

2018-19
Annual Report
& Quality Account

Supporting Our Community



DPV
Health



Acknowledgement of Traditional Custodians and Country

DPV Health acknowledge the First Peoples as Aboriginal Traditional Owners/Custodians of lands and waters on which DPV Health are located; and pay respects to the Kulin Nations Elders and communities.

Child Safety Statement

DPV Health is committed to providing a child safe and child friendly environment, where children and young people with whom we have contact are safe, feel safe, and are able to actively participate in decisions that affect their lives. We take a zero-tolerance approach to child abuse.

Diversity Statement

DPV Health is an inclusive organisation that celebrates the diversity of all people within our communities. We are passionate about enabling people to lead happy healthy lives. We are dedicated to working with the Aboriginal and Torres Strait Islander, Disability, Lesbian, Gay, Bisexual, Transgender, Intersex and Queer/ Questioning (LGBTIQ) and Newly Arrived Communities.

Funding Acknowledgment

DPV Health acknowledges the financial support received from the Australian Government, Department of Health, Victorian Government, Department of Health and Human Services and Victorian Department of Education.

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Our Services



Medical

We offer high quality GP services and complementary Allied Health specialist services under one roof through our GP super clinics at Broadmeadows and Mill Park.



Dental

We offer general, emergency and prosthetic public dental services across our Broadmeadows, Craigieburn, Epping and Whittlesea Township sites and private dental services from our Epping site.



Elder & Senior

DPV Health offers physical, mental and social aged care services to assist our elder and senior members of the community and their carers to attend to the varied health needs during this life stage.



Health & Wellbeing

We offer Allied Health services such as Physiotherapy, Psychology, Podiatry etc. as well as support programs for adults, children and vulnerable populations such as Aboriginal and Torres Strait Islander, Asylum Seeker services, family violence, Healthy Mothers, Healthy Babies etc. Some services are centre based while others are offered on an outreach basis.



NDIS & Disability

We support NDIS plans through adult community group programs and activities, Allied Health services, Autism Assessment clinic, Early Childhood Intervention Services and mental health services.

Report from the Chair and CEO

Welcome to the 2018-19 Annual Report and Quality Account Report for DPV Health Ltd.

The 2018-19 year marks DPV Health's first full financial year of operation. It has been one of significant achievement, tremendous change and enormous growth for DPV Health as we strive to achieve our vision and ensure the health and wellbeing of the community.

It is over 15 months since Dianella Health and Plenty Valley Community Health merged in March 2018 to form DPV Health, one of Victoria's largest and most comprehensive not-for-profit primary care organisations. The company now operates across 20 sites from Caroline Springs in the west to Heidelberg in the east, with the majority sites located in the cities of Hume and Whittlesea.

Over the last year, the organisation's Board and Management have overseen integration of our organisation's culture, services, operating structures and systems. With the merger of two complex \$20M+ organisations, this has been a mammoth task. The post-merger consolidation has progressed well with the majority of services now integrated.

DPV Health celebrated its first birthday on 29 March 2019. This important milestone was heralded with a week of celebrations for clients, staff and partners across many of our sites. Maria Vamvakinou MP launched the festivities with a highly successful industry event. The celebrations were a tremendous success and provided everyone with an important opportunity to reflect on what has been achieved over the first 12 months.

The merger has enabled the expansion of programs into sites where they were not previously offered including paediatric services into Whittlesea, NDIS programs and Adult Speech Therapy services into Hume.



Ms Margaret Douglas
Board Chair



Mr Don Tidbury
Chief Executive Officer

Don Tidbury, Chief Executive Officer commenced in January 2019 and has initiated a transformational change management process across the organisation, commencing with the recruitment of a new highly skilled, values-based Executive Team to lead the organisation and implement the 2018-2022 DPV Health Strategic Plan.

A key focus for the organisation has been the improvement of our adult centre-based disability programs. As with many other disability providers, DPV Health struggled to achieve a viable NDIS operating model. Over the last 6 months, a team of our brightest leaders worked tirelessly on the development of a new model that has seen major improvements in quality of service, client engagement, employee development and program sustainability. A key facet of the process has been the regular and ongoing input from staff, clients and families. We are pleased to say this outcome will ensure the delivery of these important programs in our community for the long term.

As our diverse community continues to experience enormous population growth and significant health and social challenges, it is essential that DPV Health continues to seek out opportunities to support service delivery and expansion opportunities across Melbourne's Northern Growth Corridor. Accordingly, DPV Health continues to direct its efforts to the fostering of strong, mutually beneficial and productive industry partnerships to support shared service planning and co-delivery opportunities. We extend our appreciation to our Members of Parliament, the Department of Health & Human Services, Northern Health, Hume Council, Whittlesea Council, Primary Health Networks, North Link and our many other partners for their support and goodwill.

The 2018-19 year has seen significant growth on the previous year, particularly across our children's, NDIS and dental programs

Dental Service activity increased by

11%

Children & Youth NDIS hours of service increased to over 4000 hours, an increase of over

500%

Adult Allied Health hours of service grew by

101%

Client group attendance at our Men's Behaviour Change (Family Violence) increased by

88%

With over 600 staff and volunteers, our people are our most important asset. Our workforce remained stable with no reduction on the previous year and it was also pleasing to see DPV Health's Volunteers program increase by 16%. A highlight was seeing our Volunteers celebrated as finalists at the 2019 Minister for Health Volunteer Award in May.

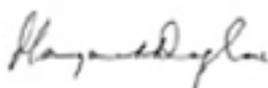
During the year, the Executive Team conducted regular "Listening Tours" across most sites to meet with staff and gauge the temperature of organisation. We are delighted to say the majority of our people are excited and optimistic about the way forward. In October 2019 we are implementing the award-winning and internationally renowned Studer Hard Wiring Excellence Program which is expected to see further uplifts in employee engagement.

Over the next 6 months, DPV Health will relocate all of its corporate and support services to a new Support Office Hub in Epping. This will further enable collaboration, innovation and operating synergies.

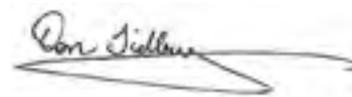
The year was not without its financial challenges. The costs of restructuring the business, major investments in the integration of services along with the finalisation of Enterprise Bargaining Agreements affecting over 50% of our staff, saw the organisation achieve an operating deficit after depreciation of \$1,427,314. With the majority of these costs now expended and strong growth forecasted, DPV Health anticipates a return to operating surplus in the next financial year.

During the year we said goodbye to Dr Neil Cowen, DPV Health's inaugural CEO and two Board Directors Ms Vase Jovanoska & Mr Colin Woodward. DPV Health's Board and Management extend their great appreciation for the tremendous contribution they have made to our organisation. We also farewelled four executives: Louise Sharkey, Jennine Lane, Sally Hoffmann and Dan Gleeson all of whom contributed to the merger and service expansion at DPV Health.

The future looks bright for DPV Health as we embark on the 2019-2020 year. With over 100 initiatives planned, a highly engaged team and strong growth forecasted, we are optimistic about the future. None of this would be possible without the ongoing commitment and support of our staff, volunteers and Board. We convey to them our warmest gratitude.



Ms Margaret Douglas
Board Chair



Mr Don Tidbury
Chief Executive Officer

Leading our future – Our Board

DPV Health’s Board of Directors share a passion for making a difference to the health and wellbeing of individuals, families and the community as a whole.

DPV Health is operating in a more competitive and complex environment. As a result we need Directors with the skills and experience to navigate this ever changing landscape. Fortunately, our Board has people with experience and backgrounds in service delivery, healthcare management, finance, law, strategic planning, marketing and more.

The Board refers to the DPV Health Strategic Plan when making all decisions and then ensures the organisation has what it needs to meet Victorian legal requirements and deliver on our strategic goals.

The Board of Directors are:

- > Ms. Margaret Douglas – Chair
- > Ms. Gloria Sleaby – Deputy Chair
- > Mr. Robert Burnham – Director
- > Ms. Julie Busch – Director
- > Mr. Vincent Cain – Director
- > Mr. Gary Henry – Director
- > Mr. Mark Sullivan – Director
- > Mr. Emmanuel Tsakis – Director

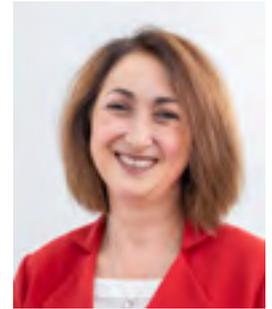
We thank all Board members for their ongoing commitment. Our thanks also go to past Board members who contributed their time and skills.

Past Directors:

- > Mr. Colin Woodward – Director
- > Ms. Vase Jovanoska – Director



Ms Margaret Douglas
Board Chair



Ms Gloria Sleaby
Deputy Chair



Mr Robert Burnham
Director



Mr Emmanuel Tsakis
Director



Ms Julie Busch
Director



Mr Gary Henry
Director



Mr Mark Sullivan
Director



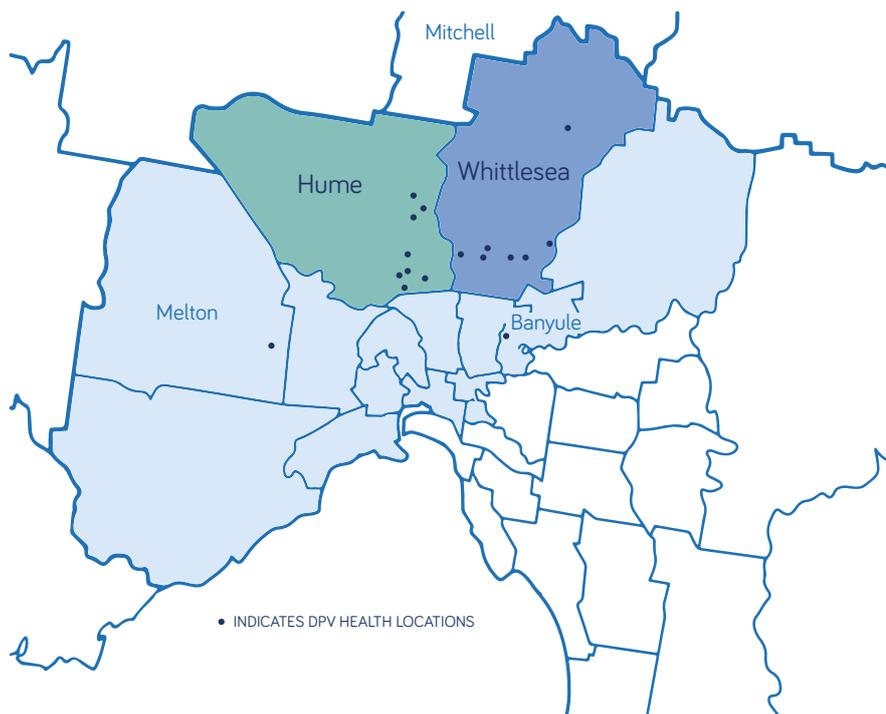
Mr Vincent Cain
Director

Our Reach

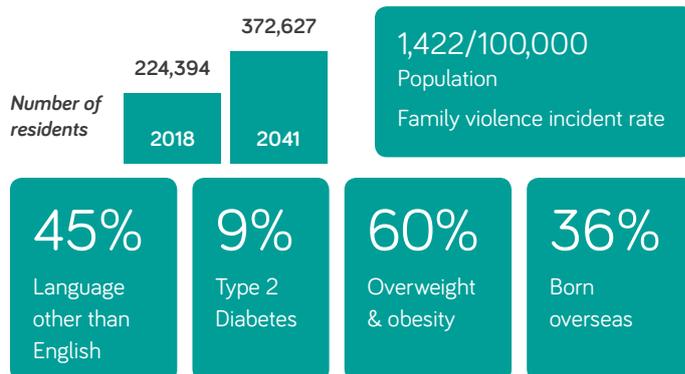
As Northern Melbourne's largest community health provider, DPV Health operates across 20 sites and 5 Local Government areas (LGAs): Whittlesea, Hume, Mitchell, Melton and Banyule.

