

Volunteer and Community Connections Newsletter

Autumn Edition 2018

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Chief Executive Officer's Message

Reflecting on an exciting year of change in 2017, we will not slow our momentum for 2018. We look forward to an eventful and positive 2018, which will see us able to better assist our community's health needs.

Annual General Meeting

On Thursday, 26 October 2017, members endorsed the re-election of Directors Lars Schiphorst and Thomas King, and the election of new Director Micaela Drieberg. It was with regret we saw Directors Trish Dito and Stuart McCulloch resign.

Reconciliation Action Plan

Connect Health & Community maintain a commitment to the local Aboriginal and Torres Strait Islander community. We have introduced an Aboriginal and Torres Strait Islander Access Project Officer and embarked upon our Reconciliation Action Plan (RAP) journey by establishing a working group, implementing actions to improve the cultural safety of the service by ensuring staff undertake Cultural Awareness Training, and installing cultural symbols such as artwork and flags.

Koori Family Gathering – Close the Gap Day, 15 March 2018

We all deserve the chance to be healthy. You can help make this happen by attending the Indigenous Health Equality Event to be held on Thursday, 15 March 2018 at Kingston Arts Centre, 979 Nepean Highway, Moorabbin from 11:00 am to 12:30 pm. More than 100,000 people are expected to take part in National Close the Gap Day across the country. Come along and find out how you can help Close the Gap by 2030. RSVP to Chris Edmonds cedmonds@smpcp.org.au

New offices at Bay Road now open — Counselling, Dietetics, Speech Pathology, Physiotherapy, Podiatry and Gamblers Help Counselling staff moved into Unit 17, 347 Bay Road, Cheltenham.

Car park works at Bentleigh East Site now complete — The movement of traffic has also been adjusted to allow for a better flow to drop passengers at the Southern entry, with new directional signage and arrows painted on the surface.

Sandringham Ambulatory Care Centre (SACC) — On 1 October 2017, in partnership with Link Health and Community and Alfred Health, Connect Health & Community commenced a new service to be the provider of services in the Sandringham Ambulatory Care Centre (previously known as the Urgent Care Centre). The Centre is open from 8:00 am to 10:00 pm, 365 days of the year. Patients who present at the Emergency Department are triaged and then, if appropriate, are directed to SACC to be attended by a General Practitioner and/or Nurse who will deliver high level care in a more expedient timeframe. The partnership



Our Values: Respect, Responsiveness, Accountability & Collaboration

Chief Executive Officer's Message ... *continued*

with Link Health and Community sees them supplying the medical and nursing workforce, while Connect Health & Community undertake the clinical governance and contract management. The initial contract period is for two years and will generate over \$1.2 million each year of new business for the SACC.

New services

Accessible Psychological Interventions (API)

Connect Health & Community have been awarded a Tender by South Eastern Melbourne Primary Health Network (SEMPHN) to deliver API services in Bayside. Developed in line with mental health reform across Australia and SEMPHN's Mental Health Stepped Care Model, APIs:

- are flexible services to support people with mild to moderate mental illness
- include a range of short-term psychological interventions
- are for people who have a Health Care Card or cannot afford or access similar services
- are especially designed for people from hard to reach population groups
- can be delivered in individual, family or group formats.

API services in Bayside commenced on 1 February 2018, with referrals received via SEMPHN's Mental Health intake. For further information, please visit the SEMPHN website: www.semphn.org.au.

Psychological Intervention (PI) services that do not require intake via the SEMPHN — Connect Health & Community also provide professional counselling for depression, anxiety and other common disorders. A new free service, subject to eligibility, is now available. Delivered by psychologists, mental health social workers and mental health nurses, the service is available to people on low incomes. There is currently no waiting list for this service, which features a choice of locations: Bentleigh, Cheltenham and Dandenong and after-hours sessions are available. For further information, call us on 03 9575 5333.

National Disability Insurance Scheme (NDIS) — We will be entering the NDIS market from 1 April 2018, implementing an integrated multidiscipline Early Childhood Team for children aged between 0 to 6 years who have a disability. We will also provide a Health & Wellbeing service which will comprise Physiotherapy, Exercise Physiology and Dietetics (in the first instance). This is available to persons aged between 7 to 65 years of age. We have recruited a Practice and Business Development Manager to undertake the implementation of the NDIS.

