HIV Treatment and Support Services

Disclaimer

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Referral

HIV specialist medical services

1. Check criteria of relevant service.
2. Prepare the required information.

Standard referral information

- History and comorbidities
- BMI – essential if obstetric or surgical referral
- Examination findings
- Investigations carried out and results
- Options already pursued
- Current medications
- Allergies
- Other important information e.g., social factors, other services involved

Reasons for referral

- Diagnosis
- Second opinion
- Review of treatment or care plan
- Specialist management
- Shared management with general practitioner
- Diagnostic procedure

3. Refer to the service.

If a clinic-specific form is not provided, send a General Practice Referral template via email or fax.

<table>
<thead>
<tr>
<th>Alfred Health - Victorian HIV Service</th>
<th>Melbourne, City of Melbourne</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REFERRAL OPTIONS</strong></td>
<td></td>
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<tr>
<td>Fax: (03) 9076-6938</td>
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<tr>
<td>Download form</td>
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</tbody>
</table>

Information for referrer

- Referral form for Victorian HIV Mental Health Service
- Referral form for HIV Sub-Acute Services
- Referral form for HIV Complex Metabolic Clinic

Urgent referral advice: Phone HIV Registrar on call (03) 9076-2000

Referral advice: Phone HIV Ambulatory Nurse on (03) 9076-5274
<table>
<thead>
<tr>
<th>Service description</th>
</tr>
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<tbody>
<tr>
<td>Specialised HIV clinics include:</td>
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<tr>
<td>- mental health/psychiatry</td>
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<tr>
<td>- drug and alcohol</td>
</tr>
<tr>
<td>- hepatitis C co-infection</td>
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<tr>
<td>- neurocognitive</td>
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<tr>
<td>- HIV complex metabolic</td>
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<tr>
<td>Outreach clinics are provided at Port Phillip Prison, Wodonga, Sale, Mildura and Bendigo.</td>
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</table>

**Monash Health - Monash Medical Centre Infectious Diseases Clinic**

Clayton, Monash

**REFERRAL OPTIONS**

Fax: 03 9554 2273

**Information for referrer**

Referral Guidelines – Click here

**Peninsula Health**

Frankston, Mornington Peninsula

**REFERRAL OPTIONS**

Fax referrals to Outpatients or send electronically.

**Service contact details**

Phone: (03) 9784 2600
Fax: (03) 9788 1879
Website: www.peninsulahealth.org.au
The GP Referral Template located within the Mastercare Referralnet system is the preferred referral tool.

| 2 Hastings Road  
| Frankston Vic 3199 |

**Information for referrer:**
Any infectious disease requiring review: General infectious diseases, hospital acquired infections, orthopaedic infections, travel-related infectious, HIV, viral hepatitis.

4. Inform the patient:

- Advise the providers may charge **fees**.

**Fees**
- Fees may be charged for services.
- Where fees are charged, they are adjusted based on the patient’s level of income.
- The inability to pay cannot be used as a basis for refusing a service to people who are assessed as requiring a service.
- Some Community Health Services offer both private and public services.

- Ask to advise of any change in circumstance e.g., getting worse or becoming pregnant, as this may affect the referral.

**Experienced GP providers of HIV, PEP and PrEP care**

- **Melbourne Sexual Health Centre**
  
  Self-referral accepted.

  **Services include:**
  - Counselling
  - HIP (HIV-integrated prevention)
  - HIV clinic
  - Results and information line
  - Laboratory testing
  - Sexual health clinical services
  - Men who have sex with men clinic
  - Pharmacy
  - STI screening – sex on premises venues

  **Service information:**
  - Phone: (03) 9341-6200
  - [Website](#)
• **The Prahran Market Clinic**

Open to all. Provides a safe space for lesbian, gay, bisexual, transgender, and gender diverse patients to access health care. HIV care, PEP, PrEP, STI testing and treatment, rapid HIV testing is offered.