The projected growth through the Northern corridor of metropolitan Melbourne is significant with over 65% population projected growth in both Hume and Whittlesea LGAs in the next 20 years. DPV Health is establishing important partnerships with government, other healthcare providers and the community, to plan and prepare for the health and social services required to accommodate these growing, diverse communities.

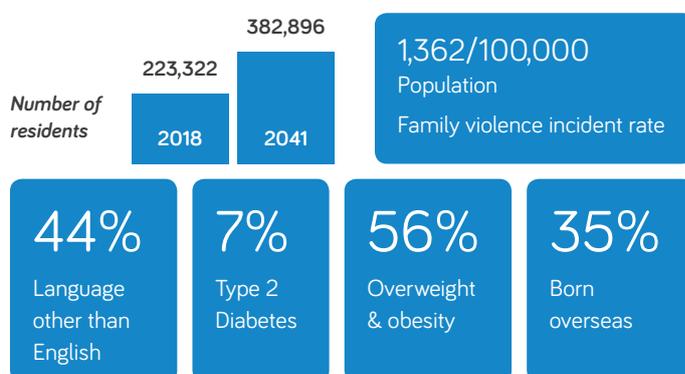
The full listing of DPV Health sites can be found on our website: dpvhealth.org.au/contact-us/locations/



Hume Population profile:



Whittlesea Population profile:



Our People

Bringing together 538 people from two organisations across Northern Melbourne, DPV Health is now one of the largest and most comprehensive primary care employers in Victoria.

Servicing a diverse community in the North of Melbourne, we employ people from a diverse range of cultures, who speak over 15 different languages. They work in over 45 different professions, including dentistry, medical, speech pathology, early childhood educators, occupational therapy, podiatry, physiotherapy, dietetics, allied health assistants, disability and social workers, family violence support workers, NDIS engagement officers, bus driving, practice management, chronic disease management specialists, customer service, audiology and many more.

Since commencing in January 2019, CEO Don Tidbury has lead the introduction of a new values based leadership framework commencing with a new Executive Team. The team have been carefully chosen to deliver on the organisation's strategic objectives with nine senior leaders who have worked across a number of different industries, including community and health services,

“

I've been working with DPV Health for 6 years now. I love working with here as I find great professional and personal joy in my career here. Daily, we have the opportunity to improve the health and wellbeing of our community. It's exciting to be part of such a great team and supportive organisation.

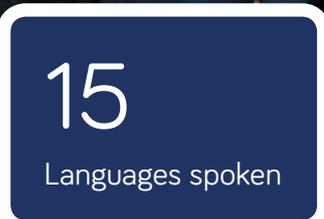
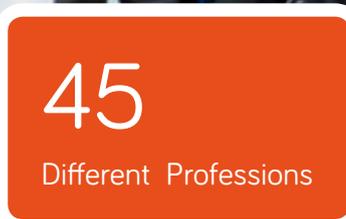
Brad Camerlengo,
DPV Health Disability Services Manager

disability services, Local Government, manufacturing, banking and finance. Each of the values-based Executives has the necessary skills, attributes, education and experience to make an extraordinary contribution to DPV Health and our community.

The focus for 2019 and beyond will be to enhance our people's experience at DPV Health. We will introduce the internationally renowned Studer Group's Hard Wiring Excellence Program as "The DPV Health Way", a values-based program that will help ensure our people find their work to be meaningful and purposeful, such that it always contributes back to the broader community. Supporting "The DPV Health Way" will be an integrated range of initiatives including: a leadership development framework, education and recognition programs, a health and wellbeing focus, a new integrated support office and improvements in the way we attract and retain talented people to work for us.

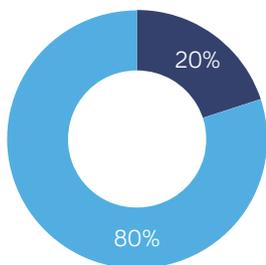


The new DPV Health Executive Team, above: from left to right at back: Shawn Lee, Noel Toal, Sachidanand Raju, Rick Jackson, Anthony Palmieri, Roxanne Strauss; from left to right at front: Debbie Mitchell and Don Tidbury. Insert top: Sophie Gilmour. Insert bottom: Sohail Siddiqui.



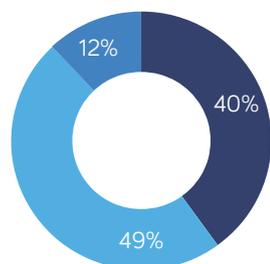
Workforce profile:

Gender diversity



433
Female
105
Male

Basis of employment



213 Full time
62 Casual
105 Part time

Employment Areas:



- Executive (1%) / Managers (4%) / Team Leaders (5%)
- Dental Services
- Disability & Residential Support
- Allied Health
- Social and Community Services
- Nursing
- Early Childhood Teachers
- Support Services

DPV Health celebrates its first year of service to our community

DPV Health celebrated the anniversary of its first birthday since the merger of Dianella Health and Plenty Valley Community Health in March 2018.

The birthday celebration, held on 29 March 2019, was launched by Maria Vamvakinou MP Federal Member for Calwell, and attended by local councils, healthcare partners, staff, clients and members. The launch marked the beginning of a month-long celebration of the two healthcare providers combining to become one of the largest primary care providers in Victoria.

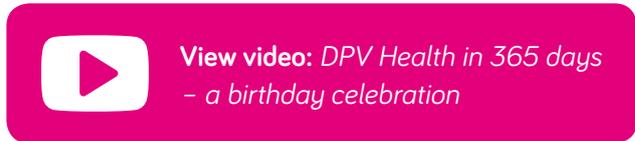
DPV Health acknowledged the milestone with a wide range of internal and community-based activities for clients, staff and volunteers. The merger has generated great outcomes for the local community. DPV Health has been able to expand services into new communities, such as adult speech pathology, early childhood intervention services, disability programs and numerous other vital services.

A great example of how DPV Health's creation has supported the community is the expansion of our Big Steps program from Broadmeadows into Mill Park. Clients, such as 3 year old Boyd, have seen remarkable behaviour changes and improvements in social skills, through working with our team of Paediatric Occupational Therapists, Speech Pathologists and Child Psychologists. Our expertise is easily transferable and provides the opportunity to extend to suburbs where the community need is high.

DPV Health implemented a range of free events for clients and the public, such as Super Clinic BBQ Days, a Community Giveaway Promotion, fun activities for the kids, and free health and wellbeing information provided at community functions, shopping centre pop-ups and the Broadmeadows Street Festival.

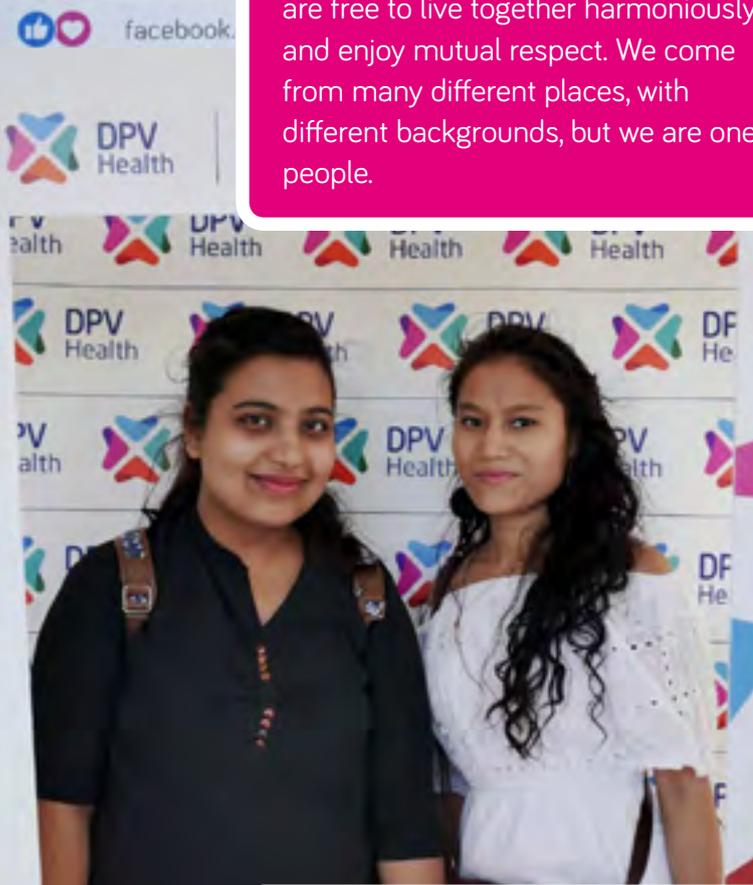


MP Maria Vamvakinou with DPV Health CEO Don Tidbury

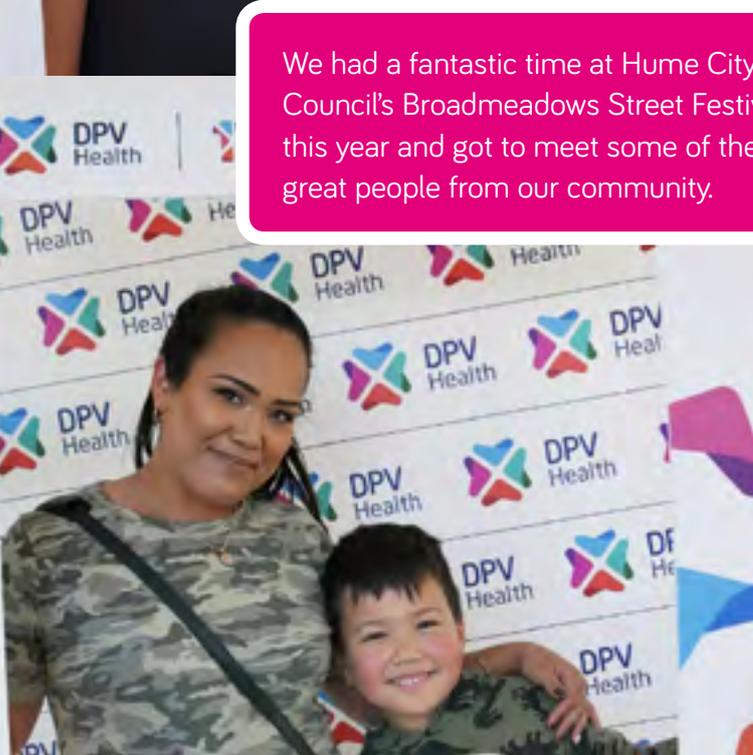




At DPV Health, we believe in a community where everyone is equal. We are free to live together harmoniously and enjoy mutual respect. We come from many different places, with different backgrounds, but we are one people.



