech	3 months	> 3 months
Dental	1 week	2 years
*Figures based on Lilydale location and subject to change		

Fee paying & Medicare Benefits Scheme (MBS or Care Plans) Services	Waitlist
Dietitian	1 week
Diabetes Ed	2 weeks
Podiatry	4 weeks
Physio	1 week
Counselling inc Mental Health Plan	2 weeks
Dental	1 week

## 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, held 1:30-3:30pm on Thursday.

#### Dates:

August - 4, 11, 18, 25

October - 6, 13, 20, 27

December - 1, 8, 15, 22

### Gentle Exercise Steady as You Go

This is a falls and balance group run by an Inspiro physiotherapist and allied health assistant in partnership with Yarra Ranges U3A.



This group is great for seniors who are unsteady on their feet and would like a fun gentle exercise group than can improve balance and reduce risk of falls.

Held on Tuesdays at Lilydale Court House. A physio assessment is required before commencing which costs \$10, plus \$50 annual U3A fee which covers all Yarra Ranges U3A courses for the year.

### New floor pilates classes For people living with lower back pain or postural issues

Pilates can help improve posture and movement, which can reduce back pain.

These new weekly pilates classes are run by a qualified Physiotherapist using floor mats, small balls and blocks.

To provide expert assistance, classes are limited to six participants. The cost is \$10 per session and clients require a physio assessment prior to commencing.

### Healthy Supermarket Tours Next tour 20th July

As part of the two-hour tour, an Inspiro dietitian explains how to read and understand food labels and select healthy food alternatives. These tours are suitable to those with pre-diabetes, overweight, high cholesterol or anyone who is interested in healthy eating.

A comprehensive pocket size guide is included in the cost (\$15). The next tour is on Wednesday 20th July at 9:30am.

### Small talk - Supported playgroups



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



### 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.

To book your place call us on 9738 8801 or visit [inspiro.org.au/tours](http://inspiro.org.au/tours).

### Meet the team



#### Bronwyn Bail, Paediatric Speech Pathologist

Bronwyn is one of our much valued Paediatric Speech Pathologists. Inspiro offers speech pathology for children below school-age. Bronwyn can help children with articulation, stuttering, delayed language skills such as reduced vocabulary, short utterances or poor grammar and with difficulties understanding words and sentences.

## 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](mailto: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](https://twitter.com/InspiroCHS)

[www.inspiro.org.au](http://www.inspiro.org.au)



# 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 • Treatment package including scale and clean • Fillings • Extraction  Ask about other dental services		<ul style="list-style-type: none"> <li>• From \$55</li> <li>• \$38 max/x-ray</li> <li>• \$120</li> <li>• Starting from \$106</li> <li>• Starting from \$134</li> </ul>	
<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](mailto: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"> <li>Completed GP Management Plan (Medicare item 721)</li> <li>Completed Team Care Arrangement (Medicare item 723)                             <ul style="list-style-type: none"> <li>refer to Inspiro and nominated allied health service(s)</li> </ul> </li> <li>Completed CDM (formally EPC) Referral Form                             <ul style="list-style-type: none"> <li>refer to Inspiro and nominated allied health service(s)</li> <li>note how many allocated visits for each allied health service</li> <li>signed and dated</li> </ul> </li> </ul>
<p>2. Community health services</p> <p>Priority access is given to:</p> <ul style="list-style-type: none"> <li>Aboriginal and Torres Strait Islanders</li> <li>Refugees or asylum seekers</li> <li>Those who are homeless or at risk</li> <li>Registered clients of mental health or disability services</li> <li>Pregnant women (public dental and Healthy Mothers Healthy Babies only).</li> </ul>	<p>Community health referral checklist:</p> <ul style="list-style-type: none"> <li>Completed SCTT Referral Form; and</li> <li>Fax to 9739 4689 or</li> <li>Completed online S2S (preferred) or</li> <li>Self referral</li> </ul>
<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"> <li>Reason for referral – why do you want this patient seen?</li> <li>Relevant medical history</li> <li>Current medications</li> <li>Any risks/allergies/drug reactions</li> <li>Any relevant social/family issues</li> </ul>
Physiotherapy and Podiatry	Plus any relevant scan or xray reports
Diabetes education and dietician	Plus <ul style="list-style-type: none"> <li>HbA1c</li> <li>Albumin to creatinine ratio</li> <li>Cholesterol</li> <li>Fasting glucose/glucose tolerance test</li> </ul>

Phone: 9738 8801

Fax: 9739 4689