Hours: Monday to Friday 8:30 am to 5:45 pm, Saturday 9:00 am to 12:45 pm

Service information:
- Phone: **(03) 9514-0888**
- Fax: **(03) 9510-8885**
- Email: hello@prahranmarketclinic.com (not secure)
- Website

• **Thorne Harbour Health – The Centre Clinic**

Open to all. Provides a safe space for lesbian, gay, bisexual, transgender, and gender diverse patients to access health care. HIV care, PEP, PrEP, STI testing and treatment is offered.

Hours: Monday to Friday 9:30 am to 5:00 pm, Saturday 9:00 am to 12:30 pm

Self-referral accepted.

Service information:
- Phone: **(03) 9525-5866**
- Fax: **(03) 9826-2700**
- Website

• **North Richmond Community Health**

Bulk Billing Community Health Centre including a general practice. No referrals necessary.

Some doctors are HIV prescribers. Refer to website or ask reception to discover which doctors are HIV prescribers.

Services include: HIV care and PrEP, hepatitis B screening and treatment, hepatitis C screening and treatment

Service information:
- Phone: **(03) 9418-9800**
- Fax: **(03) 9428-2269**
- Website
Newly diagnosed support services

- **Living Positive Victoria**

  Self-referral accepted.

  Services include:
  - Peer Navigators – for one-on-one support
  - Phoenix – workshops for recently diagnosed patients
  - Gen Next – for people under 30 living with HIV
  - Program and Services for Women and Hetero Men
  - Planet Positive – for HIV positive members and their family and friends
  - Services for Families
  - HIV and Ageing – for people aged ≥ 50 years
  - FLIP – providing financial assistance to members of Living Positive Victoria

  Service information:
  - Phone: (03) 9863-8733
  - Fax: (03) 9863-8734
  - Website

- **Multicultural HIV and Hepatitis Service – HIV Information Line**

  Self-referral accepted. Translating and Interpreting Service available on 131-450.

  Service information:
  - Phone: (02) 9332-9700 (out of state but available cross country)
  - Website

- **Positive Women Victoria – Peer Support**

  Self-referral accepted. Service available Tuesday to Friday from 9 am to 5 pm.

  Service information:
  - Phone: (03) 9863-8747
  - Email: peersupport2@positivewomen.org.au (not secure)
  - Website

- **Melbourne Sexual Health Centre**

  Self-referral accepted.

  Services include:
  - Counselling
South Eastern Melbourne PHN HIV Treatment and Support Services pathway

- HIP (HIV-integrated prevention)
- HIV clinic
- Results and information line
- Laboratory testing
- Sexual health clinical services
- Men who have sex with men clinic
- Pharmacy
- STI screening – sex on premises venues

Service information:
- Phone: (03) 9341-6200
- Website

Social support

- **Alfred Health – Victorian HIV Service**

Specialist HIV nursing, social work and other support staff working closely with the HIV medical team at The Alfred. Family, carers, case managers and patients are encouraged to contact service directly.

Services include:
- Secondary consultation and advice, ongoing care coordination and service linkage for patients across the state
- Support in accessing aged care services and ongoing HIV care within these services
- Support for people from culturally and linguistically diverse (CALD) communities
- HIV Social Work services to assist with adjustment to HIV diagnosis, finances, housing, relationships, accessing government assistance and services and accessing legal support
- New HIV diagnosis support and linkage
- Complex care management for people with complex HIV health and psychosocial issues
- Care coordination for patients with HIV mental health diagnoses along with secondary consultation and service linkage into mainstream mental health services

Service information:
- Phone: (03) 9076-3658 or (03) 9076-2000 (switchboard)
- Fax: (03) 9076-8819
- Website

- **Victorian NPEP Service**

The NPEP Hotline is staffed by registered nurses who are experts in HIV, NPEP and sexual health. The nurses have access to an Infectious Diseases Consultant for further expert advice where necessary.

Service information:
- Phone: 1800-889-887
- Website
• **Melbourne Sexual Health Centre**

  Self-referral accepted.

