



Merri Community Health Services  
April/May 2011

## Volunteers make it happen

You might be passionate about working with children and young people, older people, or perhaps with people who have a disability. But according to Donna Anastasiadis, Merri Community Health Services volunteer coordinator, "we have such a diverse range of volunteering opportunities available that we will be able to find a role for you, whatever your passion."

Activity programs are just one area where volunteers can help out. These programs aim to keep older people active and engaged with their community. "Spend just a few minutes listening and you will be exposed to stories so rich in colour and emotion that you will undoubtedly want to go back for more" says Donna.

Volunteers Noel Graham and Jacintha Ragell both work with older people in Activity Programs based at Glenroy.

Noel certainly has a story to tell. He has various medical conditions which require him to spend most of his time at hospitals visiting specialists. But he still volunteers his time every Thursday to assist others in the community who are vulnerable or at risk of becoming isolated.

When asked what he likes most about volunteering at the Activity Program, Noel replied, "it's the friendliness of the people and the fact that they have the chance to be social and go out. I get real job satisfaction out of it too. The reward for me is their happiness; when I see that they're happy. It's great that they have others to talk to and that I can give an ear to them. I've never called BINGO before and now I got the chance, and that's been an experience! I am so happy to give back to Merri because they have given so much to me."

Jacintha's passion is to work with older people. And when you watch her in her volunteer role, this becomes immediately evident. Her warmth and respect for people is obvious when she talks about those who have helped shape our community into what it is today.

"I really love it! I love working in aged care and I love going in each week because the clients and staff are so fantastic and friendly! I really enjoy helping out with the activities too...they are just really nice people and it's such a supportive place to be in. I feel I am learning new things all the time too, and I am so happy for the experience".

"Volunteering is both enriching and as unique an experience as each person who chooses to become a volunteer. Our volunteers are as diverse as the experiences we offer them" says Donna Anastasiadis.

If you think you might be interested in doing some volunteer work with Merri Community Health Services we would love to hear from you.

**To be put through to our Volunteer Coordinator phone Information and Access on: 03 9388 9933.**



Jacintha & Shirley Bell enjoy time together at one of the Activity Programs

## Diabetes management – from reducing the risk to minimising its impact

Over 400 Victorians are newly diagnosed with type 2 diabetes every week.

A chronic condition, type 2 diabetes affects the way your body is able to use the glucose (sugar) in your food, for energy.

When you have type 2 diabetes, your body is resistant to the effects of insulin — a hormone that regulates the movement of glucose into your cells — or your body doesn't produce enough insulin to maintain a normal glucose level.

Untreated, the consequences of type 2 diabetes can be life-threatening. This is why health providers such as Merri Community Health Services take prevention, management and education about diabetes very seriously and have a range of programs to assist those at risk of developing diabetes, as well as those already diagnosed with the disease.

**If you have either a family history of type 2 diabetes, limited physical activity, an increased waist size, high cholesterol or high blood pressure, you have an increased risk of developing type 2 diabetes within the next 5 years.**

For those at risk of developing type 2 diabetes Merri Community Health Services run Life! courses, a lifestyle modification program developed by Diabetes Australia (Vic).

**Research has proven that for people at risk of developing diabetes doing a course such as Life! reduces or delays the risk of developing diabetes.**

Life! diabetes prevention courses provide participants with up to date health and lifestyle tips and information. A client who recently completed a course was astonished by how much extra energy she had and how great she felt. "I didn't realize that small changes make such a big difference" she said.

There is no cure for type 2 diabetes, but there are ways to manage it. For those who have already been diagnosed with the condition Merri Community Health Services provides a Diabetes Education program.

A diabetes educator is available for one to one consultations. This can often be helpful for more general information when a person has recently been diagnosed or before joining a group.

**Small group diabetes education courses are run several times a year.** They include sessions with a diabetes educator, a physiotherapist and a dietitian. Participants are provided with the latest research information so they can minimise the impact of diabetes on their life. And everyone is encouraged to develop individual plans with the course facilitator, so they can make healthy lifestyle changes.

If you have type 2 diabetes but haven't attended a course for several years it can be worthwhile to attend again.

There is always new information available and the small group format provides participants with support and motivation from others who also have diabetes.

Merri Community Health Services diabetes educators are able to link clients into other relevant programs within the health service, such as podiatry, dietetics, counselling and key workers.

