

To be a leader in the management and prevention of Sexually Transmitted Infections (STIs) and  MELBOURNE SEXUAL HEALTH CENTRE the promotion of sexual health for everybody



## OUR VISION, MISSION, & VALUES



### OUR VISION

To be a leader in the management and prevention of Sexually Transmitted Infections (STIs) and the promotion of sexual health.

### OUR MISSION

To maximise sexual health through innovation and excellence in public health, education, clinical care and research.

### OUR VALUES

As members of Melbourne Sexual Health Centre we:

- Strive for excellence in service delivery to the community;
- Recognise professional integrity, honesty, and respect for staff and clients;
- Respect diversity;
- Value collaborative relationships;
- Commit to research and education to enhance health care.

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### FIND OUT ABOUT US ONLINE

Our new Internet site, launched in 2002, now provides more comprehensive information for the community and health care professionals.

The site's content is divided into two separate sections. The section titled 'Services for Health Professionals' is targeted towards health practitioners and aims to provide resources that will assist in the diagnosis, treatment and promotion of sexual health. The section titled 'Your Sexual Health' is designed for the community and offers detailed information about the Centre's services, Sexually Transmitted Infections (STIs) and general advice on how to seek help for sexual health issues.

Visit the Melbourne Sexual Health Centre online at [www.mshc.org.au](http://www.mshc.org.au)



# MSHC STATISTICS



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## 2004: Diagnosis

<i>Clinic Type</i>	<i>Total</i>	<i>Male</i>	<i>Female</i>	<i>Transgender</i>	<i>Unknown</i>
Dermatosis	1,249	757	491	-	1
Chlamydia	542	367	175	-	-
Bacterial Vaginosis	528	-	528	-	-
Gonorrhoea	221	215	4	2	-
Herpes	505	277	228	-	-
NGU	621	617	3	1	-
Post Coital Intervention	369	-	369	-	-
Warts	1,812	1,200	611	1	-
HIV	69	63	6	-	-

Jan 01 - Dec 31, 2004

92% OF WALK-IN CLIENTS WAITED LESS THAN 20 MINUTES TO SEE THE TRIAGE NURSE.

87% OF CLIENTS WERE TREATED BY A PRACTITIONER WITHIN ONE HOUR OF ARRIVING AT MELBOURNE SEXUAL HEALTH CENTRE.

## WE'VE BEEN HELPING VICTORIANS FOR DECADES...



002

The Melbourne Sexual Health Centre has been in operation for more than 85 years. The service was originally established in 1917 as a specialised unit for the diagnosis and treatment of Sexually Transmitted Infections (STIs), in response to the needs of soldiers returning from the First World War. Since then, many changes have occurred, not least a variety of name changes ranging from the Government VD Clinic and the Communicable Diseases Centre to the STD Centre.

Since its inception, the service has established a reputation for clinical excellence and innovation and staff pride themselves on constantly striving for the highest standards of patient care, education and prevention. As the service has become increasingly sophisticated, so too has its importance as a principal centre for the training of

medical and nursing students, as well as other health professionals. This important role is enhanced by the appointment of a Professor/Director, which provides an important stimulus for research activities at the Centre.

In 1992, the State Government spent more than \$5 million to purchase and refurbish premises at 580 Swanston Street, Carlton, and the name Melbourne Sexual Health Centre was adopted. The inner-city facilities provide a convenient and relaxed setting that is greatly appreciated by clients. The Centre's funding is assured under an agreement between the Commonwealth and State Governments, establishing a sound basis for continuing development and prevention of Sexually Transmitted Infections (STIs) and HIV infection.

In 2003, Melbourne Sexual Health Centre joined forces with the Bayside Health network, which incorporates The Alfred hospital. The Alfred is home to a large Infectious Diseases Unit including the State's HIV/AIDS Service, and the synergies shared by the two organisations will greatly benefit the clinical work, research and education in the growing area of sexual health in Victoria.

