



DPV
Health®

Your Healthcare
Your Way



Supporting LGBTIQA+ communities in the Northern Suburbs of Melbourne



Message from CEO

Welcome to DPV Health where healthcare is always inclusive and respectful.

As the CEO of DPV Health and a proud member of the LGBTIQA+ community, I'm thrilled to introduce you to a Rainbow Tick Accredited healthcare service that caters to the diverse needs of our community.

At DPV Health we understand that healthcare is not one-size-fits-all. It's about respect, empathy, and tailored support. We recruit people who share our values of Inclusion, integrity and excellence, resulting in a team of compassionate professionals who are not just experts in their fields but also champions of inclusivity. Whether you're seeking routine check-ups, specialized

treatments, or simply a safe space to discuss your healthcare needs, our doors are open to everyone, regardless of gender identity or sexual orientation.

We are committed to providing a welcoming environment where you can feel supported and understood. Our goal is to empower individuals to take charge of their health while ensuring they feel respected and valued every step of the way.

I invite you to explore the comprehensive range of services we offer at DPV Health and experience healthcare that celebrates diversity and fosters a sense of belonging. **Welcome to a place where your health and your identity are respected, celebrated, and embraced.**

Don Tidbury,
Chief Executive Officer

Acknowledgement of Country



DPV Health acknowledge the Kulin Nations as First Peoples, and Aboriginal traditional owners and custodians of the lands and waters on which we live and work and pay respects to their Elders and communities. DPV Health acknowledges and pay respects to the brotherboys and sistergirls and all LGBTIQ+ peoples who have paved the way for the rights, visibility, and freedoms we enjoy today.



DPV Health is a safe space for everyone

DPV Health is a Rainbow Tick accredited organisation providing inclusive health care across a full range of health services including medical, dental, disability, physical health and community support.

We provide safe, non-judgemental and affirmative services.



All our employees are trained in LGBTIQ+ inclusion

When attending an appointment at DPV Health, you are in a space where you will:

- Be provided the best care, tailored to individual needs, no matter your identity, gender, background, lifestyle or sexual orientation
- Be accepted and respected based on your affirmed gender and where we will use the pronouns you tell us
- Be safe to be open about your refugee or asylum seeker status
- Have complaints investigated if you experience homophobia or transphobia
- Have your privacy protected. Your sexual orientation, gender identity, or intersex variations will remain confidential.

DPV Health does not discriminate and provides affirmative care because **“You are who you say you are”**



We are Rainbow Tick Accredited!



DPV Health has achieved a Rainbow Tick Accreditation, which means that our health care services are inclusive, safe and friendly for LGBTIQ+ clients and staff!

The Rainbow Tick Accreditation Program assesses organisations against standards developed by Rainbow Health Victoria. This accreditation is a way for our organisation to show the community that we are constantly improving the quality of care and service delivery for every member that we serve.

The Rainbow Tick Accreditation standards inform our key LGBTIQ+ initiatives and actions, which include review and development of inclusive policy and procedures, mandatory Inclusion Training for all staff members, improved data collection mechanisms and feedback processes, and continuous engagement, consultation and partnership with LGBTIQ+ communities to give voice and visibility to LGBTIQ+ needs and identify appropriate actions.

“Unless we truly listen to the client voice, we can’t fully understand what people need and how to respond in the right ways”
- Client Voice Framework, Department of Families Fairness and Housing.

How DPV Health can support you

DPV Health will ask all our clients questions to ensure the best care is provided.

It helps us tailor to your individual needs and better plan your health care to provide the right services that are culturally safe and inclusive.

We will ask you basic questions about your identity, whether you’re Aboriginal and or Torres Strait Islander, and your preferred language and cultural identification. We ask about your gender identity and sexual orientation, and what pronouns you use. If you’re trans, non-binary or you identify as a Sistergirl or Brotherboy, we will make sure your pronouns are recorded correctly. Depending on what’s going on for you, and what services you think you’re going to need, we might ask additional questions.

The information you give us will be kept private and confidential. This means we will not share it with anyone outside DPV Health without your permission.

There are laws about how your personal information can be collected and stored, and all our staff understand exactly what that means.

You may answer “prefer not to say” to any question and if you need assistance answering these questions, we are happy to help.

GP/Medical- including prescription of PrEP

If you become a regular client at DPV Health, our GP’s can provide affirmative care and prescriptions of medications including Pre-exposure prophylaxis (PrEP) as part of their ongoing care. Your GP may need to complete some health checks and tests first, so always come prepared with any questions you may have. A follow up appointment in one month’s time and then every three months is required to continue accessing PrEP, so that your GP can monitor your health.

Some services are best provided by special interest GPs with additional training and skills in a particular area. Our Medical team will advise you if they are not trained to provide a service. They can refer you to a suitable external service through direct referral or provide you with a list of services based on your requirement and preference.

Monkey Pox vaccinations are available through our medical practice.

DPV Health offer mixed billing with Bulk Billing for Health Care Card and Concession Card holders.



