



DPV
Health®



Together

Community Engagement & Participation
FRAMEWORK

Acknowledgement Statements



DPV Health acknowledges the traditional custodians of the lands on which our services and sites are located. We pay our respects to Elders past and present and extend our deepest regards to all Aboriginal and Torres Strait Islander peoples. We acknowledge the trauma of the Stolen Generations and the impacts of colonisation on Aboriginal and Torres Strait Islander peoples. We also recognise the resilience, strength, and pride of the Aboriginal and Torres Strait Islander communities.

We also acknowledge the experience, expertise and capability of our Aboriginal employees who are currently working, or have previously worked, at DPV Health.

▶ 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.

▶ 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.

▶ Funding Acknowledgment

DPV Health acknowledges the financial support received from the Australian Government, Department of Health, Commonwealth Department of Social Services as well as the Victorian Government's Department of Health, Department of Families, Fairness and Housing and Department of Education and Training.





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Introduction

The DPV Health Community Engagement and Participation Framework ('Together') outlines the way DPV Health will seek, empower, engage, and respond to the voices and diverse needs of our clients and communities.

DPV Health is committed to ensuring the feedback and insights collected from people with lived and living experiences will impact all stages of service co-production enabling DPV Health to develop and deliver inclusive and accessible health services that support the needs of our clients and communities.

In developing this document, DPV Health has engaged and encouraged participation of people with lived and living experience from our Community Engagement platforms, partners, and key stakeholders.

A Community Engagement and Participation plan developed in partnership with DPV Health's community advisors and stakeholders will complement this framework.

This framework will be reviewed every 3 years in line with the DPV Health Excellent Care Framework and Inclusion Strategy. This review will be conducted by DPV Health's Inclusion Committee and community.

Community Overview



Diversity

DPV Health is an equal opportunity employer and is committed to ensuring we have an inclusive, diverse, and safe workplace for our employees and clients. To us, diversity means people of any age, family situation, cultural and linguistic background, sexual orientation, gender identity, physical sex characteristics, ability or disability, health, life experience, socio-economic situation, faith, spirituality, and Aboriginal and Torres Strait Islander background.

DPV Health supports the expanding communities of Melbourne's North, particularly residents of Hume and Whittlesea local government areas (LGAs). The catchment is a very large, fast-growing area with many diverse communities. Cultural and linguistic diversity is broad and exceeds the state average across both LGAs.

Hume

Population demographics



Population forecast

2021: 257,921 2041: 394,760



Aboriginal & Torres Strait Islanders

0.7% (VIC 0.8%)



Median age

33 (VIC 37)



Household with children

57% (VIC 42%)



Unemployment rate

9% (VIC 7%)



Born Overseas

36% (VIC 28%)



Low income individuals

17% (VIC 18%)



Language other than English

45% (VIC 26%)

Languages

Arabic, Turkish, Assyrian, Chaldean



SEIFA index of disadvantage

947

Whittlesea

Population demographics



Population forecast

2021: 249,117 2041: 388,417



Aboriginal & Torres Strait Islanders

0.8% (VIC 0.8%)



Median age

34 (VIC 37)



Household with children

55% (VIC 42%)



Unemployment rate

7% (VIC 7%)



Born Overseas

35% (VIC 28%)



Low income individuals

15% (VIC 18%)



Language other than English

44% (VIC 26%)

Languages

Macedonian, Arabic, Italian



SEIFA index of disadvantage

991



Community Consultation

The Together framework was developed in consultation with DPV Health’s community networks, employees, partners, and clients across our catchment.

In addition to the ongoing insights gained through DPV Health’s Community Engagement programs, specific forums and meetings were established to obtain expertise and working knowledge, to shape our first Community Engagement and Participation Framework. These groups included but not limited to:

- ▶ Whittlesea Interfaith Network
.....
- ▶ Hume Interfaith Network
.....
- ▶ Community Representatives
.....
- ▶ Community Network, Connectors and Digital Connectors
.....
- ▶ DPV Health employees
.....
- ▶ DPV Health stakeholders and partners
.....

