



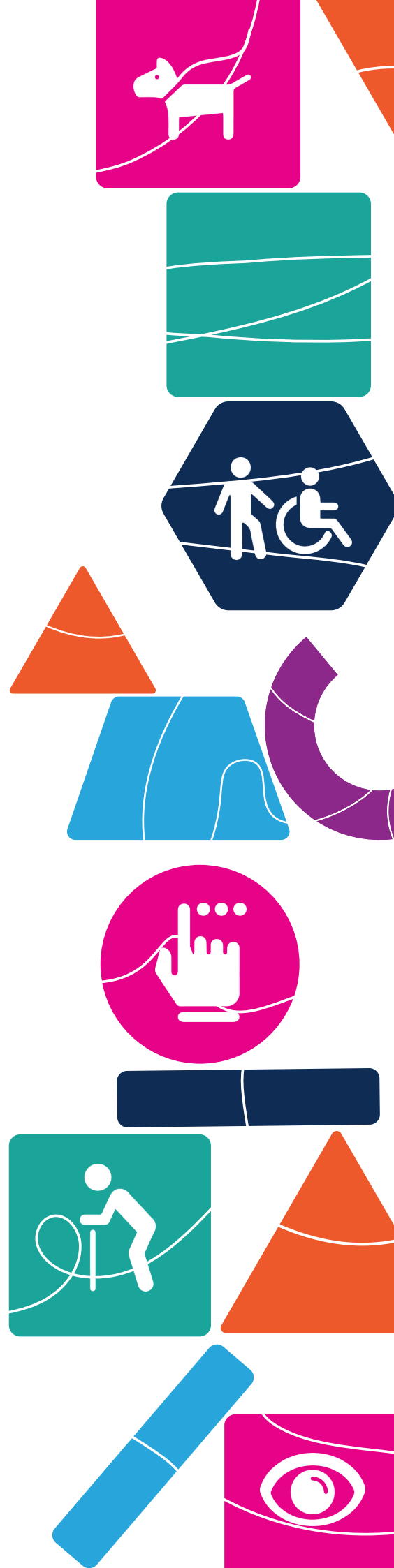
DPV
Health®

DISABILITY ACTION PLAN

2023-2025



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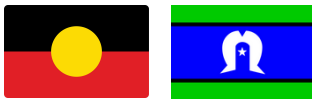




Statement of Acknowledgement

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.





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Client Testimonial



With the support of DPV Health Centre Based Services (CBS) and Allied Health Services, Philip has been able to get mobile again.

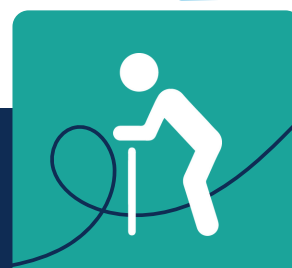
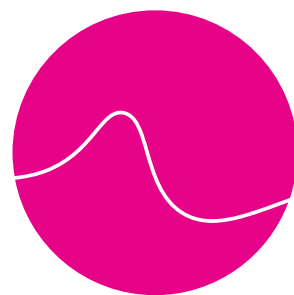
Philip was supported by staff by bringing his new Pacer to CBS at South Morang. Philip is now able to walk every day supported by staff and has a new sense of freedom and is growing in strength every day.





1. Overview

At DPV Health, we believe we have an important leadership role to play in creating and sustaining inclusive communities for people with disability. Our Disability Action Plan provides a blueprint for meaningful and practical action to embed accessibility into DPV Health as a service provider, employer, and significant local community organisation.





1.1 Introduction

DPV Health is committed to building inclusive communities through the provision of disability, community health, medical, specialised services, mental health and family violence services in Victoria's Hume, Whittlesea, and Mitchell local government areas. DPV Health's Vision is "a healthy and connected community with excellent care for all", and its Purpose is **"to support you to live a happy and healthy life, through the provision of inclusive, locally based health and well-being services."**

In 2020, DPV Health approved its Inclusion Strategy, including the development of 5 Action Plans targeting priority cohorts, one of which was the Disability Action Plan (DAP). The Strategy guides the organisation and employees to provide inclusive services in the local catchment and improve the health, well-being, and participation of diverse communities.¹

The DAP provides the framework for ensuring DPV Health's services are accessible to, and inclusive of, people with disability. It integrates with the other DPV Health Action Plans and key organisational strategies and plans. This two-year DAP is envisaged as the first in a series of DAPs focused on achieving short and longer-term practical goals, leading to, and embedding cultural change in years three and four.

The benefits for DPV Health in developing and implementing the DAP are identified as:

- Fosters leadership in creating inclusive communities with assets, infrastructure, and services accessible to all people with disability.
- Empowers people with disability to engage in the full range of DPV Health services and other services in the community.
- Increases economic outcomes over time for people with disability through employment and vocational pathways within DPV Health and in the broader community by building the capacity of local communities to provide jobs and employment pathways for people with disability, including through volunteering.
- Strengthens health and well-being outcomes for people with disability by systematically and purposefully including them in the design, provision, and evaluation of services.²

In seeking to deliver these benefits, consultations identified, and literature supports, the following 5 Key Priority Areas for the DAP:

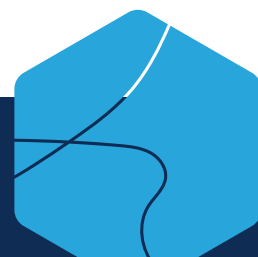
- Inclusion and enabling access
- Safe, supportive environments
- Employment and vocational pathways
- Responsive service
- Governance and Accountability

This first DAP provides the opportunity to gather baseline data on areas identified as important to people with disability in the DPV Health catchment, setting a strong evidence base for future DAPs.

