

Connecting with Community

Summary Report 2017/18



DPV Health Snapshot



538

Staff

80+

Volunteers

221

Members



40+yrs

of service to our community



19

locations across Hume and Whittlesea

Community Event Participation Highlights:



1,700

participants in Refugee Health Week

109

participants in Harmony Day

Other events:

- Suddenly Seniors / Seniors Week
- North West Primary Health Network Consumer and Carer Representative Networking Event



Our Services

Medical

DPV Health have GP Super Clinics in Broadmeadows and Mill Park. **Online bookings, with one of our qualified and professional male or female GPs, can be made by visiting the DPV health website.** Allied health, paediatric and psychology services are also offered within the same building as well as dental services from the Broadmeadows Dental Clinic.

NDIS & Disability



Our team of DPV Health NDIS & disability support professionals will work with you to ensure that you get what you want and need to develop your capacity to actively participate in the community. We can support your NDIS plan through adult community group programs and activities, allied health services, autism assessment clinic, early childhood intervention services, continence support and mental health services. **Feel free to contact us on 1300 234 263 for more information.**

Elder & Senior

DPV Health offers physical, mental and social aged care services to assist our elder and senior members of the community and their carers to attend to the many and varied health needs during this stage of life. **Feel free to contact us on 1300 234 263 for more information.**

Health & Wellbeing

General health and wellbeing services such as Aboriginal and Torres Strait Islander optometry clinics, allied health, community asthma program, family violence, healthy mothers, healthy babies, homelessness, hospital admission risk program, mental health, nursing and refugee and asylum seeker services for adults and children are available from DPV Health. Some services are centre based, while others are offered on an outreach basis. **Feel free to contact us on 1300 234 263 for more information.**

Dental

DPV Health offers a 25 chair general, emergency and prosthetic public dental services across our Broadmeadows, Craigieburn, Epping and Whittlesea Township sites and private dental services from our Epping site. Services are available for adults, youth and children and accept self referrals. Adults who wish to access public dental services require a valid pension or health care card and youth require a concession card or are dependents of a concession card holder. Public dental services are available to all children aged between 0-12 years. **Feel free to contact us on 1300 234 263 for an appointment at Broadmeadows or Craigieburn, (03) 9409 8766 Epping or (03) 9716 9444 Whittlesea.**



Shukri's story

Al-Sabah group supporting social inclusion of Refugee and Asylum Seeker women

Story of Shukri a brave Somalian Woman - "Iskaashato ma kufto - if people support each other, they do not fall."

The Al-Sabah program was a collaborative initiative between DPV Health's Health Promotion and Refugee Health teams and Drummond Street Services delivered in two phases between September 2017 and June 2018. The aim of this program was to enhance the social connectedness and to promote the health and wellbeing of Refugee and Asylum Seeker women in the City of Whittlesea. The relationship between social connectedness and positive health and wellbeing has long been documented with social networks shown to have a beneficial effect on health outcomes, "including stress reactions, psychological wellbeing, and symptoms of psychological distress including depression and anxiety"¹. The program adopted a capacity building approach which combined education and creative participatory activities. This program directly reached 30 Refugee and Asylum Seeker women and an estimated 150 refugee and asylum seeker community members indirectly.

When Shukri who arrived in Australia five years ago first attended the Al-Sabah program, her face lit up the whole room. This was the only support group she had attended since her arrival in Australia. With twin three year old boys, she braved the most inclement of weather conditions to negotiate taking her sons and herself each week on public transport to attend the program where her sons were taken care of by the child care workers while she participated in the program activities.

Shukri was the only Somali speaking woman who attended the group of Arabic speaking women, but her motivation and spirit to participate prevailed². She connected well with other women in the group and was extremely engaged in the learning process as well as being outspoken about sharing her newly acquired knowledge with her friends in her own Somalian community.