DPV Health Values and Purpose

The 'Together' Framework is guided by DPV Health's values of Inclusion, Integrity, Excellence, Innovation and Collaboration and DPV Health's organisational purpose which provides inspiration and understanding for the work we do:

"...to support you to live a happy and healthy life through the provision of inclusive, locally-based health and wellbeing services."

The DPV Health Strategic Plan 2022 – 2027 (Pillar 1 Clients, Families and Community), focuses on new strategic initiatives across the organisation to engage with clients through all stages of service operation.

The DPV Health 'Together' Framework contributes to the objectives of four key organisational strategic tools:

1

The Excellent Care Framework – Together Pillar



2

The Your Way - Person Centred Care Framework



3

The DPV Health Values



4

The Inclusion Strategy



Client Voice for Community Services Framework (Department of Families, Fairness & Housing, Vic)

The DPV Health ‘Together’ Framework is influenced by the 5 key principles of the Client Voice for Community Services Framework (DFFH) ¹.

‘Unless we truly listen to the client voice, we can’t fully understand what people need and how to respond in the right ways, keep people safe and ensure supports are of the highest quality.’²

The 5 key principles of Client Voice have informed and motivate the ‘Together’ Framework through our innovative engagement platforms, support structures and enablers. In summary, these five key principles are:

- 1 The client voice is essential for quality and safety**
Placing value on the expertise of clients to identify problems and risks helps to develop services that are safe and meet quality standards. This also means clients having the option, support, and capacity to inform us of problems and risks.
- 2 Clients have expertise**
The lived experience of clients can enhance service planning, design, delivery, evaluation, and governance. Valuing client expertise and experience can empower them and strengthen the collaborative partnership with the organisation. This principle emphasises the importance of client recognition as clients should benefit from the experience and expertise they share.
- 3 The client voice is part of everyone’s role**
Client voice recognizes that client participation is important throughout all aspects of their engagement influencing all stages of service which involves numerous employees within the organisation. By embedding Community Engagement in the practices of all within DPV Health, we can increase the diversity of the voices that are captured and the variety of situations where clients can speak up.
- 4 There are many client voices**
Responding to individual needs is crucial to ensure all clients voices can be heard. This involves a tailored approach to communication – ‘Your Way’, including interpretation, translation, sign language and other reasonable and necessary modifications of communication to ensure all clients can participate in the community engagement process. Tailoring to individual needs addresses the power imbalances that can exist where some people can be very vocal, and others can remain silent.
- 5 The client voice leads to action**
Clients sharing their expertise and experience want to see how this is used to influence change. This involves strong communication channels and processes to ensure acknowledgment, planned action and follow up to improve the experience and ongoing quality of service. We strive to ensure the client voice is empowered, sought, listened to, and acted on. A feedback loop is necessary to ensure clients see their ideas are heard and given consideration.

¹Client voice framework for community services (dffh.vic.gov.au)

Community Engagement & Participation Principles

The 'Together' Framework has three foundation principles: Connection, Inclusion and Participation. These three principles are reflected in all activities and influence our policies, both internal and external.

1 Connection

Through establishing connections with members of our community we can:

- Extend DPV Health's reach into diverse communities, building and nurturing relationships
- Improve our service delivery using insights and understanding of community and client needs, preferences, and views
- Empower our clients and communities to actively participate in the planning, design, delivery, evaluation, and governance of DPV Health services.

2 Inclusion

DPV Health is an organisation committed to inclusion, celebrating the value of inclusion, and working to improve community and employee inclusion at all levels of the organisation. Inclusion in the 'Together' Framework means:

- Listen to the voices of our clients and communities
- Identify and respond to the diverse needs of our clients and communities
- Ensure our sites and services are safe, respectful, and welcoming and tailored to diverse community needs

3 Participation

Participation in the 'Together' Framework means:

- Collaborate with our clients in the co-production of services
- Recruit, train, and support community members to actively participate across all levels of service provision
- Systems and practices enable and support effective community participation





Community Participation

DPV Health acknowledges organisational maturity in community engagement and participation develops over time depending on organisational goals, community connections, and support through leadership and dedicated resources. DPV Health adopts the International Association for Public Participation, IAP2 Spectrum (Figure 1) to define organisational community engagement and participation maturity.