DPV Health will provide its DAP for inclusion on the [Register of Disability Discrimination Act Action Plans](#).

¹ DPV Health Inclusion Strategy 2020

² Stakeholder consultation, July – September 2022



1.2 Why a DAP is important

Through its DAP, DPV Health is taking evidence-based, targeted, practical action to address barriers facing people with disability in exercising their human rights. These barriers are significant, particularly the barriers to health and employment outcomes for people with disability, despite the National Disability Insurance Scheme (NDIS) having been in operation for almost a decade.

In June 2022, the Disability Wellbeing Report³ showed that the percentage of people with disability who reported 'very 'good' or 'excellent' health (35%) was half that of people without disability (68%). The percentage was lower still for people with severe disability: just 16% of this group said their health was 'very 'good' or 'excellent'. In addition, other health-related data from the Report shows:

- 80% of people with disability reported it was easy to find good health information; for people without disability, the proportion was almost 90% (87%), while 72% of people with severe disability reported it was easy to find good health information.
- 75% of people with disability reported they could easily find the right health care, compared to 84% of people without disability. Again, among people with severe disability, only 64% said it was easy to find the right health care.
- People with disability used allied health services (e.g., audiologists, physiotherapists, dieticians, and social workers) at double the rate for people without disability (37% vs 19%). Allied health service use was still higher for people with severe disability, at 53% or almost triple the rate for those without disability.
- 67% of women and 68% of men with communication or mobility disability reported no difficulty gaining access to buildings or facilities. For people with severe disability, nearly 40% had difficulty with building access.⁴

Workforce participation data from the Disability and Wellbeing Monitoring Framework⁵ shows the extent to which people with disability are disadvantaged in accessing vocational pathways and paid employment. Just under half of those people with disability (49%) and a quarter of those with severe disability (25%) hold jobs offering paid work. By comparison, the employment rate among people without disability was 81%. Young people with disability had an unemployment rate of 24%, double that of those without disability (12%).⁶

³ [CRE-DH DisabilityWellbeingFrameworkReport_23June22.pdf \(usyd.edu.au\)](https://www.usyd.edu.au/cre-dh-disability-wellbeing-framework-report-23-june-22.pdf)

⁴ *ibid*

⁵ *DISABILITY AND WELLBEING MONITORING FRAMEWORK: BASELINE INDICATOR DATA FOR AUSTRALIANS AGED 18-64 YEARS*

⁶ *ibid*

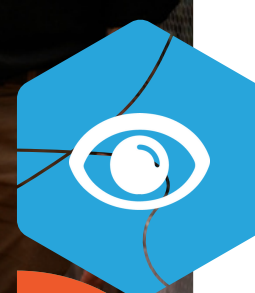


2. The Voices of Our Community

The design of DPV Health's DAP was undertaken throughout 2022 and involved a literature review, self-assessment and extensive consultations.

Critical to the design of the DAP is the voice of people with a disability, both as DPV Health clients, employees, partners and community members. 8 facilitated workshops were held, with interpreter support, engaging a diverse range of stakeholders representing DPV Health employees, partner organisations, clients and community members.

Thematic analysis of the key issues and considerations arising from the consultations informed the 5 key priority areas and the actions for the first 2 years. Section 6. Consultation Themes provides further detail.



3. Our Commitment

3.1 The first DAP

DPV Health's first DAP articulates the actions DPV Health will take across the first 2 years with the aim of supporting people with disability, as members of the DPV Health community, to easily access the services, supports and information they need when they need them. This first DAP commits DPV Health to gathering baseline data on areas identified as important to people with disability in the DPV Health catchment area, setting a strong evidence base for future DAPs.

2023

DPV Health will develop and implement an approach to service co-design with people with disability, so their voice is heard in the design, planning, delivery and evaluation of DPV Health's disability and health and well-being services. The co-design process will also capture stories illustrating best practices in service experience.

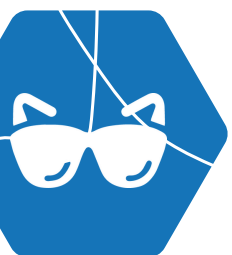
DPV Health's workplace adjustment policy and supporting processes will be formally introduced to support the engagement of people with disability across the organisation as employees, volunteers or contractors. DPV Health will be working in partnership with education and employment providers to promote vocational placement and experiences for people with disability seeking employment.

DPV Health will have a staged approach to the review of physical and ICT infrastructure, with improvements incorporated into annual budget and work schedules. The focus will be on improving accessibility over time.

2024

DPV Health will be progressing actions to improve inclusion and enable better access to services and support for people with disability.