# DIRECTOR'S REPORT



*Prof. Christopher  
Fairley*



I am delighted to welcome you to this Melbourne Sexual Health Centre publication.

As I write this, there are a number of changes taking place at our Centre to fulfil our responsibility to provide Victorians with the highest level of sexual health services possible.

One example of this is our new web site. This site specifically aims to support general practitioners and other health care providers by providing key clinical information and photographs to aid in difficult diagnoses, or management of sexual health related conditions. The web site also contains other resources that practitioners may require, such as contact letters or brochures for clients.

In collaboration with the University of Melbourne, the Centre has also

developed a number of short courses and subjects in sexual and reproductive health. These have been extremely well-attended and will provide the Victorian community with a highly trained workforce that improves the quality of sexual health services outside the Centre.

We have also introduced initiatives to increase access to the Centre for clients most at need. This involved changing the appointment-only system to a new, walk-in triage system to provide greater access to those with acute symptoms. This has resulted in an increase of clients at greater risk of Sexually Transmitted Infection's and a 30-60% rise in the detection of some infections.

More recently, we introduced electronic prescribing, which addresses one of the most important

sources of errors in clinical medicine by providing typed prescriptions, electronic records of scripts and automatic warnings about drug interactions. This is particularly important for the complex drug regimes prescribed to our clients with HIV infection.

We are proud of our achievements, which have only occurred because of the commitment and dedication of our staff to their clients and the community. We look forward to continuing to improve the sexual health of all Victorians in the future.

*Professor / Director  
Christopher Fairley*

## CLINICAL SERVICES



*Dr Nilofar Rizvi*

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The Melbourne Sexual Health Centre is the only clinic that provides a full-time, free sexual health service for the people of Victoria. Many of the clients are from diverse backgrounds and include many international visitors.

The Centre is staffed with six to eight doctors at any one time, including specialists in sexual health, infectious diseases, gynaecology and dermatology. The clinic also fulfils an important role as a principal centre for the training of health professionals in Victoria.

As well as running general clinics for the detection and management of Sexually Transmissible Infections, the Centre also conducts a variety of specialist clinics in HIV/AIDS medicine, dermatology, colposcopy and vulval disorders.

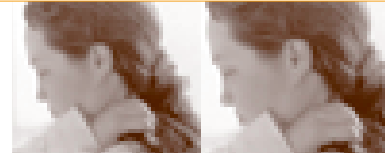
In addition to diagnosis, a large part of the clinical work involves screening, education and counselling. Our challenge is to be easily accessible and to find, screen and treat the groups who are most at risk. A number of outreach clinics also operate to target these groups.

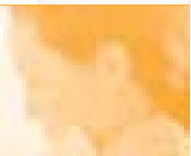
*Medical Unit Manager,  
Dr Nilofar Rizvi*

### **Colposcopy Clinic**

The colposcopy clinic, which has been operating since 1985, was set up to provide a service for women who attended the general clinic and were found to have an abnormal pap test, or who had suspicious clinical examination or a history suggestive of cervical cancer.

Women who attend MSHC have the highest abnormal pap test rate compared to any other group of women. Prior to 1985, patients requiring colposcopy were referred to a public hospital. Ongoing research is carried out from the vast amount of clinical data accumulated over the years. The knowledge and experience gained from running the colposcopy clinic has also been used to help similar clinics in Vietnam and, more recently, in Laos.





**After I was sexually assaulted, I didn't know what to do. Getting a full sexual health check-up at MSHC gave me peace of mind and the courage to speak out. Now I can start to move on with my life.**



### **Alison finds comfort by talking with others...**

Alison is a 40-year-old married mother of two who arrived at our Centre in a very distressed state. She was terrified that she had contracted genital herpes after a recent casual sexual encounter whilst she was on holiday. She had had unprotected sexual intercourse with her husband since that event. On examination there was little sign of herpes, however her chlamydia test came back positive. Alison received treatment for her chlamydia but was adamant that she could not tell her husband, as she believed this news would break up their relationship.

