

A young child with blonde hair and blue eyes is smiling broadly. They are holding a yellow toothbrush in their right hand and pointing with their left hand towards a dental model. The model shows a set of teeth with a blue figure on top. The background is a plain grey wall.

Community
Health
Service

inspiro

WELCOME TO INSPIRO

inspiro.org.au

High quality health services for everyone in the Yarra Ranges.

Inspiro is a local, not-for-profit health organisation that has been caring for people in the Yarra Ranges for 24 years. Our vision is to inspire as many people as we can to identify and reach their personal health goals.

In addition to our Lilydale and Belgrave locations, we run groups at various community venues. Our dental outreach program to pre-schools and primary schools is wide reaching and we provide various health services to aged care facilities.

We have partnerships with local organisations including Yarra Ranges Council, Melba Support Services, Eastern Health and more.



Why Inspiro? Because locals trust us.

In 2017-18 we:

- Provided services to 11,177 people and facilitated more than 3,047 appointments.
- Screened 1,646 children at primary and pre-schools through our Dental program.
- Received 75% compliments from consumer feedback.



A young girl with long brown hair is sitting in a blue dental chair. She is wearing white-rimmed sunglasses and holding a large, folded piece of light blue paper. She has a slight smile on her face. Two dental professionals, wearing blue gloves, are visible around her. One is on the left, holding a dental instrument, and another is on the right, also holding a dental instrument. The background is a plain, light-colored wall.

Healthy teeth

Inspiro dental clinic

Our dental clinic offers high quality, affordable dental care for the whole family.

Some of our dental services include:

- Dentures
- Check-ups, cleaning and preventative care
- Emergency care
- Referrals to specialist care

Our dental outreach program brings our mobile dental team to pre-schools and primary schools.

Contact us to make a booking for your organisation.

- Health care and pensioner concession cards accepted
- Children 12 years and under are free
- Eligible youth/children aged 13 - 17 years are free

Family dental

Help keep your family's teeth healthy and happy with high quality, affordable dental care.

Inspiro welcomes everyone, including those with or without health care and pensioner concession cards.

Private dental appointments

Private dental services allow you to access our dentists at your convenience with:

- No waitlist
- 10% discount for seniors, health care and pension card holders (not including dentures, crowns, bridges)
- On the spot private health insurance claims





Podiatry

Our podiatrists can help with lower leg or foot problems. If you have arthritis, diabetes, numbness or loss of feeling in your feet, corns, calluses and ingrowing toenails, then make a booking with our friendly reception staff.

Podiatrists can check for walking patterns, prescribe orthoses (supports fitted into the shoe) and provide advice on suitable footwear.



Dietetics and nutrition

Our accredited practising dietitians can help you understand nutritional information, provide practical advice about what to eat and develop a plan for you.

- Develop personalised eating plans and nutritional guides
- Advise on choosing the best foods and reading food labels
- Treat a wide range of medical conditions



Speech therapy

Our speech therapists help people with speech, language, communication, cognition and swallowing problems.

Speech therapy can help with:

- Communicating, speaking clearly and understanding language
- Developing social skills relating to communication difficulties
- Assistive communication technology
- Difficulties with reading and writing
- Managing saliva, swallowing and dry mouth



Healthy bodies



Exercise physiology

Exercise physiology provides safe and effective individual and group exercise programs aimed at preventing and managing health conditions like:

- Diabetes
- Hypertension
- Heart disease
- Lung disease, or
- Arthritis

Exercise physiologists also work with people with injuries and disabilities to improve their health and to change any unhealthy lifestyle behaviours through advice, coaching, support and tailored exercise.



Physiotherapy

Physiotherapy is ideal for helping a variety of mobility, muscle or joint problems. Your tailored treatment plan may include education, management techniques, home exercise and referral to exercise groups.

Physiotherapy will help you with:

- Pain, movement and mobility
- Active ageing
- Independence





Counselling

We offer general, family violence, drug and alcohol and youth counselling, and run various group programs. Drug and alcohol counselling is available for those facing addiction including those who may be dependent or misusing over the counter or prescribed medications. Our psychologists and counsellors can provide counselling and treatment across a wide range of mental health and life issues.