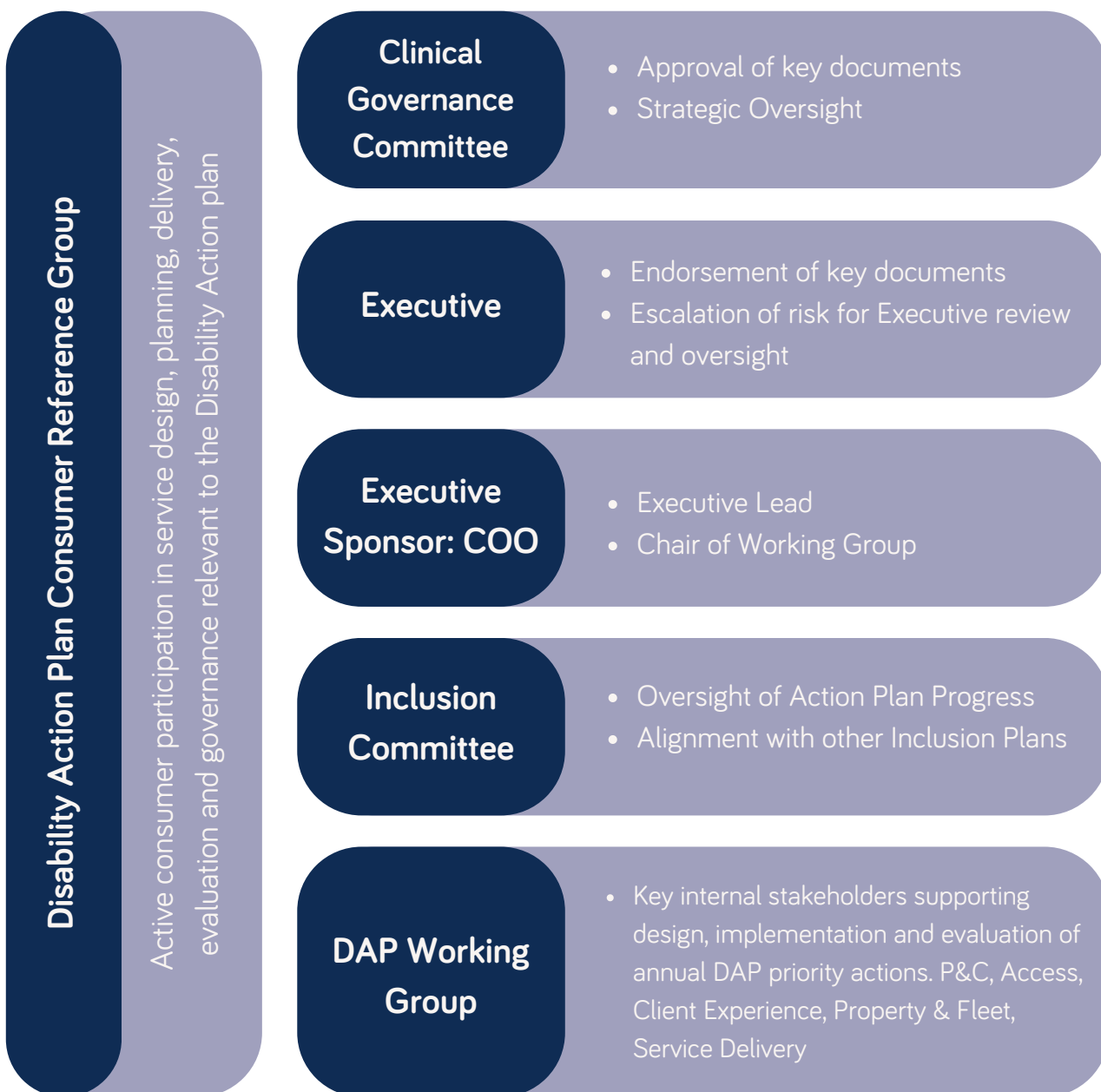
The DAP evaluation will focus on measuring the impact and outcomes of the first 2 years and help inform priorities for future versions of the DAP. Our evaluation will report on the actions taken, what worked, what didn't, and what we could be doing differently in future to better meet the needs and expectations of people with disability in our community.



3.1 Implementation Governance

The DPV Health Board will oversee the approval of the DAP, recognising the objectives of the DAP are aligned to DPV Health Strategic Plan strategy and priorities.

The implementation, monitoring and evaluation of the DAP will be supported by the following governance structure:





3.2 Disability Action Plan





1. Inclusion & Enabling Access

<p>1.1 Establish a consumer reference group of people with a disability to inform design, implementation and evaluation of Disability Action Plan</p>	<p>i. People with a disability are engaged as community advisors to participate in a DAP consumer reference group</p>	<p>Community Engagement & Inclusion Lead</p>	<p>i. December 2023</p>
<p>1.2 DAP will be produced in accessible formats (co-designed with the community), including an Easy Read version, a poster with embedded voice/video and a web version.</p>	<p>i. DAP is available in at least three easily accessible formats. ii. DAP submitted to the Register of Disability Discrimination Act Action Plans.</p>	<p>Client Experience & Marketing Manager</p>	<p>i. December 2023 ii. June 2024</p>
<p>1.3 Targeted communication for diverse cohorts of people with disability to support their awareness of and access to DPV Health services.</p>	<p>i. Annual improvement in client experience (people with disability inclusive of diverse communities) measures relating to awareness of, and access to, DPV Health services</p>	<p>Client Experience & Marketing Manager & GM CYDSS/ PM Disability</p>	<p>i. December 2023/ December 2024</p>
<p>1.4 Work with Disability Planners at the City of Whittlesea and City of Hume to explore partnership opportunities promoting self-advocacy opportunities for people with disability.</p>	<p>i. Partnership opportunities are identified, scoped, and trialled.</p>	<p>Population Health Manager & GM CYDSS/ PM Disability</p>	<p>i. December 2024</p>
<p>1.5 Tailored diversity and inclusion training for clinical and non-clinical employees.</p>	<p>i. DAP embedded in employee induction ii. Maintain org-wide 90% completion of Disability inclusion training module</p>	<p>Chief People & Culture Officer</p>	<p>i. By June 2023, and ongoing</p>