**Those with serious or unstable diabetes that requires frequent hospital stays may be referred to the Hospital Admission Risk Program (HARP).** The HARP team works with clients providing education on self-management techniques.

Clients are visited in their home and receive support, monitoring and education in all aspects of their illness in order to help them achieve their best possible quality of life and reduce the number of times they need to go back to hospital.

**If you would like to know more about any of the diabetes management programs offered by Merri Community Health Services call Information and Access on (03) 9388 9933 or visit our website at: [www.mchs.org.au](http://www.mchs.org.au)**

Merri Community Health Services

Do you want to ask someone about a Merri Community Health Services program?

Phone our Information and Access team on:  
**(03) 9388 9933**

**Overweight? Over 40? Don't risk diabetes, get into Life!**

A Life! Course includes an individualised plan to help you take control of your health and reduce your risk of developing diabetes.

Call us today to find out how to get into one of our **FREE\*** courses.

\*Some conditions do apply

Phone (03) 9388 9933

**Life!**

Taking Action on Diabetes



For more information, or if you require an appointment contact Merri Community Health Services on (03) 9388 9933 or visit our website at

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



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April/May 2011

## Building confidence - mental health issues recognised

Caving might look like a lot of fun, but for Petros Pappadopoulos it was a real challenge doing something so new and potentially dangerous.

The Young Adults Group (YAG) that undertook the caving activity meet weekly and benefit from doing a range of recreational activities together. It is one of the many groups run by Merri Community Health Services for people with a mental health problem.

The caving activity was specifically designed to help build the confidence of participants as they were challenged to do something unknown and difficult.

Merri Community Health Services believes that individuals experiencing mental illness can live satisfying, hopeful and contributing lives. It provides a range of psychosocial rehabilitation programmes designed to offer practical and social support either group based or as one to one assistance.

Groups offer the opportunity for social interaction and engaging with the community. One to one assistance is also offered, allowing participants to work towards goals such as further developing living skills.

Living with a mental health problem can be difficult. There can be problems coping with symptoms, diagnosis and medication, including their side effects. And the mental health service system can seem complicated.

Added to these challenges, people who have mental health problems may experience stigma and social isolation, which can have a profoundly negative impact on their quality of life. Poverty, homelessness, under-employment and unemployment are all common issues.

Life can also be complicated for the families and carers of people with a mental illness. Being an integrated health service there is also a carer support team available to provide assistance and referral for carers, to other services.

For further information on the mental health and carer programs available at Merri Community Health Services phone Information and Access on 03 9388 9933.



Petro Pappadopoulos enjoys the challenge of a caving activity run by the Young Adults Group

## Support for young carers

Most students find their VCE year to be pretty tough. Add to this your father having cancer and the year can be overwhelming.

For 18 year old Emily being connected to CarerLinks North's Young Carers Program made all the difference.

Whilst her friends and peers had difficulty empathising with her situation, Emily was able to have regular meetings with a worker, enabling her to talk about what was happening in her life. For Emily, knowing there was someone she could always call and talk to was invaluable.

She was also able to attend groups with other young carers just like herself, helping her to feel less alone and giving her some personal space during what was a very difficult year.

The support Emily received from the program meant she was able to be a support for her mother, as she cared for her terminally ill husband and seven children, two of whom have disabilities.

Last year Merri Community Health Services received a three-year \$800,000 federal government grant enabling it to continue the Young Carers Program, supporting young carers in our community, assisting them to stay at school and offering them respite and recreational activities.

For further information on the Young Carers Program run by the Commonwealth Respite and Carerlink Centre/CarerLinks North phone: (03)9495 2500 or 1800 052 222, or email: [clnintakeworkers@mchs.org.au](mailto:clnintakeworkers@mchs.org.au)



The CarerLinks North Young Carers Program was able to support Emily as she was doing her VCE & helping with the care of siblings & a sick father.

## Helping children develop a love of learning

Parents are a child's first and most important teacher says Barb Coshan, coordinator of Merri Community Health Services HIPPPY Moreland program. "But sometimes parents need a little help, and that's what we provide" she says.

The two-year home-based early childhood enrichment program, known as HIPPPY (Home Interaction Program for Parents and Youngster), is a free program that provides fun and stimulating learning experiences and activities. "We help parents prepare children for a confident start to school" says Barb.

