



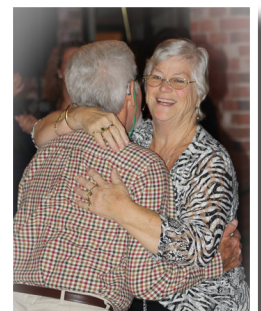
## Inspiro celebrates 21 years of service!

On the 13th May Inspiro Community Health hosted 170 guests at the beautiful Coombe Yarra Valley restaurant to celebrate 21 years' of service to the Yarra Ranges Community.

On the night two awards were presented; Inspiro Board Chair, Stephen Potter, received a lifetime membership to Inspiro for his contribution to the Inspiro board, staff and clients over the past 21 years.

This once off event was planned as recognition for those who have supported Inspiro over the years. Guests included Inspiro volunteers, members, current and past board members, Yarra Ranges Councillors, Editors of the local Leader Newspapers, Inspiro clients and staff.

Kathryn Meredith received a certificate of Appreciation and gift for her contribution to Inspiro as our receptionist for more than 21 years.



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[hello@inspiro.org.au](mailto: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.



# Belgrave location relocating to Tecoma

In June Inspiro Belgrave will be closing doors and moving, only 1km, down the road to Tecoma.

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.

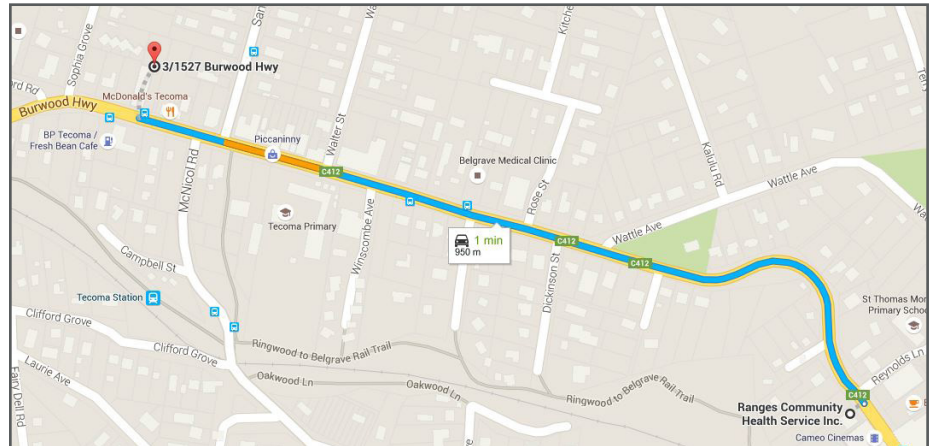
Services available at Tecoma include Podiatry, Physiotherapy, Counselling, Diabetes Education and Dietitian appointments.

Inspiro will run services from Tecoma until the new Belgrave Health Hub is open. Building works are due to commence soon on this exciting new development for the region.

Inspiro Belgrave counselling, diabetes education, dietetics, physiotherapy, podiatry services are relocating to:

## 3/1527 Burwood Highway, Tecoma

1 minute drive from current Inspiro Belgrave site & parking available onsite



## KARYN MCPEAKE, CEO



Welcome to the second edition of Inspiro Insider for 2016. We have had a busy year so far, as you can see in this edition.

In May we held a dinner to celebrate our 21 years of service. This was a once-in-two-decades special event to recognise those who have supported Inspiro over 21 years.

You will also read about the closure of our Belgrave site whilst Yarra

Ranges council build the new hub on the existing site. The new building works are going out to tender with the first stage demolition of the existing buildings and hopefully new building works in spring. We have found an interim accessible location in Tecoma that is suitable for our clients and the great news is it is only 1km from the current Belgrave site. We have worked hard to make it an inviting place so please visit on Tuesday to Thursdays.

In March we invited you in to a feedback forum, where we listened to how we could improve what we do. One suggestion we have put into practice straight away was the request to advertise our services in the local papers. It was fantastic to see so many of our clients willing to come along and provide

us their insights into how we can improve our business. Thanks for your suggestions they are always welcome.

We know Aged Care Services funding is changing as we move to the new My Aged Care system from the 1st July. Rest assured our services will continue and if you need help stepping through how to get the service you need please call and we will assist you.

Look after yourself as we prepare for winter. Stay warm, keep up the exercise and don't forget to have your flu immunization and eat healthy!

Your feedback is always welcome and you can email me directly at [karyn.mcpeake@inspiro.org.au](mailto:karyn.mcpeake@inspiro.org.au)

# Inspiro Tertiary Health Scholarships Applications now open!

## Inspiro Service Feature

### New floor pilates classes starting in June!

Pilates can help improve posture and movement, which can help 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 6 participants.

A physio assessment is required before commencing the program which is \$10 per session.

Contact Inspiro directly to make an appointment.