Diabetes education

Our diabetes educators provide early intervention, education and support to people who are at risk or have been diagnosed with diabetes. This can include:

- Discussing what diabetes is
- Advice on how to successfully manage it

The Annual Cycle of Care Clinic offers people with diabetes a session with a dietitian, podiatrist and a diabetes educator in one visit.



Occupational therapy

Our occupational therapists help people with living independently where everyday activities may be difficult. They can provide:

- Daily living skills and stress management
- Assessments of home safety and access
- Recommendations for home modifications and equipment such as wheelchairs and customised seating



Healthy children and families



Occupational therapy

Child occupational therapists support children to become more independent in everyday activities. Our therapists help children with hand skills (holding a pencil, cutting), body skills (balancing, catching a ball) and self-care skills (dressing, toileting and sleeping). They can also help if a child has trouble with concentration or managing the information they receive through their senses.



Speech therapy

Our children's speech therapists work with children aged up to school entry who are experiencing speech related problems. These may include:

- Articulation (speech sounds)
- Fluency (stuttering)
- Use of expressive language
- Understanding language



Family support

Inspiro groups and services for families include:

- Healthy Mothers, Healthy Babies – support for pregnant women
- Sexual health clinic
- Youth Health Service – our community health nurse helps people aged 25 years and under address health concerns including sexual health, mental health, body image, nutrition and general healthy living



Healthy
communities

Community health nursing

Our community health nurses help connect you to the health services that you need and coordinate your care.

Services include:

- The Annual Cycle of Care Clinic, which offers people with diabetes a session with a dietitian, podiatrist and diabetes educator in one visit
- Understanding Diabetes Group, which helps people to understand and manage Type 2 diabetes
- A free sexual health clinic for cervical screening, breast health, menopause and contraceptive advice
- A one on one service to support people to stop smoking

Social support groups

Inspiro's social support service connects socially isolated people to health services and group activities in a supportive setting. Some of our groups include:

- Stroke Survivors Group – for stroke survivors, their family and carers
- Friendship Group – a social outings group for women who are isolated due to health or transport
- Graduates Walking Group – an informal walking group for people who have suffered an illness
- Interlink – a program for adults with an intellectual disability that helps develop their physical, social and intellectual potential

Inspiro private services

Inspiro offers services that can be booked privately. This means that you can access our highly qualified professionals at your convenience, with flexible times, no waitlist and low costs.

If you have private health insurance, we can immediately process your claims on the spot using HICAPS.

Our private services include:

- Dental
- Diabetes education
- Dietetics
- Exercise Physiology
- Physiotherapy
- Podiatry
- Psychology

- Convenient
- No waitlist
- Low cost





Inspiro NDIS services

Inspiro is a registered NDIS Provider. We provide the following NDIS services for adults:

- **Dietetics and nutrition advice** to help participants manage their diet and nutrition for health and wellbeing
- **Speech therapy** to help participants overcome communication barriers, and advise about eating and swallowing difficulties
- **Podiatry** to help participants manage lower leg or foot problems, including the provision of orthotics
- **Occupational therapy** to help participants manage everyday activities safely and independently
- **Physiotherapy** to help participants maximise their movement and function
- **Exercise physiology** to design exercise programs that will support participants' goals and well-being
- **Psychology and counselling** to help participants manage personal problems such as relationships, grief, anxiety and depression
- **Maintenance therapy** - where our clinicians develop a therapy program for a participant, and train carers, therapy assistants and informal supports (eg. family members) as part of the participant's usual care

We have a dedicated NDIS Coordinator and work closely with your family, Support Coordinator, Plan Manager and other service providers to help you achieve your goals. Whether it is going through the planning process, providing quality ongoing care or plan reviews, we are here to support you.