HIPPPY families enjoy the support of a trained tutor visiting them at home once every two weeks to explain and demonstrate activities. Parents then spend around 15 minutes each day continuing that activity with their child.

Activities are designed to promote school readiness and may include drawing, cutting, listening and sound and letter awareness. Where possible, families are linked with a tutor from a similar cultural background.

Parents also get to meet in a group each fortnight to practice new activities, meet other parents, learn about child development and hear about other local services.

When Bilal's family was with HIPPPY he learnt how to grow plants. "...I put potting mix in the cup then put bulb. Then watered the bulb, and I took it home to look after. Put out in the sun so that it will grow because plant needs sunlight to grow big" said Bilal. He then proudly showed the yellow flower that grew to everyone who visited his house. And now he has also planted some seeds and is waiting for them to grow.

Families living in the Fawkner, North Coburg, Glenroy or Hadfield area may be eligible to start HIPPPY if they have a child eligible for 4 year old kindergarten.

HIPPPY Moreland is funded by the Australian Government Department of Education, Employment and Workplace Relations (DEEWR) and is delivered by Merri Community Health Services. The Brotherhood of St Laurence (BSL) is licensed to operate HIPPPY in Australia.

To find out more, parents can phone HIPPPY Moreland Coordinator Barb Coshan on: (03) 9355 4903.



Bonita & Joshua play at an Interchange North West Family Getaway.

Interchange programs provide opportunities for children with a disability to explore different places & have lots of fun, whilst giving parents a little time out.

## Understanding the emotional world of children

An innovative new program called 'Tuning Into Kids' is starting to show results.

"We can communicate more easily and understand each other's feelings" commented one parent after completing the 6 week program.

Tuning Into Kids is a parenting program, helping families to understand their children's emotions. It promotes closeness and sharing instead of family conflict.

Another participant commented that "Learning about myself and my style of parenting helped me become more aware and mindful of how present interactions can be modified to be more respectful and calmer."

Parents in the initial groups came from a range of cultural backgrounds and ranged in age from 23 to 50 years old. Many were single parents.

If you would like further information about this or other groups run for families phone the Family Service team on: (03) 9355 9900

**Have you recently had a baby?**

Are you trying to cope with post natal depression?

You don't have to do it alone.

Beyond the Baby Blues is a group program helping you to deal with and overcome post natal depression

**For further information phone: Merri Community Health Services on (03) 9355 9900**



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April/May 2011

## Does someone in your family have a drug or alcohol problem? Help is available.

Families with drug or alcohol dependent members often feel isolated, anxious and stressed. The issues they face in order to maintain relationships, the family unit and support the drug dependent person can be overwhelming. Family members often need assistance as they deal with the problems that arise when someone close to them has a drug or alcohol issue.

Supporting families is important because the family unit can be a central resource for the recovery of the person with the problem.

Merri Community Health Services has a youth counselling service (TRACKS) and a family therapy service (RAFT). We provide individual, couple and family support, working with the person who has an alcohol or drug problem and or with their family.

Further information on our alcohol and other drugs programs is available by phoning Information and Access on: 03 9388 9933.

## Free WorkHealth Checks identify health risks

Merri Community Health Services nurses have now conducted WorkHealth checks for over 4,000 people as part of WorkSafe Victoria's WorkHealth program.

"The check was really quick but I learnt so much about myself," said one employee, while another felt she picked up some great tips for staying healthy.

A number of the checks have alerted people that they have a high risk of developing type 2 diabetes and others have found they have a raised cholesterol level. For others, the benefit of the check was the reassurance they received when they found their health was on track, and they were doing the right things such as regular physical activity and healthy eating.

The WorkHealth program gives every Victorian worker the opportunity to have a free, 15 minute WorkHealth check in their workplace.

Workers who participate complete a lifestyle questionnaire and have their blood pressure, waist circumference, blood glucose and cholesterol measured by a trained health professional.

Results and advice are given on the spot, including the level of risk for developing two of the most preventable yet increasingly common chronic diseases – type 2 diabetes and cardiovascular disease.

More than 300,000 Victorian workers have benefited from a WorkHealth check to date. Monash University has reviewed the findings from the first 200,000 checks, and reported that just over 2,000 workers were advised to visit their GP urgently because either their blood pressure or blood glucose level was too high, contributing to a very high risk of type 2 diabetes and/or cardiovascular disease.

