Our Services







At every age
and every stage

Well for Life

Well for Life

At every age and every stage:
well at home, well at school, well at work, well at play.

IPC Health supports our clients, communities and staff to be Well for Life.

Frequently asked questions

Is there a fee?

Please ask our staff when making an appointment. Many of our services are builk-billed. Some services may incur a fee. The fee will depend on your circumstances. If you have a Healthcare Card or Pension Card please bring it to your appointment.

If you need help with payment, please speak to our Client Services team.

There is a fee that applies unless 24 hours notice of non attendance is provided (2 hours for GP appointments).

How can I book an appointment?

Call us on 1300 472 432

You might have to wait before an appointment becomes available.

You can book your GP visit online through our website at ipchealth.com.au/appointments

Our approach to care

Our goal is that everyone in the communities we serve can be well for life. Our service model looks at the whole person. We find out what concerns you most and will put together a plan that will help address all your health and wellbeing challenges, looking at physical, mental and social wellbeing. Our practitioners from all services work together to understand your needs and develop an effective care plan. We can connect you with programs, education or community activities that support your goals.



How can I provide feedback?

- Talk to your health worker or our Client Services team
- Use the form in our waiting room
- Complete the form on our website at ipchealth.com.au/give-feedback
- Email us at ipchealth@ipchealth.com.au
- You may receive a text or email after your appointment to complete a quick survey about your experience.

Can I have an interpreter?

Yes, interpreters are free. We also have interpreters trained in Auslan (Australian Sign Language). Please let us know when booking an appointment.

Our Services

General Health	ALTONA MEADOWS	DEER PARK	HOPPERS CROSSING	ST ALBANS	SUNSHINE	WYNDHAM VALE
Aboriginal and Torres Strait Islander Health						●
Audiology		●				
Diabetes Education	●	●	●			●
Endocrinology		●	●			●
GP Clinic		●				●
Living Well	●	●	●	●		●
Needle and Syringe Program	●			●		
Refugee Health	●	●			●	●
Sexual and Reproductive Health Hub	●	●	●		●	●
Women's Health	●	●	●		●	●
Community Nursing#	●	●	●	●	●	●

Allied Health						
Dietetics	●	●	●	●	●	●
Exercise Physiology	●	●			●	●
Occupational Therapy*	●	●	●	●	●	●
Physiotherapy	●	●	●	●	●	●
Podiatry	●	●	●	●	●	●
Speech Pathology*	●			●		
Social Work	●	●	●	●	●	●
Dementia Carers Group			●	●		
Cardiac Rehabilitation			●	●		
Let's Stay Together			●			
Power Over Pain		●				

Older Australians / Aged Care						
Support at Home*	●	●	●	●	●	●
Home Support*	●	●	●	●	●	●
Care Finder Service*	●	●	●	●	●	●

General Dental	ALTONA MEADOWS	DEER PARK	HOPPERS CROSSING	ST ALBANS	SUNSHINE	WYNDHAM VALE
Dental Services			●	●		●
Smile Squad			●	●		●
Children, Young People & Families						
Audiology		●				
Brimbank Melton Children's Health & Wellbeing Local*					●	
Child and Family Hub						●
Early Help Family Service					●	
Engaging Wyndham Families			●			●
Family Services	●	●	●	●	●	●
Healthy Mothers, Healthy Babies*		●	●	●	●	●
Hungry Caterpillars Supported Playgroup*	●		●			●
Occupational Therapy	●		●		●	
Paediatrician		●				●
Psychology	●		●		●	
Speech Pathology	●		●		●	
Young People's Health	●	●	●		●	●
Mental Health & Wellbeing						
Alcohol and Other Drugs Counselling	●	●	●	●	●	●
Adults using Family Violence*		●				
Gambler's Help	●	●	●	●	●	●
Homeless Health & Wellbeing Support#	●	●		●	●	
Mental Health Services	●	●	●	●	●	●

*In home appointments available

#Outreach service – this service is provided at locations across the community

Overall Health & Wellbeing

Living Well

The Living Well team will help you to identify your health and wellbeing goals and stay motivated. Find support with things like:

- Healthy eating
- Being more active
- Quitting smoking
- Improving your sleep habits
- Self-managing health conditions
- Stress management and relaxation
- Social connections
- Getting the health care you need
- Finding community support to help with everyday challenges

Aboriginal & Torres Strait Islander Health

Our dedicated staff help eligible First Nations clients of all ages access a wide range of health and community services in a culturally supportive way. We also celebrate First Nations cultural events together and offer social and educational group sessions.

Types of support:

- In person on campus
- Group sessions and activities
- Drop in to the The Lounge (located at our Wyndham Vale campus)

Smile Squad

A free oral health and early intervention program delivered to local Victorian Government school students. As well as dental care, this program provides timely referral and access to speciality services at the Royal Dental Hospital Melbourne (eligibility criteria may apply.)

Simply call up and let us know that the child is enrolled at a school in one of our Local Government Areas to make and appointment with our dental team.

Support for Older People

Support at Home

Support at Home packages can be confusing. Our Care Partners will take care of your package admin so you can keep doing the things you love while still living at home.

