

MEMBERS' UPDATE

Issue 2
Spring 2020

2019-2020
Overview

Important
COVID-19
Information

Mental
Health
Awareness

Our
Community

Membership
Renewals

MESSAGE FROM THE BOARD



Who would have imagined that as we welcome Spring we would find ourselves in such unprecedented times, (still) grappling with the complexities of COVID-19 and Stage 4 restrictions? We sincerely hope your extended families are keeping safe and well, and that you are being kind to yourself during extended periods of lockdown. The Team at Westgate Health appreciate that these are challenging times for our members and are here to support you in any way we can.

We would like to take the opportunity to provide you with some key updates at our Co-Operative:

CEO Position

The Board has accepted the resignation of the CEO, Belinda Beltz. Bel came to the role with vision and energy, and in her time with us implemented many significant initiatives which will contribute to the way forward for the organisation. Bel would like to thank staff and members who have supported her along the way and looks forward to returning to her consultancy business which will provide greater flexibility in these unprecedented times. On behalf of the Team and Members, the Board wishes Bel all the very best in her future endeavours.

continued on the next page



MESSAGE FROM THE BOARD continued

In Bel's absence, Allison Crunden (Deputy Board Chair) has stepped into the role of Interim CEO (part time) and will continue in this position to maintain continuity during CEO recruitment. We thank Allison for her willingness to support the organisation in this manner. The Board has commenced the recruitment process as a key priority and would welcome applications from skilled and passionate members of our community. If you are interested in this position, please reach out to Jenny Morris (jennym@westgatehealth.coop).

Board Resignation

It was with regret that the Board received Mike Daley's resignation. On behalf of the Membership, we would like to acknowledge and thank Mike for his long term commitment to the organisation, this being the second time that he has served as a Director, and to wish him all the very best in his future endeavours.

Covid-Safe AGM

The Board has been closely monitoring the status of Covid-19 in recent weeks and considering options for holding our AGM, which is usually in October. Given the current circumstances and extended lock-down in Melbourne, and flexibility provided by the Government in response to Covid-19, we have decided to defer the AGM until early 2021, with details to be

confirmed by end of year as we get closer to 'Covid Normal'. Our preference is to hold the AGM 'in person' if it is safe to do so.

Big Thanks

This year continues to be highly challenging, and we extend our thanks to each of you for your understanding as we have adjusted to changing information and needs. We also want to acknowledge our amazing Team for their unwavering commitment to our members and your healthcare needs, and to each other as we navigate how to continue operating in a safe and partially virtual way.

Finally, the Board hugely appreciates your ongoing feedback, thank you to those who have completed the survey, we remain committed to continuous improvement. Please do not hesitate to reach-out via jennym@westgatehealth.coop to provide us with your feedback.

Stay safe and well!!

Kind regards

Jenny Morris, Chair on behalf of the Board

Allison Crunden, Deputy Chair, and Interim CEO

FY 2019 - 20 AT A GLANCE



It's OK to see your GP

COVID-19 UPDATE

COPING WITH COVID

WE ARE STILL OPEN FOR ESSENTIAL FACE TO FACE CONSULTATIONS

Telehealth consultations are our preferred method, however we realise a face to face appointment may be necessary. Please call us to have one of our friendly Receptionists assist with your booking.

- Appointments must be made prior to arrival (no walk-ins)
- Before entering a clinic you will be screened at the door by a nurse or your GP. This involves taking your temperature, hand sanitising, and responding to a few questions
- Face masks must be worn
- Social distancing must be adhered to

Telehealth

Westgate Health is conducting Telehealth appointments which can be booked on-line at



www.westgatehealth.coop

or by phoning either of our clinics:

South Kingsville: 9391 6777

Newport: 9391 2222

The following services are all available via Telehealth:

- General Practitioner consultations
- Diabetes Educator
- Dietitian
- Psychologist
- Mental Health Nurse

All Telehealth appointments will be bulk-billed and can be arranged via phone or Healthdirect Videocall - a comprehensive, secure and reliable video consulting service for healthcare in Australia accessible via your mobile phone or tablet or computer. Our friendly Receptionists can assist you with the best Telehealth option for you.