At the 'Inform' end of the scale the participation is passive. The community is provided with information about how things are going to happen and have little

influence on the planning, design, delivery, evaluation, and governance stages of service. At the opposite end of the scale at 'Empower' the community is self-mobilized and they influence and control all stages of service.

At DPV Health, the IAP2 spectrum informs the strategy for organisational maturity development with community engagement and participation activities. The 'Together' Framework intends to guide our work from the common practices of 'Inform' to the 'Empower' level.

Increasing impact on the decision

	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
Public Participation Goal	To provide the public with balanced and objective information to assist them with understanding the problem, alternatives, opportunities and/or solutions	To obtain public feedback on analysis, alternatives and/or decisions	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public
Promise to the Public	We will keep you informed	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

Figure 1 - IAP2 Public Participation Spectrum³

³IAP2 IAP2 Public Participation Spectrum - IAP2 Australasia



Co-production Key Stages

DPV Health embraces the opportunity to connect and engage our community in co-production activities across all operational functions.

Co-production is a term used to describe an approach where all types of expertise are valued equally and recognises that the quality of services is improved by the input of the people who use them.

Co-production involves people with lived and living experience of health and community services from the very beginning: seeking their expertise in the process of framing problems, setting priorities, designing solutions, making decisions on operational and strategic priorities, and evaluating the effectiveness of the organisation's efforts.

To illustrate community participation occurring across all points of the organisation, DPV Health prioritises 5 key stages of co-production:

1 - Planning

Engaging community voice and participation in strategic and operational planning initiatives, to ensure DPV Health's organisational plans are considerate and responsive to the diverse needs and preferences within our community

2 - Design

Engaging community voice and participation in the design of services, programs, organisational policy, procedure, and structures (e.g., design of committee Terms of Reference). Service design activities together with our community ensures community voice truly informs all stages of a development process

3 - Delivery

Engaging and recruiting people with lived and living experience to work within DPV Health operations within clinical, care and support functions

1 - PLANNING

2 - DESIGN

3 - DELIVERY

4 - EVALUATION

5 - GOVERNANCE

4 - Evaluation

Engaging community voice and participation in all phases of evaluation to inform DPV Health's improvement focus. Evaluation occurs across all functional levels of the organisation with a focus on measuring qualitative and quantitative impacts and outcomes of DPV Health services

5 - Governance

Engaging community participation in governance bodies within the organisation brings the community voice to DPV Health decision-making forums. Governance responsibilities including strategic oversight and leadership of corporate governance, clinical governance, strategic governance and workforce governance

DPV Health Community Engagement & Participation Maturity Matrix

The Community Engagement and Participation Maturity Matrix aims to:

- Depict community engagement and participation maturity levels alongside DPV Health's Co-production stages.
- Demonstrate the journey of development that DPV Health will progress through over time in collaboration with our community.
- Production activities, supported by maturity self-assessments and annual implementation plans.

Figure 2. DPV Health's Community Engagement & Participation Maturity Matrix:

	Inform	Consult	Involve	Collaborate	Empowerment
1-Service Planning	Provide information about identified service gaps and planned solutions via: <ol style="list-style-type: none"> 1. Website 2. Fact sheets 3. Emails 4. SMS 5. Social Media 	Consultations, surveys, forums, focus groups to get input from client's experiences of services and service gaps	Engage with community via workshops and series of focus groups, provide feedback loop and follow up	Provide training and support to community on co-design, project management, communication, and facilitation. Seek input on specific service planning aspects	Community has a strong understanding of the vision and objectives for the organisation, and they propose ideas and solutions which are then implemented by the organisation
2-Service Design	Provide information of how new services will operate via: <ol style="list-style-type: none"> 1. Website 2. Fact sheets 3. Emails 4. SMS 5. Social Media 	Consult with surveys, focus groups and consultations to get input into how services could be improved	Test ideas and solutions developed by the organisation with community input	Provide training and support to community on co-design, project management, communication, and facilitation Undertake co-design on specific aspects of service design and improvement	Community has a strong understanding of the vision and objectives for the organisation. They propose ideas and solutions which are then implemented by the organisation
3-Service Delivery	Provide information about how to access services via: <ol style="list-style-type: none"> 1. Website 2. Fact sheets 3. Emails 4. SMS 5. Social Media 	Surveys, focus groups and consultations get input to service delivery and related policy and procedures	Seek, listen, and respond to client feedback on service quality	Employ people with lived experience to deliver services (navigators, peer support work, clinicians, leaders)	Employ people with lived experience to deliver services (navigators, peer support work, clinicians, leaders)
4-Service Evaluation	Provide evaluation findings through DPV Health communication channels and community platforms	Consult with surveys, focus groups and consultations to gather data related to evaluations and monitoring	Seek/conduct direct surveys with their communities and bring back to committee, working groups, project leads	Provide training and co-design opportunity to community in survey design and data analyses	Employ people with lived experience to conduct service evaluation
5-Service Governance	Provide through DPV Health communication channels and community Platforms	Consult with surveys, focus groups and consultations to gather information for governance structures	Establish lived experience Co-Chair roles on management and governance committees (Client and Family)	Provide training and support to community on meeting conduct, governance. Community participation in staff recruitment	People with lived experience take on strategic planning, monitoring and evaluation and decision making

Together Framework



The below infographic (figure 3) illustrates the building blocks effective and efficient management of the Framework and highlight the alignment and structure required to improve and sustain connections with the community and clients.

The 'Together' Framework will provide opportunities for our clients and communities to have an active and respected voice in the planning, design, delivery, evaluation, and governance of DPV Health services.

The following sections of this document identify and expand on the key components of the framework and how they will support DPV Health's community engagement and participation programs.



(Figure 3) Community Engagement and Participation Framework: Summary

Organisational Support Structures

▶ DPV Health Board and Community Engagement and Population Health Subcommittee

The DPV Health Board and the Community Engagement and Population Health Sub-Committee provides governance oversight of DPV Health's Community Engagement and Population Health strategy and operational performance.

▶ Executive Leadership & Senior Leadership Teams

The Executive Leadership Team and the Senior Leadership Team guide and support DPV Health operations.

- The Executive Leadership Team comprises of our CEO, and Executive Managers. This team provides advice to the Inclusion Committee, as well as resourcing as required. Effective Client and Community Engagement is a responsibility at this level
- The Senior Leadership Team includes our Executive Leadership Team, all Program Managers and Team Leaders. This provides a platform for consultation of internal stakeholders and promotion of relevant information to teams and sites across the organisation

The Leadership teams provide accountability for Community Engagement activities. They provide monitoring and evaluation, improvement planning, service development, strategic planning, and identifying and managing risks.

▶ Dedicated Community Engagement Staff

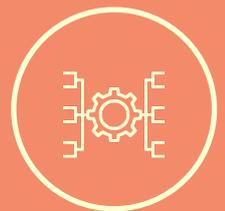
Dedicated roles within the organisation are essential for the successful implementation

of the 'Together' Framework. These roles play a critical role in developing, coordinating, and improving community engagement and participation activities and encouraging a collaborative process across directorates.

▶ Inclusion Committee

The purpose of the Inclusion Committee is to formulate, and action improvement initiatives taken from DPV Health's Inclusion Strategy and Community Engagement platforms. This committee includes DPV Health employees and management and meets every two months. The Inclusion Committee plays a critical role for the 'Together' Framework by guiding, supporting, promoting, and actively participating in the highest quality practices for engagement with our diverse communities. The committee helps to ensure all people have fair and equitable access to our services.

As DPV Health's practice and experience with Community Engagement and Participation continues to evolve, internal committee structures will be reviewed with the intention of engaging community roles to participate as committee members and support the oversight of DPV Health's Inclusion Strategy and community engagement and participation practice.



Community and Clients

DPV Health serves and engages with a large and diverse group of communities living across Melbourne's North which is recognised as one of the fastest growing catchments in Victoria.

