



DPV
Health®

Your Healthcare
Your Way

English

Welcome to
DPV Health



Acknowledgement Statement: DPV Health acknowledges the traditional custodians of the lands on which our sites and services are located. We pay our respects to Elders past and present and extend our respect 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.

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 a safe space for children. We are committed to the safety and wellbeing of children. The board, our staff and our volunteers will prioritise the safety of children in every situation, as we want children to be safe, happy and empowered. We are committed to the cultural safety of Aboriginal children, children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.



Message from our CEO

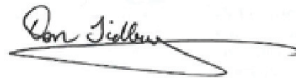
Welcome to DPV Health.

Your health and wellbeing are at the heart of our goal to plan, deliver and experience **Excellent Care** for every person, every time.

At DPV Health, we believe in delivering high-quality, person-centred care for all our clients through a welcoming, inclusive, and exceptional service experience.

Flexible delivery of an extensive range of healthcare services and programs offers you choice and control to suit your individual needs. Your health care journey is supported by our highly trained and experienced team, committed to friendly, professional and evidence-based care.

We hope your experience at DPV Health exceeds your expectations.



Don Tidbury
CEO, DPV Health



Always within reach

We support the growing communities of Melbourne's North. Our sites are designed to provide you with easy access to support and services that are suited to your needs and abilities.

All DPV Health sites offer FREE onsite parking and are accessible by public transport.



See our sites and addresses at dpvhealth.org.au/contact-us/locations/

DPV Health
Your Healthcare, *Your Way*



As one of Victoria's largest independent not-for-profit community health organisations, DPV Health provides an extensive range of health and wellbeing services, with a focus on people in greatest need.

Our Purpose

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



Book your appointment

 1300 234 263

One number for all your healthcare needs

Select **1** to hear the options in **English**, Select **2** to hear the options in **Arabic**.



Press **1** for
Medical Services



Press **4** for **All Other
Healthcare Services**



Press **2** for
Dental Services



Press **5** for **Administration
& Partnership Enquiries**



Press **3** for
**Aged Care &
NDIS Services**

Appointments to suit you



**Face-to-Face
appointments**

DPV Health Telehealth is safe, convenient and you can attend your appointment from anywhere. Use your phone, tablet or computer to connect directly with your doctor, allied health professional or nurse at your appointment time. You can discuss the Telehealth option with our team when you book an appointment.



**Telehealth service
via phone or video**

For more information, visit dpvhealth.org.au/telehealth

DPV Health offers **FREE Interpreter services**



You can access interpreters in over 180 different languages, including Arabic, Turkish, Italian, Macedonian, Punjabi, Hindi, and Chinese. We also provide access to Auslan interpreters.

You can access interpreter services:



Onsite

For face-to-face appointments at all DPV Health sites



Over telephone or video

For Telehealth appointments

If you require an interpreter, please let our team know at the time of making an appointment.

Fee Policy

Fees apply to some of our services and may vary according to funding criteria. As a not-for-profit community healthcare organisation, all fees contribute to the resources and programs which improve and expand services for the community.

The fee you pay will depend upon your household income and personal circumstances, and if you have a Healthcare Card. You may need to make a small co-payment to receive some services. Some of our disability and community based services may have additional out-of-pocket fees. We'll talk to you about any fees when you make an appointment.

See our fees at [dpvhealth.org.au](https://www.dpvhealth.org.au) or call **1300 234 263**.

Services to support your health & wellbeing

At DPV Health, your health journey is supported by a professional team delivering clinical, support, and community services. These services focus on treatment, prevention of illness and injury, promoting good health and supporting chronic disease management.



Medical Services



Dental Services



Mental Health



Physical Health



NDIS & Disability



Aged Care



Child & Youth



Community Support



Your Medical Services

Family-friendly care

You can access high-quality, comprehensive, and family-friendly services at our modern, well-equipped medical centres in Broadmeadows and Mill Park. From one site, you can connect with multiple services: doctor appointments, health assessments, family planning, women's health, chronic disease management, mental health care planning, specialist services like respiratory clinics & skin clinics, and vaccinations.

- > Book online
- > Bulk billing available
- > Telehealth video and phone appointments
- > Choice of male and female doctors

Find out more at dpvhealth.org.au/all-services/medical-services/

To book an appointment call **1300 234 263** and select **Option 1**

Your Dental Services

Community, private and emergency dental services

Our expert dental team is dedicated to keeping your teeth healthy and preventing oral health problems with high-quality treatment for the entire family. Using state-of-the-art technology and equipment, we offer public dental, affordable private dental, and an emergency dental service for adults and children.

Your children may have access to our School Dental Program, Smile Squad Dental Program and Early Childhood Oral Health Program through their local school or kindergarten.

Find out more at dpvhealth.org.au/all-services/dental-services/

To book an appointment call **1300 234 263** and select **Option 2**



Your Mental Health

Confidential and compassionate support



Get support for stress, depression, anxiety, loss and grief, family or domestic violence, relationships, trauma, and more. Our team of skilled social workers, psychologists, occupational therapists, lived experience workers, doctors and mental health nurses are here to help.

Services include:

- > **Therapy** — supporting you to manage the life's struggles that hurt your mental health, delivered intensively or longer term
- > **Care coordination** — help to navigate services that fit your needs. Available on a short-term basis
- > **Groups** — Assists you to improve your skills in managing distress, emotions, personal relationships, changing your thinking and behaviour
- > **Psychiatry** — our private psychiatrist sees people on a limited basis. A doctor referral is required.