We had a fantastic time at Hume City Council's Broadmeadows Street Festival this year and got to meet some of the great people from our community.



What you think of our service: Victorian Health Experience Survey

Every year, DPV Health asks clients to fill out a survey issued by the Department of Health and Human Services, called the Victorian Health Experience Survey (VHES).

The VHES seeks feedback on every aspect of the client experience with our service, such as: was it easy to find and make an appointment, were our staff polite, empathic and competent, did we provide information and care that was needed, did clients feel they were listened to. Finding out what our clients think helps us to make improvements that are important to the experience of our clients.

DPV Health achieved a result of 97% on overall satisfaction with the care received at the health service, which is above the state average.

The VHES survey also includes a Net Promoter Score question – How likely are you to recommend this health service to friends and/or family? With a result of 89.7%, DPV Health is well above the state average of 83%.

Actions arising from the VHES results in 2019

Increase the response rate

We have created a target of 1,000 people to complete the survey in 2019. A wide ranging communication and engagement plan is being implemented to help us achieve this.

Action 1 Enable 1,000 clients fill out the 2019 VHES survey

Improve the information we provide

DPV Health was rated highly by clients in relation to information provided:

- > More than 85% of clients said that they felt comfortable raising issues and asking questions that were important to them. This result is higher than the state average of 83.84%.
- > 92% of clients felt the amount of information provided about their particular issue was about right.
- > 71% of clients said that they knew who to contact if they had questions about their care.

Key actions for 2019-20:

1 Increase response rate for 2019 VHES survey

2 Develop new information packs for clients based on their needs

3 Implement innovative approaches and partnerships to support clients on waiting lists

4 Improve systems and communication so that wait times in reception can be reduced

5 Enhance referral pathways for clients to DPV Health and other services



97%
Overall Satisfaction

90%
Net Promoter Score

> 13% of clients were not entirely aware of the cost of the service they were using.

Plans are underway to review the information being provided to clients across the range of service categories (Medical, Dental, Allied Health, Group Programs etc.) and organise new information packs according to client needs. Once implemented, feedback will be sought from clients on whether or not information provided is adequate.

Action 2 *Develop new information packs for clients based on their needs*

Accessing DPV Health

Feedback from our clients in the VHES survey indicated areas for action that related to waiting times to access our service. In particular our response is to:

1. Reduce waiting lists so that clients don't have to wait so long to receive a service; and
2. Reduce the wait time in reception before an appointment.

In order to improve the health and wellbeing of the community, DPV Health plans to engage in strategies that will enable more effective support for clients by linking in with partners so that additional options for those on waiting lists can be created.

Action 3 *Develop innovative approaches and partnerships to support clients on waiting lists.*

In relation to wait times in the reception area, action will be taken to streamline systems and improve communication so that client wait times are reduced.

Action 4 *Improve systems and communication so that wait times in reception can be reduced*

Referring clients to other services

17% of clients responding to the Victorian Health Experience survey said that they would have liked to have been referred to other services to improve their health or wellbeing. DPV Health offers a large array of health services so connecting clients to other DPV Health services can be easily facilitated. Where eligibility is a barrier, DPV Health will continue to explore options open to those needing service so that they are not left on their own. This is often done by health workers and our Intake team. As a leading health service in the northern metropolitan region, DPV Health has strong links with many other health services.

Action 5 *Link clients in with DPV Health and other services where possible*

Reaching out online

In an increasingly crowded digital marketing landscape, DPV Health is investing time and resources into this essential area of communications.

DPV Health has increased our reach within the community through enhanced utilisation of social media, upgraded functionality of our website and new digital technologies.

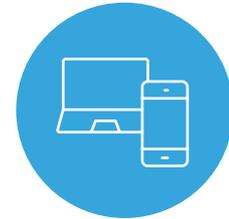
Social media

User engagement with our social media platforms has consistently gained traction within respective communities through sustained and targeted communications. While Facebook has been a greater priority due to its stronger links with our community, LinkedIn is also essential to build the professional profile of the organisation, as DPV Health undergoes cultural change and significant growth.

On average, throughout the financial year, DPV Health posted once every three days on Facebook. These messages reached a combined audience of 142,808 users.

In 2020, a digital strategy currently in development will be implemented. Apart from a greater employment of Twitter and LinkedIn platforms, a major web refresh is planned to provide a more empowering user experience.

Reflecting the community's connection to the organisation, our highest performing organic post was about our 1st Birthday Celebration. There were also strong responses to our sponsored posts. Promoting our Community Asthma Program, Circle of Security Early Intervention Program and Family Planning, we reached 70,000 users.



DPV Health drives community engagement through online communications

Users

↑ 30%

New users

↑ 31%

Page views

↑ 24%

Sessions

↑ 39%

(Website traffic increases between July 2018 to June 2019)

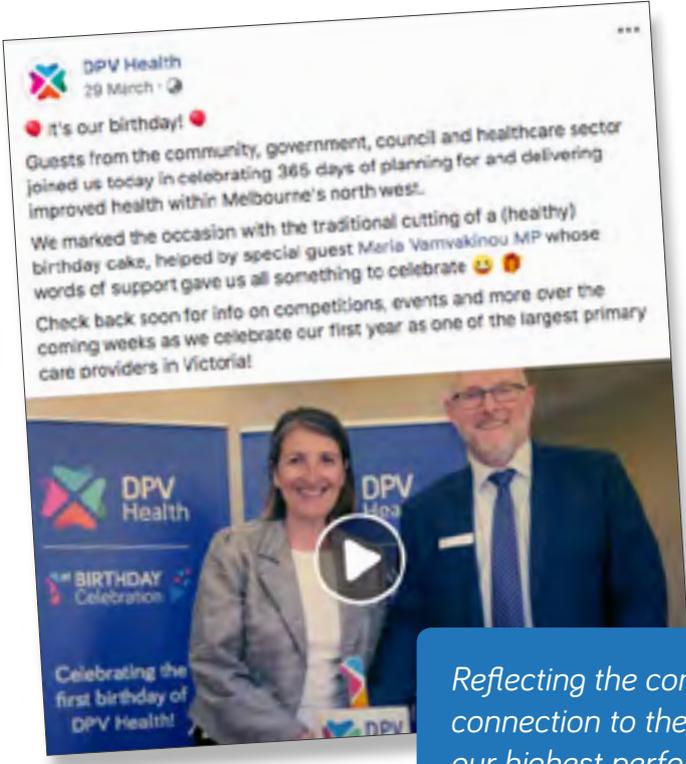


Facebook total impressions
 ↑ 644%

Facebook engagements
 ↑ 286%

Facebook message clicks
 ↑ 234%

(Increase between July 2018 to June 2019)



Reflecting the community's connection to the organisation, our highest performing organic post was about our 1st Birthday Celebration.



DPV Health Volunteer and community participants from the Walking group

DPV
Health

9:00am - 5:00pm
9:00am - 5:00pm
9:00am - 5:00pm
9:00am - 5:00pm
9:00am - 5:00pm

Consumer, Carer and Community Participation



Enabling pro-active responsiveness

DPV Health is committed to engaging with and inviting participation from clients, carers and our diverse community.

This engagement and participation can occur in the following different ways:

- > **As members of DPV Health**, providing a voice for the local community;
- > **As volunteers**, providing invaluable support to clients and staff in running our programs;
- > **As consumer representatives**, providing pro-active input on local health and social issues;
- > **As clients and carers**, providing insight into the overall experience with our service; and
- > **As community members**, being in dialogue with us and building connections in the community that will enable collaborative partnerships.

Our core principles underpinning consumer, carer and community participation include:

- > **Connection** with all sections of our diverse community in ways that are accessible, appropriate and inclusive;
- > **Encouraging participation and dialogue** with structures in place to receive and respond;
- > **Understanding the community** and the importance of health literacy¹ as a precursor to easy access to services;
- > **Being person-centred** so that the needs of our clients, carers and community are the prime concern; and
- > **Encouraging innovation** through dialogue, collaborative relationships and co-design with community members so that the community has greater say.

These are supported by the Board and Executive of DPV Health via the Community Engagement committee, using the strategies outlined at right.



Our core principles are supported by the following community engagement strategies:

Feedback & evaluation

Platforms for dialogue - Forums, Social Media

Community Events

Health promotion activities

Collaborative Partnerships

1. Health literacy refers to the skills and abilities that consumers have to find, understand and act on health information, make health decisions and find and use health services. (Health Consumers Queensland, Consumer and Community Engagement Framework, Feb 2017).



“

At DPV Health, there is nothing more important to us than going above and beyond where possible for all our patients, ensuring that everyone is always treated fairly and equally and made to feel welcome”.

A warm reception to DPV Health

Often the first faces you will see when entering a DPV Health site will be those of our welcoming and helpful reception staff. They are there to assist in answering any questions, concerns or other needs you may have while at our sites.

We take great pride in our work and doing our very best to ensure that everyone is given the best service. Our centres can receive a large volume of foot and phone traffic with approximately 200-300 people seeking treatment or enquiries throughout the day. Our staff will always strive to provide a service or answer in an engaging and professional manner.

From the very beginning of our day, our reception staff are tasked with not only handling patient enquires, but also working to assist all clinical staff, specialists and departments within DPV Health as well as medical representatives and delegates from other community services.

It is always satisfying when we see familiar faces return to access health care advice and treatments from us and our various specialists. We strive to find ways of making people's lives easier and less stressful, which is one of the reasons why you will find such a wide variety of services under the one roof.

Become a DPV Health Consumer Representative

DPV Health has a team of highly engaged and diverse Consumer Representatives who provide feedback and comment on how to improve the client experience at DPV Health.

Representatives also participate in formal structures to provide feedback on issues both internal to the organisation and externally to inform government policy or health service practice.