1. Inclusion & Enabling Access

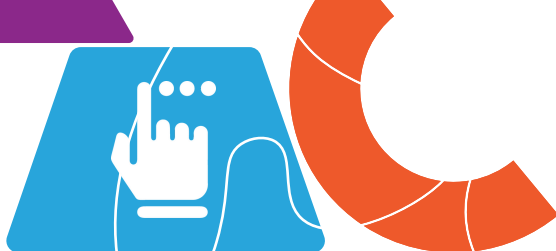
<p>1.6 Review organisational and service brochures to ensure all are up to date and are available in accessible formats for people with disability.</p>	<p>i. Baseline data collated on client satisfaction (people with a disability) on service promotion material</p> <p>ii. Improvement in client satisfaction (people with disability) on suitability of promotion material</p>	<p>Client Experience & Marketing Manager</p>	<p>i. December 2023</p> <p>ii. December 2024</p>
<p>1.7 Undertake a staged review of DPV Health buildings and assets in line with Victorian accessibility standards</p>	<p>i. 2023/2024 Prioritised annual schedule of Building & Asset reviews endorsed with budget allocation</p> <p>ii. 2024/2025 Prioritised annual schedule of Building & Asset reviews endorsed with budget allocation</p>	<p>CFO and Head of Property</p>	<p>i. June 2023</p> <p>ii. June 2024</p>
<p>1.8 Review and identify improvements with digital and phone accessibility.</p>	<p>i. Client database system (? CRM) purpose built to include Disability-specific inclusion data.</p> <p>ii. DAP consumer reference group informs priorities for review of current digital and phone accessibility</p> <p>iii. 2023/24 Priority ICT enhancements endorsed with budget allocation</p> <p>iv. 2024/25 Priority ICT enhancements endorsed with budget allocation</p>	<p>CIO & GM CYDSS</p>	<p>i. June 2023</p> <p>ii. June 2023</p> <p>iii. June 2023</p> <p>iv. June 2024</p>
<p>1.9 Share and promote service experience of people with disability</p>	<p>i. Client Stories campaign to incorporate case studies for people with disability receiving DPV Health services</p>	<p>Client Experience & Marketing Manager & GM CYDSS/ PM Disability</p>	<p>i. June 2023</p>



2. Safe Supportive Environment

<p>2.1 Review the intake process, booking, appointment and coordinated care systems to ensure all processes are person-centred, consistent, safe and support each client's health, well-being, and communication needs, ensuring a positive user experience.</p>	<p>i. Establish a 2023 baseline client experience rating for people with disability on DPV Health appointment booking, access and coordinated care</p> <p>ii. Improvement actions informed by DAP consumer reference group (measures may include evidence of coordinated referrals, client satisfaction with appointment process)</p> <p>iii. Annual improvement in measures achieved</p>	<p>Client Experience & Marketing Manager</p> <p>Access Team/Engagement team</p>	<p>i. June 2023</p> <p>ii. December 2023</p> <p>iii. December 2024</p>
<p>2.2 Review of complaints and feedback process and tools.</p>	<p>i. Collect 2023 baseline data regarding awareness of people with disability in DPV Health's complaints and feedback processes</p> <p>ii. Annual improvement measures achieved</p>	<p>Client Experience & Marketing Manager</p>	<p>i. June 2023</p> <p>ii. December 2024</p>





3. Employment & Vocational Pathways

<p>3.1 DPV Health implements recruitment strategies to ensure that people with disability are welcomed and supported to apply for job roles.</p>	<ul style="list-style-type: none"> i. 2023 baseline number of employees with disability employed by DPV Health. ii. Standardised job advert templates are amended to be more disability accessible. iii. Recorded increase in people with disability who 1) apply for DPV Health roles and 2) are recruited to DPV Health roles year on year. 	<p>Chief People & Culture Officer & GM CYDSS</p>	<ul style="list-style-type: none"> i. March 2023 ii. December 2023 iii. December 2023/ December 2024
<p>3.2 DPV Health develops a workplace adjustment policy to support the employment of people with disability.</p>	<ul style="list-style-type: none"> i. DPV Health customises working conditions and arrangements to promote the employment of people with disability and promotes this approach. 	<p>Chief People & Culture Officer</p>	<ul style="list-style-type: none"> i. June 2023
<p>3.3 DPV Health develops a plan to identify opportunities for paid employment for the diversity of people with disability.</p>	<ul style="list-style-type: none"> i. Employment projects are developed and trialled for people with disability. ii. Employment success stories are promoted externally to support recruitment 	<p>Chief People & Culture Officer & GM CYDSS</p>	<ul style="list-style-type: none"> i. December 2023 ii. December 2023, onwards
<p>3.4 DPV Health works with local education and employment providers to promote vocational placement and experiences for people with disability seeking employment.</p>	<ul style="list-style-type: none"> i. Partnerships are developed with local education and employment providers. ii. People with disability undertake vocational experiences through DPV Health and its industry partners. 	<p>Chief People & Culture Officer</p>	<ul style="list-style-type: none"> i. December 2023 ii. June 2024
<p>3.5 DPV Health investigates possible social procurement opportunities across Victoria.</p>	<ul style="list-style-type: none"> i. Opportunities to contract/ partner are identified as part of DPV Health invitation to tender process. 	<p>CFO & Head of Property</p>	<ul style="list-style-type: none"> i. June 2023, onwards