### 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 today to find out more

## Inspiro waiting lists lower than ever

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
Dental	1 week	2 years

### Breaking the stereotype

Residents of the Yarra Ranges region are now benefitting from higher quality and more timely health services. Thanks to a range of improvements we are pleased to announce that waitlists on most serviced have been reduced to a minimum, generally less than two weeks.

We are very pleased to be able to provide more clients with easier access to our services. We pride ourselves on delivering quality health care to everyone and this is truly being delivered.

“A common perception about community health is that our services always have a long waiting list. Well that is not the case. Over the past twelve months we have made several organisational changes in order to run our service more efficiently.

“Changes include employing more staff, managing our appointments differently and establishing mechanisms for measuring, reviewing and setting goals. We also have a range of appointments in response to the new way services are funded such as care plans from GP’s.

Since we were established in 1995, Inspiro has grown in all areas of business, last year we saw more than 13,459 clients who had a total of more than 29,000 consultations. That is one in every ten people who live in the Yarra Ranges.

In general our waiting lists are now between one and two weeks depending on the urgency and client eligibility. We have a range of appointments to cater for the different types of services and accept referrals from all sources catering for both fee paying and subsidised services. Please call reception to work out the best way we can help you.

Our services include counselling, dietitians, occupational therapy, physiotherapy, podiatry, speech therapy, diabetes education and dental.

*Please note: waiting lists do not apply for people who have priority access. These include Aboriginal and Torres Strait Islander peoples, Children, Homeless people, pregnant women, refugees and asylum seekers and registered clients of mental health and disability services. Dental service eligibility may have a longer wait time depending on the type of service required; however urgent referrals and priority clients will be seen promptly. There is also a fee paying dental service available.*

# Tertiary Health Scholarships Awarded!



Three talented Yarra Ranges tertiary students have been awarded up to \$3,000 each in scholarships and encouragement awards, as part of Inspiro's annual scholarship program.

These awards acknowledge and reward standout students, providing them with financial assistance to help with the costs of their studies. This is one of the many ways in which Inspiro provides support to the Yarra Ranges community.

This year's winners have demonstrated academic achievement, a passion to succeed in their chosen careers and a strong commitment to help improve the health and wellbeing of our local community.

The winners are:

**Emily Molyneux, Lilydale - \$3,000**  
Inspiro Tertiary Health Scholarship



Emily is currently studying a Bachelor of Psychological Science at Deakin University.

After completing this course Emily will achieve her career goal of becoming a clinical psychologist. She has achieved a high distinction average over the last three years. Emily is interested in working with young people who are living with an eating disorder, and in health behaviour change.

Emily has been volunteering in the local community for around 20 years. Last year Emily volunteered with Eating Disorders of Victoria, providing support on the helpline to people living with an eating disorder.

The Inspiro Tertiary Health Scholarship will help Emily complete her studies and reduce the financial burden of studying and raising a young family.

**Liam O'Brien, Upwey - \$1,500**  
Inspiro Encouragement Award



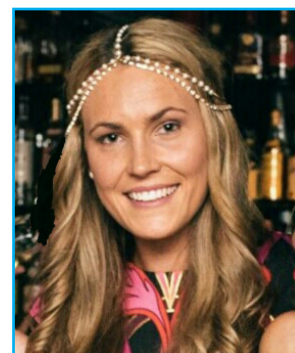
Liam is studying a Bachelor of Emergency Health and Paramedic Practice at Monash University.

Liam volunteers as a trainer and mentor for year 10 students in the Upwey High School Advanced Lifesaving Program. Liam has also volunteered as a lifesaver since 2009. It is through his voluntary

work in Life Saving that he has found something he truly loves. This commitment to helping people and saving lives led to his decision to study Emergency Health and Paramedic Practice.

The financial support this scholarship provides will assist Liam to purchase text books and other educational costs.

**Brooke Walter, Mt Evelyn - \$1,500**  
Inspiro Encouragement Award



Brooke is currently in her second year of a Bachelor of Oral Health course at Charles Sturt University. Oral Health Therapists (combined dental therapists and hygienists) are registered oral health practitioners who provide primary oral health care for children and adults.

Brooke hopes to be actively involved in oral health promotion in the community, fostering positive attitudes towards oral health with a strong focus on prevention through education. She would love to work closely with Aboriginal communities' in order to gain a greater understanding of their way of life.

The scholarship will assist Brooke with the study costs associated with interstate student placement travel and accommodation costs.

Top left picture: Emily Molyneux, Inspiro CEO Karyn McPeake, Brooke Walter's mother Kerry

# Children's services



## New kids dental page

### Happy Teeth

A new page has been added to the website called Happy Teeth. This is a dental information webpage for children (and parents) and includes a range of information including: how to brush, what happens when you visit the dentist, food for healthy teeth, colouring in sheets, hi-5 video and our funny teeth.



Visit the page here:

<http://www.inspiro.org.au/happyteeth>

## 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.

## Meet our new counselling staff



**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) and family health.



**Louisa Cleland, Registered Psychologist**

Louisa is a Registered Psychologist with over 15 years' experience counselling adults.