Examples of their contributions include:

- > Reviewing the content of various documents including the DPV Health Quality Account report, the Feedback form, the satisfaction survey for dental clients and the Child Health newsletter.
- > Reviewing brochures that provide information to community members or clients.
- > Contributing to initiatives and activities of DPV Health such as commenting on the new DPV Health website.
- > Identifying areas for service and client experiences improvements.

They also contributed to policy directions for the government such as the Terms of Reference of the Royal Commission on Mental Health and the Framework for improving health services by Safer Care Victoria.

If you are interested in participating as a Consumer Representative, please visit the DPV Health website dpvhealth.org.au

Our volunteers, our strength

DPV Health highly values our Volunteers for their generous time, commitment and dedication to work with our organisation and our clients.

Our volunteers come from all walks of life, backgrounds, experiences and age groups. This group is reflective of our inclusive and diverse staff members and clients.

We have volunteering opportunities in a range of activities from driving our buses so that clients are transported to our sites or to outings, to working with our planned activity groups, running exercise groups or making contact with those in our community who may be isolated.

Over a year, our volunteers have made over 15,000 trips with our clients, contributed to over 75 meals per week in our social support groups and made over 2,000 wellbeing calls to people in our community. Volunteering at DPV Health makes a difference to our community and also to those that volunteer their time.



National Volunteers week
luncheon Celebration

A snapshot view of our Volunteer initiatives and achievements in the past year:

Food link program - 65 food hampers are delivered every fortnight to the homeless and other people in need in the community

For **over 10 years**, the Walking Group comprising of our volunteer coordinator, volunteers and people from the community has met every Monday morning – come rain, hail or shine

Our volunteers at the Hume Community Register make over **2000 calls per year** to people living alone to check if they are safe, secure and well

Volunteers collect donated baby goods desperately needed by our Health Mothers Healthy Babies program

Volunteers with the Cardiac Rehab group help up to **20 new clients every six weeks**

The Transport team provides around **15,000 trips per year** in outings and social support groups

Our volunteers support **16 Exercise classes per week** for **150 clients**

Volunteer cooks produce approximately **75 meals per week**



Our volunteers: Community FoodLink Program



DPV Health collaborates with Foodbank Victoria to distribute food donations to those in need.

Foodbank Victoria collects surplus food from across Victoria, sorting and weighing items for collection by organisations such as DPV Health, to distribute in their area. In 2016-17, Foodbank sourced and distributed more than 8 million kilograms of food and household items from their Yarraville warehouse – an 8% increase from 2015-16.

DPV Health joined forces with Foodbank Victoria in October 2017. The DPV Health FoodLink Program supports Foodbank Victoria in Yarraville and is one of the registered supporting agencies distributing food donations. Bunnings Warehouse in Broadmeadows has kindly donated 500 reusable bags to date, for use in food hamper distributions.

DPV Health's Community FoodLink Program, transports bulk food parcels from Yarraville and driving to the DPV Health Craigieburn site to put together individualised food hampers which are then distributed to the registered DPV Health programs and affiliated groups.

The Foodlink Program has proven to be a successful program whilst also proving that a simple food hamper can bring much needed relief to families in crisis and/or who are experiencing financial challenges.

As the program expands and the demand grows, the FoodLink Program will be seeking more volunteers to assist with driving and pickup, preparation of hampers, and distribution. For further enquiries about volunteering or being a recipient of the goods, please call Volunteer Coordinator Fatima Milhem on 8301 6708.



So many of the refugees that we support have had their welfare payments cancelled and these families are struggling to feed their families. It's really sad, so the hampers have been a huge relief for them

Community Volunteer

DPV Health's Community Foodlink Program supports the following DPV Health programs and affiliated groups:

- > Refugee Health and Settlement Health Dallas
- > Refugee Health Whittlesea
- > Refugee Health Broadmeadows
- > Homelessness Services
- > The Healthy Mothers Healthy Babies Program
- > Children's Services
- > Allied Health
- > Farm Vigano

External groups:

- > Banksia Gardens Community Services
- > Orange Door, Heidelberg



View video: *FoodLink | DPV Health joining the community at the table*



DPV Health Volunteers Winne & Natalie @ Foodbank Yarraville

DPV Health collaborates with Foodbank Victoria to distribute food donations to those in need

Foodbank
Victoria



DPV Health
Foodlink
Program
Distribution



Local
Community

Our volunteers: Finalists – 2019 Minister for Health Volunteer Awards

DPV Health's Peer Exercise Leaders (PELs) Volunteer Group were finalists in the 'Outstanding Achievement by a Volunteer: Improving Public Healthcare' category of the 2019 Minister for Health's Volunteer Awards.

Our volunteers, the PELs, provide an important service to the community through group sessions with water exercise, chair-based exercise and walking groups. The sessions are of great benefit to participants as they assist in improving strength and mobility. PELs are trained volunteers who provide a range of community-based exercise programs to people of all ages, diverse backgrounds, and socio-economic situations, with differing needs across five sites in our local community. Many team members have other volunteering roles within the organization as well, adding depth and skill to their work.

The PELs have displayed exceptional personal and professional commitment that has helped to change lives, by improving the health and wellbeing of others and creating opportunities for cost-effective exercise choices in the local community. All the PELs have a lived experience of chronic disease, thus having a greater empathy and understanding for delivering the correct tailored exercise for the individual.

Some quotes from our PELs:

PEL Angela was seeing a physiotherapist for treatment of a shoulder injury. Water exercise was recommended and helped her avoid surgery. She says "Today I am

“

We are a group of people with many stories. We get to know people, earn their trust, develop friendships and let them know we understand physical pain. We have walked the same journey, and we want to help.

Denise, Peer Exercise Leader

“

We have participants attending water exercise sessions living with Motor Neurone Disease and Multiple Sclerosis. These participants retained their mobility because they attended water exercises after their doctors swore they would be confined to wheelchairs. It just goes to show what determination can do.

Denis Stone, Peer Exercise Leader

“

I couldn't walk. My hair was falling out from stress. I couldn't tend to my gardening and play with my grandchildren. Today I am the person helping others who were just like me.

Valerie, Peer Exercise Leader

giving back. I have done training to become a water and chair based exercise peer leader. I am passionate about helping others like me.”

PELs set and manage their own rosters, proactively networking to ensure that there is no disruption to the service. Generally sessions are delivered in a group setting, but PELs ensure they can cover one-on-one, when needed. PEL Annmaree says, “*We regularly see people who have never put a toe in the water and are petrified, we take their hand and gently walk in together one step at a time”*



PELs
volunteer

5

days per
week

Services
delivered to
approximately

240

people per
week

Hourly classes
provided per week

16

Sessions provided
per year

800

Kilometres covered by the
walking group per year

1600



View video:
Peer Exercise Leaders

Participant Jennifer Crossley says, *“As a retired school teacher I admire their natural teaching abilities.”*

PELs have specialised training, including water and chair training with Musculoskeletal Australia, and walking group through the Heart Foundation. Updated qualification training is mandatory every two years, certified to Physical Activity Australia and Fitness Australia standards, with additional training for CPR. Northern Health assists with the Pool and Rescue Safety training that is required every 12 months.

The PELs work compliments and supports multidisciplinary care. Physiotherapist Rhonda Petschel, (who has worked with the team for over 15 years) said, *“They have provided a program that not only enriches the physiotherapy service, but the community at large. They certainly contribute to “the ripple effect” of wellbeing across our population.”*

The PELs are reflective of the diversity of Melbourne’s Northern community, with unique insight into the challenges of isolation and language barriers that participants must overcome. They improve the participant’s quality of life, both physically and mentally and influence behaviour change in a supportive way to achieve overall wellbeing. PELs work with Allied Health Assistants to manage special needs, and ensure the clinical setting is comfortable, approachable and welcoming.

Their influence is evidenced with enduring friendships between PELs and participants and the existence of a wait-list for participants eager to join is a testament to its popularity and necessity for the broader community.

Our volunteers: New initiatives in the Merrifield community

Through the Merrifield Community Partnerships Program, DPV Health has developed some exciting projects designed to strengthen community relationships and enhance social connectivity.

Projects include: the **Merrifield Melodies Cultural Choir**, the **Hanging Garden of Merrifield**, and the **Walk with Us** program.

Marie Patford, one of the Walk with Us participants and Merrifield resident, said: "I would like to thank DPV Health for starting the walking group and hope to see many new faces in the coming weeks. I have been walking for many years to keep healthy. Now that I live in Merrifield I would like to meet new people in the area."

All three projects will be run by volunteers from the community. If you are someone who is self-motivated, passionate about your community, a leader in your field, a good communicator, have a can-do attitude and embrace all abilities and diversities, then we would love to hear from you!



Community members from Merrifield participating in the DPV Health Walk with Us program



World Oral Health Day 2019 celebrations

To celebrate World Oral Health Day on 20 March 2019, DPV Health launched a new book, *Burndap Balit Liang*, meaning 'good strong teeth', which tells the story of a child's visit to the dentist.

The book has been beautifully illustrated by DPV Health Aboriginal Access Worker, Melissa Brickell. It is written with the aim of adults reading it to their children to show them how easy it can be to visit the dentist. Instructions on how to make a dental appointment at DPV Health and how to care for your teeth are also included.

The launch was well attended by local families and practitioners from various services who work with Aboriginal children across Northern Melbourne. A key highlight of the event was seeing all the children in attendance receive a copy of the book. Don Tidbury, DPV Health CEO, spoke about how prevalent oral health problems are in children and how important it is that good oral health habits should begin early in life. Local and well-known Aboriginal Wurundjeri Elder Ian Hunter provided the Welcome to Country while Yorta Yorta Wiradjeri musician Troy Kuhl delighted everyone by playing the didgeridoo.

We hope that through reading this book children and adults in our community will feel more comfortable in accessing Dental services.



Reception staff celebrating International Day Against Homophobia, Transphobia and Biphobia (IDAHOBIT) Day

Providing culturally safe and appropriate services for our LGBTIQ community

DPV Health is committed to supporting our Lesbian, Gay, Bisexual, Trans and Gender Diverse, Intersex and Queer/Questioning (LGBTIQ) communities. Discrimination in many aspects of their lives can lead to poorer health outcomes than those in the general community.

We are also committed to providing a positive working environment for our LGBTIQ staff. To demonstrate our commitment, we are working towards achieving Rainbow Tick Accreditation by mid-2020. To be accredited, we need to show that we have:

- > LGBTIQ inclusive policies and procedures;
- > Identified and manage risk for LGBTIQ consumers, staff and volunteers;
- > Provided training for all of our staff and volunteers;
- > A welcoming and accessible environment; and
- > Implemented an LGBTIQ community participation strategy.