4. Responsive Services

<p>4.1 Service planning considers service access and the needs of people with disability living in the local community.</p>	<p>i. Understand current service level access by people with a disability (dependent on client identifiers within client record)</p> <p>ii. Service growth/ improvement responds to identified gaps</p>	<p>CIO/ Access Manager</p> <p>GM CYDSS</p>	<p>i. June 2024</p>
<p>4.2 Develop and implement a systematic approach to co-designing services with people with disability.</p>	<p>i. DAP consumer reference group participates in service planning and service design for disability services .</p>	<p>GM CYDSS</p>	<p>i. June 2024</p>
<p>4.3 Flexible options for accessing disability services are identified and trialled (e.g, in-home care, telehealth, work experience).</p>	<p>i. Disability service models (telehealth, in-home care) explored and trialled with service model and costings</p>	<p>GM CYDSS</p>	<p>i. June 2024</p>
<p>4.4 Explore the use of assistive technology and digital communication aids to assist people with disability in voicing their own needs.</p>	<p>i. Evidence of innovation in digital technology within in service delivery (from point of access to discharge)</p>	<p>CIO</p> <p>GM CYDSS</p>	<p>i. June 2024</p>

5. Governance & Accountability

<p>5.1 Ensure integration with other Action Plans where relevant.</p>	<p>i. Map the DAP to other Inclusion Strategy Action Plans for alignment including community engagement</p>	<p>Community Engagement & Inclusion Lead</p>	<p>i. June 2023</p>
<p>5.2 DAP Evaluation Plan, including outcomes and measures, is undertaken and inclusive of client, community, employee and partner consultation</p>	<p>i. DAP evaluation seek and captures the voice of people with disability including those from diverse cultural backgrounds</p> <p>ii. DAP Evaluation Plan informs continuous improvement priorities and future DAP versions</p> <p>iii. DAP Evaluation Report is available and provided to relevant governance committees for review</p>	<p>CCG&EO/ Exec Sponsor/ Community Engagement & Inclusion Lead</p>	<p>i. October 2024</p> <p>ii. October 2024</p> <p>iii. December 2024</p>



4. Our Community

DPV Health services the residents living in the Hume, Whittlesea, and Mitchell local government areas. These are large catchment areas with high population growth rates. The table below summarises the demographics of each local government area:

	Hume	Whittlesea	Mitchell
Current Population	246,850	231,799	49,684
Projected 2031	372,627	388,417	128,727
LOTE (Language other than English)	40.9%	42.7%	5.6%
Top three LOTE	Arabic, Turkish, Assyrian/Aramaic	Macedonian, Arabic, Italia	Italian, Mandarin, Punjabi
Indigenous	0.7%	0.8%	1.6%
SEIFA (Socio Economic Indexes for Areas)	947	991	991
People with disability (Vic average 5%)	7%	6%	5.2%
High to V High Psych distress (Vic average 15%)	22%	17%	22%

The population data shows that the number of people with disability in each catchment area is above the state average, as is the number of people with high to very high psychological distress. Between 2016 and 2022, DPV Health provided services to around 5,600 clients with disability from a possible client cohort in its catchment of around 32,000, of which about 10,600 are NDIS participants.⁷ The success of the DAP will be measured by DPV Health's ability to work with all people with disability in identifying and responding to their current and future needs.

The DAP recognises the cross-cultural environment of the communities served by DPV Health and the need for highly place-based strategies to ensure authentic engagement, accessible information and targeted actions.

Through the DAP, DPV Health also recognises that it is making a commitment to inclusion to its employees, the broader community and individuals, organisations and businesses that make up local communities.





Supporting Content



5. Strategic Context



5.1 Informed by Good Practice

In developing its Disability Action Plan, DPV Health has reviewed contemporary literature⁸ and published Disability Action Plans, including those available on the [Register of DDA Action Plans](#). This review identified several key themes on critical elements of good practice plans and the development of a DAP, in particular, that a good practice DAP will:

- Identify critical barriers to access and inclusion.
- Be relevant to specific needs and focus on supporting the achievement of inclusion and diversity goals.
- Incorporate planning and evaluation and address systemic issues of concern.
- Focus on embedding accessibility into continuous improvement and guide the organisation to become an exemplar of good practice in disability access and inclusion.
- Segment key stakeholders for different actions under the Plan (e.g., service users, caregivers, workers, community), including where relationships need strengthening.
- Ensure people with disability are represented across the various levels of governance, oversight and monitoring of the Plan.
- Support initiatives and opportunities to optimise pathways to employment for people with disability.
- Inform clients, employees, contractors, and stakeholders of their roles in implementing and reviewing the Plan.
- Be accessible in language and layout to the community.

5.2 Strategic Alignment

DPV Health has defined its strategic priorities and objectives across core organisational functions, which together inform DPV Health's Strategic Plan, 2022 – 2027. The DAP seeks internal strategic alignment with objectives that focus on ensuring equitable and accessible engagement and participation by people with disability, their families, and carers in DPV Health's services and its broader community.