After a long discussion, Alison agreed to book in to see one of our counsellors to discuss the dilemma. When she arrived for her appointment, her husband was with her. She had told him, and during their session with our counsellor it became very apparent that Alison and her husband were committed to one another, but were having relationship problems. We were able to treat her husband and refer the couple to a specialist relationship counsellor for on-going advice and support.

#### **Vulval Clinic**

The vulval clinic has been operating since 1984 and provides a specialist service staffed primarily by two female doctors who receive referrals from within the clinic and from external clinicians. The main criteria for referral is any vulval symptom persisting more than four to six weeks and frequently women are referred for assessment of visual abnormalities of the vulval skin.

In the area of vestibular pain, a multi-disciplinary approach now is standard. Virtually all women are referred to a specialist physiotherapist for pelvic floor retraining through biofeedback techniques, in conjunction with medications and counselling.

This is a collaborative clinic that works closely with other specialties including dermatology, gynaecology and psychology.

The clinic regularly teaches GP trainees, medical students and visiting GPs. Lectures to medical practitioners are also provided through the Masters of Public Health and Graduate Certificate in Sexual Health at the University of Melbourne, and twice a year through Family Planning Victoria.

#### **Dermatology Clinic**

The Dermatology Clinic provides a comprehensive dermatology service, with referrals from within the Centre as well as practitioners around Victoria. Patients with complicated genital dermatoses including vulval dermatoses and HIV dermatoses are seen by appointment, with most clinics booked two to three weeks in advance.

The Clinic also provides a consultancy service and advice to other practitioners and is involved in clinical teaching and lecturing to undergraduates and postgraduates.

## HIV CLINIC



*HIV Coordinator, Kerri Boyd*

A service for people living with HIV has been operating within the Melbourne Sexual Health Centre since 1985. The HIV Clinic is an active clinical, health care and research facility, which aims to achieve excellence in the community management of HIV.

A large medical, nursing and multi-disciplinary team work at the clinic, consisting of 12 doctors, 3 nurses, 1 administration assistant, 2 counsellors, research nurses, a dietitian, social worker and a physiotherapist. Other researchers also contribute to the high quality care offered through the clinic, including PhD students.

The HIV Clinic also addresses a broad range of important issues through the provision of specialised services and programs for this client population, which includes:

### **Support programs**

Once people need to take antiretroviral medication for their HIV, it is often a lifetime commitment. The consequence is long-term improvement and stabilisation of health, however, many things can make taking medication a real challenge. The HIV Clinic recognises this as a significant health concern for clients. It is also a concern for clinicians, especially as the durability of effectiveness of each set of medications can be reduced if people consistently miss their medications. A treatment support program identifies people at risk of poor outcomes due to this, and, in collaboration with clients and the physician, nurses assess and offer one to one support to clients.

### **Care coordination**

The HIV Clinic wants to ensure that all clients have the ability to access health care services within the clinic and also in the community. This is so that people are empowered to attain and maintain excellent health with HIV. Nurses at the clinic provide short, medium and long-term case management around health care access. The HIV Clinic team is currently offering this service to new clients, clients experiencing life crisis, clients with complex care needs, and those having difficulty accessing mainstream services.

FROM 2002 TO 2003,  
APPROXIMATELY 600 PEOPLE  
ACCESSED THE HIV CLINIC



## HIV CLINIC CONT.

### **Migrant support**

People from culturally and linguistically diverse backgrounds are a significant proportion of the population of the HIV Clinic. There has been significant research nationally and internationally that exposes the unique difficulties this group has in accessing health care. Far more people from these backgrounds receive HIV diagnosis late in the illness compared to those from developed countries. The HIV Clinic is developing a program to support, educate and advocate on behalf of this group.