Embedding strong, values-based cultural responsiveness is critical to ensuring effective community engagement with all people living in our catchment. DPV Health's Inclusion Strategy clearly identified five priority action areas:

- 1 Aboriginal and Torres Strait Islander peoples
- 2 Culturally and linguistically diverse people
- 3 Lesbian, Gay, Bisexual, Trans, Intersex and Queer (LGBTIQ) Community Members
- 4 People with disability
- 5 Gender equity

The 'Together' Framework includes the five priority action areas and extends to the following communities and groups:

- ▶ Children and Youth
- ▶ Low-socioeconomic status and Sleeping Rough
- ▶ People with Mental Health Conditions
- ▶ Rural, Regional and Growth Areas
- ▶ Senior Citizens

DPV Health understands the importance of applying an intersectional lens when considering the diverse health and wellbeing priorities and needs of our community. This increases our opportunity to truly engage in a meaningful way with all people and the intersections they represent. It is critical that DPV Health ensures that all community voices are represented and not just those most willing or able to participate.

It is important to note that DPV Health's commitment to community engagement and participation serves all people and is not limited to the current priorities. Priorities have been identified through existing DPV Health client data and available government demographic data. The identified priorities will continue to be considered and refreshed in line with external data sources and evidence of community health and wellbeing priorities and forecast service requirements.

Community Engagement and Participation Platforms

DPV Health Community Engagement and Participation Platforms provide the opportunity to empower, seek, engage, and respond to community voice. Our platforms provide the linkage and communication channels between communities and our organisation. We aim to engage with all people with lived and living experience including the most hardy reached voices. To do this, the diversity of our platforms must reflect the diversity of our community. We need to offer innovative, adaptable, inclusive, and accessible options for people to connect with us.

Our current platforms fall into three categories:

- 1 Community Advisors:Community Network, Connectors and Representatives
- 2 Local Partner Organisations
- 3 Client Feedback and Surveys

1. Community Advisors: Community Network, Connectors and Representatives

DPV Health aims to reduce barriers to participation and create opportunities for community members to provide their voice. The 'Together' Framework involves innovative,flexible,and varied options for community participation and acknowledges that our community is diverseand people's participation varies depending on their situations,interests,and desires.

The 'Together' Framework adopts the Health Issues Centre (HIC) Consumer Model's – emerging,evolving,and experienced stages. This highlights how our Networks,Connectorsand Representativesvary and serve a differentpurpose for both the community member themselves and for DPV Health. The model emphasises that all people's engagement with organisations vary based on their interests and situationand progression through the levels of experience is not always the objective. It is important to note that these levels do not represent a hierarchy as each voice is extremely valuable. People's participation depends on numerous individual factors.

Our community advisorsNetwork,Connectorsand Representativesinclude people from a range of backgrounds,ages,lived experience and professions. The scale of experience from emerging to experienced indicates a combination of their level of experience with DPV Health as a community advisor and their lived and professional experiences they provide. DPV Health's community engagement and participation platforms will continue to evolve and grow as DPV Health continues to learn from and work with community advisors. The three current levels of experience are reflected through DPV Health's three levels of community advisory – NetworkConnectorsand Representatives. Theselevels are further explained in figure 4.



Figure 4. Community Advisory Levels



2. Local Partner Organisations

DPV Health works with a wide range of local partner organisations. This helps DPV Health access community insight from a range of services that work day-to-day with the local community.

Existing local partner databases are maintained by key community engagement employees and employees across all service areas. Significant investment has been placed into evolving these databases with a centralized, shared database to be implemented across the organisation.

All DPV Health service areas and directorates work with external partners which enriches the representation of community voices being relayed to us. In line with the 'Together' Framework's Connection principle it is critical everyone involved at DPV Health maintains a strong communication loop to ensure learnings, opportunities and risks are effectively managed to ensure ongoing quality improvement.

Through strong external partnerships we are able gain important insights from other bodies and service providers on behalf of the diverse communities they represent. These partnerships also extend our recruitment capabilities to our engagement platforms bringing more voices of people with lived and living experience.

3. Client Feedback and Surveys

Valuing client feedback is considered a key indicator of service quality and safety, fundamental to the achievement of excellent care for every person, every time. Feedback is acted on as a priority to ensure timely communication and investigation of matters.