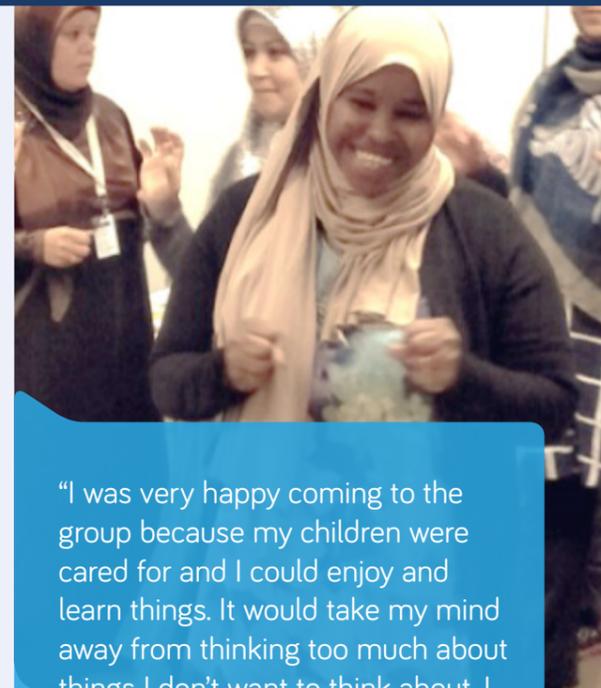
In Somali, there is an expression - **"Iskaashato ma kufto" which translates to "if people support each other, they do not fall."** The importance of the Al-Sabah group in facilitating social connectedness for Shukri embodied this expression for her.

The Al-Sabah program helped her to momentarily forget the significant traumas of her past. Not only has the sense of community the group offered been a positive experience for Shukri but learning about her rights, health and wellbeing topics as well as local practices such as recycling have been really beneficial for her: **"Now I like to talk about my rights as a woman. I've suffered a lot of abuse. Now I know my rights here and I like to tell others. I feel more confident now. I've learnt from the group and become brave."**

As a result of the attending the group Shukri was referred to DPV Health's Refugee Health Nurse and has received medical support from DPV Health for the health needs of herself and her family. Shukri is now looking forwards to the future with many positive aspirations.

If you would like to learn more about Health Promotion Programs for Refugees and Asylum Seeker women, please contact Nisha Waduge at Nishamanie.waduge@dpvhealth.org.au

1. Kawachi I & Berkman L (2001), 'Social ties and mental health' accessed from <https://www.vichealth.vic.gov.au/media-and-resources/publications/social-inclusion-as-a-determinant-of-mental-health-and-wellbeing> on 1/08/2018
2. All participants except for Shukri were Arabic speaking. Shukri was provided with her own Somali interpreter.



"I was very happy coming to the group because my children were cared for and I could enjoy and learn things. It would take my mind away from thinking too much about things I don't want to think about. I was relaxed and happy to mix with the other women."



The Hume Diversity Short Film Festival People's Choice Award being presented to MY Van Youth Group at Kenley Court Neighbourhood House members for their short film 'Dreams and Paper Planes.'



Special Guest MC, Dilruk Jayasinha



Maria Vamvakinou MP

Community events

Humanity – The Diversity Short Film Festival was a local film competition screening short films focusing on the positive impact of diversity within the local community.

Submissions were sought from anyone who lives, works, studies or plays within the local community, providing a creative platform for local filmmakers to share positive stories of social inclusion and diversity within the community.

The four winning films were screened during Harmony Day Celebrations to a sold out crowd at the Hume Global Learning Centre. Special Guest Dilruk Jayasinha MC'd the event, bridging mainstream and multicultural appeal for an event that was attended by Frank McGuire MP, Maria Vamvakinou MP, Hume City Council Mayor Geoff Porter and DPV Health CEO, Dr Neil Cowen.

Evaluation found that for half of the audience (approx. 40 people), it was the first ever community event they had attended and a fabulous way to engage and connect with DPV Health. Attendees participated to support the films screened, and to celebrate multiculturalism and cohesion with local community.

According to feedback, it was obvious that overall the event was well received by the film makers, well-wishers and the community.