Key strategic planning instruments relevant to the objectives of the DAP:

Master Plan 2022 – 2027

DPV Health's Master planning strategic principles are: High Quality, Accessible, Inclusive, Natural and Resilient. The Master Plan identifies that the largest population growth will occur in the upper northern segments of DPV Health's current catchment. It prioritises local Hubs with outreach services providing greater accessibility, service integration, economies of scale and well-recognised community benefits.



Inclusion Strategy

DPV Health's Inclusion Strategy principles are: Capacity-building, Community Engagement, Building Systems that ensure fairness and equity, and Partnerships. The Inclusion Strategy highlights five priority focus areas: Culturally and Linguistically Diverse people, Aboriginal and Torres Strait Islander Peoples, Lesbian, Gay, Bisexual, Transgender, Intersex and Queer/Questioning (LGBTIQ) community members, People with a Disability and Gender Equity.

It commits DPV Health to building workforce inclusive practice capability, engaging, and empowering the community's voice, supporting active participation, ensuring welcome, safe, and inclusive service environments, supportive governance and leadership mechanisms to foster inclusion and co-design and community-informed service information and products.

Clinical & Community Services Plan 2022-2027

DPV Health's Clinical & Community Services principles are reducing health and well-being inequalities, supporting self-determination, and providing excellent care and inclusion. The Plan recognises DPV's role in preventative health promotion, early intervention, health and well-being therapy and chronic disease management for people of all ages in the local community. It acknowledges that adult and children's disability services will transition into bundled care models to provide greater service integration, reduce/ eliminate service waitlists and balance service costs.

Together – Community Engagement & Participation Framework

DPV Health's Community Engagement & Participation principles are Connection, Inclusion & Participation. The Community Engagement & Participation Framework defines co-production activities, including service planning, service design, service delivery, service evaluation and service governance. The Framework provides a range of roles for 'community advisors' from digital-based connector roles to face-to-face community connector and navigator roles, in addition to community representative and advisory roles.

Excellent Care Framework

DPV Health's Excellent Care goal is to plan, deliver and experience excellent care and support for every person every time. Four pillars position DPV Health's Excellent Care goals:

The safest way – care and support will be planned and delivered in the safest way for every person every time.

Your way – care and support will be planned and delivered in a person-centred way - Your way - for every person, every time.

The right way – care and support will be planned and delivered in the right way for every person every time.

Together – care and support will be planned and delivered together, with the individual, representatives, and partners.

People & Culture Strategy 2022 - 2027

The core principles of the People and Culture Strategy 2022 – 2027 are: client-centricity, co-design, and sustainability. Its strategic objectives are: Creating outstanding leaders; Workforce planning and recruitment systems; Capability and performance; culture, diversity & engagement.

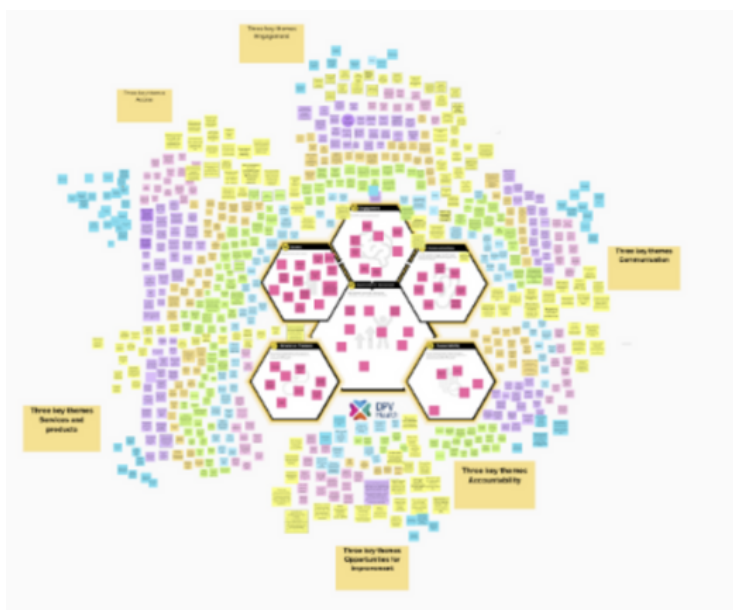
Strategic Alliance & Partnership Strategy

DPV Health's Strategic Alliance and Partnership Strategy provides a framework to identify, establish and coordinate strategic partnerships and alliances. The Strategy recognises that the primary aim of any partnership is to benefit communities. This may be direct, such as improving the client experience by streamlining service delivery with key health partners, or indirect, through improving the sustainability and reach of DPV Health as an organisation.

6. Consultation themes

Eight consultation sessions were conducted via video and face-to-face, providing the opportunity for people with disability who are clients of DPV Health, employees and stakeholders, including local government representatives, to provide feedback and commentary concerning access, services and products, engagement, communications, accountability, and opportunities for improvement. In addition, an internal advisory committee consisting of a cross-section of employees and managers from DPV Health met regularly to oversee consultations, and the Executive provided input into strategic imperatives and alignment considerations.

An online collaborative mural (see image) captured 733 individual pieces of input from stakeholders, aggregating and displaying it, so there was a link between the feedback and suggestions influencing development of the DAP.