Chronic Disease Project — Through the Living Well Project, several free community education sessions have been held. Our Community Health Nurse William Kim has been undertaking Diabetes checks and organising speakers from the Life! Program and Diabetes Victoria to provide diabetes education to our community. The main topics cover preventative health and management of diabetes, including the introduction of Life! Program. Health professionals run these programs, delivered as a group course or a telephone health coaching service. All upcoming activities can be found on our website or you are welcome to book a session with William Kim.

Connect Health & Community Facebook page has hit 100 likes! — Our broad strategy is to build a community of support for our work that includes engaging on social media to promote the issues that are important to our stakeholders. With the help of some volunteers and staff we have been posting more regularly since August 2017. The result has seen a steady increase in engagement. Thanks to those that have liked, followed and shared our stories.

Amanda Murphy

Team Leader Volunteer and Community Connections Message

Welcome back everyone. I hope everyone had a wonderful break over the festive season and it is wonderful to see many of you back into your volunteering roles!!

It is wonderful to see the weather slowly changing and becoming cooler. Unfortunately this year we had to cancel a number of our Community Transport services due to the extreme heat conditions and it is nice to know we are slowly moving out of summer.

We start the year by warmly welcoming our new Volunteer Coordinator Anna Ballinger – a little introduction on Anna is located on page 4. I am sure she will get to know you all over the coming months, as she settles into the position.

This month we finally held Kathryn's farewell morning tea, which was well attended by past and current staff and volunteers. It was also reassuring to know Kathryn's health is back and she was able to enjoy her morning tea and moving forward with her retirement! Thank you to volunteers who attended her farewell, I know she appreciated your attendance (photos on page 9).

I would like to take this opportunity to officially thank Kia for doing extra hours during the vacancy period we had with Kathryn's leaving and it goes without saying a big thank you to Sandra who has provided so much administration support to Kia and myself during this time as well. So thank you to Kia and Sandra for ensuring Volunteer Services continued to run smoothly over the past 3 months with minimal disruption!

We have commenced the year with some changes to some of our programs, in particular I draw your attention to Hydro on page 7. We have also seen the closure of the Peer Falls Education program and I would like to thank the volunteers— Barbara, Cora, John, Patricia, Rhonda & Zisla, who were involved in this program. Thank you for your time and commitment over the years presenting educational talks within the community — we hope we will be able to place you in another volunteer role that you will enjoy.

The next few months are busy — commencing with Hydrotherapy Emergency Training Session – details on page 13 and the Community Transport Driver & Jockey Meeting and training session on assisting clients conducted by our wonderful OT Bec Porter. We are also preparing for National Volunteer Week and this year it will be held a little later in May. We will also be nominating our volunteers for the Glen Eira Volunteer Recognition Awards for Years of Service and this year we recently put in an application and nominated our Social Support Volunteers for the Minister for Health Volunteer Awards — so let's hope this is our year!

I thank you, again, for your ongoing commitment to Connect Health, our programs and especially to our clients.....

“If you want to touch the past, touch a rock. If you want to touch the present, touch a flower. If you want to touch the future, touch a life.” – Author Unknown

Take Care

Jo

Volunteer and Community Connections

**Autumn 2018
Page 3**

Welcome to our New Volunteer Coordinator....

Anna Ballinger has a long history of volunteering, training and event organisation. She enjoys working as a Volunteer with Eastern Palliative Care where she visits clients and prompts them to tell their stories – gathering photos and collating this into a Biography. Anna loves working within the health care sector and is looking forward to getting to know the fabulous folk who support Connect Health and Community. Drop by the Volunteer Coordinator's office Mon-Wed and say "Hi".

When she's not volunteering or working with volunteers, Anna can most often be found taking her energetic rescue Kelpie, Tiberius, for very long walks (she has yet to exhaust him). Her latest fun new activity involves roaring around the place on her motorbike.



Your contributions

November, December 2017 & January 2018

5,048 hours

Thank you!