Allied Health

We are offering the following, in person, Allied Health for essential services during COVID-19 restrictions:

- Podiatry
- Pathology
- Dental
- Physiotherapy

Dental Services

We are following Victorian Government Guidelines with regard to dental restrictions

During stage 4 restrictions our dental is currently available for emergency only

Please contact reception and we can have a dental nurse assess and advise if an appointment is possible

Members annual free checkups will resume when restrictions allow.

We take this opportunity to farewell Marianne Brownlee and thank her for her contribution to our dental services over the years

Marianne is now practicing at the Double Diamond Dental Surgery in Moonee Ponds

Arrangements are correct at the time of publication but may change according to government requirements.

Message from Gael,

Gael is an experienced registered psychologist specialising in cognitive therapies for individuals coping with a range of mental health issues and life stressors.

We are now towards the end of stage four lockdown and most of us are feel just a little jaded if not worse. Uncertainty is a very stressful feeling and we feel the loss of normality, structure and connection. The novelty of working from home has worn off for many as we find ourselves feeling emotions such as anxiety, frustration, boredom and depression more than we normally would. We yearn and grieve for the Melbourne we had just a few months ago. We hope it will all be over soon but there remains uncertainty about the future. Does this sound familiar? Believe me you are not alone.

If you like many others are feeling worn down emotionally by COVID here are some suggestions that may help – you have probably heard these before on TV or read them in articles or the newspaper but it is worth going over them again as they do work.

- Stay informed, but don't obsess- yes this does mean not checking the numbers' every two hours to see if they have gone down or trolling the web in search of any or all information about COVID. The TV news presents the statistics daily. You could even limit news and media exposure by taking a few days break.
- Focus on the things you can control - difficult I know when you are working from home and home schooling as well; but having a schedule and routine really help. Working from home can make us more irritable - be gentle and kind to yourself.
- Stay connected, even when physically separated – make phone calls on a regular basis even if you feel tired and feel there is nothing to talk about. Just hearing the voices of those you care for can have a positive effect on your mood.
- Take care of yourself both physically and mentally – this does require a certain amount of discipline to maintain a habit but you will definitely feel the better for it. Taking a daily walk, run, online classes of yoga all help to repair our bodies and support our immune systems. Mentally it is important to beware of your 'self talk' and stop ruminating or catastrophizing.

Hopefully we are beginning to see the light at the end of the tunnel – for the lockdown at least. Just a tiny dot but definitely there.

Gael Meadowcroft

If you would like to book a time to see Gael please [contact us](#)



STAY HEALTHY

MENTAL HEALTH FIRST AID

IT IS IMPORTANT TO STAY FIT AND HEALTHY

We will be living with COVID-19 for a long period. It's now more important than ever to look after yourself.

Don't neglect care of your existing medical conditions.

Don't delay seeing a Doctor about new medical concerns.

Exercise: regular physical activity is particularly important at times of higher stress.

If you have any respiratory tract symptoms: mild cough, runny nose, sore throat, shortness of breath, sudden loss of sense of smell or taste, or a fever and chills you should get tested for COVID-19. Remember to stay at home until you get your results.

Symptoms can be extremely mild in many people and that's how it can spread without being noticed. So if you have any of the above symptoms - get tested, then stay at home until you're well.

We will all need to be conscientious, to enable early detection of any local outbreaks and limit the spread, especially as current restrictions are slowly lifted.

Lockdown Tips

Drawing was supplied by one of our fantastic nurses, the artist is her son Anthony.

It depicts all of the things he requires to stay happy & healthy during lockdown.

Do you have any tips on how you have been staying healthy during lockdown? E.g. exercise, diet, meditation?

Email your tips to community@westgatehealth.coop



The World Health Organisation, defines mental health as “a state of well-being in which every individual realises his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community.”

Statistics are alarming, almost half of Australians will experience mental illness at some point in their lives, and mental health problems during the COVID-19 pandemic are at least twice as prevalent compared to non-pandemic circumstances.

Those experiencing mental health issues need the respect and assistance of friends, family and the broader community. Family and friends can help by having an understanding of the illness and providing the same support as they would if the person has a physical illness.

Greater community knowledge about mental health issues means people will be able to recognise problems in others and be better prepared to offer support. Those in the best position to offer mental health first aid are often someone in the persons social network.