Themes arising from DAP consultations were:

1. Promoting inclusion - DPV Health needs to ensure a culture of inclusion where:

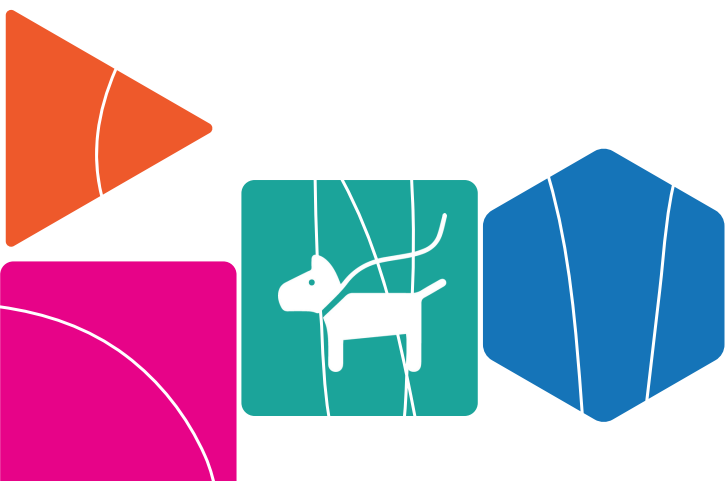
- Communication modes and strategies reach diverse cohorts of people living with disability and families/carers in the local community.
- Early interventions are critical to support parents in obtaining a diagnosis and connecting to services as soon as possible.
- Targeted communication addresses the issues experienced by women with disability.
- Referral pathways support systematic connection to key services.
- Partnerships are critical to underpinning community participation.
- Employees, services, and locations focus on inclusion.

2. Enabling access - DPV Health will ensure people living with disability can access services and facilities:

- All DPV Health facilities, including digital and phone facilities, need to be Access for All Abilities (AAA), disability accessible.
- DPV Health needs to provide choice in service options - at home, at DPV Health, in the community, via telehealth, over the phone and outside business hours (24/7).
- Clients, families, and the community need to be supported to experience a high, consistent service standard at all times across all sites.
- DPV Health has an important role in advocating for improved transport and infrastructure in the region.

3. Paid employment needs to be normalised for people with disability - DPV Health will promote the employment of people with disability by:

- Employing people with disability in various roles, from Board to frontline worker roles.
- Promoting social procurement opportunities that provide local employment opportunities for people with disability.
- Providing opportunities for people with disability to explore employment and career possibilities.
- Making reasonable accommodations and adjustments to optimise the capacity of people with disability to work at DPV Health.



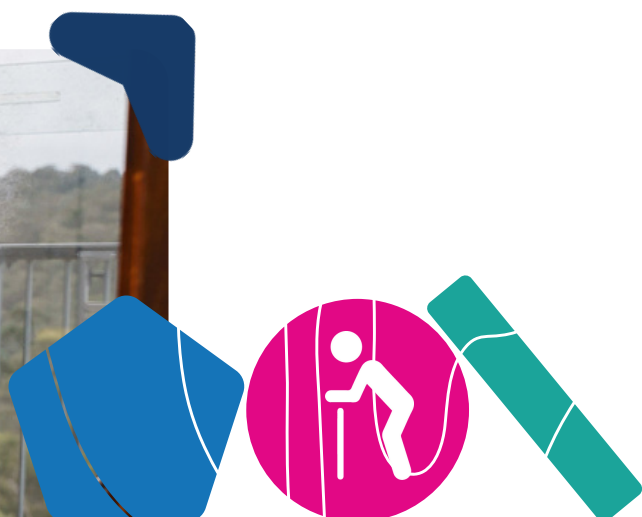
4. Responsive service provision - Services respond to the needs of people living with disability by:

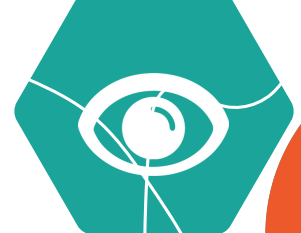
- Systematically and routinely engaging people with disability, families, and key stakeholders in the co-design of services.
- Supporting people with disability to have NDIS Plans that accurately reflect the services they need, the outcomes they want, and their life goals.
- Supporting women with disability to access advice, information, and health services such as cervical screening, breast screening, National Bowel Screening Program, sexual health including consent, healthy relationships, contraception, safe sex practices, access to information relating to menstrual cycle and menopause, continence issues and pregnancy.
- Embedding assistive technologies into services for people with disability to ensure they have a voice and can exercise choice.
- Utilising data to identify and address service gaps for people with disability, e.g., specialist counselling for people with cognitive disability, GP and dental services being more widely available, specialists in child mental health, and waiting lists for services.
- Ensuring systems and resources are easy to navigate with streamlined communication between DPV Health departments and employees.
- Using feedback and consultation mechanisms to continuously improve the quality and focus of services for people living with disability.
- Training employees in active listening and recognising issues such as co-morbidities and/or intersectionality impacts.

5. Governance and Accountability - DPV Health will ensure its Disability Action Plan is implemented and makes a difference by:

- Measuring and reporting on outcomes and impacts.
- Providing regular opportunities for people with disability, families, and stakeholders to provide feedback on DPV Health's Action Plan and input into decision-making.
- Gathering, sharing, and celebrating progress and achievements.