We are committed to engaging our community expertise to partner and collaborate across all stages of service provision and client journey including information gathering, enquiry, referral, assessment, care planning, review, discharge, ongoing management, and future engagement. DPV Health is committed to ensuring a strong feedback and communication loop exists for every person giving feedback every time.

Suggestions, Compliments and Complaints

DPV Health has a formal Suggestions, Compliments and Complaints feedback system. This is available to all clients and community to provide feedback on any DPV Health service and interaction. Suggestions, Compliments and Complaints can be received in many ways including:

- ▶ Directly/verbally (face-to-face)
- ▶ By telephone
- ▶ [DPV Health Public Online Feedback Portal](#)
- ▶ Email (directly to staff and management or via the Feedback@dpvhealth.org.au)
- ▶ Letter
- ▶ Feedback form
- ▶ Social Media Platforms (Facebook, twitter, google business, LinkedIn)

The 'Together' Framework requires everyone across the organisation to play their role to enable clients and community to access and easily participate in feedback channels.

Surveys and Focus Groups

DPV Health utilises a range of methods to seek and engage with our community voice including surveys, consultations, and focus groups. Examples of surveys and consultations include:

- ▶ Annual client experience surveys
- ▶ Ongoing service engagement surveys
- ▶ Post consultation satisfaction surveys
- ▶ Exit/discharge experience surveys
- ▶ Program level consultations and co-design projects
- ▶ Community forums and focus groups



Enablers

There are a range of enablers that ensure the 'Together' Framework can be translated into action which are categorised as follows:



Employee training and capability development

A suite of inclusion e-learning training modules is mandatory for all DPV Health employees and has been integral to enhancing organisational inclusive practice capability including the provision

of inclusive, culturally safe, and relevant services to our diverse community. The training is designed for all new and existing employees to improve core skills and knowledge on inclusion including Aboriginal and Torres Strait Islander, LGBTIQ, gender, disability, culture, and age.

Team and individual capability in community engagement and participation practices will be supported by the Community Engagement team through workshops, coaching and program-level co-design of community engagement and participation implementation plans.



Communication Platforms

Information in plain language and translated resources is vital in communicating

with a diverse community via the key communication platforms of the organisation including:

- ▶ DPV Health website
- ▶ Social Media including Facebook, Twitter, Instagram, What's App and LinkedIn
- ▶ DPV Health quarterly newsletter- "Pulse"
- ▶ Community Forums
- ▶ Information brochures
- ▶ Direct communications to clients via SMS and email

Everyone within DPV Health has a role to play to bring the 'Together' Framework to life. DPV Health requires a clear goal of shared understanding, commitment, and contribution from all employees to support this work.

To support the continued development of DPV Health's Community Engagement and Participation organisational maturity, ongoing resources and support will be dedicated to ensuring everyone has the right level of knowledge and skills.

Mechanics and Valuing Community Contribution

Recruitment and Retention of Community Network, Connectors and Representatives

Recruitment of community members to community platforms is not limited to scheduled time periods. Community members with interests in health and community services are always welcome to enquire at all times and via a range of formal and informal initiatives.

To ensure a consistent process and the shared understandings of commitment and expectations a formal DPV Recruitment and Retention policy and procedure will be developed for the 'Together' Framework.

Valuing Community Participation

DPV Health values the support received from our Community Advisors Network, Connectors and Representatives. Providing remuneration recognizes and places value on the experience, skills and effort community members provide.

Increased equity of participation can arise through enabling people to contribute their time who otherwise could not financially afford to do so. To ensure a fair and consistent process, recognition and remuneration will be guided by DPV Health policy and procedure. Recognition and remuneration can include, but isn't limited to:

- ▶ Remuneration or gift vouchers as an acknowledgement of effort, expertise, and time
- ▶ Free training on various topics including community leadership
- ▶ Opportunities to get experience supporting projects
- ▶ Reference letters and certificates for completed trainings and project support



Evaluation, Monitoring and Reporting



Evaluation of community engagement activities will be completed on a regular basis and will be measured against:

HOW WELL

Percentage of DPV Health's programs and plans utilising community engagement platforms and participants

IS ANYONE BETTER OFF

- ▶ Number of decisions made that involved community input (listening to)
- ▶ Number of employees and stakeholders who feel that that the community input has made a difference.
- ▶ Client Experience – 80% or higher