Mental Health support

We provide a safe, evidence-based service for LGBTIQ+ people, their families and allies. The DPV Health Mental Health Service is an Accredited Mental Health Service that meets The National Safety and Quality Health Service (NSQHS) Standards developed by the Australian Commission on Safety and Quality.

Our Mental Health Service comprises caring, inclusive, non-judgemental mental health clinicians and lived experience workers from diverse backgrounds. Our mental health practitioners have received in depth training from Thorne Harbour Health and in-house lived experience LGBTIQ+ mental health practitioners to ensure we deliver exceptional affirmative care for our LGBTIQ+ clients.

DPV Health offers a LGBTIQ+ affirmative mental health service for clients who are experiencing:

- Depression
- Anxiety
- Bipolar disorder
- Major depressive disorder
- Obsessive-compulsive disorder
- Post-traumatic stress disorder (PTSD)
- Adjustment disorders
- Loss and grief
- And other mental health issues
- **Coming out group** – coming soon.

Victims Assistance Program

The Victims Assistance Program provides support to people who have experienced crime or an act of violence in Victoria. It provides you with support that is focussed on your individual needs to support your recovery and reduce the impact of the crime on you. Whether it is immediate practical assistance and access to a range of services and supports, including engagement with the criminal justice system and helping you feel safe again.

We can support you if:

- You are a victim of a crime
- You have witnessed a crime
- You are an affected family member of a victim of crime

When you access the VAP, you can be confident we will provide a service that is safe, confidential, inclusive, and affirming for LGBTIQ+ (lesbian, gay, bisexual, trans and gender diverse, intersex, queer, and questioning) community members.

NDIS Support Coordination

If you have an NDIS plan, DPV Health can help you identify what is available in your NDIS plan and how you can utilise your plan to its full potential, as well as apply to change your plan if you are not happy. Our support coordinators will work with people who require support and assistance to implement and manage their NDIS plans and supports. We research and find the services for you, help link you with the services and inform you on how much funding you have to cover all the different services or supports you are funded for.

We have several LGBTIQ+ staff members, all with many years' experience, most with lived experience with a family member or child living with a disability. Our CALD Coordinators speak Arabic, Syrian, French, Marathi, Hindi, Malayalam and Tamil.

Community Support Services

DPV Health offer a range of community support services that can assist people who are marginalised, and can help address public health concerns, close gaps, and improve their everyday living conditions. These services include:

- Homelessness Services
- Family and Domestic Violence
- Men's Behaviour Change Program
- Refugee & Asylum Seeker Health
- Healthy Mothers, Healthy Babies

In addition to the highlighted services, DPV Health offer a range of health & wellbeing services for the LGBTIQ+ community, such as dental, aged care, disability, children's services and allied health services such as physiotherapy, podiatry, audiology, speech pathology, occupational therapy, exercise physiology, dietetics etc.



Scan the QR code to see our extensive list of services and programs

Community Engagement

DPV Health supports a number of LGBTIQ+ community initiatives including, but not limited to:

- Developing and translating community resources
- Supporting a community run Rainbow Playgroup
- Working with community venues to provide safe spaces
- Partnership with the Pride in the North collaborative
 - o Pride in the North Summit
 - o Whittlesea Pride Festival
 - o IDAHOBIT art show
 - o Marching at Melbourne's MidSumma Pride March together



Join our Community Network

DPV Health supports LGBTIQ+ communities to feel Valued, be Visible and have a Voice

We invite members from the community to join our Community Engagement Program in a voluntary role to help us create welcoming, culturally safe, and appropriate for our diverse communities.

You will have the opportunity to:

- Have your say, and provide insight into what is important to you and the community
- Suggest ways to make our services more user-friendly
- Participate in service planning and projects
- Provide feedback to improve health information to your community
- Help to promote health services within the community

To join our Community Engagement Program, email communityengagement@dpvhealth.org.au or fill out an expression of interest form on our website - www.dpvhealth.org.au/lgbtiq-support/

Join our LGBTIQ+ Facebook page

Connect to LGBTIQ+ people who live, work or play in Northern Melbourne through DPV Health's LGBTIQ+ Community Facebook Page

This Facebook group sponsored by DPV Health, provides LGBTIQ+ people connection to local information such as events and news in Melbourne's north, and to each other.

A safe and supportive space and community is important for LGBTIQ people to flourish and thrive. We are strong, powerful, and important; through mutual respect, compassion, kindness, and love we can all reach our full potential and live joyful and meaningful lives. There will be social events, trivia, film, book groups, and more so that we can connect with each other within our local communities.



Scan the QR code to join our Facebook page

Promoting Allyship



An ally is someone who supports and promotes the equal treatment of a community other than their own.

It's about championing LGBTIQ+ communities, being aware of inequality and safely calling it out where it exists. Above all, it means listening to the communities' experiences, affirming and elevating their voices.

Becoming an ally to LGBTIQ+ people is an ongoing process that is vital to

improved health and wellbeing outcomes for LGBTIQ+ people.

