

Quality, affordable health care for everyone.

- **Public health clients:** most services are available for \$0 – \$10* per appointment, waitlists may apply. *Except Dental.
- **Inspiro also has a fee paying (private) service** with no waiting list. Contact us for fees.

Health Services	Lilydale	Tecoma	Sherbrooke
Counselling To help with personal problems such as relationships, family violence, drug and alcohol addiction, grief, anxiety and depression.	✓	✓	
Dental care For healthy teeth and gums, including check ups, general care, dentures and emergency services.	✓		
Diabetes education For awareness and self-management of diabetes.	✓	✓	
Dietetics and nutrition For education on which foods to eat to avoid illness, chronic diseases and being overweight.	✓	✓	
Nursing To help assess and manage chronic illnesses, and coordinate the health care needed.	✓	✓	
Occupational therapy for adults To help adults do everyday activities safely and independently, stay mobile and prevent falls.	✓	✓	
Occupational therapy for kids To support pre-school aged kids to improve participation in motor activities, self-care skills, attention and play.	✓		✓
Physiotherapy To restore movement and maximise function when people have any injury, illness or disability.	✓	✓	
Podiatry To help treat feet and lower leg problems.	✓	✓	
Speech therapy for adults To help adults who have trouble with talking, eating, drinking and swallowing, especially after a stroke.	✓		
Speech therapy for kids To help pre-school aged kids improve their speech and language to get ready for school.	✓		✓
Social support groups To connect lonely and isolated people to health services and group activities.	✓	✓	
Family support groups To help parents in their role as caregivers.	✓	✓	

- For clients with DVA, TAC, NDIS, WORKCOVER fees are charged to the relevant funding body. GP Care Plans may have out of pocket costs.
- Bulk billing is available for Health Care, Pensioner Concession Card holders (no out of pocket costs).
- Child Dental Benefits Scheme welcome. Children 12 years and under are bulk billed (no out of pocket costs).
- Seniors, Health Care and Pension Card holders receive 10% off full dental fees.

Meet some of our inspiring staff



Amy Neve
Physiotherapist

Amy assists both community and private clients with mobility, muscle or joint problems to improve movement, manage pain and recover from injury.



Toni Richardson
Occupational Therapist

Toni assists clients in safety, independence and falls prevention in their homes. She provides home assessments, equipment prescriptions and home modifications to assist daily living.



Sharita Medell
Community Health Nurse

Sharita works on the Healthy Living Support Programme (HLSP) which is a supportive goal setting programme for people with chronic conditions. She also provides diabetes education.

Groups and programs

Healthy eating

Are you an emotional eater? NEW!

Learn how to be in control of your eating, overcome emotional eating and improve your relationship with food.

Where: Lilydale

When: Starting 2017

Time: 5.00 – 6.30pm

Cost: 4 workshops, 8 – 15 people
\$15 per session
(Similar programs valued at \$300 – \$400).



Healthy Supermarket Tours

An Inspiro dietitian will teach you how to make healthy food choices in this educational and interactive program.

When: Held throughout the year.

When: Lilydale & Tecoma.

Cost: Free for Diabetes Victoria members, \$15 for others.

To book, call Diabetes Australia on 1300 136 588.

Wellbeing

Finding Me Being Free

An 8-week group for women who have experienced past or current issues of family violence/abuse in their relationships. Topics include:

- Finding my strengths.
- Managing power and control issues.
- Finding equality in relationships.
- Options to increase safety.
- Effects of abuse on children and how supportive parenting helps.

Where: Lilydale.

Cost: Free.

Stop Smoking Service

Learn about nicotine replacement and behaviour strategies to stop smoking.

Where: Lilydale

Cost: \$20 covers initial assessment and ongoing appointments.

Women's Health Clinic

A community health nurse is available to talk confidentially about any women's health issues such as menopause, continence, pap smears, contraception, mental health, sleeping, breast health and more.

Where: Lilydale.

Cost: Free. By appointment only.

Communication Chat Group

This group is for people who have had a stroke and experience communication difficulties. The group is facilitated by a Speech Pathologist and uses strategies to build confidence and work towards communication goals.

Where: Lilydale

When: Thursdays

Time: 1.00 – 2.00pm

Youth

Youth Health Services

Aged 25 or under and concerned about your health, but don't know who to ask?

Consultations are confidential and can be about any aspect of your health, including mental health, sexual health, nutrition or other general health issues.



Gentle exercise

Hip Health Knee Knowledge Group

If you suffer from hip or knee pain, have been diagnosed with arthritis or are considering joint replacement surgery then this education and exercise group is ideal.

