

Issue Identified	Referral To	Agency	Service Provided	Details
Health Condition	Better Living Program	Nillumbik Community Health Ph: 9430 9110	The Better Living Program supports people with health conditions including-but not limited to- diabetes, stroke, arthritis, heart disease, osteoporosis, respiratory disease and neurological disease by providing assistance to develop a <i>Better Living Plan</i> . A key worker can arrange access to a broad range of community health services.	Priority access given to clients with serious mental illness Fees according to income
	Community Health Program	Banyule Community Health Ph: 9450 2000	Provides coordinated services for clients who require more than two services, have difficulty managing their health and/or have complex health needs	Priority access given to clients with serious mental illness Fees according to income
	Diabetes Educator	Banyule Community Health Ph: 9450 2000	Provide information around diabetes lifestyle & treatment including effective use of diabetes medications including insulin; monitor blood glucose levels; prevent & treat high & low blood glucose levels; reduce the risk of diabetes complications	Priority access given to clients with serious mental illness Fees according to income Will see clients living in Nillumbik-waitlist may apply
	GP	Private GP or Banyule CH GP	Referral for Diabetes Australia - Life! Diabetes Prevention  Diabetes Health Assessment (People 45-49 with a risk of developing Type 2 diabetes)  Referral to allied health professional via Chronic Disease Management Plan	<a href="http://www.diabeteslife.org.au/">http://www.diabeteslife.org.au/</a>  Up to 5 sessions per calendar year Medicare rebates apply
Pap Smear	Clinic Nurse	Banyule Community Health Ph: 9450 2000	Pap smears	Bulk billed

	GP	Private GP	Pap smears	Bulk billed
Mammogram	Breast Screen	Breast Screen Victoria 13 20 50	Breast Screen Vic will book in appt at closest location	No cost to clients over 40 who have never had cancer and have no current symptoms
	GP	Breast screening Program	Referral to Breast Screen Program	Bulk billed
Prostate Check	GP	Private GP or Banyule CH GP	Prostate test	Bulk billed
Sexual Health	Community Health Nurse	Banyule Community Health Ph: 9450 2000	Sexual health consultations	Priority access given to clients with serious mental illness Can provide an outreach service if required
	GP	Private GP or Banyule CH	Sexual health consultations	Bulk billed
Medications	GP	Referral to accredited pharmacist	In collaboration with the GP, an accredited pharmacist, via the patient's preferred community pharmacy, comprehensively reviews the patient's medications during a home visit. The report from this visit is conveyed to the GP & where appropriate, a medication management plan is developed in agreement with the patient.	GP Item Number 900
Vision	Optometrist	Australian College of Optometry-Located at Darebin Community Health (clients living in Banyule, Nillumbik, Darebin & Whittlesea)	Comprehensive eye examination, including binocular vision, eye health & glasses prescription and the management of eye diseases.	Health Care Card or Pension Card Holders: consultations bulk billed with glasses provided at subsidised rate. Waiting lists do apply
Hearing	GP	Audiologist	Referral to private audiologist via Chronic Disease Management Plan	Up to 5 sessions per calendar year Medicare rebates apply
Oral Health	Dentist	Banyule Community Health Ph: 9450 2000 Nillumbik Community Health Ph: 9430 9110	Full range of dental services	Priority access for clients with serious mental illness. Fee waiver available

	GP	Private dentist	Referral to private dentist via Chronic Disease Management Plan	Claim up to \$4250 in Medicare benefits for dental service over 2 calendar years
Weight/Nutrition	Dietitian	Banyule Community Health Ph: 9450 2000 Nillumbik Community Health Ph: 9430 9110	Development of personalised eating plans; provision of information on healthy eating, shopping for food, eating out and preparing food at home.	Priority access given to clients with serious mental illness Fees according to income
	GP	Private dietitian	Referral to private dietitian via Chronic Disease Management Plan	Up to 5 sessions per calendar year Medicare rebates apply
Exercise and/or Balance	Physio	Banyule Community Health Ph: 9450 2000 Nillumbik Community Health Ph: 9430 9110	Development and support with individual or group exercise plans; linkages to local exercise programs and assessment of balance and walking aids	Priority access given to clients with serious mental illness Fees according to income
	GP	Private physio	Referral to private physio via Chronic Disease Management Plan	Up to 5 sessions per calendar year Medicare rebates apply
Daily Tasks	Occupational Therapist	Banyule Community Health Ph: 9450 2000 Nillumbik Community Health Ph: 9430 9110	Home based assessment & treatment. Provide assistance by showing self care, how to maintain or improve independence and safety through equipment, aids to daily living and home modifications.	Priority access given to clients with serious mental illness Fees according to income
	GP	Private OT	Referral to private OT via Chronic Disease Management Plan	Up to 5 sessions per calendar year Medicare rebates apply
Smoking	QUITLINE	QUIT Ph: 13 78 48	Trained advisers provide advice over the phone around how to quit, cut down or manage smoking	Quit packs can be sent out
	Smoking Cessation Program	Neami Heidelberg: 9459 5455 Neami Briar Hill: 9432 4935	Facilitate groups on smoking cessation and mental health.	Sessions are dependent on numbers Contact Neami for further details

Alcohol and Drugs	Counselling	Banyule Community Health Service Ph: 9450 2000	Assessment; information on methods & service options for withdrawal; controlled/drug use strategies; relapse prevention; harm minimisation; sleep & relaxation techniques	Priority access given to clients with serious mental illness Free service Provides services to clients living in Banyule & Nillumbik
Gambling	Gambler's Help	Gamblers Help Northern Ph: 9450 2000	Provides problem gambling counselling and financial counselling to individuals, couples and families affected by their gambling or someone else's gambling.	Priority access given to clients with serious mental illness Free service
Finances	Financial Counselling	Banyule Community Health Ph: 9450 2000	Budgeting and consumer affairs advice, advocacy and negotiation	Free service
Counselling Support	GP	ATAPS or Better Access clinician	Referral to private clinician via ATAPS (Division funded) or Better Access (Medicare funded) for psychological sessions	Medicare rebates
	General Counsellor	Banyule Community Health Ph: 9450 2000 Nillumbik Community Health Ph: 9430 9110	Provide short-medium term counselling for: relationship; family conflict; grief & loss; parenting; family violence; depression; anxiety; stress	Priority access given to clients with serious mental illness Nil fee for client on pension/health care card and low-medium incomes
Family Violence	Family Violence Service	Berry Street Northern Family Violence Family Service Ph: 9450 4700	Provide support & assistance to women who are living in or have left a violent relationship; info about accommodation and referral to women's refuges, crisis housing and transitional properties; info on counselling options; assistance in gaining legal support	Referral to After Hours Support through Women's Domestic Violence Crisis Service on 1800 015 188
Housing	Housing	Opening Doors Service Ph: 1800 825 955 or 9479 0700	Provide short term emergency accommodation for people in crisis; assessments for priority housing waiting lists; Assistance with public housing applications; offer advice about all general housing queries.	