

# MEMBERS' UPDATE

Issue 1,  
Winter 2020

## INSIDE THIS ISSUE

Welcome

Important  
COVID-19  
information

Our Health  
Services

Book Your  
Flu Shot

## MESSAGE FROM THE CEO



It gives me great pleasure to introduce you to Westgate Health Co-op's member communication. This communication has been developed just for you and is your opportunity to find out what has been happening in your local community Co-operative GP clinics.

There have been many highlights that I and the team at Westgate Health want to share with you. No doubt you have already received a number of emails from me or I may have crossed paths with you in one of our clinics or at the Vernon Street Festival. I commenced in mid-January and believe me, a lot has happened since then!

We will endeavor to make this communication as informative and interesting as possible. We will share the highs and the lows and would really enjoy hearing from you what we are doing well and where we can improve. No organisation is perfect and I am sure we have a long way to go, however we are willing and able. We invite you on this journey with us to make the Co-operative a welcoming environment for you (our members) and an engaged workplace for our staff and contractors.

Kind regards,  
**Belinda Beltz**  
Chief Executive Officer

## COVID-19

The Covid-19 situation is evolving rapidly and in response Westgate Health Co-operative Ltd has implemented a number of measures to ensure the safety, health and wellbeing of you (our members), staff and their families.

These measures require the full co-operation of everyone if we are to minimise the risk of further spread of the virus!

Please turn over to page 2 for full details...

Scan QR code with your  
smartphone camera to  
visit our website



**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

## COVID-19 UPDATE

### 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 one of our nurses will screen you at the door. This involves taking your temperature, hand sanitising, and responding to a few questions
- Social distancing must be adhered to in waiting rooms
- Screens have been installed at our reception counters

**Stay home (if possible), stay safe and stop the spread**

### Telehealth

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

[www.westgatehealth.coop](http://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 mobile phone, Zoom, Skype, WhatsApp or FaceTime. Our friendly Receptionists can assist you with the best Telehealth option for you.**



### COVID-19 Testing

If you think you may have COVID-19

There is now a 24-hour hotline

 **1800 675 398**

call to find your nearest testing centre

Local testing available at :

**Altona North Medical Group**

**Ph. 9393 3900**

**Footscray Community Health  
Respiratory Clinic**

**Ph. 9448 5502**

### Allied Health

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

- Podiatry
- Pathology
- Dental

## STAY HEALTHY

### IT IS IMPORTANT TO STAY FIT AND HEALTHY

**Experts are telling us that 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.

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.

## Keep your HEALTH on track



By phone or video consultation

Get your prescriptions, blood tests, vaccinations...

Visit your GP or health service in person if needed

### Volunteers Needed

Like all PPE, gowns are in short supply. If you love to sew and would like to help by tailoring gowns for our Doctors and Nurses we will supply you with patterns and fabric.



**Email: [community@westgatehealth.coop](mailto:community@westgatehealth.coop)**

### Dental Essential Services Available

- Simple non-invasive fillings without use of high-speed handpieces
- Restorative procedures using high speed handpieces only provided with the use of rubber dam
- Non-surgical extractions
- Hand scaling (no use of ultrasonic scalers)
- Medical management of soft tissue presentations (such as ulcers)
- Temporomandibular dysfunction management
- Denture procedures
- Preventative procedures such as the application of topical remineralising agents e.g. fluoride

**Other procedures will be considered on a case-by-case basis**

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

## WHAT'S HAPPENING IN OUR COMMUNITY?

### HOME ROAD CLINIC

#### Flu Clinics

Our Home Road Clinic has been the host venue for this year's flu clinics, which have been a huge success.

Hosting the flu clinics in the current Covid-19 environment has had its challenges. Thank you to everyone (staff and members) who made these clinics a great success. This could not have been possible without the commitment and initiative of the staff (and Directors) and the willingness and patience of our members.

We appreciate all those members who ventured out in the Spring air to attend an outdoor clinic whilst adhering to rules around Social Distancing and Infection Control Procedures.

Thank you very much to everyone involved and a special mention to Colin and Georgina from Grazyna's Gourmet Catering who very generously provided their marquees and their manual labor to erect and disassemble on each occasion for us.

Given the turn in weather, clinics will now be held indoors at Home Road, adhering to rules around Social Distancing and Infection Control Procedures.

So far this year we have administered over 2,000 vaccinations compared to 978 for the same period last year.



Grazyna's Gourmet Catering  
[www.grazynasgourmetcatering.com.au](http://www.grazynasgourmetcatering.com.au)

The response to our Flu Clinics has been phenomenal, we even rated a mention in the Herald Sun.



#### Excerpt -

In Newport in Melbourne's west, a stream of patients lined up to get their flu shots yesterday at the front of Westgate Health Co-Op clinic. Co-Op chief executive officer Belinda Beltz said it was the second social-distanced flu jab session the clinic has offered - complete with complimentary slices, tea and coffee to ease the stress of isolation.