Louisa's style is client-centred and goal-directed, with a particular focus on the development of insight and awareness.



**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.



# This June at Inspiro is foot health month

- Do you have sore or tired feet?
- Do you have painful callous or corns?
- Do you have diabetes or arthritis?

If you answered yes to any of these, then you should see a podiatrist!

June at Inspiro is Foot Health Month, which makes it the perfect time to get your feet back in shape. Keeping your feet, ankles, and lower legs healthy is the key to preventing pain and suffering. Make an appointment with one of our qualified podiatrists who can diagnose and tailor a treatment plan for you.

## All podiatry appointments FREE for the month of June

Booking essential and subject to availability. Only valid in June 2016.  
Cost of orthotics or other materials not included.

Please call Inspiro on 9738 8801.

Free footwear talk on Wednesday 22nd June at 11am  
Call us to book a place at this informative event

# Inspiro's first annual feedback forum a success!



On Tuesday 22nd March over 30 Inspiro clients gathered at our first Feedback Forum.

The forum was a great opportunity for us to find out client opinions on a range of programs, and communications we use, plus many of the clients found out about other services we offer.

Many of the clients in attendance were seniors, and they gave insight into how to communicate with them, namely by printed materials, advertising in the local newspapers and connecting with local seniors groups.

Thank you to everyone who participated, your feedback is invaluable. Anyone wishing to submit feedback can:

- email [hello@inspiro.org.au](mailto:hello@inspiro.org.au)
- visit our website [www.inspiro.org.au](http://www.inspiro.org.au)
- complete a feedback form in reception
- speak to any of our staff

## Are you aged over 65 years? From 1 July 2016 your care will be run through My Aged Care

The my aged care website and phone line will help you find all the information you need in one place. It will help you navigate the aged care system and will provide referrals for assessment and service provision.

The My Aged Care website provides information that is easy to find and understand. It provides reliable information on aged care services and healthy and active living.

There is information for older people, family members and carers.

If you are already receiving aged care the introduction of My Aged Care will not change the services you receive. It will make it easier to find information if your aged care needs change over time.

**My Aged Care: National phone line 1800 200 422**  
**My Aged Care website: [www.myagedcare.gov.au](http://www.myagedcare.gov.au)**

Inspiro staff will work with current and new clients to provide a seamless experience of care through the My Aged Care system.

Inspiro Community Health inspiro.org.au

**Are you over 65?**

**From 1 July there will be new way to access and manage your health services**

**To find out more you can call 1800 200 422**  
**or give reception your details and we will contact you**

## Other service providers at Inspiro

Did you know that Inspiro has partnered with community organisations to boost the range of services available locally?

### 17 Clarke Street, Lilydale

- GP services / mole and skin cancer  
Main Street Medical and Skin Clinic  
Bulk billing and fees may apply  
Call 9738 8873 to book.
- Eye clinic - every 4th Wednesday monthly. 9:30am - 3pm.  
Australian College of Optometry  
Call Inspiro to book 9738 8801.
- Free legal advice - every 4th Wednesday monthly.  
Eastern Community Legal Centre  
Call 1300 79 70 88 or 9762 6235.
- Diabetes clinic - run in collaboration with Eastern Health's Endocrinology Unit. Call Eastern Health on 1300 342 255.
- Financial counselling  
Anglicare . Call 9735 4188 to book.
- Sexual assault counselling  
Eastern Health Centre Against Sexual Assault (ECASA)  
Call 1800 806 292 to book.
- Employment Services  
EACH employment - Call 9735 7900 to book.



Sharita Medell  
Community Health Nurse

## Community services

These community services are available from our Lilydale and Belgrave locations:

### Needle Syringe Program (NSP)

Free needle and disposal service, also offering referral to a support service if required.

### No Interest Loans Scheme

The No Interest Loans Scheme (NILs) is run in partnership with Good Shephard Youth and Family Services to provide funds for loans to low income individuals and families living in the Shire of Yarra Ranges.

## 10% private dental discount for holders of

- Seniors card
- Pensioner card
- Health care card
- Carers card

Inspiro is the only dental clinic in the Yarra Ranges to be formally accepted into the Seniors Card program with a permanent 10% discount .

In addition, Inspiro is also taking 10% off private dental fees for Health Care, Carer and Pensioner Concession card holders.

This offer is valid only with our fee-paying service and your Seniors , Health Care or Pensioner Concession card must be presented at the time of your appointment.

Call 9738 8801 to book and state you are claiming your discount.

For terms and conditions visit our website [www.inspiro.org.au](http://www.inspiro.org.au) or call us.



Australian Government

Inspiro's services are supported by funding from the Commonwealth and Victorian Governments.

## Contact us

If you'd like to make an appointment 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

**Tecoma**  
3/1527 Burwood Hwy  
Tecoma VIC 3160  
Opening 14 June

Opening times  
8.30am – 5.00pm  
Tuesday – Thursday  
All other times by  
appointment



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