Get Connected Volunteer Opportunities

- ◆ **Community Transport** — Multiple volunteer driver vacancy positions are available - use your own car or use a Connect Health & Community bus or car. Assist the community with keeping older frail people and people with a disability and carers connected to their community.
- ◆ We are always looking for volunteers for our **Hydrotherapy program**— Pool Assistants, Supervisors and Sitters.

If you are interested or know of anyone that might be interested in any of the above volunteer vacancies, contact Anna or Kia on 9575 5312 or email: vcoord@connecthealth.org.au

Volunteer Profile — Meet Mark

What was your motivation to become a Volunteer?

Seeing what other volunteers were doing inspired me. I think we are all here to help each other, volunteering is just another way.

What did you do before becoming a Volunteer?

A landscape gardener and working part time as an orderly at the Alfred Hospital which I loved, and a fitness instructor.

I started working at our community centre as a maintenance officer, looking after our hydro pool, vehicles, gardens and buildings.

How long have you been volunteering at Connect Health & Community, and in what roles?

I've been volunteering at Connect Health for two years as a driver (regular Monday run) and emergency driver.

I mentor a special kids group from Yarrabah School providing transitional work experiences at Connect Health to prepare them for a transition from school to workforce.

What has been your best and/or worse volunteer experience while at Connect Health?

My best volunteer experience is seeing people everyday helping each other and mentoring the special kids group.

What do you enjoy doing outside of your volunteering?

I enjoy fitness training, spending time with my two daughters and hiking. I drive for Bayside Church using Connect Health vehicles picking up homeless, older people and people with a disability for Christmas lunch, serving lunch and driving them home.



New additions to our Volunteer Team, January—February 2018:

We welcome three new volunteer drivers and one admin support assistant for TransAccess, one Social Support Group assistant for Thursday Social Club and one volunteer assisting our Community Health Nurse with Play Connections group in Carnegie. We hope you find volunteering with us a positive and rewarding experience.

Program Name Change

Our Planned Activity Group (PAG) has recently had a name change to: Social Support Program. Due to funding changes for different age groups within the program, the name change reflects the program's activity – Social Support for people who are socially isolated in our community. Currently 65+ age group is funded by the Commonwealth and under 65 age group is funded by the State Government and they have recently changed their funding name from Home and Community Care (HACC) Program to Home and Community Care Program for Younger People (HACC-PYP). Both age groups aim to reduce isolation and therefore Social Support Program better reflects the program's activity for both age groups rather than reflecting funding bodies.

Volunteer and Community Connections

Auxiliary

The Auxiliary had its first meeting for 2018 early in February followed by our first function — a sausage sizzle on Friday 23 February. A lovely lunch and afternoon tea were enjoyed by those who attended.

I would like to extend an invitation to all volunteers and the community in general, to attend any of our activities. We would greatly appreciate your company.

If anyone would like a copy of our agenda, feel free to ring Audrey Streker or myself (numbers below). The more the merrier, as ALL proceeds directly benefit Connect Health & Community.

If you would like to join the Auxiliary while “fun”d raising, contact Anna or Kia, Volunteer Co-ordinators on 9575 5312.

General Meetings

Held on Wednesday, March 14th & April 11th at 11.15 am. in 2/3 Multi-Purpose Room (MPR)

Doreen’s Trade Table

Held before the General Meetings at 11 a.m. in the 2/3 MPR. Various items for sale including hand crafted goods, clothing, books etc. Pop in and have a look. All monies go to Connect Health & Community.



Events 2018

Friday March 23rd — Bingo, cost: \$5.00.

Friday April 27th — Guest Speaker, cost: \$5.00.

Theatre Outings

Wizard of Oz, Tuesday July 10th, 2018 at 1 pm at the Regent Theatre. Cost: \$69.90. Book now. Pay by May 1st, 2018. Ring Audrey on 9579 3846.

Mamma Mia, Wednesday August 1st at 1 pm. at the Princess Theatre. Cost: \$59.95. Book now, pay by May 25th, 2018. Ring Audrey on 9579 3846.

All are welcome to our events!

**All enquiries to Audrey Streker on 9579 3846 or
Lyn Munday on 9570 5087.**

Community Transport – Client Survey 2017 Results

Towards the end of last year 174 surveys were distributed to Community Transport clients, 66 completed surveys were returned, a response of 38%.

