

# MEMBERS' UPDATE

Issue 3  
Summer 2020/21

Message  
from the  
Board

AGM  
Notice

Allied  
Health  
Programs

Summer  
Skin  
Care

Membership  
Renewals

## MESSAGE FROM THE CEO



I am delighted to be writing my first CEO update after joining Westgate Health Cooperative on Monday 23 November 2020. As I meet with each of our staff and providers, I have been impressed at their level of professionalism, care and passion.

It's been exciting learning about our community projects including Doctors in Schools, REACH (alcohol) and the Life and Type 2 Diabetes programs. Community programs provide additional benefits to members such as early diagnosis and intervention for specific areas of health. If you are eligible, I encourage you to consider participating in a community program.

It's been a challenging year and for many, a rest is well overdue. We will be closed for the 3 business days between Christmas and New Year, returning on Monday 4 January. We request that you plan and schedule any non-urgent medical appointments around these dates. Information for urgent medical appointments is available in this update and on our website. Thank you for your understanding and support.

Finally, I am delighted to welcome Dr Hieu (pronounced "Hugh") Tran to our South Kingsville clinic, starting on Tuesday 5 January. Bookings are now open! May you and your family have a safe festive season. See you in the New Year.

**Our clinics will be closed from Friday 25th Dec to Sunday 3rd Jan**  
(this incorporates the 3 business days from 29th to 31st Dec)

CLINICS

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

*Merry Christmas & Happy New Year*



**Our clinics will be  
closed from  
Friday 25th Dec to  
Sunday 3rd Jan**

(this incorporates the 3 business days from 29th to 31st Dec)

If you have any routine  
medical requirements  
during this time please  
make an appointment with  
your GP prior to Christmas

For urgent assistance  
call 13SICK (137425)  
In the case of a medical  
emergency call 000

## MESSAGE FROM THE BOARD

Summer is upon us, and as we enjoy the warmer weather and freedoms post-lockdown that we have previously taken for granted, it is equally important to remember your health appointments. Summer is a timely reminder to 'Slip, Slop, Slap', and we encourage members to book skin checks, as well as revisit any health and wellbeing concerns that may have been neglected through lockdown - no matter how small!

We appreciate that at times recently it has been challenging to make appointments immediately, and we want to assure our members that Doctor recruitment remains a key priority for the Board. On that note, we are delighted to welcome Dr Hieu Tran to the Team, commencing on 5th January. You can read more about Dr Hieu in this edition.

We hope the Annual Report has provided you with some insights as to how our organisation has tracked in 2020, with a sense of possibilities in 2021.

The Board look forward to seeing Members at our AGM, you will find details included.

As we develop our formal 3-year Strategic Roadmap, a Working Party, consisting of Directors, Members and Doctors, are revisiting how we articulate our founding ethos and refresh our Vision, Mission and Values. This is important foundational work to delivering on our strategy, and we will value further Member and Team input in due course.

Thank-you to Members for your patience and support as we've navigated the challenges of 2020. To our amazing Team, thank-you once again for your dedication and commitment to our Members' health and wellbeing, and your support of each other.

The Board would like to wish all our Members and the Team a safe and joyous Christmas, and every best wish as we journey together in 2021.

Jenny Morris

Chair on behalf of the Board



## WELCOME TO OUR COMMUNITY

**We are delighted to inform you that Dr Hieu (pronounced "Hugh") Tran will be joining the South Kingsville Clinic on Tuesday 5 January 2021, 4 days a week.**

Dr Tran comes to us with extensive experience which includes General Practice, Doctors in Schools program, Community Health and Hospitals.

He is a compassionate, community-minded Doctor who is currently working in Paynesville, in the Bairnsdale area.

The team involved in his recruitment see a positive fit between Dr Tran and the values and philosophy of Westgate Health.

Hieu lives in Footscray with his wife and their cat Isabel. When not at work he'll be baking, riding his motorcycle or traveling around the world.

**Please join us in making Hieu feel welcome.**





## 2020 ANNUAL GENERAL MEETING

# The Annual General Meeting of **westgate**health co-operative ltd

**Date:** Thursday, 25th February 2021  
**Time:** Commencing at 6.30pm  
**Location:** South Kingsville Community Centre  
43 Paxton Street\*

**Registrations open at 5.30pm**

**Tea & coffee available on arrival**

**We would be pleased if you could join us for  
supper at the close of meeting**

**Further information will be provided closer to the date**

\*Provided there are no COVID 19 restriction in place at the time

## ALLIED HEALTH CARE PLANS

DID YOU KNOW THAT YOU MAY BE ENTITLED TO UP TO 5  
BULK-BILLED ALLIED HEALTH SESSIONS PER CALENDAR YEAR?