### **Clinical Management and screening for Sexually Transmissible Infections**

This program creates an opportunity for clients to receive assessment, treatment, education, counselling and support around their sexual health. Taking a risk management

approach, the clinic has been instrumental in providing internationally recognised sexual health care to this group, and is currently working toward providing a focused program to those with high-risk behaviours.

### **National Centre in HIV and Epidemiology Research**

The HIV Clinic is now a registered site for clinical trials and a trials coordinator manages the service. A number of PhD students are also conducting research that will have a positive effect on the clinic's services, including research to identify people at risk of experiencing difficulties with adherence.

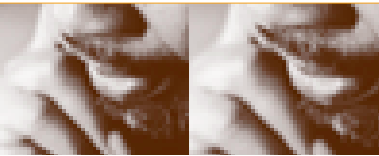
### **Information exchange**

As part of registering as a client at the HIV Clinic, all clients are now asked to sign a consent form, which enables exchange of pertinent health information to clinicians nominated by the client and involved in their care. This will improve communication between clients' health care providers and will encourage better coordination of care.

### **FREE CONDOMS**

IN SUPPORT OF THE SAFE SEX MESSAGE WE PROVIDE CONDOMS AND LUBRICANT FREE OF CHARGE TO CLIENTS. THESE CAN BE OBTAINED BY ASKING FOR A "SHOWBAG" AT THE RECEPTION DESK. BASKETS OF CONDOMS ARE ALSO STRATEGICALLY PLACED ABOUT THE CLINIC AND WAITING AREAS AND CLIENTS MAY HELP THEMSELVES TO THESE, OR ASK A STAFF MEMBER.

## NURSING SERVICES



*Vanessa Wood*

It is with great pleasure that I introduce the Nursing and Counselling services at Melbourne Sexual Health Centre. There are approximately 30 sexual health nurses employed at the Centre, including two qualified counsellors. The nurses enjoy a varied roster, which enables them to work in many different areas of the clinic and therefore develop a wide range of skills and experience.

Nurses play an instrumental role in the daily functioning of the clinical services provided at the Centre. Some of the services that are coordinated by nurses include the results and information telephone line, as well as the checking and follow-up of all positive and abnormal results for the Centre.

One of the more challenging services provided by nurses is the Triage role. This is imperative to the successful functioning of the walk in (no appointment) system.

Nurses also run the Well Men's and Well Women's clinics at the Centre, with advanced sexual health nurses providing screening for STIs, pap smears, contraception, as well as preventative education and information regarding sexual health issues.

An essential component of service delivery is to reach at-risk target groups, who for various reasons do not access the centre in Carlton. In line with this, the Centre operates several outreach services that are developed, coordinated and facilitated by nurses, with support from the medical team.

The HIV Clinic is coordinated by nurses and recently has implemented many nurse-initiated programs, quality audits and some leading programs for Australian HIV care and management.

Nurses play a key role in providing education, student placements as well as HIV pre and post-test counselling training. Other roles involve developing and maintaining resources such as a referral database for staff use, pamphlets for clients, and rural presentations to nurses, allied health and community health groups.

### ***Nurse Manager***

***Vanessa Wood***



## NURSING SERVICES CONT.



*Counsellors, Peter Hayes and Jocelyn Verry*

### INTERPRETER SERVICE

IN THE CASE OF CLIENTS WHO SPEAK LITTLE OR NO ENGLISH OR WHEN WE FEEL THAT THE CLIENT'S UNDERSTANDING OF THEIR SITUATION COULD BE IMPROVED BY HAVING EVERYTHING EXPLAINED IN THEIR FIRST LANGUAGE, WE ARRANGE FOR AN INTERPRETER TO BE PRESENT. THIS IS ORGANISED BY OUR ADMINISTRATIVE STAFF AND INCURS NO COST FOR THE CLIENT. THIS SERVICE INCLUDES HEARING IMPAIRED CLIENTS NEEDING AN ON-SITE INTERPRETER. HEARING-IMPAIRED CLIENTS ARE ALSO ABLE TO BE LINKED TO THE CENTRE'S TELETYPE WRITER LINE, PROVIDING THEM WITH ACCESS TO APPOINTMENT MAKING AND INFORMATION/ADVICE SERVICES.