HOW MUCH

Percentage of community engagement participants from Inclusion Strategy priority action areas:

- ▶ Culturally and linguistically diverse people
- ▶ Aboriginal and Torres Strait Islander peoples
- ▶ LGBTIQ community members
- ▶ People with disability
- ▶ Gender equity

Percentage of Community Network, Connectors and Representatives who are satisfied with level of training and support

Percentage of Community Network, Connectors and Representatives who report they feel they have made a difference

Percentage of employees and stakeholders who are satisfied with the level of community engagement

Results from the evaluation will be reported to the Inclusion Committee Leadership Teams and Community Engagement and Population Health Subcommittee on an annual basis.

Evaluation measures will continue to be developed and refined over time.



Our Next Steps - Together we are committed to the journey ahead

DPV Health is committed to delivering the commitment to Excellent Care for every person every time and Community Engagement plays a fundamental role in achieving this – Together.

The Community Engagement leadership team will oversee the design of a 2-year implementation plan to guide the essential steps required to ensure DPV Health's success in engaging our community to participate in all stages of service provision – **planning, design, delivery, evaluation, and governance**. Within this 2-year plan the following Key strategic priorities will be include:

- ▶ Capacity building for employees and community advisors
- ▶ Expansion of community advisors in volume and diversity to support priority segments: Aboriginal and Torres Strait Islander peoples, LGBTIQ and disability
- ▶ Policy and procedure development to embed community engagement and participation practices across DPV Health
- ▶ Connect and engage our community in co-production activities across all operational functions.
- ▶ Enhancement of data collection process and introduction of database management systems and analysis
- ▶ Creation of customised and tailored communications to support community engagement campaigns
- ▶ Appointment of community advisors to management committee positions
- ▶ Evaluation and reporting of community engagement achievements, recommendations, and impacts
- ▶ Tracking DPV health's performance against the Community Engagement & Participation Maturity Matrix
- ▶ Embedding community Embedding community engagement and participation activities into DPV Health quality improvement systems

GLOSSARY OF KEY TERMS

Terms	Definition
Advisor	A person with lived experience of health and community needs who shares their expertise and experiences with DPV Health to improve service quality.
All stages of service/Service Provision	Service planning, service design, service delivery, service evaluation and service governance.
Client	Existing DPV Health service users, families, and carers.
Client Experience	Involves receiving feedback from clients to hear the client perspective, understand their needs and improve services so that DPV Health can continue to build a reputation synonymous with quality and reliability.
Community	Incorporates DPV Health's existing clients and extends to previous and prospective clients, community members from our catchments and beyond, and groups and organisations representing priority areas.
Community Connectors and Digital Community	Community members who want to assist with improving the health and wellbeing of their community through sharing health messages about services, opportunities, and healthy behaviours with the broader community. Connectors provide a link between community groups and DPV Health.
Community Representative	Community Representatives are a group of people from the local community including existing clients. The group provides a forum to strengthen the consumer voice and to work collaboratively to contribute to the strategic directions of the DPV Health Community Engagement program.
Community Voice	Any and all expression of the views, opinions, needs, preferences, experiences and outcomes of individuals, families and carers who have previous, current or potential future involvement with DPV Health.
Complaints	Any formal expression of dissatisfaction with services provided by DPV Health. Complaints will be accepted from any advocate, carer, or family member on behalf of a service user.
Compliments	Any formal or informal expression of satisfaction with services provided by DPV Health.
Co-production	A co-production approach ensures people with lived and living experience of health and wellbeing services are engaged and participate in, or lead, defining the problem, designing, and delivering the solution, and evaluating the outcome. Co-production processes ensure that planning, designing, and producing services with people with lived and living experience is more likely to ensure the service solution or organisational function is more likely to meet the service users' needs and reflect the community's voice.