**Psychology**



**Physiotherapy**



**Dietetics & Diabetes  
Education**



**Podiatry**

SPEAK TO YOUR GP ABOUT YOUR ALLIED HEALTH CARE PLAN ELIGIBILITY

# REACH PROJECT

Westgate Health Co-op (Newport) is participating in The REACH Project.

The REACH Project aims to make it easier for patients and their clinicians to talk about alcohol use and to put in place strategies that can help patients reduce their alcohol use if needed.

Co-op members are invited to take a short, confidential [survey](#) to tell the researchers about your views on clinicians asking patients about alcohol use.

For more information, please speak to your doctor or nurse, or visit the project [website](#).

## How alcohol harms your health

- Depression
- Stroke
- Anxiety
- Alcohol dependence
- Dementia

- Breast cancer

- Liver cancer
- Liver disease

- Digestive problems
- Colon cancer

- Sexually transmitted infections

- Mouth cancer
- Throat cancer

- High blood pressure
- Heart disease

- Diabetes

- Unintended pregnancy
- Miscarriage
- Still birth
- Foetal alcohol spectrum disorder

## TYPE 2 DIABETES PROJECT

**We are excited to have been selected to participate in**

**Type 2 diabetes: Early detection and management in general practice project.**

North Western Melbourne Primary Health Network (NWMPHN) is providing Westgate Health Co-op a fully supported six-month quality improvement program.

The aim of the program is to increase the capacity and confidence of general practices to prevent, screen, identify and manage patients with type 2 diabetes.

It is wonderful to be able to enhance our skills to provide our Members with improved levels of health care support.



Due to the easing of COVID 19 restrictions, we will soon be able to welcome our Members back into our waiting rooms.

Waiting room seating is limited to comply with COVID social distancing requirements and you will be screened before entry.

Masks are still required to enter our clinics.

# It's OK to see your GP



By phone or video consultation



For your prescriptions, blood tests, vaccinations...



In person if needed



## LIFE PROGRAM

**The Life! program is a free Victorian healthy lifestyle program that helps you improve your eating habits, physical activity and stress management.**

Run by expert health professionals, the program is delivered as a group course or telephone health coaching service and shows you how to reduce your risk of developing type 2 diabetes and cardiovascular disease.

Changing your lifestyle is not easy, especially on your own. The Life! program gives you the motivation and support needed to make and maintain positive changes and to live a healthier and more active lifestyle. This approach has been shown to be more effective than taking medication and has a long-term positive effect on your health.

If you are interested in the Life program please discuss your eligibility with your GP.



**DO YOU  
WANT TO  
KICK-START  
YOUR HEALTH?**

The *Life!* program can help  
Visit [www.lifeprogram.org.au](http://www.lifeprogram.org.au)



The Life! program is supported by the Victorian Government

A convenient alternative to paper prescriptions.

### **What is an electronic prescription?**

An electronic prescription is a digital version of a paper prescription. During your consultation your healthcare provider can send your electronic prescription to you as an SMS or email.

### **What are the benefits?**

All medicines can be prescribed using an electronic prescription. The message with a link to your electronic prescription is stored on your digital device, so you can access it whenever you're ready - saving you time, streamlining the process and improving medicine safety.

### **How to get an electronic prescription**

During your consultation your doctor will send your electronic prescription to you as an SMS or an email.

You will then take it to your pharmacy or send it to them .

If you have repeats, a new SMS or email will be sent to you when you get your medicine from the pharmacy.

### **How to get your medicines**

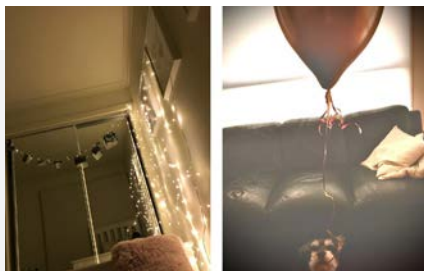
After your consultation and once you have received your electronic prescription, you will have two options to getting your medicines.

Collecting your medicine in person - Take your electronic prescription to a pharmacy so it can be scanned.