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### Counselling

This unit, comprising two practitioners, provides essential support to the Centre's staff and clients. Both counsellors are experienced sexual health nurses with post-graduate qualifications in Gestalt Therapy.

Crisis support, assessment and short term interventions are most common, with limited long-term therapy available to clients with HIV.

Some issues people seek assistance with are: adjusting to news of a new diagnosis; contemplating beginning new treatments; adherence issues; negotiating safer sex; disclosure of status; sexual dysfunction and relationships.

Counselling offers clients the opportunity for support, reflection, challenge, and integration. The opportunity of a space separate from, yet complimentary to, complex medical consultations support the Centre's holistic approach.

Consultation with Liaison Psychiatry, Social Work, and other community agencies ensures speedy expert assessment, support and referral for our clients as needed.

### Telephone Service

The information and results phone service plays an important role at the Melbourne Sexual Health Centre. Experienced sexual health nurses staff these phones, providing clients with the opportunity to retrieve results over the phone following a consultation. The service always maintains strict confidentiality.

The public can also phone this service with any questions regarding sexual health. Nurses often explain risk factors for the transmission of Sexually Transmitted Infections (STIs), provide general information regarding sexual health and the tests available for STIs, as well as referring clients to other services such as counselling.

### Well Women's Clinic

A Well Women's health service is provided by advanced sexual health nurses. The clinic offers asymptomatic screening; education on Sexually Transmitted Infections/ safe sex practices; pap smears; pre and post HIV/Blood Borne Viruses counselling and testing; pregnancy testing; and referrals to other appropriate services.

### Well Men's Clinic

The Well Men's Clinic, which is also provided by advanced sexual health nurses, was established in response to an identified need to provide STI screening services for well (asymptomatic) men. The Well Men's Clinic provides sexual health screening for Sexually Transmitted Infections, Blood Borne Viruses and the ongoing treatment for previously diagnosed genital warts.

### Seeking treatment helps Simon and others...

Simon is a 29-year-old lawyer who was referred to us with a penile ulcer by his GP. The ulcer had been present for about a week but was painless. Simon is gay, and last had sexual contact with a casual male contact at a party three weeks earlier. Simon was diagnosed as having syphilis, and commenced a course of penicillin. He responded well to treatment. All his other tests for STIs (including HIV and hepatitis B) were negative, and Simon has now been vaccinated against hepatitis A and B. Our Partner Notification Officers were also able to find Simon's friend and organise testing and subsequent treatment for his syphilis as well.



### Triage

The walk-in triage system was implemented in 2001 to facilitate throughput of clients. It involves the rapid assessment of every client that comes to the Centre, with a focus on capturing the core target group.

Sexual health nurses, who have been adequately trained and are confident in the clinical aspects of the Centre, are rostered as triage nurses. Approximately 100-150 clients are triaged daily, with the nurse deciding how many clients can be seen based on the number of medical and nursing staff rostered in the clinic.

### The Blood Room

The Blood Room consists of two working stations and is manned by nurses who rotate their roles within the Centre. As the name suggests, the main role of the nurses is to take blood and to give injections. Blood taking and injections play a vital part in the diagnosis, management and treatment of sexual transmitted diseases.

### Follow Up

The follow up service is conducted by a core group of nurses at the Centre. All clients who test positive for certain Sexually Transmitted Infections, Blood Borne Viruses and abnormal PAP smears, are followed up and treated in accordance with the Centre's treatment and management guidelines. The process ensures that the individual and their contact(s) are aware and have received adequate treatment and follow up. Client confidentiality is maintained and respected with the utmost of care.