"It's a bit of a social outing for them and also an essential service we're offering," Ms Beltz said.

"We're focusing initially on the most vulnerable residents and following social distancing and also infection control protocols, but trying to make it enjoyable as this may be the only opportunity they have to get out in what is otherwise quite a distressing time."

**Don't forget to book your flu shot ASAP!**

## WE VALUE YOUR FEEDBACK

We would like to thank our members for the positive feedback received over the last few months...

"I am writing to say how well the Organisation managed the flu injection clinic yesterday, thanks to all involved. Initially, I rang to ask if I could have the injection given to me in my car, outside the clinic. This request was taken away for consideration, and I was asked to come along on Monday. When I arrived, it was clear to me that I would be able to get out of the car and have the shot in a way that did not compromise me, other clients or the staff. Bravo! I got out, was greeted and identified quickly (I am known to some staff) by gowned, gloved and masked staff. Then I was swabbed and injected, on the clinic property, seen by the doctor with whom I shared a few words. I was offered a seat and refreshments, suitably distanced whilst I waited the recommended 15 minutes post injection. To me this was exemplary service at this time, and I saw other senior members of the community coming to be similarly treated and advantaged by this flexible, thoughtful process. Well done to all at the clinic, for this and other reach out services being offered to keep us all safe and well and mostly at home. Thanks again."

B. Kortlang

"Please wish all staff at the clinic my best and thank them for their support in these troubling times. As has always been the case, the staff have been caring and helpful and they must be finding these measures of not being able to have face to face contact difficult. I support the measures you have put in place and will work with you on this, so hopefully we all stay safe and well. Good luck and thank you"

C. Clark

"I attended the Home Rd Clinic for a flu vaccination, and I would just like to express my thanks to all the Staff at the Clinic for their attention to detail in observing all the necessary safety conditions at this particular time. They were very welcoming and hospitable and went out their way out to put one at ease in what must for them be also a stressful time. My thanks and appreciation."

B. MacKenzie

"I have just been down to have my flu injection and I must let you know what a positive experience it was. The girls were lovely, friendly and really professional. The organisation was great and the offer of tea, coffee and a slice was a really thoughtful addition to the experience. I just wanted to say, "Thank you" To all, stay safe and healthy,"

T. Dykes

## We hope you have enjoyed the first of our Seasonal Member Updates.

If you want to hear from us more often or share your experiences please contact us and we will add you to our list -

Email: [community@westgatehealth.coop](mailto:community@westgatehealth.coop)



# WELCOME TO OUR CO-OPERATIVE



## JAMIE YUENG

### Dietitian / Nutritionist

Jamie is a dedicated Accredited Practising Dietitian who is eager to help members turn their health goals into a reality.

Jamie and the team at Holistic Dietetics are committed to empower their clients to make positive changes through practical dietary and realistic lifestyle strategies. They believe in patient-centred care that does not use a one-size-fits-all approach but instead tailor treatment plans according to members' cultural backgrounds, beliefs and daily needs.

Jamie is also multilingual and fluent in English, Mandarin and Cantonese.



## ALBERT YEAP

### Diabetes Educator

Albert is an accredited Pharmacist and Diabetes Educator.

Originally practiced as a Pharmacist in rural Murray Bridge and Barossa region in SA for 7 years and subsequently moved to Victoria 6 years ago to pursue education in diabetes.

Albert can assist with Type 1,2 and GDM management, support patients on a pump, continuous glucose monitoring and the flash monitoring device.



## SIMONE STANTON CASTILLO

### General Practitioner

Simone is a dedicated GP with a passion for womens' health.

A few years after completing her degree in Chile Simone moved to Australia.

Simone's most recent positions were in Ballan & Woodend as a GP advanced Registrar in rural setting.

In addition to Simone's experience as a GP she has a wealth of experience employed at hospital emergency departments, specialising in obstetrics and gynaecology.

Simone is also bilingual and fluent in English and Spanish.

Simone will be commencing with us in July.



## KARINA SEYLIM

### Community Engagement

Karina started her career as a Personal and Respite Carer, providing in home support to people with disabilities and their families. Her most recent position was as a marketing manager within the transport industry.

"Working at the Co-op will realign my profession to fit with my personal objective - to passionately enjoy my work by aligning employment with my personal philosophy of displaying compassion & empathy to help promote happiness, health, and the ability for people to live the life they choose."

Once the lockdown restrictions have been lifted Karina and our CEO (Belinda) will be heading out into our community, getting to know how we can best support your health and wellbeing needs



## Congratulations, IT'S A GIRL

We are excited to announce the joyful arrival of Emily on the 27th of April, pictured left with Mum Dr. Bernice Molony.