Your rights

Your rights in the Australian Charter of Healthcare Rights

Access – a right to access health care

Safety – a right to receive safe and high quality health care

Respect – a right to be shown respect, and to be treated with dignity and consideration

Communication – a right to be informed about services, treatment, options and costs in a clear and open way

Participation – a right to be included in decisions and to make choices about your health care

Privacy – a right to confidentiality and privacy of your personal information

Comment – a right to comment on your health care, and to have your concerns addressed

Intake service

Our Intake service helps you sort out which service will best meet your needs. While most of Intake's work is done by telephone, you are welcome to drop in if you prefer to talk to our Intake team face to face.

What does Intake offer?

- Information about Inspiro services
- Consultation and advice about the most suitable service for your needs
- Initial appointment booking with the appropriate clinician
- Information about groups and programs
- Advice and information about community resources

and responsibilities

If you receive aged care services you have the right to

1. Safe and high quality care and services
2. Be treated with dignity and respect
3. Have your identity, culture and diversity valued and supported
4. Live without abuse and neglect
5. Be informed about your care and services in a way you understand
6. Access all information about yourself, including information about your rights, care and services
7. Have control over and make choices about your care, and personal and social life, including where the choices involve personal risk
8. Have control over, and make decisions about, the personal aspects of your daily life, financial affairs and possessions
9. Your independence
10. Be listened to and understood
11. Have a person of your choice, including an aged care advocate, support me or speak on my behalf
12. Complain free from reprisal, and to have your complaints dealt with fairly and promptly
13. Personal privacy and to have your personal information protected
14. Exercise your rights without it adversely affecting the way you are treated

Your responsibility as a service user

While you have a number of rights as a service user, you also have some responsibilities to the people providing care to you. We ask that you:

- Treat staff with respect and courtesy
- Provide a safe work environment for staff and help them to provide you with services safely
- Take responsibility for the results of any decisions which you make

Feedback

We value your feedback. To let us know where we are doing well or how we can improve, please:

- Fill out a form in person or online
- Email us at hello@inspiro.org.au

Your information – it's private

What happens to information about you while you are a consumer of Inspiro services?

Who are we?

We are one of several health and welfare services in your area, all working together in partnership to meet your needs.

What information do we collect about you?

We keep your name and contact details on your consumer record. Other details such as your care/case plan and information about the services you receive are recorded each time you visit.

Why do we collect your information?

The information we collect helps us to keep up-to-date details about your needs, so we can care for you in the best possible way.

Who else sees your information?

Your information can only be seen by the professionals in this service involved in your care. We also use the information to better manage and plan this service. Otherwise, we only release information about you if you agree or if required by law, such as in a medical emergency.

What say do you have in what happens to your information?

You have a say in what happens to your information. We rely on the information you give us to help provide the right care for you. If you decide not to share some of your information or restrict access to your consumer record, this is your right, but it may affect our ability to provide you with the best possible services. Talk to us if you wish to change or cancel your consent.

How will your information be protected?

We are committed to protecting the confidentiality of your record. The privacy of your information is also protected by law. We treat your information in the strictest confidence and store it securely.

Can you access your information?

Yes, you have a right to request access to your information and to ask for it to be corrected if necessary. If you wish to access your health record please contact the Freedom of Information Officer on (03) 9738 8801.

Any other questions?

Please talk to one of our staff if you have any other questions or complaints about what happens to your information while you are our consumer, or if you wish to access your record.

Advocacy information

What does advocacy mean?

An advocate:

- Is a person who has permission to represent others
- May speak, act or write on behalf and in the interest of the other person or group
- Is a person who is independent of a service provider, organisation or authority
- Represents a person or a group of people who need help and support to exercise their rights
- Ensures that their rights are being upheld

The purpose of an advocate

An advocate will be able to:

- Help you with service assessments, care planning and reviews
- Support you with the service provision and standards
- Ensure that your rights are upheld
- Consult and negotiate with a service on your behalf
- Help if there are changes to your service
- Help you if you have any issues or concerns, or are involved in a dispute to help resolve the issue.

How can we help you?

As a client, you have the right to have an advocate to represent you and your interests. If you wish to involve an advocate, we will help you to locate an advocate should you request it.