Getting your medicine delivered - For home delivery, forward the SMS or email to a pharmacy so they can scan it.

### **Lockdown Photo Competition**

Congratulations to Maddie, winner of our Lockdown Photo Competition



## RECIPES FROM OUR FAMILY TO YOURS

### Crunchy Vietnamese Chicken Salad

2 tablespoons sugar  
2 tablespoons plus 1 teaspoon fish sauce  
1 ½ tablespoons fresh lime juice, plus  
wedges for serving  
1 ½ tablespoons white vinegar  
1 tablespoon water  
1 green chilli with seeds (depending on  
how you like your heat level)  
1 small garlic clove, minced  
1-2 tablespoons fried shallots (to taste)

Salt  
4 cups finely shredded Chinese cabbage  
2 carrots, grated  
½ small red onion, thinly sliced  
¼ cup coarsely chopped coriander  
¼ cup coarsely chopped mint  
3 cups shredded roast chicken  
2 tablespoons extra-virgin olive oil  
3 tablespoons coarsely chopped unsalted  
roasted peanuts

- In a small bowl, combine the sugar, fish sauce, lime juice, vinegar, water, chile and garlic and stir until the sugar is dissolved. Let the dressing stand for 5 minutes.
- Meanwhile, in a small saucepan, heat the vegetable oil until shimmering. Add the shallots and cook over high heat, stirring constantly, until golden, 3 to 4 minutes. Drain the shallots on paper towels; reserve the oil for another use. Sprinkle the shallots with salt and let cool.
- In a large bowl, toss the cabbage, carrots, red onion, cilantro, mint and shredded chicken. Add the olive oil and the dressing and toss. Sprinkle with the peanuts and fried shallots and serve the chicken salad with lime wedges.

**Do you have a favourite recipe you would like to share?**

**Email your recipes to [community@westgatehealth.coop](mailto:community@westgatehealth.coop) and we will share them on our Facebook page.**

## SUMMER SKIN CARE

**Slip on sun-protective clothing.**

**Slop on SPF30 (or higher) broad-spectrum, water-resistant sunscreen at least 20 minutes before going outdoors and re-apply every two hours.**

**Slap on a broad-brimmed hat that protects your face, head, neck and ears.**

**Seek shade.**

**Slide on sunglasses.**

The sun's ultraviolet (UV) radiation is the main cause of skin cancer. UV damage also causes sunburn, tanning, premature ageing and eye damage.

Skin cancer kills nearly 2,000 Australians each year – more than the national road toll – and two in three Australians will be diagnosed with skin cancer by the age of 70.

The good news is you can cut your risk of skin cancer by using good sun protection. It's never too late for prevention, whether you're six months or 60 years old.

Most skin cancer can be successfully treated if it is found early. But without treatment, skin cancer can be deadly.

Get to know your skin and what looks normal for you to help you find changes earlier. Check all of your skin, not just sun-exposed areas. If you notice anything unusual, including any change in shape, colour or size of a spot, or a new spot, visit your doctor as soon as possible.

Your Doctor can perform a skin check and examine any lesions of concern.

**DON'T DELAY  
BOOK AN  
APPOINTMENT FOR  
YOUR SKIN CHECK  
ASAP**

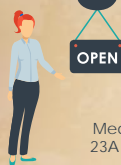
Visit [www.sunsmart.com.au](http://www.sunsmart.com.au) for more information.





# OUR STORY

## 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.



### REJUVENATION

Review undertaken providing a 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).

westgatehealth  
co-operative ltd

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

1986

### NEW PLACE TO CALL HOME

September 26th, 1986

South Kingsville Health Services evolved to 19 Vernon Street.



1991

1993

### EXPANSION

Commenced practicing at second location: Home Road, Newport.



2000

2002

### ACHIEVEMENT

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



2014

2015

### FURTHER EXPANSION

Expanded Vernon Street Clinic.



2019

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.

# 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: _____
Last name: _____	First name: _____	DOB: _____
Last name: _____	First name: _____	DOB: _____
Last name: _____	First name: _____	DOB: _____
Last name: _____	First name: _____	DOB: _____
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    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	

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

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



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[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](mailto: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](#)

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



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**westgatehealth**  
co-operative ltd

**Empowered People**  
**Co-operative Effort**  
**Healthy Communities**





## OUR QUALITY HEALTH CARE SERVICES

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

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