In addition it was found that over 23% of workers tested had a high risk of developing type 2 diabetes. The good news is for these workers, they now know a lot more about their state of health and can do something about improving their lifestyle habits.

Attending a Life! diabetes prevention course is one way a person at risk of developing diabetes can learn and develop ways to reduce their risk.

As part of its commitment to community health, Merri Community Health Services became a WorkSafe Victoria endorsed service provider for the WorkHealth checks program in 2009.

To find out more about having Merri Community Health Services provide the free WorkHealth checks for your team, call (03) 8319 7430 or email whc@mchs.org.au



Janet Francis, WorkHealth Clinical Coordinator and registered nurse, explaining the WorkHealth checks program to Mulugeta Abebe

## Have you or someone close to you been the victim of a violent crime?

The Northern Victims Assistance and Counselling program (VACP) is a free service at Merri Community Health Services providing practical support and counselling. It is available to victims of violent crime and their families, including the dependents and partners of people who have died as a result of an act of violence.

The VACP is able to help with:

- 1 Practical support and advocacy
- 2 Navigating the justice system
- 3 Counselling
- 4 Information about potential compensation available from the Victims of Crime Assistance Tribunal (VOCAT)
- 5 Community education

If you would like information or assistance phone the Victims Assistance and Counselling Program intake worker on (03) 9480 6166 or email VACPintake@mchs.org.au

## Want to stop smoking?

Our specially trained staff can help you to maintain your motivation as well as giving you information on effective ways to quit.

And quitting is cheaper and easier than ever with the federal government now subsidising various nicotine replacement therapies and some medications.

We will discuss with you the various products available that might help such as patches, gums, lozenges, inhalers and medications. So you can choose the best option for you.

During the first 10 weeks when nicotine cravings are usually worst, we can see or speak with you several times a week if necessary.

Relapses are often a part of the quitting process too. We are conscious of this and can continue to provide you with support if you have a setback.

If you want to quit smoking now is the time to contact us for help. Call our Information and Access number today on: (03) 9388 9933.

## Introducing Our New CEO...

In February this year Merri Community Health Services welcomed Nigel Fidgeon as the new CEO. He brings to the organisation great experience and fresh insights from his extensive background working in executive roles within the health and related industries.

Community health, and indeed the health sector more widely, currently faces a period of significant reform. Both State and Commonwealth Governments are seeking to address the challenges the health system has in meeting increasing community demand for timely access to services.

"At Merri Community Health Services, we continue to remain focused on understanding and meeting the needs of our community by providing them with the services and programs they require and demand" says Nigel. "We are also actively contributing to and are involved in the current reform process at government level. In this way we are seeking to influence outcomes for the benefit of our community."

Merri Community Health Services is a not-for-profit, non-government service providing a range of health and community services to residents in the northern suburbs of Melbourne. It is governed by a board of elected and appointed community members who have great expertise across a range of disciplines and life experience.

## WorkHealth



HELP PROTECT  
THE HEALTH  
AND SAFETY OF  
YOUR STAFF

Merri Community Health Services nurses can do **FREE 15-20 MINUTE HEALTH CHECKS** for your staff, on your premises, as part of WorkSafe Victoria's WorkHealth program.

Phone Merri Community Health Services on: (03) 8319 7430 or email: whc@mchs.org.au for further information.

Or apply via the WorkHealth website at: [www.workhealth.vic.gov.au](http://www.workhealth.vic.gov.au) (make sure that you nominate us as your preferred provider - our ESP number is 1029).



Do you want to ask someone about a Merri Community Health Services program?

Phone our Information and Access team on:  
**(03) 9388 9933**

## Has our bulletin provided you with useful information?

Are there other services or programs we provide you would like to read about?

At Merri Community Health Services we value all feedback as we constantly look for ways to improve our services.

If you would like to comment on this bulletin or any of our services or programs please email us at: [mchs@mchs.org.au](mailto:mchs@mchs.org.au) or write to the Quality Officer, Level 1, 368 Sydney Road, Coburg, 3058.

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April/May 2011

## Prevent or delay your risk of developing type 2 diabetes

People at risk of developing type 2 diabetes can now do a course proven to reduce that risk.