Actions completed towards building an LGBTIQ inclusive service include:

- > The formation of an LGBTIQ working group;
- > Staff attended the 'How To' program provided by Rainbow Health Victoria which supports organisations aiming to improve LGBTIQ inclusive practice;
- > The Board endorsed a definition of 'diversity' that is inclusive of LGBTIQ communities;

- > Recruitment for new staff includes encouragement for people from diverse backgrounds including the LGBTIQ communities to apply;
- > A LGBTIQ Human Resources Risk Register has been developed;
- > A staff survey was conducted that demonstrated strong support for making DPV Health more inclusive for LGBTIQ communities;
- > DPV Health celebrated IDAHOBIT – the International Day against Homophobia, Transphobia and Intersexism – the money raised was donated to the Hume and Whittlesea LGBTIQ youth groups;
- > LGBTIQ training sessions were provided for our community representatives;
- > Our internal newsletter DPV Voice included six articles on Intersex Awareness Day, World AIDS Day, International Transgender Day of Visibility and IDAHOBIT;
- > Review of service brochures; such as the Men's Behavioural Change Program; and
- > Joining the Northern Hospital LGBTIQ Working Group.

DPV Health will continue this work in 2019-20, and will engage with a range of other key service providers to support the safety and wellbeing of the LGBTIQ communities.

2019 Homelessness Week

DPV Health’s Homelessness Service is a specialist service funded by the Department of Health and Human Services to provide Case Management to those at risk of, or experiencing, homelessness in the Whittlesea region.

The DPV Health – Homelessness Service is funded to receive referrals from the local Opening Doors Service, Haven and Home Safe in Preston. Our clients present with multiple and complex needs. Our role is to support the client to secure safe and affordable housing whilst addressing their contributors to homelessness.

Homelessness Week is facilitated by Homelessness Australia, the national peak body for homelessness in Australia. The Annual Homelessness Week runs each August with the intention of raising community awareness and advocating for sustainable change to end homelessness in Australia. The 2019 theme was ‘Every Victorian Deserves a Home; Tell Your MP’.

The DPV Health – Homelessness Service participated in Homelessness Week by operating information stalls in the local community. Our experienced Case Managers shared information about what the community can do to help end homelessness in Australia, as well as providing information for those who are homeless or at risk of homelessness.



The Homelessness team with City of Whittlesea Mayor, Lawrie Cox at Epping Plaza

“

Thank you Brittney and DPV Health for all your support and help for me and family moving forward. Thank you all. I hope to work with you again in the future.

DPV Health Client

“

Dear Gerda, I want to say a big thank you for helping me and my kids through all the hard times and not judging us. You are one in a million. Thank you for helping me reach my full potential and helping my kids have a better life and a forever home.

DPV Health Client



DPV Health staff participating in the OZDAFNE program

“

I have had diabetes for 13 years and now for the very first time I have clarity on how to manage my condition. I feel I have the tools and knowledge needed to make a positive change in my health. This program is a game changer

DPV Health Client

“

After having diabetes for 33 years, I have come back for the second time because I knew it was a lot of information to take in and I may have missed some things and I need a refresher. I believe we can always learn something despite what we think we already know

DPV Health Client

“

Before coming to DAFNE I was feeling anxious about managing my diabetes. After 12 months I was tired, stressed and angry about having diabetes. The program taught me to manage my diabetes far more effectively. Life is much better!!

DPV Health Client

Promoting confidence in Diabetes management

The OZDAFNE (Dose Adjustment for Normal Eating) program is a five day program run in small groups for adults living with Type 1 Diabetes who inject insulin.

This program is facilitated by DPV Health’s Diabetes Nurse Education and Dietetics programs. DPV Health is one of 13 centres in the state implementing this program. The program is facilitated twice a year and 6-8 clients attend each group.

OZDAFNE is a self-management program that gives people the skills to adjust their insulin according to what they eat. They learn about carbohydrate counting, insulin dose adjustment, managing sick days, how to reduce and manage low blood glucose levels, eating out, alcohol and exercise.

Participants can self-refer or be referred via hospitals, GPs or Endocrinologists. Participants have also discovered the DPV Health program by attending the Diabetes Australia Expo held in Epping where DPV Health staff were actively promoting the service.

The impact:

Research confirms that program participants have less-severe hypoglycaemic episodes, improved blood glucose levels, less diabetes-related distress and were less likely to be admitted to the hospital with serious complications.

Dietetics and Cooking – teaching a vital life skill to at-risk and vulnerable adolescents

The World Health Organisation states that adolescents are vulnerable while in transition to more independent living due to the growing absence of cooking skills and health literacy. Intervention at this point can help establish positive nutrition-related habits that persist throughout adulthood.

The DPV Health Dietetics team engage with at-risk and vulnerable adolescents in the Broadmeadows area. The team goes to great lengths to make contact with these individuals and target the specific issues faced by young people.

The Dietetics department works closely with social workers, health promotion staff and allied health assistants, to conduct interactive education sessions, practical shopping and cooking programs.

The dietitians have delivered presentations to all senior level students at the Gateway school in Broadmeadows and to early school leavers in the area.

The cooking program is being implemented over a 10-week period and provides education on practical shopping skills and making healthy choices, as well as modification of recipes through label reading skills and building awareness of ingredients.

The cooking program focuses on practical cooking skills, preparing food hygienically and basic cooking methods. Each recipe is based upon nutritional guidelines established by government bodies and reflects suitable portions of meat, grains and vegetables.

The cooking program provides practical cooking skills, education on shopping for food and making healthy choices.



Students from Gateway School in Broadmeadows participate in the DPV Health program

The Physical Wellbeing Program – Strengthening our Allied Health Workforce

The Physical Wellbeing Program consists of a variety of health professionals who work with clients to promote health, wellness and independence.

Our staff of 58 includes Physiotherapists, Occupational Therapists, Exercise Physiologists, Podiatrists and Allied Health assistants. The team strives to provide an integrated service designed to meet our clients' needs and goals in a multidisciplinary, holistic and coordinated way.

In April 2019 our clinical teams joined together creating a strong and highly skilled allied health workforce. Integration efforts continue as we explore ways to improve and expand services in line with client needs, community growth and best clinical evidence.

The program provides a wide range of home, centre and community-based services including home assessments and equipment prescription, gym groups, hydrotherapy, podiatry services, Living Well with Pain group, cardiac rehabilitation, falls and balance group, and individual therapeutic interventions. The demand for services under the NDIS continues to grow since the roll out of NDIS in Hume in March 2018. The Physical Wellbeing Program provided over 50,000 hours of intervention during 2018-19.

Over the past year we have seen an expansion of the GLAD groups (hip and knee osteoarthritis), Complex Wheelchair and Seating Clinics and Restorative Hand Function groups. The Physical Wellbeing Program provides services primarily for clients 18 years and over, however some of our programs are also available to younger clients. Our podiatry Kinder Visits are one example, with weekly visits made to local Kindergartens to assess children's feet and identify any emerging issues. Our annual "sock drive" is generously supported by staff who donate new children's socks in preparation for winter. Often the visiting Podiatrist will identify children

GLAD groups (Good Life with Arthritis: Denmark) have been shown to help decrease pain, improve function and quality of life, and reduce the use of painkillers in adults with osteoarthritis of the hips and knees. These 6 week group programs are now available with the support of LaTrobe University.



Physical Wellbeing Program health worker assisting a client with their wellbeing program

who are wearing no socks or whose socks are worn out and not adequate to keep feet warm, and are able to provide new warm socks. This program is welcomed by local Kinder staff and parents, with many compliments and thanks received.



[View video: GLAD video](#)

20 years of providing disability support to our community

DPV Health supports people with disabilities to achieve their goals and aspirations. We encourage clients to maintain relationships, develop new friendships, engage in community activities whilst building their skills and confidence.

Our Day Service comprises two programs; Teen and Young Persons Community Options (17 to 25 years old) and Adult Community Options (25 to 75 years old). Both programs provide individualised person-centred opportunities and tailored supports for clients. The programs have a range of activities: work skills, woodwork, gardening, independent living skills, volunteering, communication, sensory awareness, numeracy and literacy, computers and tablets, swimming, general outings, sports, travel training, cooking, art and craft, healthy lifestyle, specialised one-to-one supports and more.

DPV Health's residential services comprise two residential units in Epping and Thomastown. Both residential units are located in pleasant suburban settings close to public transport, shops and other community facilities and are fully accessible. Our daily living support programs are flexible and customised to each client's needs, goals and choices.



Barista and Hospitality group member Vanessa learning the art of making great coffee

Capacity building, one cup at a time

DPV Health Disability services provide an extensive range of daytime options for participants six days a week. Ranging from day trips, arts, cooking, crafts projects, physical therapy, social and independent living skills to training and employment, and volunteering programs. Earlier this year we introduced a new capacity building program - Barista & Hospitality.

Lavazza Coffee generously donated a new commercial coffee machine with a generous supply of coffee to get the program up and running.

Participants, Codey, Dakota, Vanessa and Kaylah have been in the program for over six months now and are already kicking goals with their program instructors, Kamaljit and Simone. They are gaining important career skills in operating the coffee machine, safe food handling and customer service.

The program's goals are to promote independence and empower participants. It's been a delight to see the group serve cappuccinos, lattes, flat whites and hot chocolates to our social support clients.



View video: Barista and Hospitality | Empowering people with special needs



Art group members at Farm Vigano

Disability Service Model enhanced to meet community needs

In February 2019, DPV Health commenced a review of its centre-based disability services. The purpose of the review was to identify opportunities to enhance client satisfaction and grow the sustainability of the program so that it is present in the community for the long term.

The review focused on the development of new activities and service models to meet client needs and enhance their experience. Other changes included the introduction of Personal Care Assistants to assist with personal care needs, expansion of trading hours, new IT systems and the relocation of centre-based programs to the beautiful Farm Vigano site.

The New Disability Service model includes:

- > Expansions of programs including additional Saturday programs and longer trading hours
- > Capital works to modify the DPV Health Farm Vigano site to accommodate client needs and fleet requirements
- > Reduced costs for many participants as a result of the change to staff-to-participant ratios
- > Improved communication amongst the Disability Team
- > The appointment of Key Workers to provide stronger communication channels for participants' families, representatives and external support providers

Over the next six months the DPV Health Disability Team will closely monitor the new model and seek feedback from clients, carers and families.

In the year ahead, DPV Health is looking to further expand trading hours to meet client and family lifestyle needs.

Intake Services – call to action

Intake is the first point of call for most clients seeking to access services at DPV Health. Their role includes the following:

- > Coordinating individual waiting lists;
- > Booking initial appointments;
- > Managing telephone enquires;
- > Assisting clinicians with enquires;
- > Booking interpreters; and
- > Arranging vehicles for clinicians undertaking Home Visits.

The Intake Hume and Whittlesea teams were integrated to form one team in March 2019. In 2018-19, the intake team made over 12,000 appointments.

The team consists of 10 staff who speak a broad range of languages including Arabic, Assyrian, Chaldean, Turkish, Italian, Punjabi, Hindi and Urdu. Interpreters are also provided where required.