Overall feedback regarding Community Transport Services from all of the clients was extremely positive in relation to the administration and delivery of the Service. Clients commented on how efficient, reliable and invaluable the Service is. A consistent thread throughout the responses was how much clients appreciate the services provided and in particular the professionalism, courtesy, helpfulness, kindness, thoughtfulness and care of all the staff involved in providing the service from the office staff **to the volunteer drivers and jockeys!!**

Congratulations and thank you to our Volunteer Drivers and Jockeys and to the Volunteer and Community Connections Team on the great survey results! A special thank you to volunteer Sonia for compiling the results.

Full copy of the survey results can be obtained from your Volunteer/Community Transport Coordinator.

Volunteer and Community Connections

Hydrotherapy News

Please Note: Upcoming Bentleigh East **mandatory** Hydrotherapy Emergency Rescue Training — see page 13 of Newsletter.

Water Bottles:

Free water bottles will be distributed to Hydrotherapy clients over the coming weeks. Please encourage clients to bring their water bottle to the pool for their session. This will commence on Monday 26th March. Let's help the environment, and reduce our use of disposable cups.



The Flu Ends with U!

Winter is coming ensure you protect yourself and get the flu jab!

Influenza (flu) is a highly contagious viral infection that spreads easily from person to person through coughing, sneezing and close contact. Unlike a cold, symptoms such as fever, sore throat and muscle aches develop suddenly with flu and last about a week. In some cases, severe illness and complications such as pneumonia and bronchitis can develop, which can result in hospitalisation and even death. The flu can also make some existing medical conditions worse. The flu virus can be especially dangerous for elderly people, pregnant women, Aboriginal and Torres Strait Islander people and very young children, as well as for people with underlying medical conditions.

At Connect Health we are well aware of the impact influenza can have on staff, clients, our volunteers and our community. We would like to ensure that all our staff and volunteers are vaccinated. This of course this is not mandatory however we are implementing measures to ensure we can reduce the likely hood of the spread of influenza on those we engage with.

This year from we are keen to see how many of our volunteers actually have their annual flu vaccine and

therefore we are asking all volunteers who receive their flu vaccine to inform us so we can record this information and be informed on our overall performance with managing and mitigating infectious control. So please inform your Volunteer/Community Transport Coordinator once you have been vaccinated.

Tips for controlling infection

1. **Have an annual flu vaccination**
2. **While sick, limit contact with others as much as possible to keep from infecting them.**
3. **Try to avoid close contact with sick people.**
4. **Cover coughs and sneezes. Sneeze/cough into your sleeve or cover with tissue or scarf or mask. If you have coughed/sneezed into your hands, wash hands immediately with soap and water.**
5. **Throw away used tissues.**
6. **Avoid touching your eyes, nose and mouth. Germs spread this way.**
7. **Hand hygiene- Washing your hands often—this will help protect you from germs. If soap and water are not available, use an alcohol-based hand rub.**

For further information: Better health channel: <https://www.betterhealth.vic.gov.au/health/conditionsandtreatments/flu-influenza>

Do you know our staff? Meet Liza

How long you have been with Connect Health?

Hello everyone, I'm still fairly new to Connect Health, I started late Oct 2017.

I'm also new to Community Health Services; my background is 17 years in pharmacy both community pharmacy and hospital pharmacy and 13 years' experience working within hospitals private and public in a variety of roles. I also have experience as a nursing assistant in palliative care and dementia care. I am also a librarian, and literacy and numeracy teacher's aide. So I bring a lot of varied work and life experiences to this role and to our organisation.

What is your position/title and team you belong to?

I am the Quality Officer and I sit under the Corporate umbrella, but I really have my finger in everyone's pie, because Quality is in every single detail of our day. Our business is to provide the highest quality of care to our clients and the community, so it helps to be a jack of all trades.

What days you work?

I work Monday to Thursday full days, which is relatively new for me. I have worked since I was 15 years old so I have to say I am enjoying the 3 day weekend.

What you are currently working on?