Where: Lilydale.

When: 4 fortnightly sessions on a Thursday.

Time: 10.00am – 12.00pm.

Cost: \$10 per session + \$10 for one-off physio assessment.

Tai Chi for Health

Tai Chi is a form of exercise and relaxation. This is a gentle exercise group to help improve strength, flexibility and balance to help prevent falls and manage stress.

Where: Lilydale.

When: Mondays.

Time: 9.30am – 11.00am.

Cost: \$8 per session + \$10 for one-off physio assessment.

Aquatic Physiotherapy

Are you looking for a low impact treatment program?

Our physiotherapists can provide up to 6 sessions of hydrotherapy. Great for those in rehabilitation or who have joint or muscle pain. Can be used together with your physiotherapy treatment.

When: Tuesdays.

Time: 2.00 – 3.00pm.

Where: Croydon Leisure & Aquatic Centre,
11 Civic Square, Croydon.

Cost: \$10.



Children and parenting

Let's Play

This group program is run in partnership with Yarra Ranges Council and is for parents with children aged up to four years who would like additional support.

When: Wednesdays

Time: 10.00 – 12.00pm

Where: Rolling Hills Family & Children's Services
54–56 Landscape Drive,
Mooroolbark

Cost: Free

STARS (School Transition & Readiness Skills)

This school readiness program is run by our paediatric occupational therapists and is a fun, interactive group for pre-school aged children.

Program is for children referred by the Sherbrooke Family Centre. All aspects of a child's development are addressed.

Where: Sherbrooke Family Centre
1433 Burwood Hwy, Upwey

Cost: Free

Healthy Mothers Healthy Babies

This program supports women who need additional help during pregnancy and up to six weeks after birth.

We help connect you to services such as housing, food and clothing, emotional support and advice.

Steady As You Go

A 15 week falls and balance exercise program for those whose mobility or balance may be deteriorating. The group is run in conjunction with Yarra Ranges U3A.

Where: Lilydale Court House
61 Castella Street, Lilydale.

When: Tuesdays.

Time: 10.30am – 12.00pm.

Cost: \$10 payable once for a physio assessment + \$50 annual U3A fee.

Participants are required to join U3A.

Water Exercise

A group water exercise program for the frail aged is facilitated by our Allied Health Assistants at Lilydale Sports Squash and Fitness Centre on Mondays.

Please note: For all exercise programs, an Inspiro Physiotherapist assessment is required before joining.

Community services

NSP – Needle Syringe Program (self service).

NIL – No Interest Loans Scheme.

Chronic disease

Diabetes Annual Cycle of Care

This one-stop-shop clinic allows you to see a dietitian, podiatrist and diabetes nurse educator on the one day to complete your annual cycle of care.

Where: Lilydale.

Individual sessions.

Cost: \$10.

Healthy Living Support Program

Do you have a chronic condition such as arthritis, diabetes and heart disease? You will be assigned a health professional for 12 months to link you to other health services and help you set and reach your health goals.

Where: Lilydale and Tecoma.

Individual sessions.

Cost: Free.

Life! Program

Are you at risk of having diabetes, heart disease and stroke? This free program includes one individual and five group sessions with a health professional to talk about how to lower your risk.

Where: Lilydale.

Group program.

Cost: Free.

Understanding Diabetes

This four session program (2 hours per week) will help you to understand and manage your diabetes with confidence. Session speakers include a diabetes nurse educator, community health nurse, optician, dietician, dentist, podiatrist and physiotherapist.

Where: Lilydale.

Group program.

Cost: \$7 per session.



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
1. EPC or Chronic Disease Management (CDM) care plan For patients with a chronic or terminal medical condition. Bulk billing is available for Health Care and Pensioner Concession card holders.	EPC / CDM care plan referral checklist: <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
2. Community health services Priority access is given to: <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). 	Community health referral checklist: <ul style="list-style-type: none"> Completed SCTT Referral Form; and Fax to 9739 4689 or Completed online S2S (preferred) or Self referral
3. Private services For everyone, including those with or without private health insurance. Fees will be charged. DVA, TAC, NDIS and WorkCover are welcome.	Self referral: Patients can call Inspiro on 9738 8801 to book.

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 dietitian	Plus <ul style="list-style-type: none"> HbA1c Albumin to creatinine ratio Cholesterol Fasting glucose/glucose tolerance test

Phone: 9738 8801

Fax: 9739 4689

email: hello@inspiro.org.au

Lilydale – 17 Clarke Street

Tecoma – 3/1527 Burwood Hwy

Sherbrooke – 1443 Burwood Hwy, Upwey