The total number of client bookings made in 2018

7,961

The total number of clinical hours booked in 2018

7,248

Welcome
'ahlaan bik
欢迎
Bienvenue
καλως ΗΡΘΑΤΕ
Selamat datang
Merħba
Добредојдовте
ਸਵਾਗਤ ਹੈ
Soo dhowow
دی دم آ شوخ



Accredited Interpreters and Language Services

DPV Health offers free interpreter services for all clients who require it.

We have an internal team of interpreters for key community languages including Arabic, Assyrian, Chaldean, Syrian and Turkish and use external agencies for other language services.

The total number of interpreter services hours provided in 2018/19

7,035







Quality and Safety

Integration and Transformation

Following the merger in March 2018 we commenced planning for the full integration of people, processes, policies, systems and activities.

To understand our starting point we undertook extensive consultation and analysis of key items that impacted service delivery on a daily basis. The information was used to develop a formal Integration Project Plan. The first stage focused on service reviews and an analysis of staff data.

The service review was used to help identify how teams, programs and services operated across the different sites of DPV Health. The reviews identified the various systems, processes and technology used by staff within a specific team or performing the same function.

The analysis of staff data, such as employment contracts, position descriptions, classification, awards, agreements and payroll helped identify the most effective way to form new teams and resolve IR matters that resulted from merging staff performing similar work but with different pay and conditions.

As the integration stage draws to a close, DPV Health is embarking upon an exciting new transformation stage. The organisation has recruited a team of highly skilled Project Managers dedicated to working closely with teams on innovative projects to enhance service delivery and optimise organisational efficiencies.

Information and Communication Technology (ICT)

As part of the integration process, the DPV Health ICT team upgraded ICT infrastructure and installed new high-speed fibre Internet links with 4G backup to enhance business continuity. Some of the initiatives included:

- > Upgrade of networks including routers and network switches;
- > Roll out of enterprise-grade free Wi-Fi across all sites;
- > Setting up ICT infrastructure at the new Caroline Springs site;
- > Installation of mobile boosters to improve mobile coverage;
- > Implementation of a new contract management system; and
- > Upgrade of Payroll and Facilities systems to new cloud-based versions, accessible by staff from anywhere.

A key project was to migrate all staff to DPV Connect, a new system where everyone can access all DPV Health applications, files and folders, from any location.



DPV Health achieves Quality & Safety accreditation

DPV Health regularly undertakes quality and safety reviews of our programs and services through an independent review body called Quality Innovation Performance.

In 2018 and 2019 DPV Health successfully met all standards required for five different types of accreditations programs:

- > Quality Improvement Council (QIC)
- > National Safety and Quality Health Service (NSQHS)
- > Human Services Standards (HSS)
- > Early Childhood Intervention Services (ECIS)
- > Royal Australian College of General Practice (RACGP)

DPV Health is strongly committed to full compliance with Child Safe Standards. We are actively working towards a high level of inclusive practice for our diverse community, especially people who identify as Gay, Lesbian, Bisexual, Transgender and Intersex (LGBTI). DPV Health will undertake this important accreditation in June 2020.

DPV Health is now required to be reviewed against the new NDIS Quality and Safeguards Standards as well as the New Aged Care Standards. Work has commenced to ensure that our organisation meets all the required standards for these new accreditations.

| Standards | Abbreviation | Program Scope | Next Review Due |
|---|--------------|---|-----------------|
| <i>Quality Improvement Council</i> | QIC | Whole of organisation | December 2021 |
| <i>National Safety and Quality Health Service</i> | NSQHS | Public dental services | December 2021 |
| <i>Human Services Standards</i> | HSS | - Disability / NDIS - Housing services - Family violence services | December 2021 |
| <i>Early Childhood Intervention Services</i> | ECIS | BIG Steps – early childhood intervention services | December 2021 |
| <i>Royal Australasian College of General Practice</i> | RACGP | GP Services | April 2021 |

Quality and The Consumer Experience

Incident reporting

Incidents are rated according to severity, with ISR4 being no harm, ISR 3 being minor harm, ISR 2 indicating moderate harm and ISR 1 representing severe harm/death. The majority of incidents for DPV Health resulted in minor harm to our clients (see graph at right for further information).

DPV Health ensures that we report and follow up on all compliments, complaints, feedback and incidents. DPV Health reports incidents in the Victorian Incident Management System (VHIMS). This system records the following incidents:

- > Clinical Incidents;
- > Staff Occupational Health and Safety incidents; and
- > Any hazards identified.

Incidents are reported to DPV Health's Clinical Governance Board for monitoring and oversight. Incident trends are evaluated to identify any areas of concern and target areas for improvement.

DPV Health has a strong reporting culture, which is important to help identify themes and any areas that may require improvement to ensure client safety.

Client Safety

DPV Health is committed to maintaining client safety. All incidents are recorded through our reporting system so we can monitor and take appropriate action to reduce the likelihood of reoccurrence. Integral to the process is the prompt follow up of all client communication to ensure their needs are addressed and continuous improvement opportunities are acted on.

Governance

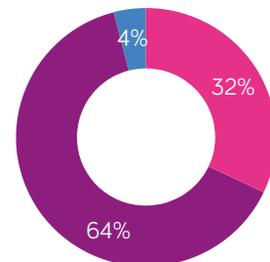
The DPV Health Board ensures there is strong oversight of clinical governance, quality & safety through the Board's Clinical Governance Sub Committee. The Committee comprises a group of senior industry experts with extensive experience in clinical governance, health care, quality and risk management. Recently DPV Health introduced a new executive role- General Manager Clinical Governance, to independently ensure high quality care and support across all services.

In 2018/2019 DPV Health staff recorded 738 incidents in the VHIMS system. Of the 736 incidents recorded

- > 421, or 57% were incidents were clinical incidents;
- > 218 or 30% were occupation health and Safety; and
- > the other 99 or 13% were identified hazards.

Incidents by Severity

reported to VHIMS from July 2018 to June 2018



- ISR 4 - No Harm
- ISR 3 - Minor Harm
- ISR 2 - Moderate Harm



Improvements

As a result of the monitoring and reporting of incidents, the organisation identified significant improvements that have been undertaken to improve the care of our clients, including:

- > Review of the model of care for disability centre-based services;
- > New education programs to enhance quality of care and support;
- > Development of a client safety indicator report to monitor our client safety;
- > Training of our managers and staff in the incident management review process;
- > Implementation of new incident reporting system;
- > Introduction of the General Manager Clinical Governance executive role; and
- > Establishment of new service audits to optimise quality and safety.

Creating a better client experience!

DPV Health wants to hear from clients about how we can improve their experience.

To achieve this, a Service User Feedback Strategy has been developed. It sets out a range of ways that our clients and community can provide us with their feedback. It includes connecting with people in ways that are convenient for them – for example using traditional paper-based surveys and web-based options, all of which are available in multiple languages.

As well as acting on feedback to improve the overall client experience, DPV Health is engaging the community to inform us about health issues and opportunities that are important to them.

Actions underway include:

- > Web-based discussion forums;
- > Working with culturally diverse communities to improve health literacy and encourage greater access to services;
- > Focussed health-promotion programs; and
- > Increasing the number and diversity of our Consumer Representatives to better reflect the community we serve.



New feedback poster and brochure now available at all sites



Key features of the DPV Health Service User Feedback Strategy:

- 1 *New mechanisms to secure instant feedback post appointment*
- 2 *Annual Client Experience Surveys*
- 3 *Secret Shopper Program*
- 4 *Compliments, Suggestions & Complaints - Feedback forms*
- 5 *Consumer and client inputs*

Medical Services

DPV Health operates two medical centres in Broadmeadows and Mill Park. Both sites are state-of-the-art integrated primary health hubs with a broad range of medical, allied health and other healthcare services.

Services provided include:

- > GP Services
- > Specialist Medical
- > Mental Health
- > Men's Health
- > Women's Health
- > Children's Health
- > Chronic Disease Management Plans
- > Allied Health services

DPV Health made significant progress in expanding medical services. New GP's and specialist consultants have been recruited. In early 2020 the medical clinics will commence weekend services and extended trading hours.

Other services planned for 2019/20 will include the introduction of new clinics: cervical screening; respiratory clinics; flu clinics and fracture clinics. New allied health programs including physiotherapy, psychology and podiatry will be introduced to support integrated patient care.

Dr Sohail Siddiqui commenced as Director of Medical Services in July 2019. With many years experience as a GP in the local community Dr Siddiqui is well recognised for his expertise and client care.



Dr Siddiqui (MBBS, MPH, MEB, FRACGP) Director Medical Services



View video: A Welcome from Dr Siddiqui

Across both sites, patient visits have increased to a total of 35,000 for the year.

Dental Services

Our Dental program operates from four sites: Epping, Whittlesea, Broadmeadows and Craigieburn.

The Dental Team includes Dentists, Dental Therapists, Oral Health Therapists, Dental Prosthetist and Dental Assistants. We provided dental treatment to 19,029 clients over the last financial year: 12,740 were adults and 6,289 were children.

Priority Group

The program provides dental care for priority clients who are most vulnerable in our community. Priority access is given to children and pregnant women, Aboriginal and Torres Strait Islander, people who are or at risk of homelessness, refugees and asylum seekers, young people in residential care, people with mental health issues and those with disabilities. In the last financial year 42% of all the clients treated were from priority groups.

Language Services

Almost one in three dental clients (30%) treated required an interpreter. Some of the languages for which interpreters were required Arabic, Persian, Turkish.



Collaboration between DPV Health Dental and Allied Health teams

Some services in our Allied Health teams require sterilisation of their instruments. Our Dental team in Epping operates a central sterilising supply department (CSSD), hence we initiated a collaborative project to promote greater efficiency.

This fantastic initiative means that since the project commenced in late 2018, instruments are no longer sent to an external agency for sterilisation, instead being sterilised by our Dental team in their CSSD at the DPV Health Epping site. The CSSD is also servicing Podiatry and Women's Health Nursing.

This well-planned and welcomed project created new processes for Allied Health staff to drop-off and pick-up the instruments. Staff were trained to understand the elements of how the CSSD works and the best practices to ensure the integrity of the sterilisation process was maintained.

We have found this new collaboration between our services extremely rewarding for all teams involved. It demonstrates that a consultative and collaborative approach is an efficient and effective solution to provide service delivery of the highest clinical standards.



Tooth decay is the highest cause of preventable hospitalisations for children. About 4,500 Victorians aged 0 to 14 years old are hospitalised every year due to dental conditions.

DPV Health Dental Awarded Oral Health Project of the year 2018



Dental Health Services Victoria (DHSV) honoured Victoria's best and brightest dental professionals with the Public Oral Health Awards. The Awards recognise public oral health professionals, volunteers and organisations that go above and beyond to improve the health outcomes of those most in need of dental treatment.