DPV Health is a **Head to Health** hub in Melbourne's North.

We provide a range of support and recovery services and programs for those who use family violence, and for those who are affected by family violence.

Services include:

- > **Mens' Behaviour Change Program** — a 20-week supportive group program that helps you with feelings of loneliness, understand the causes and impact of family violence and make changes to your behaviour so you can have better relationships with your partner/ex-partner and children.
- > **Mens' Case Management Service** — provides practical and emotional support. Assists with planning and referrals to other services.
- > **Family Support Workers** — offers support to women and children and other family members who have been affected by the behaviour of men attending our Men's Behaviour Change Program. Services include educational and therapeutic counselling, support, advice and referral to other services.
- > **The Orange Door** — offers access to a range of family violence and family services either in person or over the phone. No referral is needed. Highly trained staff respond to family violence and support the family with their wellbeing. DPV Health is the Mens' specialist in the Orange Door sites.

Find out more at dpvhealth.org.au/all-services/mental-health/

To book an appointment call **1300 234 263** and select **Option 4**



Your Physical Health

Supporting a healthy and active lifestyle

To support your pre-existing health problems or efforts to maintain a healthy life, our trained health professionals can assess, educate, and treat you for a range of conditions and illnesses.

Services include:

- > **Audiology** — Assessing, treating, and preventing hearing and balance disorders
- > **Exercise Physiology** — Promoting therapy and rehabilitation of injury, preventing, and managing chronic disease or disability through exercise and education
- > **Nutrition and Dietetics** — Providing nutrition information, assessments and support to help manage specific health conditions and wellbeing
- > **Occupational Therapy** — Assisting you to maintain or recover your independence in everyday activities such as showering and dressing, getting on or off chairs/beds, cooking a meal, and moving safely around your home and community
- > **Physiotherapy** — Diagnosing and managing conditions and injuries impacting your movement, balance, pain, function, and rehabilitation
- > **Podiatry** — Preventing, assessing and treating conditions of the feet and lower limbs
- > **Speech Pathology** — Assessing, treating, and managing communication disabilities, and support if you have trouble swallowing

Find out more at dpvhealth.org.au/all-services/physical-health/

To book an appointment call **1300 234 263** and select **Option 4**



Your Child & Youth

Family-centred approach

Whether you are a parent, carer or educator, we provide tailored, locally appropriate educational resources based on every child's personal situation and needs. Your family is supported with a range of paediatric medical services, early childhood intervention, and psychology and counselling services.

Your child's health, wellbeing and academic inclusion is the focus of outreach programs like our ECIS, School Readiness and dental and speech therapy services.

Find out more at dpvhealth.org.au/all-services/child-youth-services/

To book an appointment call **1300 234 263** and select **Option 4**



Aged Care

Stay independent with healthy ageing

If you're over 65, our social support programs help you to stay independent and connected in your community. From support through early diagnosis and management of chronic conditions, to mental health and maintaining your independence — you can access medical and general health services,

falls prevention and hand therapy programs, a wheelchair and complex seating clinic, and living well with pain program.

Find out more at dpvhealth.org.au/all-services/aged-care/

To book an appointment call **1300 234 263** and select **Option 3**



Your Disability Services

High quality, person-centred care

You can access our NDIS disability programs, including support coordination and early childhood assessments and intervention. Our NDIS service offers group support programs onsite and in the community, designed to meet your needs at home, in educational and employment settings, social circles and within the wider community.

If you are living with a disability, you will also have access to a range of “Day to Day” social support programs and two 24/7 residential supported living centres.

Find out more at dpvhealth.org.au/all-services/ndis-disability/

To book an appointment call **1300 234 263** and select **Option 3**



Your Community Support

Equitable access to services

‘Health equity’ means everyone has the same opportunities to access health and wellbeing services. Our community support programs create welcoming and culturally safe spaces for everyone.

Tailored programs include services for Aboriginal and Torres Strait Islander people, refugees and asylum seekers, LGBTIQ+

people, women and victim survivors of family violence, and those at risk of — or experiencing homelessness.

Find out more at dpvhealth.org.au/all-services/community-support/

To book an appointment call **1300 234 263** and select **Option 4**



Get involved to support the health of your community

DPV Health is committed to listen, empower and engage community voices.

Your feedback helps us provide the right services to suit your community during service planning, design, delivery, evaluation and governance. This feedback includes the expert voices of those with lived and living experience.

You can get involved with DPV Health as a Consumer Representative, Community Connector, Volunteer, Member or Student Placement. We welcome everyone's voice and invite clients and community members from diverse communities — including people from Culturally Diverse Communities, LGBTIQ communities, Aboriginal and Torres Strait Islander Communities and people with disability.



Find out how you can get involved at
dpvhealth.org.au/community-engagement-program/

We Value Your Voice

Tell us what you think

Give a compliment, make a complaint, or give us a suggestion. We want to hear from you, to serve you better and improve the quality of our services.

How to provide feedback



Website

Visit the feedback page at dpvhealth.org.au



In person

Talk directly to a DPV Health employee



Feedback form

Fill out a form and drop it in the secure feedback box at a DPV Health site



Scan

Scan the QR code to provide feedback via our online feedback portal



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