You may have seen or heard about 'accreditation' or the National Safety and Quality Health Service Standards (NSQHS). Well Connect Health has an assessment against these standards in June 2018; external assessors will come into our organisation for the week and check that we are providing the highest quality service we can. There is some organising of evidence prior to these accreditations, so that's my main focus until June. What does this mean for our service? Well we can show what a great job we do for our clients and assess ourselves against the



national criteria and see how we measure up nationally.

What do you enjoy doing outside of work?

I am a mother of two grown daughters who are my pride and joy. My eldest is a GP and my youngest is studying at university in the hopes of becoming a Coroner one day. So I figure I'm covered in old age, if one daughter can't fix me, the other daughter can work out what caused my death ha ha.

I have a bit of a sense of humour, in case you haven't guessed. In my spare time I cannot sit still. I love getting out and about exploring the world we live in. I love nature, and anything to do with water. I am a huge bookworm, and I dabble in every type of craft I can. I also love eating. I'm a bit of an adrenaline junkie and I will try anything once. I believe life is to be lived and celebrated and that's how I get up every morning.



Volunteer and Community Connections

Kathryn's Farewell Morning Tea



Volunteer Christmas Lunch 2017



Volunteer Christmas Lunch 2017



Quality & Risk Corner

Connect Health is moving towards being accredited with the National Safety and Quality Health Service Standards (NSQHS) for Community Health Services; in addition to the other accrediting bodies that we are currently accredited with.

There are 10 standards for the NSQHS. To see how we are progressing towards this national safety and quality standards, assessors will be doing a Mid Cycle review 5 – 7 June 2018. This mid cycle assessment will be for the first three standards only, and assessing our progress towards full accreditation in 2020.

Standard 1 - Governance for Safety and Quality in Health Service Organisations

In brief this standard has five main criteria:

- 1. Governance and quality improvement systems** - There are integrated systems of governance to actively manage patient safety and quality risks
- 2. Clinical practice** - Care provided by the clinical workforce is guided by the best current practice
- 3. Performance and skills management** - Managers and the clinical workforce have the right qualifications, skills and approach to provide safe, high quality health care
- 4. Incident and complaints management** - Patient safety and quality incidents are recognised, reported and analysed, and this information is used to improve safety systems
- 5. Patient rights and engagement** - Patient rights are respected and their engagement in their care is supported

Standard 2 - Partnering with Consumers

In brief, this Standard requires that:

- Governance structures are in place to form partnerships with consumers and carers.
- Consumers and carers are supported by the health service organisation to actively participate in the improvement of the patient experience and patient health outcomes.
- Consumers and carers receive information on the health service organisation's performance and contribute to the ongoing monitoring, measurement and evaluation of performance for continuous quality improvement.

Standard 3 - Preventing and Controlling Healthcare Associated Infections

In brief, this Standard requires that:

- Effective governance and management systems for healthcare associated infections are implemented and maintained.
- Strategies for the prevention and control of healthcare associated infections are developed and implemented.
- Patients presenting with, or acquiring an infection or colonisation during their care are identified promptly and receive the necessary management and treatment.
- Safe and appropriate antimicrobial prescribing is a strategic goal of the clinical governance system.

From what I have already witnessed during my brief time with Connect Health, I can confidently say that provide an amazing service to our clients, their carers, families and our surrounding community.

Everything we do on a day to day basis is focussed on providing the best quality and safe care, in a timely manner.

Quality & Risk Corner ... continued

My job is simply to help showcase the great work we do and continue to develop ways in which we can identify improvements and strive to exceed our compliance with national safety and quality standards.



Training Opportunities and Events

Connect Health & Community

Staff Workshops – Volunteers most Welcome to attend

Wednesday 21st March	2.00 - 4.30pm	Multipurpose room
Tuesday 22nd May	8.30 - 11.00am	Multipurpose room
Wednesday 18th July	2.00 - 4.30pm	Multipurpose room
Tuesday 18th Sept	8.30am - 11.00am	Multipurpose room
Thursday 22nd Nov	2.00 - 4.30pm	Multipurpose room

Hydrotherapy Emergency Rescue Training — **Mandatory** training for all Hydrotherapy Pool Supervisors, Leaders, Assistants & Sitters: **Friday 16th March** or **Friday 23rd March** from 2-3 pm or 3-4 pm. Volunteers are required to select a training session (list at the pool behind the sitter's desk) and add their name to the list. If you cannot attend on Friday, please advise Anna or Kia, Volunteer Co-ordinators on 9575 5312.