Dental Health Services Victoria (DHSV) together with DPV Health and IPC Health conducted a Victorian-first study of over 400 children aged 2-10 years investigating the use of silver diamine fluoride to fight tooth decay and reduce dental hospitalisations in Victorian children. Many

of these children were from vulnerable communities who had high experience of dental decay and referral for surgery under dental general anaesthetic.

Silver diamine fluoride is used to control cavities. The liquid can be applied to a cavity to stop tooth decay and in some cases replace the need for a filling or crown. This is a non-invasive and preventive approach and a great alternative to anaesthetic.

A team of dental clinicians from DPV Health and IPC Health administered the treatment and monitored it over a year. The program incorporated oral health education, diet counselling and the application of silver diamine fluoride. Results show 78% of carious lesions arrested and when possible parents opted for silver diamine fluoride over general anaesthetic.

This project was awarded: Oral Health Project Of the year 2018 at the DHSV sponsored 2018 Oral Health Awards in November 2018.



Comprehensive Care

Aboriginal Health – strategies to improve cultural responsiveness and inclusion

DPV Health delivers health services to Aboriginal and/or Torres Strait Islander peoples across the Kulin nations of the Wurundjeri peoples.

The Aboriginal¹ and Torres Strait Islander communities see DPV Health as a place of choice for meeting their health care needs. Dental, endocrinology, respiratory, podiatry and optometry are some of the specific services provided to assist improved health outcomes for Aboriginal peoples. These services are promoted and supported by our Aboriginal Access Worker, Melissa Brickell as part of the DPV Health Community Development & Outreach program. Her role supports DPV Health in working towards cultural proficiency across the organisation to ensure our services for Aboriginal and Torres Strait Islander peoples are culturally appropriate.

The year started with National Aboriginal and Islander Observance Committee – NAIDOC Week being celebrated from 8 to 15 July 2018, with the theme 'Because of her we can!'. Information packages went to all DPV Health sites for display. The theme highlighted the role of Elders, grandmothers, mothers, aunts, daughters and sisters in cultural, social and political survival and determination.

During NAIDOC Week we also celebrated DPV Health Day at the Plenty Ranges Arts and Convention Centre in South Morang. The event started with an

Diabetes is three times more prevalent among the Aboriginal population than the non-Aboriginal population. Aboriginal people are twice as likely to be admitted to hospital with a potentially preventable condition.

Acknowledgement of Country, which provided staff with the important cultural, social and historical context of Gunung Willum Balluk and Wurundjeri Wilam across Wurundjeri lands and waters of the Kulin Nation.

Service Delivery and Partnerships

The Chronic Care Priority Clinics have been hosted fortnightly at Epping for at least ten years. Many thanks to our specialist providers: Professor Richard O'Brien, Endocrinology, Dr Matthew Davies, Renal and Diabetes, and Dr Yan Chen Respiratory for their service dedication to the Aboriginal community in these clinics. A fortnightly dedicated Aboriginal dental clinic with Samantha Lew is another of our Priority access services for the Aboriginal community. Sam continues to build on the good rapport with Aboriginal clients, which has seen a reduction in 'Failure to Attend' and a steady increase in revisits for continued work and dental check-ups.

A successful partnership with the Australian College of Optometry provides outreach Optometry clinic for about 55 Aboriginal clients throughout the year. These well attended clinics provide free eye sight assessment and heavily subsidised eyewear by the Department of Health.

The City of Whittlesea Elders Motivated and Deadly Social Support Group Podiatry program is always a fun and much enjoyed program favourite with the Elders and staff. Our podiatrist at the DPV Health Epping site Suzanne Lawson has built great relationships with the Elders and they find her to be very gentle and caring in her practice which has their feet stepping out in deadly style. Successful co-planning with DPV Health and the City of Whittlesea Social Support Coordinator Christine Stanassis, and the self-determination of the Aboriginal Elders, Motivated and Deadly, has enabled DPV Health to 'showcase' other health programs and services to the Elders.

1. The term 'Aboriginal' is used to refer to Aboriginal and Torres Strait Islander communities.



Aboriginal Access Worker, Melissa, sharing the oral health story of 'Burndap Balit Liang'

In accordance with the Victorian government's Korin Korin Balit-Djak Aboriginal health, wellbeing and safety strategic plan:

“

Culture is central to Aboriginal health, wellbeing and safety. All DPV Health staff are required to attend cultural training so that they are better informed and aware of Aboriginal cultural needs. This will ensure better programs and services are available to support improved health and wellbeing outcomes for our mob.

Melissa Brickell, Aboriginal Access Worker

This year's presentations included Women's Health with Sharyn Jencke, Physiotherapy with Kevin Mulrain, Positive Health and Wellbeing with Eugenia Castro and Health Promotion with Angela Robinson. This has also led to individualised appointments by the Elders with more DPV Health services. This program highlights the delivery of better health services for the Aboriginal community when they can self-determine the content, and be better informed about managing their health in culturally responsive ways and in a culturally safe environment.

Our Aboriginal Access Worker, Melissa attends the Northern Health Aboriginal Advisory Committee meetings held quarterly at the Northern Hospital to support projects for improved Aboriginal patient health. It is a great opportunity to be involved with the work of other Aboriginal community people and health professionals. The statement 'it's not an Aboriginal problem, it is our problem', came out of consultations of the recently completed project, the Northern Health's first Reconciliation Action Plan that outlined its commitment to improving health care standards and closing the Gap in Aboriginal health.

Sorry Day and Reconciliation week were celebrated by featuring a screening of the Apology with PM Kevin Rudd, the National Inquiry into the Bringing them home, and the Intergenerational Trauma animation on 27 May at DPV Health Epping. The theme was 'Grounded in Truth - Walk Together With Courage'.

Aboriginal Cultural Training on 'Asking the Question' - a mandatory practice and standard in health - was held for all reception teams. Other cultural training is scheduled across the organisation for all staff, various teams and programs throughout the year.

Child, Family and Youth Services is taking Big Steps forwards

BIG Steps Program

Our Big Steps program offers early intervention and clinical support to children ages 0-18 years with a developmental delay and/or diagnosis. Two new sites were opened in Mill Park and Caroline Springs, supporting three existing sites at Roxburgh Park, Broadmeadows and Craigieburn. Due to client demand the Big Steps team continues to grow and currently consists of staff members from a variety of disciplines - Occupational Therapy, Speech Pathology, Physiotherapy, Psychology, Music Therapy and Specialist teaching. We work in a trans-disciplinary (team around the child) key worker model for children under the age of 7 years and in a multidisciplinary model (individual therapy) for those between 7-18 years. Generally services are delivered within the home.

Audiology Services

DPV Health provides Audiology services at Northern Health's Broadmeadows campus. Services most in demand include hearing assessments for babies, children and young adults. DPV Health is planning to add an additional Audiology service at Mill Park to meet demand. Referrals are received from both internal and external services with strong linkages to Maternal and Child Health Nurses, Speech Pathology teams and Early Intervention teams. A recent increase in staffing will assist with demand and a business plan is being developed for service expansion.

Paediatric Allied Health

There is significant demand across the Hume and Whittlesea Local Government Areas with DPV Health currently investing in additional resourcing to meet this growing need. Staffing includes Occupational Therapy, Physiotherapy, Speech Pathology, Dietetics and Psychology. Services operate from Mill Park,

Little Big Talk: between February and June of 2019 a total of **108 children** have been seen at **five drop in clinics** held in school locations

ASD Clinic: 32 clients accessed the clinic in 2019 with 70% of these receiving an ASD diagnosis

BIG Steps Program: Approximately **350 children** are being supported

Broadmeadows and Meadow Heights. Staff also work within the Autism Spectrum Disorder (ASD) clinic to support the diagnosis of children and assist with referral pathways for all children and families. 2019 will see this service replicated in Mill Park to meet local demand.

Pathways to Good Health Program

This program involves a multidisciplinary team approach with the Community Health Paediatric Allied Health staff working alongside Paediatricians (DPV Health) to support children and young people in out-of-home-care to access health care to achieve their potential for a healthy adult life. An initial assessment and then a health management plan is implemented for each child. Each assessment includes recommendations to access other DPV Health services or external supports.

School Focused Youth Program

DPV Health's School Focused Youth program provides support to children and young people within schools to assist them to actively engage by providing supported programs to build their resilience, foster stronger emotional wellbeing and break the link of disengagement.



Autism Spectrum Disorder (ASD) Clinic

The ASD Clinic operates from the Broadmeadows site. It involves Paediatricians, Occupational Therapists, Speech Pathologists and Psychologists. We offer a 'gold star' multidisciplinary assessment with all clinicians working together to undertake the assessment in conjunction with each child's family. The service is experiencing strong demand is currently being expanded into the Whittlesea LGA with programs commencing at the Mill Park Medical Centre in early 2020.

Little Big talk

DPV Health has collaborated with DET (Department of Education and Training) and the Hume and Whittlesea Councils to support families who are concerned about their child's language development. They are drop-in sessions to discuss questions or concerns about a child's communication skills. The clinicians are able to provide guidance, strategies and information to parents to support the continued development of their child with appropriate service linkages. These may be specialised supports or mainstream services. Clinics operate once per month and alternate between Hume and Whittlesea.

Aspire Program

This program is a collaboration between DPV Health, City of Hume and Good Samaritan Primary School in Roxburgh Park. The Program integrates easily accessible and complementary education and social services to meet the needs of the community through a one-stop Child Health and Development Hub. DPV Health has supported this through Occupational Therapy, Speech Therapy and developmental screening over a two year period through supported playgroups and education sessions for school staff. We have provided approximately 10-12 screening sessions with over 40 children being seen.

This program was awarded a **finalist placement** in the **Victorian Early Years awards for 2019** – *Category: promoting children's health and wellbeing!*

Family Violence

DPV Health is contributing to the Family Safety Victoria Project – Perpetrator Case Management Program.

The service model of case management, provides an opportunity to tailor responses to individual perpetrators and address complex needs such as; alcohol and other drugs (AoD) misuse, mental health, physical health and homelessness. The program promotes engagement and accountability of perpetrators in order to increase the safety of victims affected by family violence. DPV Health's Case Managers work with Family Contact workers to address perpetrator behaviours and support victim survivors.

The goal of case management is to increase the perpetrator's motivation to change and to develop strategies and skills to stop their use of violence. The service model of tailored, individualised support seeks to assist perpetrators to recognise and take responsibility for abusive patterns in their behaviour: this may be done in conjunction with DPV Health's Men's Behaviour Change Program, a supportive group program.

For enquiries or to arrange an assessment session call our Intake Service on 1300 234 263.

What is family violence?