There are many treatment and support options available, but unfortunately around 35% of people do not seek professional help.

Mental health first aid teaches how to; recognise symptoms, offer and provide initial help, and how to guide a person towards appropriate treatment and support.

Mental Health First Aid Action Plan

- Approach the person, assess and assist with any crisis
- Listen and communicate non-judgementally
- Give support and information
- Encourage the person to get appropriate professional help
- Encourage other supports



You don't have to be an expert to keep the conversation going when someone says they're not OK. By knowing what to say you can help someone feel supported and access appropriate help long before they're in crisis, which can make a really positive difference to their life.

For more information please contact Mental Health First Aid Australia

<https://mhfa.com.au/>

OUR COMMUNITY

Having a sense of community unites us. It gives us the opportunity to connect with people and makes us feel safe and secure. Since the outbreak of COVID-19, we have all experienced significant changes in our lives and many people may be feeling isolated. Below you will find a few fun activities designed to bring us together.

Lockdown Photo Competition

- While out for your daily exercise, take a photo of something you love about your community
- Email your photo to community@westgatehealth.coop
- Entries must include your name, suburb & photo description
- Photos will be posted on our Facebook page and the post that receives the most likes will be awarded a \$50 GiffyPay digital gift card.
- Entries are only open to residents of Victoria, Australia
- Competition ends 1st October & winner will be announced on our Facebook page 2nd October 2020.



Boredom Busters

There are many ways to keep busy and banish boredom during lockdown.

Even though the libraries are closed you can still access their eLibrary facilities.

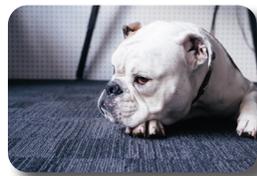
Hobsons Bay <https://libraries.hobsonsbay.vic.gov.au/collections>

Wyndham <https://www.wyndham.vic.gov.au/services/libraries/elibrary/wyndhams-elibrary>

Maribyrnong <https://www.maribyrnong.vic.gov.au/library/Resources/eLibrary-portal>

What are some of your favourite things to do during lockdown?

Email your ideas to community@westgatehealth.coop and we will share them on our Facebook page.



RECIPES FROM OUR FAMILY TO YOURS

Tortellini and Spring Vegetable Salad

- | | |
|--|--|
| 225gm pesto tortellini
(or any fresh stuffed pasta) | 1/4 cup pine nuts |
| 450g asparagus, trimmed and cut into
2-inch spears | Herb and garlic goat cheese (about
150gm) |
| 1 cup shelled peas
(fresh or frozen) | 1 tablespoon red wine vinegar
(or a squeeze of lemon juice) |
| 3 cups fresh spinach | 1/4 cup olive oil |
| 4 radishes, sliced | Salt and pepper |
| 1 tablespoon fresh chives, chopped | |

1. Bring a pot of water to a boil, salt. Meanwhile, prepare an ice bath and prep vegetables.
2. When the water is boiling, add the tortellini. It will cook in about 5 minutes (or follow package directions). After 3 minutes, add the asparagus. Add the peas for the last 30 seconds.
3. Strain the pasta and vegetables and place immediately into the ice bath. Once they've cooled, strain again and pour into a mixing bowl. Add the spinach, radish, chives, pine nuts and goat cheese. Toss with vinegar and oil. Add salt and pepper to taste.

Enjoy!

Do you have a favourite recipe you would like to share?
Email your recipe to community@westgatehealth.coop and we will share them on our Facebook page.

WELCOME TO

OUR COMMUNITY

LEKI SISIFA

Physiotherapist

South Kingsville & Newport



Graduating from Melbourne University in 2007, Lekhi has worked in leading Sports Medicine & Physio clinics and has vast experience as an International Sports Physio with interest in AFL & Rugby Union.

Lekhi is trained as an Early Intervention Occupational Physio provider with WorkSafe Victoria and the Transport and Accident Commission (TAC), a specialised physiotherapy service aiming to achieve better health and work outcomes for injured workers/motorists.

If you have a sporting injury, niggly aches and pains from computer work, or are injured and hold a Workcover or TAC claim, qualify for NDIS support or have a GP Management Plan/Team Care Arrangement - Lekhi has the experience and can help you.