The consultations provided an overwhelmingly positive picture of the work already being undertaken by DPV Health and its willingness, as an organisation, to be innovative in its approaches to engaging with the diverse communities in its catchment area.





7. Quotes from Stakeholders

Quotes from stakeholders involved in DAP consultations:

"Generally speaking, DPV is really responsive to me and available on the phones whenever I call. I 'don't think there has ever been a time I have called DPV and not had the phone answered. DPV staff are usually able to direct me to the right person and help."

"Intake and all staff are really friendly, knowledgeable and helpful."

"I 'don't get a lot of communication from DPV. I tend to find out about new programs through networks, but it would be good to directly receive updates/communications as I work so closely and regularly with the service."

"Clients do not always feel confident to reach out, and some feel they need support to access services. Some cases may have been closed due to inability to contact, and they may not feel they are able to reengage or call the service."

"Letter correspondence can be confusing or misunderstood."

"Clients do not always know why they are being linked in with DPV and or the difference between DPV Health, CTS or hospital-based supports."

"It would be helpful if there could be more options for home visiting services, i.e., podiatry, physio, EP... if possible."

"DPV is very flexible and supportive when working with clients."

"I have had at least two particularly vulnerable mutual clients with DPV where there were a large number of DNA appointments, and the Counsellors continued to work and engage with them, which was amazing given they were such vulnerable clients"

"... intake is generally very supportive and will try where possible to ensure clients are waitlisted appropriately and take on board any particular recommendations regarding contact. Also, staff across the board are very willing to work with external organisations and advocates, which ensures that clients are placed at the centre of the care and receive the support they need."

8. References

DPV Health Inclusion Strategy 2020

Adapting to Disability, A checklist for Disability Actions Plans in Victoria

City of Whittlesea Community Action Plan 2021-2025

Clinical and Community Services Plan 2022-2037, DPV Health

Disability Action Plan Guide (2021), Australian Human Rights Commission

DPV Health Cultural Diversity Action Plan 2021-2023

DPV Health Strategic Plan 2022-27

Eastern Health Disability Action Plan 2019-2022

Mercy Health Accessibility Action Plan 2019-2022

Monash Health Disability Action Plan, July 2021

Hume City Council Plan 2021 - 2025

Royal Melbourne Hospital Disability Action Plan 2019-2022

[St John of God Health's Disability Access and Inclusion Plan 2019-21](#)

Together, DPV Health's Community Engagement & Participation Framework

Your Way, DPV Health's Person-Centred Care Framework and Practice Guide

Zenitas Care Disability Action Plan 2017-20

Disability and Wellbeing Monitoring Framework: Baseline Indicator Data for Australians Aged 18 – 64 Years.

Our Services



Medical Services

- > Doctor/GP Services
- > Women's Health
- > Men's Health
- > 65+ Medical Services
- > Chronic Disease Management
- > Health Assessments
- > Family Planning
- > Specialist Services
- > Immunisation & Vaccinations

Aged Care

- > Aged Care Assist
- > Home Care Packages
- > Social Support Programs
- > Community Phone Connect Program
- > Health Nursing
- > Hospital Admission Risk Program

Physical Health

- > Audiology
- > Physiotherapy
- > Speech Pathology
- > Cardiac Rehabilitation
- > Womens Health Nursing
- > Exercise Physiology
- > Nutrition & Dietetics
- > Occupational Therapy
- > Podiatry
- > Diabetes Nurse Education

Disability Services

- > Understanding NDIS
- > NDIS & Disability Services
- > Autism Assessment Clinic
- > Adult Community Options
- > Teen & Young Disability Support
- > Support Coordination
- > Social Support Programs

Children's Services

- > Early Childhood Intervention (NDIS)
- > Children's Physiotherapy
- > Children's Audiology
- > Children's Occupational Therapy
- > Children's Dietetics
- > Children's Speech Pathology
- > Children's Asthma Program

Community Support

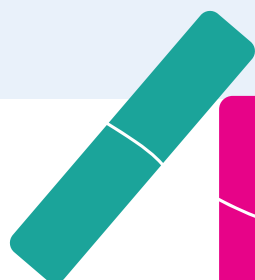
- > Aboriginal & Torres Strait Islander Health
- > Family & Domestic Violence
- > Men's Behaviour Change Program
- > Refugee Asylum Seeker
- > LGBTIQ Support
- > Homelessness Service
- > Healthy Mothers & Babies
- > Pathways to Good Health
- > School Focussed Youth Service
- > Victims Assistance Program

Dental Services

- > Public Dental Services
- > Affordable Private Dental
- > Smiles 4 Miles Program

Mental Health

- > Head to Health
- > Care in Mind
- > Counselling, Psychology & Social Work
- > Health Psychology
- > Newbold Mental Health Program





DPV
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Your Healthcare
Your Way



Disability Service Locations

Broadmeadows Early Childhood Development Services

1 Sorrento Street,
Broadmeadows VIC 3047

South Morang Disability Services

10 Bushmans Way,
South Morang VIC 3752

Epping Residential Supported Living Services

57 Davison Street,
Epping VIC 3076

Craigieburn Disability Services

6 Newbold Avenue,
Craigieburn VIC 3064

Thomastown Residential Supported Living Services

15 Newton Street,
Thomastown VIC 3074

Mill Park Disability Services

31A Morang Drive,
Mill Park VIC 3082