LGBTIQ+ is used as an inclusive abbreviation to embrace diverse sexualities, genders, and sex characteristics. What LGBTIQ+ means is always evolving and can mean different things to different people. Understanding the basics is important to being a good ally to the LGBTIQ+ community.

DPV Health have created LGBTIQ+ ally resources to help allies understand key terms and concepts of gender, sex, sexuality and gender expression. The resource also offers tips on how one can be a better ally to the LGBTIQ+ community.



Scan the QR code to see the resources

LGBTIQ EXPLAINED: GENDER, SEX, SEXUALITY

LGBTIQ
L Gay, B Bisexual, T Trans, I Intersex, Q Queer

Queer
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WHAT IS AN ALLY?
An ally is someone who supports and promotes the equal treatment of a community other than their own. They develop ongoing ties to that community while understanding they are there in a supportive role. Becoming an ally to LGBTIQ+ people is an ongoing process.

THE FOLLOWING ARE 5 TIPS THAT CAN BE USED AS YOU WORK TOWARDS BECOMING A BETTER ALLY:

- 1. LISTEN TO THE COMMUNITY**
Don't just assume you know what the community needs. Listen to the community members who are most affected by the issues you are working on. They are the experts on their own experiences and needs.
- 2. LEARN ABOUT THE ISSUES**
Take the time to learn about the issues you are working on. This will help you understand the community's needs and the challenges they face.
- 3. BE A GOOD LISTENER**
Listen to the community members who are most affected by the issues you are working on. They are the experts on their own experiences and needs.
- 4. DON'T BE A SILENT SUPPORTER**
Don't just be a silent supporter. Be an active ally. Use your voice to support the community and advocate for their needs.
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You Are Who You Say You Are

In 2020, DPV Health completed a Needs Analysis within the catchment areas of Hume, Whittlesea and surrounds with 151 participants, of which 111 identified as LGBTIQ+.

The research found that LGBTIQ+ people, regardless of age or where they lived, looked for health services with friendly, sensitive and affirming professional staff who were informed, inclusive and made them feel welcome.

Perhaps the most consistent message to emerge from the data is the desire of LGBTIQ participants to define themselves and to be accepted and respected for who they are.



The report informs DPV Health's organisational LGBTIQ+ Maturity Plan and provides the evidence to undertake specific LGBTIQ+ projects.

Scan the QR code to read the full report or the summary report



DPV Health | Your Healthcare Your Way

You Are Who You Say You Are
DPV Health LGBTIQ Needs Analysis Summary Report

HOW TO BE AN LGBTIQ ALLY

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Support Resources for the LGBTIQ+ community

Transgender Victoria	tgw.org.au
Organisation Intersex International (OII) Australia	oii.org.au
Thorne Harbour Health	thorneharbour.org
Rainbow Families Victoria	rainbowfamilies.com.au www.facebook.com/RainbowFamiliesVictoria/
Rainbow Health Victoria	rainbowhealthvic.org.au
Zoe Belle Gender Collective	zbgc.org.au
Black Rainbow	blackrainbow.org.au
Switchboard	switchboard.org.au 1800 184 527
QLife Telephone Counselling	qlife.org.au 1800 184 524 - 3pm-midnight every day
Rainbow Door	rainbowdoor.org.au 1800 729 367



Scan the QR code to access a detailed list of support services

DPV Health Site Locations

Broadmeadows Medical and Dental Centre
42-48 Coleraine Street,
Broadmeadows VIC 3047

Broadmeadows Early Childhood Development Services
1 Sorrento Street,
Broadmeadows VIC 3047

Craigieburn Dental and Allied Health Services
55 Craigieburn Rd,
Craigieburn VIC 3064

Craigieburn Disability Services
6 Newbold Avenue,
Craigieburn VIC 3064

Epping Allied Health and Specialist Family Services
Epping Private Hospital,
230 Cooper Street,
Epping VIC 3076

Epping Dental Services
187 Cooper St,
Epping VIC 3076

Epping Residential Supported Living Services
57 Davisson Street,
Epping VIC 3076

DPV Health Support Office
2 Graystone Court,
Epping VIC 3076

The Orange Door and DPV Health Mental Health Services
Level 1, Quest Building,
Epping VIC 3076

South Morang Disability Services
10 Bushmans Way,
South Morang VIC 3752

Heidelberg The Orange Door
56 Burgundy Street,
Heidelberg VIC 3084

Meadow Heights Allied Health Services
21-27 Hudson Circuit,
Meadow Heights VIC 3048

Mill Park Disability Services
31A Morang Drive,
Mill Park VIC 3082

Mill Park Medical Centre
20 Civic Drive,
Mill Park VIC 3082

Thomastown Residential Supported Living Services
15 Newton Street,
Thomastown VIC 3074

Whittlesea Township Dental and Allied Health Services
40-42 Walnut Street,
Whittlesea VIC 3757

The Orange Door
33 Macedon Street,
Sunbury VIC 3429

The Orange Door
21 Victoria Street,
Coburg VIC 3058

Mickleham North Allied Health and Specialist Services
82-90 St Georges Blvd,
Mickleham VIC 3064



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