Community Transport Volunteer Driver & Jockey Meeting and Assisting Clients Training — **Thursday 22nd March, 10am-12pm**, please forward any agenda items to your Volunteer/Community Transport Coordinator.

National Volunteer Week 21-27 May 2018, Theme: Give a little. Change a lot.

Main Event: Thank You BBQ on Friday 25 May, 12pm–2pm, , 2A Gardeners Road, Bentleigh East

Reminder during National Volunteer Week, we will again be offering special morning and afternoon treats in the Volunteer Room, so please ensure you pop in and enjoy morning and/or afternoon tea treats and meet other volunteers.

Volunteer and Community Connections

Training Opportunities and Events

Koori Family Gathering – Close the Gap Day, 15 March 2018

We all deserve the chance to be healthy. You can help make this happen by attending the Indigenous Health Equality Event to be held on **Thursday, 15 March 2018** at Kingston Arts Centre, 979 Nepean Highway, Moorabbin from 11:00am to 12:30pm. RSVP to Chris Edmonds, cedmonds@smpcp.org.au

South East Volunteers — 5 Myrtle St Glen Waverley Vic 3150. To attend Workshops listed below please **RSVP Tel: 9562 0414.**

Mindfulness: Wednesday, 21 March 2018, 5 Myrtle Street, Glen Waverley

Strategies for Emotional Intelligence: Friday, 6 April, 90-92 Victor Crescent, Narre Warren

Loss & Grief: Wednesday, 16 May, 5 Myrtle Street, Glen Waverley

Understanding Anxiety & Depression: Wednesday, 13 June, 5 Myrtle Street, Glen Waverley

Boundaries: Wed., 22 August, Monash Civic Centre, 293 Springvale Rd, Glen Waverley, Meeting Room 1&2

Communication Skills: Wednesday, 12 September, 5 Myrtle Street, Glen Waverley

Customer Service: Wednesday, 10 October, 5 Myrtle Street, Glen Waverley

Dates to make note of:

Hydrotherapy Emergency Rescue Training:

Friday 16 March or 23 March, 2-3pm or 3-4pm at the Hydrotherapy Pool

Community Transport Driver/Jockey Meeting &

Training: Thursday 22 March, 10am—12pm in 2/3 Multi-Purpose Room 2A Gardeners Rd, E. Bentleigh.

Alzheimer's Workshop: Thursday 7 June, 10am-12pm in 2/3 Multi-Purpose Room, facilitated by Emma Dabb, Dementia Australia

National Volunteer Week 21-27 May: BBQ on Friday 25 May, 12pm—2pm, 2A Gardeners Road, Bentleigh East

Volunteer Christmas Lunch: Wed. 28 November, Murrumbeena Park Bowls Club, 26-28 Gerald St, Murrumbeena VIC 3163, Melway ref. 69 B7

Public Holidays in 2018

Labour Day — Monday 12 March

Good Friday — Friday 30 March

Easter Monday — Monday 2 April

ANZAC Day — Wednesday 25 April

Queens Birthday — Monday 11 June

AFL Grand Final Friday— Friday 28 September

Melbourne Cup Day — Tuesday 6 November

Christmas Day — Tuesday 25 December

Boxing Day — Wednesday 26 December

Volunteer and Community Connections

Connect Health's

Vision: Healthy People, Healthy Communities

Purpose: Understand and meet the health needs of the community as a socially responsible business

Values: Respect, Responsiveness, Accountability & Collaboration

Main Site Address:

2A Gardeners Road Bentleigh East 3165

Postal Address

PO Box 30 Bentleigh East 3165

Website: www.connecthealth.org.au

Volunteer and Community Connections Team

Contact Details

Volunteer Services:

Anna: Monday — Wednesday

Kia: Wednesday — Friday

Phone: 9575 5312

Email: vcoord@connecthealth.org.au

Community Transport, TransAccess Program:

Bill: Monday, Wednesday & Friday

Di: Tuesday — Thursday

Errol: Monday — Friday

Phone: 9575 5386

Email: transaccess@connecthealth.org.au