Physical Abuse

- Hitting
- Punching
- Using weapons
- Threatening to do harm
- Harming pets



Verbal Abuse

- Harassing
- Threatening
- Saying things to frighten
- Calling insulting names



Sexual Abuse

- Forcing someone to have sex when they don't want to
- Engaging in behaviours others are not comfortable with



Financial Abuse

- Controlling access to money
- Making all the financial decisions big and small



Stalking

- Spying on or following family members including the use of electronic means



Social Abuse

- Controlling who family members socialise and/or associate with



Emotional Abuse

- Withdrawing support
- Silent treatment
- Expressing extreme jealousy



Spiritual Abuse

- Controlling the spiritual, cultural or religious beliefs of family members

Keeping Safe, Strong and Smart – Family Violence Group

Keeping Safe, Strong and Smart is a women's support group initiated by DPV Health to support those who have experienced family violence whilst assisting them to recover and rebuild their lives.

The program is facilitated by Social Workers and Counselling Psychologists. It includes free childcare and interpreting services. The program is free and funded by the Victorian Government.

Objectives of this program include:

- > To increase awareness of the issues that impact women's lives and their children.
- > Support women to keep safe by developing or enhancing family violence safety plans.
- > To support women to creatively enhance their resilience, self-esteem, confidence and rebuild their identity after the trauma of family violence.
- > Establish individual group participants' goals to promote their mental health and wellbeing.
- > To explore issues relating to self-care and self-nurturing in the context of societal messages which coach women into putting their needs last.
- > To ensure a person-centred and culturally appropriate service delivery.

Underpinning theories of this project are: Person Centred, Family Therapy principles, Art Therapy, Neuroscience (grounding techniques) and Solution Focused Therapy. Art Therapy is a feature that was introduced with the view of minimizing secondary traumatisation and maintaining participants' energy on their goals and roles - mothering, studies, work (home and industries).

Since its commencement, 30 women have participated in this six-week group program (with 6 to 8 women participating each year).

The scheduled sessions are:

- > Session 1: Informed choices
- > Session 2: Saying no to family violence! (Family violence safety plan)
- > Session 3: What is family violence?
- > Session 4: Resilience and Survival
- > Session 5: Keeping emotionally strong
- > Session 6: Redefining myself – individually and socially

The following are some of the outcomes described by the group participants during the evaluation interviews:

- > Participants reported a reduction and management of symptoms related to depression, post-traumatic stress disorder and anxiety as a result of the group work.
- > The women reported that the content, process and support in this group have a positive influence in their mothering role and relationship with others.
- > The women stated that the group helped them to identify perpetrators' patterns of family violence; and discuss strategies to enhance safety (physical, emotional, and others); boundaries and self-protection.
- > The participants also reported that talking with other participants help them to identify their strengths, rebuild hope in the future.

Based on the successful results, the DPV Health Keeping Safe, Strong and Smart will now be extended to the City of Hume. If you would like more information, contact DPV Health Intake on 1300 234 263.

Integrated Health Promotion

The goal of DPV Health’s Integrated Promotion Plan 2019-21 is to build safe, healthy and inclusive communities in Melbourne’s Northern growth corridor through exceptional health promotion and prevention programs.

The program priorities for the 2018-19 plan included:

- > Prevention of Violence against Women (PVAW)
- > Healthy Eating and Active Living (HEAL)
- > Promoting diversity and increasing social inclusion

Some of the initiatives undertaken are outlined below.

HEAL Champions Extension Program

The HEAL (Healthy Eating and Active Living) Champions Program, was developed in partnership with Diabetes Victoria in response to high chronic disease prevalence in Hume.

The “Champions” approach encourages members from within the local community, who are in a position of influence and who are motivated, to engage with groups to inform them on the merits and values of health and wellbeing programs.

The four-week program was designed to provide the champions with the skills and knowledge to be able to teach and inform their group participants on eating healthy and being active.



Being physically active for 30 minutes every day is achievable and even a slight increase in activity can make a difference to your health and wellbeing.

DPV Health Client

Get fit in 30

A partnership was formed with AB Corporate Fitness to develop health and fitness training modules and provide tools and expertise to support the objectives of the program.



The feedback from the program has led to the development of a video-based education tool that utilises local well-known community leaders to promote health and fitness messages and easily-accessible exercise options. This has led to the creation of the “Fit in 30” concept that promotes the value of exercising for a period of 30 minutes over the length of the day. In conjunction with the video will be an online teaching manual that aligns eating healthy and physical activity messages and provides tips and advice on how to communicate to group participants. The video, manual and supportive communications will be rolled out in the 2019/20 plan.



Victorian Police Officer addressing the Women's Group on response to different forms of violence

Refugee Women's Group - AL Sabah/ Bright Mornings

Both Hume and Whittlesea Local Government Areas experience high Refugee and Asylum Seeker influx. The project; "AL Sabah/ Bright Mornings" implemented in partnership with DPV Health's Promotion Team and Drummond Street services at Epping was created to support women with Refugee backgrounds.

The aim of the AL Sabah program is to promote social inclusion and respectful relationships for Refugee women and their families in the City of Whittlesea. The program provides a safe environment for participants to be socially connected, and creates opportunities to participate in interactive learning and engagement with local service providers.

Key objectives of the program include:

- > To increase the social connectedness of Refugees and Newly Arrived women;
- > To enhance the knowledge of effective parenting practices and parental confidence;
- > To increase the knowledge in respectful family relationships and family violence; and
- > To enhance participants connection with community health and other services.

The 10-week program offered 15 women the opportunity to participate in a learning engagement program facilitated by a bi-cultural worker and delivered in their preferred language, increasing the level of engagement and understanding. A safe space was provided for the participants, which allowed for open discussion of their experiences and challenges.

The program covered a range of relevant topics including parenting, financial literacy, family violence, conflict resolution and tenancy rights. The women were informed of the different forms of violence at the end of the program. Through the inclusion of the Victorian Police within the program, the women became confident to call and request assistance from Police if required.

The project gave participants a voice and skills to deal with family and societal issues which is critical for women from different cultures and difficult circumstances in a new country. The project ensured new relationships and stronger connections between participants, their families and the broader community.

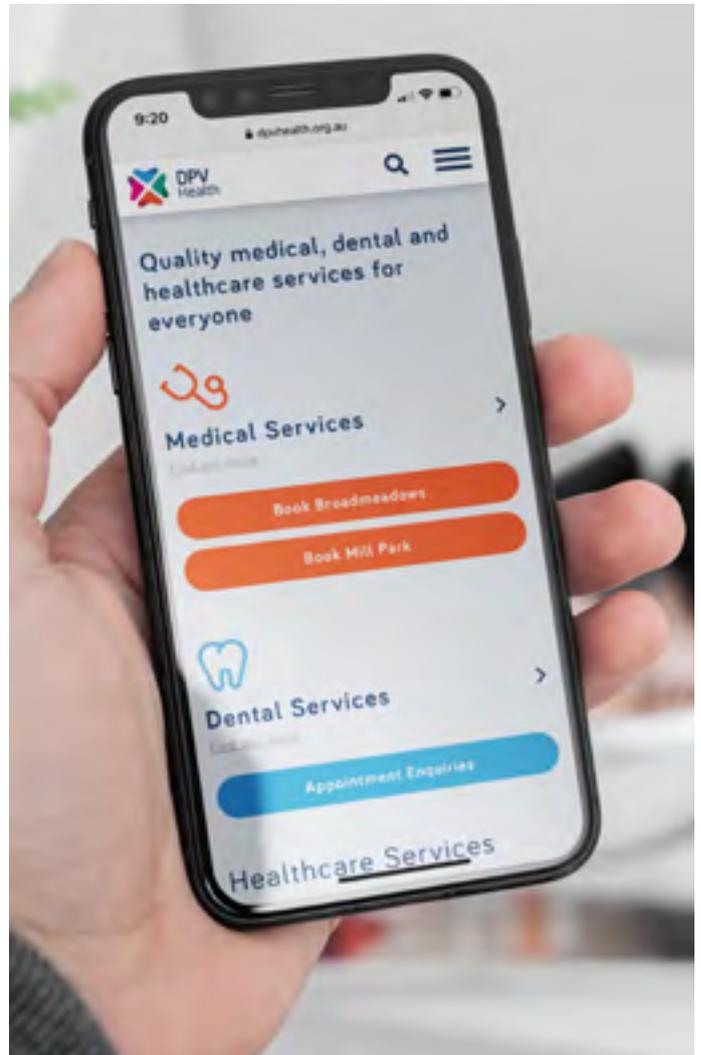
Find out more online

 dpvhealth.org.au

For more information on the DPV Health services and programs visit our website.

We would also welcome your feedback on the functionality and information on our website. We are continually updating our website and invite you to offer suggestions on what information and services we can provide you.

Click on our feedback page at dpvhealth.org.au/contact-us/feedback-and-complaints/ to help us to make improvements.





Glossary

CALD – Culturally and Linguistically Diverse

DHHS – Department of Health and Human Services

ECIS – Early Childhood Intervention Services

HMHB – Healthy Mothers Healthy Babies

HS – Human Services

LGBTIQ – Lesbian, Gay, Bisexual, Transgender, Intersex and Queer/Questioning

MD – Medical Director

NAIDOC – National Aboriginal Islander Day Observance Committee

NDIS – National Disability Insurance Scheme

NSQHS – National Safety and Quality Health Service

QIC – Quality Improvement Council

RACGP – Royal Australian College of General Practice

SFYC – School Focused Youth Services

WAAP – Written Asthma Action Plan



Distribution Strategy

The Annual Report and Quality Account and/or Quality Account Summary Report will be made available in the following ways:

- > In DPV Health site waiting areas
- > In new DPV Health employee kits on commencement
- > Online via the DPV Health website:
www.dpvhealth.org.au
- > At the DPV Health Annual General Meeting
- > On request from community members



Contact us

1300 234 263

dpvhealth.org.au

Medical

General Practice

Specialist Services

Dental

Early Childhood Support

NDIS

Allied Health

Early Childhood

Intervention Services

Disability Services (NDIS)

Childrens

Adult

Centre Based programs

Residential accommodation

Support Co-ordination

Social support

Elders and Seniors

Culturally and Linguistically Diverse (CALD)

Allied Health

Physiotherapy

Exercise Physiology

Podiatry

Occupational Therapy

Speech Therapy

Dietetics

Diabetes educators

Counselling

Psychology

Community Support

Family Violence

Homelessness

Refugee Health

Healthy Mothers healthy Babies

Integrated Health Promotions

Feedback

Your opinion is important to us.

Feedback can be provided in the following ways:

- > **In person:** directly to staff or a manager
- > **Feedback form:** Ask reception for the form and drop completed form in the secure box near the reception
- > **Email:** to quality@dpvhealth.org.au
- > **Website:** Leave a message on our website dpvhealth.org.au/contact-us/
- > **Post:** Send a letter to PO Box 58, Epping 3076, addressed to the Quality Manager



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ACN 136 371 152

DPV Health services are supported by the Australian Government Department of Health and Victorian Department of Health and Human Services.