Who can be an advocate?

An advocate may be a friend, associate, family member.

For more details of advocacy services, a great resource to talk to is:

Office of the Public Advocate

Level 1, 204 Lygon Street

Carlton Victoria 3053

Phone: 1300 309 337

www.publicadvocate.vic.gov.au

Older people may wish to call the National Aged Care Advocacy Line on 1800 700 600 (freecall) or visit Older Persons Advocacy Network website www.opan.com.au.

Code of Conduct for General Health Services

You should expect safe and ethical healthcare from every health service you use. Inspiro is committed to complying with the Code of Conduct for General Health Services. Inspiro staff:

MUST

- Provide safe and ethical healthcare
- Obtain consent for treatment
- Take care to protect you from infection
- Minimise harm and act appropriately if something goes wrong
- Report concerns about other practitioners
- Keep appropriate records and comply with privacy laws
- Be covered by insurance
- Display information about the code of conduct and making a complaint

What if the code is breached?

If you think Inspiro has breached these standards in any way please let us know so we can try to resolve the issue.

If you cannot do this, or are not satisfied with our response, contact the Health Complaints Commissioner (HCC).

MUST NOT

- Mislead you about our products, services or qualifications
- Put you at risk due to our own physical or mental health problems
- Practice under the influence of drugs or alcohol
- Make false claims about curing serious illnesses such as cancer
- Exploit you financially
- Have an inappropriate relationship with you
- Discourage you from seeking other healthcare or refuse to cooperate with other practitioners if you do



What can the Health Complaints Commissioner do?

The HCC is an independent and impartial agency that resolves complaints about health services and the handling of health information in Victoria. It can also investigate and warn the public about dangerous health service providers.

How to make a complaint to Inspiro or the Health Complaints Commissioner

If you are not satisfied with our service, please contact us on 9738 8801 or hello@inspiro.org.au. We take complaints seriously and aim to resolve them quickly and fairly. If you remain dissatisfied with our response, you may contact the Health Complaints Commissioner (HCC). The HCC responds to complaints about health services and the handling of health information in Victoria. Their service is free, confidential and impartial. To lodge a complaint to the HCC:

- Fill out a complaint form online at www.hcc.vic.gov.au, or
- Phone 1300 582 113 between 9am and 5pm, Monday to Friday to discuss your complaint

Aged Care complaints can be made to the Aged Care Quality and Safety Commissioner by calling 1800 951 822 or visiting agedcarequality.com.au

Where can I find more information about the Health Complaints Commissioner?

For the full Code of Conduct or more information on making a complaint, visit hcc.vic.gov.au or call 1300 582 113 between 9am and 5pm, Monday to Friday.



Inspiro @ Lilydale

17 Clarke Street

Services:

Counselling

Dental

Diabetes education

Dietetics and nutrition

Exercise physiology

Community nursing

Occupational therapy for adults

Occupational therapy for kids

Physiotherapy

Podiatry

Social support groups

Speech therapy for adults

Speech therapy for kids

Open:

Mon, Wed, Thu, Fri: 8.30am – 5.00pm

Tue: 8.30am – 8.00pm

Sat: 9.00am – 1.00pm

Inspiro @ Belgrave

1616–1624 Burwood Hwy

Services:

Counselling

Dental

Diabetes education

Dietetics and nutrition

Community nursing

Occupational therapy for adults

Occupational therapy for kids

Physiotherapy

Podiatry

Social Support Groups

Speech therapy for kids

Open:

Mon – Fri: 8.45am – 4.45pm

Registered NDIS Provider



Phone: 9738 8801

hello@inspiro.org.au

www.inspiro.org.au

Twitter: www.twitter.com/InspiroCHS

Facebook: www.facebook.com/InspiroCHS



We acknowledge that our services are delivered on the traditional lands and waterways of the Wurundjeri people and offer our respect to their Elders past, present and future. We also acknowledge all other Aboriginal and Torres Strait Islander community members who have chosen to call this place their home.

June 2019