With a growing interest in Chronic Disease management, Lekhi believes in a holistic Functional Medicine approach to achieve lifelong health and happiness.

CATHAYA YONG

General Practitioner Registrar

South Kingsville



Cathaya is a GP registrar who graduated from the University of Tasmania in 2015.

Cathaya has a diverse range of hospital experience (particularly in obstetrics/gynaecology and paediatrics) and is excited to provide continuity of care in the community.

Cathaya's special interests include: women's health (including Implanon insertion and removal), sexual health, and child and adolescent health

SPECIAL INTERESTS

- Lower limb biomechanics
- Shoulder injuries
- Chronic Disease
- Neck pain and Headaches
- Sports injuries
- Functional Medicine

QUALIFICATIONS

- Bachelor of Physiotherapy
- Early Intervention Physiotherapy Framework (EIPF) trained Physiotherapist

SPECIAL INTERESTS

- Women's Health
- Sexual Health
- Child & Adolescent Health

QUALIFICATIONS

- Bachelor of Medicine



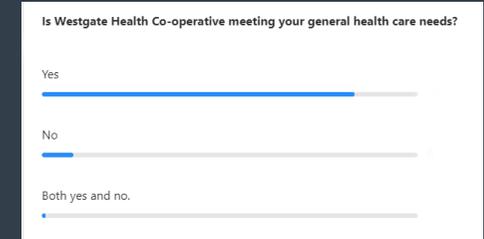
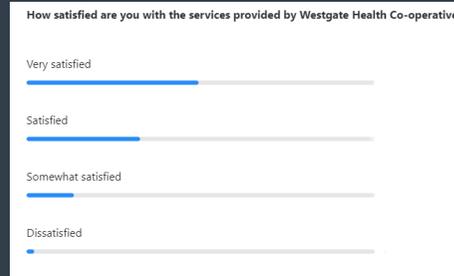
Thank you to all who responded to our survey

We are happy to know that our services are meeting your health care needs.

Some of your feedback mentioned the need for improvement in the following areas:

- Appointment availability
- Waiting times
- Feeling of Welcome

Please be assured that we are enhancing our customer service through ongoing staff training to ensure your experiences at Westgate Health are positive.



THANK YOU

OUR STORY



Thank you to the wonderful volunteers who donated their time to tailor the above gowns.

- Patricia Greenwood
- Joan Cutajar*
- Lorna Coca
- Traralgon Neighbourhood House

* Joan also used the scraps to make little cuddle blankets.



Lockdown Art Competition Winner

Congratulations to Harper.

Thank you for your beautiful drawing illustrating how life has changed for you during lockdown.

We take this opportunity to farewell Dr. Maryann Spottiswood and thank her for her contribution to Westgate Health Co-operative over the years

westgatehealth
co-operative ltd

OUR STORY

- 1978 THE IDEA**
The Western Region Council for Social Development recognised there was a need for medical care in the area. We were established by Westgate Baptist Community with seed funding from the Baptist Union of Victoria.
- 1980 OPENING OUR DOORS**
September 8th, 1980
Medical clinic registered and 23A Vernon Street opened for business December 1980.
- 1986 NEW PLACE TO CALL HOME**
September 26th, 1986
South Kingsville Health Services evolved to 19 Vernon Street.
- 1991 DENTAL SERVICE**
Our dental service was established.
- 1993 EXPANSION**
Commenced practicing at second location: Home Road, Newport.
- 2000 NAME CHANGE**
Change of name to Westgate Health Co-operative.
- 2002 RENOVATION**
Vernon Street refurbished.
- 2014 ACHIEVEMENT**
Become an Accredited General Practice with the Australian General Practice Accreditation Limited (AGPAL).
- 2015 FURTHER EXPANSION**
Expanded Vernon Street Clinic.
- 2019 REJUVENATION**
Review undertaken providing a renewed focus on Westgate Health philosophy based on co-operation principles.
- 2019 ACHIEVEMENT**
Successful accreditation for a further three years (31/1/20 – 31/1/23).
- 2020 TODAY**
Successfully navigating Covid-19 and looking forward to a strong, healthy future.

