

RESULTS

DPV Health

DPV Health is a not-for-profit organisation that offers an extensive range of primary and community services to people of all ages, needs and abilities. Operating across six local Government areas (LGAs) including Whittlesea, Hume, Mitchell, Nillumbuk, Melton and Banyule with over 40 different services and programs at their 19 sites, DPV Health delivers a wide variety of clinical, health support and community services that focus on treatment, prevention and integrated health promotion. These include medical, dental, mental health, family violence, physical health, NDIS & disability, Aged Care and Children's Services. With over 700 employees, DPV Health delivers a wide range of community support programs such as Aboriginal & Torres Strait Islander health, Refugee & Asylum Seeker health, homelessness services, community asthma programs and more.

DPV Health is an inclusive organisation that celebrates the diversity of all people within our communities. They are passionate about helping to support people to lead happy healthy lives.

In 2018 there was a merger of Dianella Health and Plenty Valley Community Health to create DPV Health. In 2019 Don Tidbury commenced the role as CEO and with the leadership team quickly identified an opportunity to apply the Studer Group Nine Principles® as a framework to bring together the two cultures and the different ways of working. This identified need for change focused on alignment, performance, values, culture, and leader development as key priorities, to help enhance engagement and deliver the strategic priorities of the new DPV Health entity.

What We Did

Following extensive consultation with our community, staff, leaders, and the Board, it was clear that a consistent, best-practice approach to how we work was essential to support both the successful merger and the future direction of DPV Health. To guide this transformation, the Studer Group Nine Principles® for Hardwiring Excellence were adopted as the foundation for how we lead, operate, and serve.

One of the first steps in our journey was engaging newly merged teams in conversations to ensure alignment on values, behaviours, and the capabilities needed to move forward together. The Studer Group framework was chosen not only for its strong evidence base, but also for the positive impact some of our leaders had previously experienced when using this approach.



72%
(Employee
Engagement)



88%

**Consumer report positive
experience with DPV
Health Services**



**83% clients
report DPV
Health
helps keep
them out of
hospital**



3%
(Employee
turnover)



**Increased
financial
surplus - the
organisation
has doubled
in value
since 2019**

What We Did continued

In 2022, following a year-long collaborative consultation process, we launched the DPV Health Strategic Plan 2022–2027. Anchored in the Studer Group principles, the plan is fully aligned with our Clinical and Community Services Plan, People and Culture Plan, ICT Plan, and Community Engagement Plan. It clearly articulates outcome metrics, priority areas, and the actions required to achieve our vision.

Working in partnership with clients, employees, leaders, and the Board, we developed a new set of organisational values: Inclusion, Integrity, Innovation, Excellence, and Collaboration. These values were then translated into clear behavioural expectations to guide how we interact and work together across all levels of the organisation.

A top priority for our leadership team was demonstrating accountability for performance. A new org-wide suite of leadership Key Performance Measures were established ensuring a focus on measuring the important things. A monthly cycle of KPI reporting through frontline leadership, senior leadership, Executive and then onto the Board was established. This has empowered leaders to be proactive, apply risk controls as needed and pursue opportunities to improve.

Leadership development was another critical enabler. To ensure our leaders had the tools and confidence to lead effectively, a tailored leadership development program was co-designed by the Studer Group team and our internal Learning and Development team. The program focused on practical leadership skills and addressed the strategic priorities of DPV Health. We understood that by investing in our leaders, we were also strengthening their ability to support their teams and deliver high-quality care.

To bring the Strategic Plan to life, we introduced structured annual planning sessions and monthly accountability meetings. These forums provide an opportunity to recognise achievements, track progress, and ensure alignment across the organisation, with a clear focus on results and continuous improvement.

To date, we have achieved strong outcomes across all key pillars—client experience, workforce engagement, service access and delivery, growth and financial sustainability. By mid-2025, we are proud to report that 70% of the Strategic Plan has already been delivered. This progress reflects the dedication of our teams and their commitment to realising our shared vision:

“A healthier and connected community, with excellent care for all.”



Don Tidbury, Chief Executive Officer was presented with the Australian Excellence Award for Q4 2025 by Ian MacDonald, Managing Director and Kylie Vos, Director of Studer Group

“The Studer Group’s “Hardwiring Excellence Program” has played an integral role in DPV Health’s transformation into one of Victoria’s leading Community Health organisations. Over the last five years, the Studer Group coaches have worked closely with DPV Health to implement a range of coaching and leadership programs to grow the capability, confidence and skills of DPV Health’s leaders. In doing so, DPV Health has seen tremendous uplifts in all performance metrics including client experience, employee engagement and retention, clinical governance, innovation, activity management and financial stewardship”.

Don Tidbury, Chief Executive Officer