Life! diabetes prevention courses are run by Merri Community Health Services from a number of sites throughout Moreland and are free for most participants.

Course participants have found them to be of "tremendous benefit". One person said on completing the course: "I'm amazed at how much I learned in just the first session. I really thought I knew about diets and that sort of thing, but I didn't realise how little I did know."

**Doing a Life! course helps you to make lifestyle changes such as maintaining a healthy weight, getting physically active and following a healthy balanced eating plan.** Making these changes is easier because the small group format provides support so participants can stay motivated and on track.

Each Life! course includes sessions with a dietitian, a physiotherapist and a nurse.

Program facilitators give individual attention to everyone doing the course, getting to know them and their particular lifestyle and issues. Then together, they develop individual and achievable short term exercise and healthy eating goals and longer term goals for maintaining healthy lifestyle change.

To check out your risk for developing type 2 diabetes you can speak to your doctor or do the online risk assessment at [www.diabetesrisk.org.au](http://www.diabetesrisk.org.au)

**For further information on the Life! courses run by Merri Community Health Services phone the Information and Access team on: 03 9388 9933.**

## A kitchen garden for the Glenroy community

Carrots are being dug up and tomatoes picked. Plus there is an abundance of smiling faces at Mulberry Gardens, next door to Glenroy College.

At Glenroy's community food garden diverse members of the Glenroy community come together to grow, share and enjoy a variety of fresh herbs, fruit and vegetables.

Gardening sessions run most Saturdays from 10.30am – 12.30pm. New members and visitors are always welcome to come along to socialize, share skills, and learn sustainable practices for growing organic food.

Food Swaps also take place in the garden on the third Saturday of every month from 11am-12:30pm. If you have excess produce from your own fruit or vegetable garden you are invited to attend and swap it for produce someone else has grown

A new permaculture orchard and chicken coup will also be developed at Mulberry Gardens this year.

**For information on events and workshops you can join the Mulberry Gardens mailing list by phoning Elspeth Brock, the Garden Facilitator on: 03 9304 9206 or emailing her at: [elspeth@mchs.org.au](mailto:elspeth@mchs.org.au)**



Glenroy residents enjoy the fresh air, sense of community & the fresh food grown at Mulberry Gardens.

## Helping older people avoid falls

It's all about keeping our older community members out of hospital and emergency departments, according to Colleen Finlay, Occupational Therapist at Merri Community Health Services.

"Many older people believe that falls are an inevitable part of growing older and that nothing can be done to prevent a fall" said Colleen. "But the good news is that there are some simple steps we can all take to ensure we age safely and reduce the risk of falls."

To help people identify their own risk factors for having a fall and assist them to develop strategies to reduce that risk, Merri Community Health Services runs an eight week falls prevention group.

Run in Coburg, by a physiotherapist and an occupational therapist, participants in the group are provided with a tailored exercise program and health information from a variety of guest speakers. A small charge of \$3.00 per session includes printed handouts.

**For further information, contact our Information and Access team on 9388 9933 or Email: [serviceaccess@mchs.org.au](mailto:serviceaccess@mchs.org.au)**

### Bulk-billing foot clinic at Glenroy

Did you know that if you have a chronic health condition, such as diabetes, you may be able to access a Medicare-funded podiatry (foot care) service at Glenroy run by Merri Community Health Services?

This bulk-billing Medicare-funded service is available to you if your doctor has written you a care plan. Your doctor will decide with you, whether you would benefit from and are eligible for this service.

**If you would like further information you can phone our Glenroy site reception on: (03) 9304 9200 or speak to your doctor.**

Community health funded podiatry services are also available from our Glenroy, Brunswick, Coburg and Fawkner sites, but these services do have longer waiting lists and fees are applicable.

### Volunteers Required

You're invited to participate in a research project evaluating a gentle exercise program called the Feldenkrais Method in helping sufferers of OSTEOARTHRITIS. You may be eligible to take part if you are aged between 55 and 75 have been diagnosed with Osteoarthritis of the hip, knee or ankle. If you are interested, or would like more information, please call Robert Webb on 8319 7414 or 0414 995 633. This study has been approved by the University of Melbourne Ethics Committee and is being conducted by Merri Community Health Services and the Rehabilitation Sciences Research Centre of the University of Melbourne.