GLOSSARY OF KEY TERMS

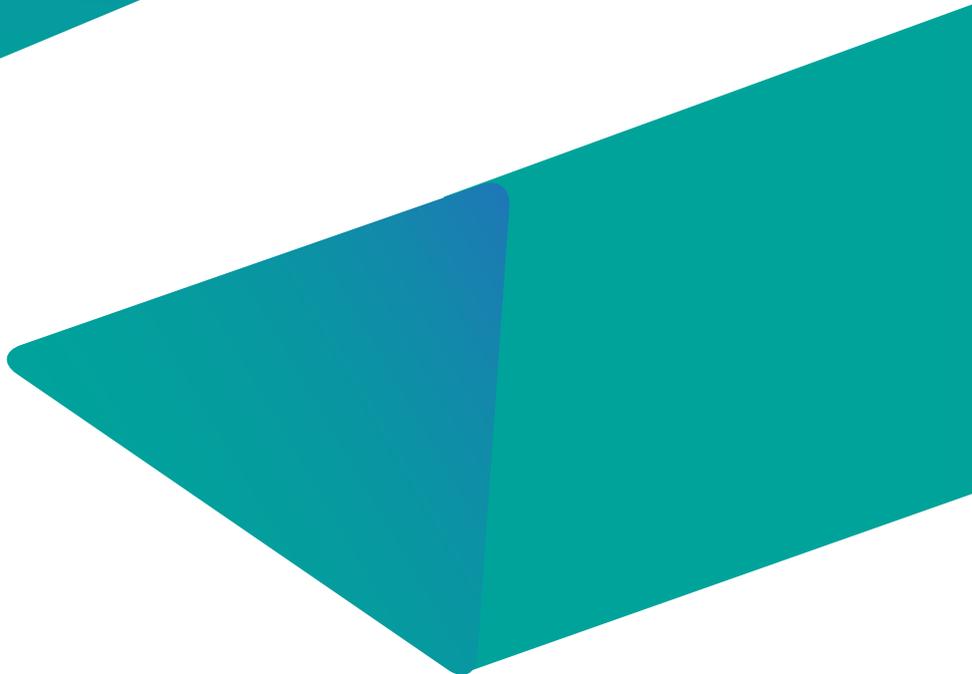
Terms	Definition
Diversity	Diversity is the way in which people are different and includes age, gender, ethnicity, race, cultural and/or linguistic background, marital status and/or family composition, sexual orientation and/or gender identity, physical sex characteristics, religious beliefs, faith and/or spirituality, intellectual and/or physical ability, health, and life experience. DPV acknowledges the diversity of our community members, and we recognise both the strengths and challenges that can accompany diversity Characteristics
Engagement	Activities and processes where the opinions, concerns, needs and aspirations of community members are sought by DPV Health to improve services and inform health policy, planning and service delivery. It is based on relationship building partnership and the principle that the community has resources and expertise .
Feedback	Any suggestion, compliment, or complaint.
Inclusion	A way of working that ensures all people, regardless of their individual characteristics, enjoy the same set of rights. These include being respected and valued as community members, being able to fully participate in community life, having equal access to services and opportunities, having opportunities to live a life they can value, being fairly and equally included in decision making that affects their lives, and feeling connected to their local and/or chosen community.
Intersectionality	The interconnectedness of social categorisations (such as race, class, gender, ability) given to individuals or groups that create unique overlapping systems of discrimination or disadvantage. Intersectionality acknowledges that no individual or group identifies as any 'one thing' and seeks to address the unique factors of exclusion that occur when multiple barriers to inclusion are faced.
Network	The DPV Health Community Network includes individuals from the community with varying lived experiences, diversity and interests. The network aims to strengthen the voice of the diverse local communities and to contribute to inclusive practices and service provision at DPV Health.
Participation	Processes through which the voice of consumers and carers is systematically integrated into their healthcare and into the operations and decision-making processes of DPV Health.
People with lived and living experience	Someone with personal knowledge and experience of living with health and/ or wellbeing needs with directly, or indirectly (as a family member or carer), and potentially previous or current experience, or a future need to access DPV Health's health and wellbeing services .
Suggestions	Any suggestions about the service received either verbally, in writing or electronically. Includes suggestions provided in response to a request for feedback and unsolicited suggestions.



We welcome your feedback.
Please write to us at feedback@dpvhealth.org.au



Community Engagement & Participation FRAMEWORK



dpvhealth.org.au



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