Our Reach

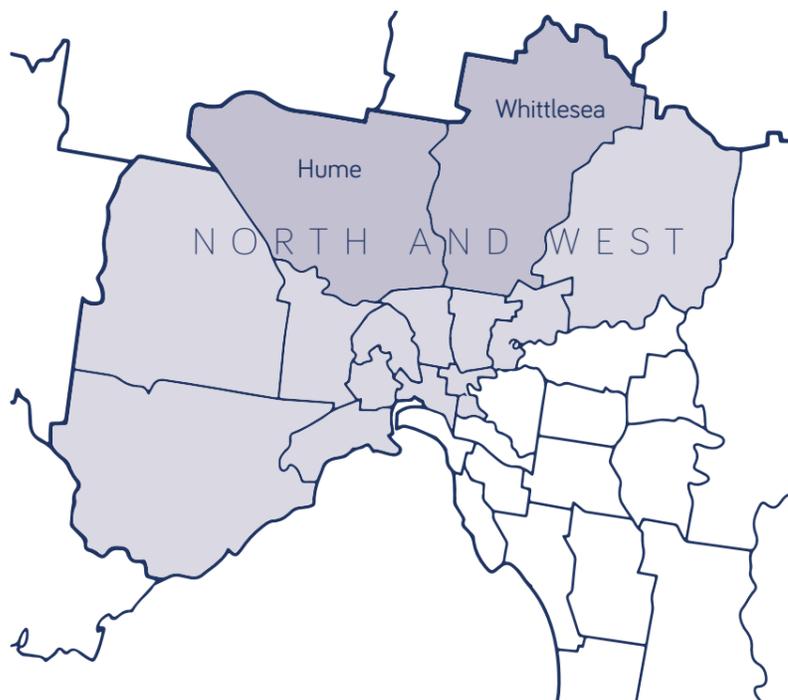
North and West Metropolitan Region

This is the most populous and diverse region of Melbourne¹. It covers an area of 2,981 square kilometres and comprises of fourteen local government areas including Hume and Whittlesea.

The Hume and Whittlesea areas cover 33% of the total North and West Metropolitan Region and are where the majority of DPV Health sites are located. **The full listing can be found on our website dpvhealth.org.au/contact-us/locations/**

The region also has four of the six designated Growth Areas in Melbourne and its population is forecast to grow by over 20% to over 2 million people by 2020. The projected resident population in Hume is set to increase by 24.5% and Whittlesea by 35.2%.

1. North and West metropolitan region health status profile 2012, Department of Health
2. Australian Bureau of Statistics



Hume and Whittlesea Areas²



44%

speak a **language other than English** at home



35%

of our community were **born overseas**

432,366

people live in the Hume and Whittlesea area

30%

of people are **aged between 20-39 years**



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ACN 136 371 152

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



DPV Health Locations

Broadmeadows

Audiology - Broadmeadows Hospital
Broadmeadows BIG Steps
Broadmeadows Dental Clinic
Hume GP Super Clinic
T: 1300 234 263

Craigieburn

Craigieburn Dental Clinic
DPV Health Craigieburn
DPV Health Hume Services Intake
Newbold House
Northern Health Craigieburn Health Service
T: 1300 234 263

Dallas

Hume Hub
T: 1300 234 263

Epping

Epping Community Services Hub
T: 1300 015 107
DPV Health Epping (Northern Hospital site)
T: (03) 9409 8787
Dental: (03) 9409 8766
Central Intake: (03) 9409 8724
DPV Health Graystone Site
T: (03) 8401 2720

Meadow Heights

DPV Health Meadow Heights
T: 1300 234 263

Mill Park

Disability Services
T: (03) 9407 9699
Mill Park GP Super Clinic
T: (03) 8401 7373

Roxburgh Park

Roxburgh Park BIG Steps
T: 1300 234 263

South Morang

Farm Vigano Community Cultural Centre
T: (03) 9407 6118

Whittlesea

DPV Health Whittlesea Township
Whittlesea Township Dental Clinic
T: (03) 9716 9444