### Make a positive change in 2011 – join a free local walking group

Meet friends & keep fit  
Una buona vita  
MIA KALUTERH ZVH

We have a variety of walking groups to suit everyone. All ages, all fitness levels, daytime & evening groups, pram walking groups, general interest groups and groups that welcome dogs.

**Phone Information and Access at Merri Community Health Services on: (03) 9388 9933 Email: [serviceaccess@mchs.org.au](mailto:serviceaccess@mchs.org.au)**



### Roll up your gardening sleeves

Are you looking for a way to help out in your community? Do you love gardening?

Why not help out the residents of Brunswick's Stewart Lodge as they work in their permaculture designed edible garden.

Volunteers are needed to organise working bees, plant sales, art projects and to assist with the general upkeep of the garden.

The garden provides residents with meaningful and worthwhile activity, as well as providing their kitchen with fresh food.

If you can spare just 4 hours each month to help out then we'd love to hear from you. Email us at [healthpromotion@mchs.org.au](mailto:healthpromotion@mchs.org.au) or phone (03) 9387 2270. No experience required.



Resident Rosemary and Project Worker Robin enjoy their time in the Stewart Lodge garden, but they could use some extra hands to help.

### Do you need to speak to someone about a problem?

A Duty worker from our counselling team can help with a free and confidential chat to assist you with information and referral to the right service.

No appointment necessary, just drop in.

All members of our community welcome

Monday to Friday 1pm-3pm

Merri Community Health Services – 93 Bell St, Coburg

### Do you care for someone who is finding it hard to get out of the house?

Activity programs are groups run for community members who have a disability or are frail aged and finding it difficult to connect with their community.

There are over 26 different activity programs run by Merri Community Health Services including Italian speaking groups, outing groups, a ladies library group, a choir and groups for people with memory loss.

Each activity program runs for about 5 hours and includes lunch and morning and afternoon tea.

Apart from providing carers with respite or free time these groups are run to provide participants with an opportunity to make new friends, explore new interests and to keep their bodies and minds active.

A small fee applies for all our activity programs and there are waiting lists for some groups.

**For further information, contact our Information and Access team on 93889933 or Email: [serviceaccess@mchs.org.au](mailto:serviceaccess@mchs.org.au)**

## Heartwise program reduces hospital re-admissions

"Now I know what to do so I'm not always exhausted and finding it hard to breathe" says Maria, a client of the Merri Community Health Services Heartwise Program.

Maria, like a number of others in our Moreland community, suffers from a condition called Chronic Heart Failure. It's an ongoing condition in which the heart muscle is weakened and can't pump as well as it used to.

While chronic heart failure can be life-threatening, you can control the symptoms, avoid unnecessary hospital visits and live a longer, healthier life by taking charge of your condition and working in partnership with a healthcare team.

The Heartwise Program primarily enrolls clients discharged from the Royal Melbourne Hospital with chronic heart failure. They then work with the client providing education on self-management techniques.

Clients are visited in their home and receive support, monitoring and education in all aspects of their illness in order to help them achieve their best possible quality of life. And reduce the number of times they need to go back to hospital.

Betty says "I really think the program has helped me, afterwards you really realise how much it has helped. And 9 out of 10 of us wouldn't do our exercises and stuff at home, but when you come and do things like that in the group you feel so much better for it afterwards"

Heartwise is a Hospital Admissions Risk Program (HARP) and although based at Merri Community Health Services it is also a partnership with the Royal Melbourne Hospital, Melbourne General Practice Network, Dousta Galla Community Health and the Royal District Nursing Service.

Information sheets on how to minimise the symptoms of heart failure and stay healthy are available in English and 16 other languages on the Heart Foundation website at: [www.heartfoundation.org.au](http://www.heartfoundation.org.au)

**Further information on the Heartwise program is available from your doctor and the Direct Access Unit at the Royal Melbourne Hospital on: 03 8387 2333.**

Merri Community Health Services

**Merri Community Health Services offers a comprehensive range of services to community members, many not mentioned in our bulletin. Services available include:**

**Dental, Physiotherapy, Dietetics, Early Childhood Intervention Programs, Carers services, Community Nursing, Case Management**

**For further information about these or any of our services or programs please phone Information and Access on:**

**(03) 9388 9933**

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