  **Services include:**
  - Counselling
  - HIP (HIV-integrated prevention)
  - HIV clinic
  - Results and information line
  - Laboratory testing
  - Sexual health clinical services
  - Men who have sex with men clinic
  - Pharmacy
  - STI screening – sex on premises venues

  **Service information:**
  - Phone: **(03) 9341-6200**
  - Website

• **Thorne Harbour Health – Positive Living Centre**

  Self-referral accepted.

  **Service information:**
  - Phone: **1800-622-795**
  - Website

• **Thorne Harbour Health – LGBTIQ Mental Health Services**

  Self-referral accepted.

  **Service may provide:**
  - counselling
  - peer workshops
  - access to therapeutic groups
  - referral to other services.

  **Service information:**
  - Phone: **1800-134-840**
  - Fax: **(03) 9826-2700**
  - Website
• **Living Positive Victoria**

Self-referral accepted.

**Services include:**
- Peer Navigators – for one-on-one support
- Phoenix – workshops for recently diagnosed patients
- Gen Next – for people under 30 living with HIV
- Program and Services for Women and Hetero Men
- Planet Positive – for HIV positive members and their family and friends
- Services for Families
- HIV and Ageing – for people aged ≥ 50 years
- FLIP – providing financial assistance to members of Living Positive Victoria

**Service information:**
- Phone: *(03) 9863-8733*
- Fax: *(03) 9863-8734*
- Website

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• **Thorne Harbour Health – Housing Plus**

Please note: Housing Plus is not a crisis service, please call the free 24-hour helpline on **1800-825-955**.

Housing Plus (formerly known as AHAG) provides the following services for people living with HIV:
- Case management
- Work with you to identify your housing options
- Assist with applications for permanent housing, including letters of support and other helpful documents
- Advocate on your behalf with a housing organisation
- Support you in accessing transitional housing
- Support you once you have got housing, including during rental or lease reviews
- Provide assistance and support when you move house.

**Service information:**
- Phone: *(03) 9863-0419*
- Email: housing@thorneharbour.org
- Website

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Financial or legal support

• **National Association of People with HIV Australia (NAPWHA)**

Self-referral accepted. Australia’s peak non-government organisation representing community-based groups of PLHIV across Australia.

**Service information:**
- Phone: **1800-259-666**
- Fax: *(02) 9565-4860*
- **Living Positive Victoria**

  Self-referral accepted.

  Services include:
  - Peer Navigators – for one-on-one support
  - Phoenix – workshops for recently diagnosed patients
  - Gen Next – for people under 30 living with HIV
  - Program and Services for Women and Hetero Men
  - Planet Positive – for HIV positive members and their family and friends
  - Services for Families
  - HIV and Ageing – for people aged ≥ 50 years
  - FLIP – providing financial assistance to members of Living Positive Victoria

  Service information:
  - Phone: (03) 9863-8733
  - Fax: (03) 9863-8734
  - Website

- **Thorne Harbour Health – Financial Service (David Williams Fund)**

  The David Williams Fund was established in 1986 to provide emergency financial assistance to people living with HIV.

  Service information:
  - Phone: 1800-134-840 (free-call) or (03) 9863-0444
  - Fax: (03) 9820-3166
  - Email: lynda.horn@thorneharbour.org (not secure)
  - Website

- **Thorne Harbour Health – HIV/AIDS Legal Centre (HALC)**

  HALC can assist with a variety of matters including:
  - Making a will
  - Medical powers of attorney
  - Enduring powers of attorney
  - Criminal law
  - Family law
  - Employment law
  - Superannuation
  - Centrelink matters
  - Family and relationship law
o Discrimination
o Migration
o Disclosure of status for insurance purposes
o Equal opportunity
o Debt
o Small/civil claims
o Unconscionable conduct
o Contracts of sale
o Tenancy

Please note: HALC only operates once a week on a Thursday evening.

Service information:
  o Phone: (03) 9863-0406
  o Email: legal@thorneharbour.org
  o Website

Disclaimer

Last updated: February 2020