ABOUT US
Westgate Health is a not-for-profit co-operative of approximately 10,000 members with an ethos of service to the local community. We provide bulk billing to our members and affordable access to high-quality health care across two clinics (South Kingsville and Newport). We offer medical, dental and a range of allied health services. Our staff include General Practitioners, Nurses, Administration personnel and Allied Health Professionals whose ethos is aligned to the co-operative principles.

MEMBER RENEWALS

Annual Membership Renewal for 2020-2021 are now due

The quickest and easiest way to renew your membership is by logging into your account online @ www.westgatehealth.coop

If you have forgotten your login details you can follow forgotten password prompts online or email info@westgatehealth.coop for assistance



[Home](#) [About Us](#) [Community](#) [Membership](#) [Publications & Links](#) [Emergency](#) [Book Online](#) [Contact Us](#)

[Book Online](#)

[Join Now](#)

[Renew Membership](#)

Thank you to all those who have already renewed their membership

As you know, we are owned by our members and your membership fees are an important part of the ongoing running of the Co-op.

If you are currently under financial stress and not able to pay your membership fee, please email info@westgatehealth.coop, or discuss with your GP for further assistance.

Not a member, join now

If you are a patient at either clinic, you can become a member. By renewing your membership annually, you are entitled to:

- Bulk-billing for medical services
- One (1) free dental check-up per year (per membership)
- Discounts on other dental services (10%)
- Reduced costs on allied health services
- Become involved in local community health issues and
- Be part of a healthy community

Don't forget to follow us on Facebook
[Westgate Health Co-op](https://www.facebook.com/WestgateHealthCo-op)

We hope you have enjoyed this edition of our Members Update.

Your feedback is important to us. If you would like to share your experiences please contact us -

community@westgatehealth.coop



Membership Application / Annual Renewal Form 2020-2021



New member or Membership renewal Title: (Miss/Mrs/Mr/Dr etc.) _____

Last name: _____ First name: _____ DOB: _____

Phone: _____ Mobile: _____ Email: _____

Address: _____ Suburb: _____ Postcode: _____

Membership Fees (incl. GST)

<input type="checkbox"/> Joining Fee (new members ONLY)	\$30.00	\$ _____
<input type="checkbox"/> Single Concession Card Holder*	\$30.00	\$ _____
<input type="checkbox"/> Single Non-Concession	\$50.00	\$ _____
<input type="checkbox"/> Family Concession Card Holder* (please complete family members section below)	\$50.00	\$ _____
<input type="checkbox"/> Family Non-Concession (please complete family members section below)	\$90.00	\$ _____
<input type="checkbox"/> I would like to make a donation to Westgate Health Co-op (tax deductible)		\$ _____

* A current Centrelink concession card must be shown at time of joining/renewing a concession membership

Total Amount Payable \$ _____

Additional Members on Family Membership

Last name: _____ First name: _____ DOB: _____

Membership Declaration

I understand that all members of the Westgate Health Co-operative Ltd. are bound by the rules of the Co-operative and all members are included in the register. (The rules are available upon request or on the Westgate Health Website: www.westgatehealth.coop)

Member signature: _____ Date: _____

OFFICE USE ONLY

Please use codes below in Coded Mediflex area:

R - Family Head Concession T - Family Head Non-Concession
 P - Family Concession Q - Family Non-Concession
 S - Single Concession
 M - Single Non-Concession

Membership group	
Coded Mediflex	<input type="checkbox"/>
Checked contact details	<input type="checkbox"/>
Staff name	
Date processed	

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Empowered People
Co-operative Effort
Healthy Communities

OUR QUALITY HEALTH CARE SERVICES

-  Psychology
-  Dietetics
-  Podiatry
-  Dentistry
-  General Practice
-  Womens' health
-  Diabetes Education
-  Travel Medicine
-  Shared Care
-  Aged care
-  Skin Checks
-  Other Allied Health Services

CLINICS

2 Home Road
Newport, VIC, 3015

P: (03) 9391 2222

F: (03) 9399 1540

19 Vernon St
South Kingsville, VIC, 3015

P: (03) 9391 6777

F: (03) 9391 6680

 PO Box 11, Altona North, VIC 3025

 info@westgatehealth.coop

 [Westgate Health Co-op](#)

 [Westgate Health Co-operative Ltd](#)

www.westgatehealth.coop

Westgate Health Co-op Ltd. ABN: 96 221 218 119