Welcome to the world Emily.



## VERNON STREET CLINIC



Before 2014 refurbishment



Look at us now!

## COMMUNITY INITIATIVES

### Free hearing checks in conjunction with National Hearing Care.

1 in 6 people in Australia have some level of hearing loss.

Hearing loss can affect personal & work life:

- Fewer educational and job opportunities due to impaired communication
- Social withdrawal due to reduced access to services and difficulty communicating with others
- Emotional problems caused by a drop in self-esteem and confidence

Common causes of hearing loss:

- Aging
- Exposure to loud noise
- Head trauma
- Smoking, alcohol and being over weight



**It takes the average person 7 years to take action - Don't suffer in silence**

If you are interested in a free hearing check please reach out to us and we will place you on the list.

Checks will be scheduled once COVID-19 restrictions are lifted.

## RECIPIES FROM OUR FAMILY TO YOURS

### Bacon & Lentil Soup

- |                    |                               |
|--------------------|-------------------------------|
| 1 litre of water   | 1 onion                       |
| 2 beef stock cubes | 400gm tin tomatoes            |
| 2 carrots          | 250gm brown/green lentils     |
| 2 celery sticks    | 250gm bacon bones or ham hock |

Cook onion, carrot, celery first

Add all other ingredients & cook for 3-4 hours

Remove meat from bones

Add parsley & pepper (or chilli flakes)

Enjoy!

## LOCKDOWN ART COMPETITION

Children are invited to enter a painting or drawing illustrating how life has changed for them in recent weeks.

How to enter:

- take a photo of your artwork
- email to [community@westgatehealth.coop](mailto:community@westgatehealth.coop) along with name & age of artist and a short description of what piece is depicting

Entries will be posted on our Facebook page and the post that receives the most likes will be awarded a \$50 GiftPay digital gift card.



Competition ends July 14th & winner will be announced on our Facebook page July 15th 2020.  
\*Entrants must be aged 16 years or under.

### OUR QUALITY HEALTH CARE SERVICES

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

# OUR STORY



## OPENING OUR DOORS

September 8th, 1980

Medical clinic registered and 23A Vernon Street opened for business December 1980.



## DENTAL SERVICE

Our dental service was established.



## NAME CHANGE

Change of name to Westgate Health Co-operative.



## RENOVATION

Vernon Street refurbished.

## BOARD & CEO CHANGE

New board appointed with renewed focus on Westgate Health philosophy based on co-operation principles.



## ACHIEVEMENT

Successful accreditation for a further three years (31/1/20 – 31/1/23).

## 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.

1978  
1980  
1986  
1991  
1993  
2000  
2002  
2014  
2015  
2019  
2020

### 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.



### NEW PLACE TO CALL HOME

September 26th, 1986 South Kingsville Health Services evolved to 19 Vernon Street.



### EXPANSION

Commenced practicing at second location: Home Road, Newport.



### ACHIEVEMENT

Become an Accredited General Practice with the Australian General Practice Accreditation Limited (AGPAL).



### FURTHER EXPANSION

Expanded Vernon Street Clinic.



### TODAY

New CEO appointed to lead Westgate Health into the next phase.



# 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)

Joining Fee (new members ONLY) \$30.00 \$ \_\_\_\_\_

Single Concession Card Holder\* \$30.00 \$ \_\_\_\_\_

Single Non-Concession \$50.00 \$ \_\_\_\_\_

Family Concession Card Holder\* (please complete family members section below) \$50.00 \$ \_\_\_\_\_

Family Non-Concession (please complete family members section below) \$90.00 \$ \_\_\_\_\_

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](http://www.westgatehealth.coop))

Member signature: \_\_\_\_\_ Date: \_\_\_\_\_

### OFFICE USE ONLY

Please use codes below in Coded Mediflex area:

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

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

# MEMBERS' UPDATE

Issue 1,  
Winter 2020

## STAY HOME SAVE LIVES

Stop the  
Spread

Wash your  
hands

Practice  
social  
distancing

Be Kind

### Annual Membership Renewal for 2020-2021 is due on July 1st 2020

Payments **now** accepted for renewals (as of June 1st 2020) online and at clinics.

The quickest and easiest way to renew your membership is by logging into your account online at [www.westgatehealth.coop](http://www.westgatehealth.coop).

If you have forgotten your login details you can follow the forgotten password prompts online or email [info@westgatehealth.coop](mailto:info@westgatehealth.coop) for assistance.



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

[Book Online](#)

[Join Now](#)

[Renew Membership](#)

### 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

Scan QR code with your  
smartphone camera to  
visit our website



**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](mailto:info@westgatehealth.coop)  
f Westgate Health Co-op  
in Westgate Health Co-operative Ltd

[www.westgatehealth.coop](http://www.westgatehealth.coop)