Whether you're waiting for package approval, need help getting an assessment or already have a funded package, we'll help you every step of the way with:

- Tailored advice on services that suit your lifestyle and goals
- Budget and care coordination, so you get the best value
- Help with My Aged Care, including assessments and applications

We can meet with you at home, at one of our campuses or any location that suits you - like a cafe, library, recreation centre.

Home Support

Don't yet have a Support at Home package? We can still help with support in the home under the government subsidised Commonwealth Home Support Program.

Our home support team can help you with things like:

- Personal care including bathing and dressing
- Home help including cleaning and laundry
- Garden maintenance like mowing and weeding
- Home maintenance and modifications

If you are unsure about the My Aged Care process, we can help you.

Care Finder Service

The Care Finder Service helps older people without close support find the right aged care services. We can also get you involved in the community so you can meet new people and participate in activities you enjoy.

Our Care Finders will come to you to talk about your needs, what options are available, how to apply and prepare for any assessments you might have to do. We'll be on hand once your services are up and running and can also help you change services if they're not quite right.

Phone Care Finders on 1300 895 589

Allied Health

Our Podiatry, Physiotherapy, Occupational Therapy, and Exercise Physiology services are available to eligible clients with the following government funded packages:

- Support at Home – Service fees come out of your approved funding
- NDIS - Service fees come out of your approved funding
- Care plans via Medicare Benefit Scheme (MBS) – Bulk billed. In some instances a co-payment may be required.

"IPC Health gave us someone who walked with us through the darkest moments. That support helped lift the shame and gave us the strength to take control again."

Merapi, Gambler's Help client







Mental Health Counselling

IPC Health offers free, confidential mental health counselling for children, youth and adults, from age six and over, providing a safe space to explore feelings and concerns. The service uses a holistic, personalised approach and can include up to 12 sessions delivered face-to-face, by phone, or via video. Support may also involve referrals to other services within IPC Health or externally where needed.

Gambler's Help

Gambler's Help is a free, non-judgemental service for individuals and families affected by gambling harm, offering counselling and financial advice. The program helps clients set goals, improve relationships, and access community education and venue support. Services are available in person or via telehealth for people aged 16 and over in Melbourne's west.

Alcohol and Other Drugs (AOD) Counselling

IPC Health's AOD Counselling supports people aged 16 and over to reduce or manage the impact of alcohol and drug use on their lives and relationships. The service provides individual or family sessions, care coordination, and referrals to additional supports when needed. Counselling is free, confidential, and available both in person and via telehealth, with after-hours options on request.

Brimbank Melton Children's Health & Wellbeing Local

This service is led by IPC Health in partnership with the Royal Children's Hospital, and Western Health. The Children's Local is designed to support children zero to eleven years who are experiencing developmental, emotional, relational and/or behaviour challenges, as well as their families. The Children's Local offers integrated mental health, medical, and allied health care, along with family support and care coordination based on family goals. The Children's Local aims to support families

About us

For 50 years, IPC Health has been supporting communities across Melbourne's west. We have over 500 staff supporting almost 50,000 clients across six campuses, in the community and via telehealth. We're all about helping people live healthier, happier lives. Our focus is centred around making a real difference in areas like chronic disease management, dental health, mental health and overall wellbeing. We use evidence-based approaches to deliver integrated, multi-disciplinary person-centred care. No matter your age or stage of life, we're here to help you, your family and community live well for life.



"Having everything under one roof has been a game-changer. Now, we have a team that understands Trinity and supports us every step of the way. For the first time in years, I feel like there's light at the end of the tunnel."

Rachel Huntly

You're free to be yourself with IPC Health

IPC Health values diversity and is committed to creating and delivering safe, supportive and welcoming services to diverse populations, including but not limited to:

- Aboriginal and Torres Strait Islander peoples
- LGBTQIA+ individuals
- people of all abilities
- culturally and linguistically diverse people
- people with challenges accessing quality health care

Our guiding principles

Our vision

‘Well for Life’

Our purpose

We improve quality of life for the people and communities we serve by maximising access to health and wellbeing services.

Our values

We are passionate

We go above and beyond, demonstrating understanding and respect for our communities and each other.

We are creative

We learn, experiment and innovate.

We make a difference

We act with purpose, measure our results and celebrate achievements.

What we stand for

Partnerships with people

Diversity & access

Care close to home

Prevention & early intervention

Holistic proactive care

Improved **quality of life**

Exceptional client experience

Creative solutions

Vibrant culture supporting talented people

Acknowledgement of Country

IPC Health acknowledges the Traditional Owners and Custodians of the lands, waters and skies, of which our six campuses are located, the Wadawurrung, Wurundjeri, Boonwurrung and Bunurong people of the Kulin Nations.
We value the diversity, strength and self-worth of all Aboriginal and Torres Strait Islander peoples and pay respect to Elders past and present who nurtured this land for thousands of years and continue to do so.



Phone 1300 472 432

Altona Meadows
330 Queen Street Altona Meadows 3028

Deer Park
106 Station Road Deer Park 3023

Hoppers Crossing
117–129 Warringa Crescent Hoppers Crossing 3029

St. Albans
1 Andrea Street St Albans 3021

Sunshine
Level 1, 499 Ballarat Road Sunshine 3020

Wyndham Vale
510 Ballan Road Wyndham Vale 3024

FIND OUT MORE