The system uses the Clinical Patient Management System to record diagnosis of infections and also has a recall diary to follow up clients who are untreated and unaware of positive results. The nurses conduct the follow up of these clients every day at the Centre. The nurse may also frequently liaise with the Partner Notification Officers that are based at the Centre.

The system also enables extraction of various data on the trends of diseases, as well as providing information to The National Surveillance for Infectious Diseases. In 2003, the Medical Director System was introduced, allowing electronic results to be directly imported from the Victorian Infectious Disease Reference Laboratory. Results can now be reported and people managed with greater speed.

## OUTREACH SERVICES



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### **Street Sex Worker Outreach Program**

Melbourne Sexual Health Centre nurses have been facilitating an outreach clinic to street sex workers since 1997. This clinic is based in Melbourne's inner bayside suburb of St Kilda at the premises of Resourcing Health and Education (RHED) in the Sex Industry, which is a statewide health service.

Many street sex workers have a variety of lifestyle issues that may increase their risk of acquiring Sexually Transmissible Infections, including multiple sexual partners, homelessness, poverty and/or drug use. These issues, together with the illegal nature of their work, may also interfere with their access to sexual health care. Through the outreach clinic, we aim to provide sexual health services to a targeted group in our community who do not readily access conventional medical services.

Two nurses coordinate a clinic twice a week based at the St Kilda site. A full range of tests for Sexually Transmitted Infections (STIs) and Blood Borne Viruses are available, along with other services such as management of hepatitis C, hepatitis A & B vaccinations, contraception and pregnancy advice, and counselling. In addition, a nurse and a worker from this organisation travel around the streets of St Kilda on a health bus in the evening, engaging clients and providing services.

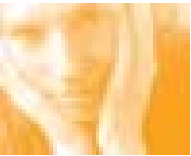
### **Sex on Premises Venues**

The Centre first commenced outreach to men who have sex with men at Sex on Premises Venues in 1984.

Patronage has steadily declined over the last few years despite extra initiatives to encourage clients (men who have sex with men) to avail themselves of this free, confidential, testing, vaccination, education and referral service.

The decrease in patronage came at a time when Victoria was experiencing a sharp and persistent increase in HIV notifications, particularly amongst this at risk and 'core' group. Accessing, educating, testing and treating members of such core groups are fundamental to reducing transmission rates.

Significant effort and increased resources has resulted in this targeted outreach expanding since 2002. From humble beginnings, the program now includes regular clinical services to four major Sex on Premises Venues. Recruitment of suitably experienced male nursing staff for this out of hours work remains a challenge.



### **Indigenous Australians Sexual Health Program**

The Centre's Indigenous Australians Sexual Health Program is an important and ongoing program that has and will continue to evolve. Since 1999, the Centre has worked closely with the Victorian Aboriginal Community-Controlled Health Organisation (VACCHO) to provide a range of sexual health services to the Indigenous Australian communities of Victoria. From 1999, this program has been coordinated jointly by a Melbourne Sexual Health Centre nurse and the VACCHO Sexual Health Team Coordinator.



The major project this program has run was the very successful Well Person's Health Check (WPHC). This community based health assessment program was designed to provide education, early detection and treatment for a range of health issues, with the focus on sexual health. By packaging a sexual health check within a general health assessment, the aim was to reduce the shame associated with sexual health checks. In just over three years the program delivered the checks to 11 Indigenous communities across Victoria. In total there was more than 1440 participants, with more than 85 per cent screened and treated for Sexually Transmitted Infections and Blood Borne Viruses. This data will inform Indigenous sexual health programs in the future.

### **CBD Outreach Clinic**

The weekly Central Business District outreach program that operated for four years ceased operation in September 2003. This clinic serviced the Injecting Drug Use community of Melbourne's Central Business District. The service ceased due to the development of a Living Room Primary Health Service, which is staffed by GP's and Community Health Nurses and provides ongoing screening for Sexually Transmitted Infections and Blood Borne Viruses.

Further services may be provided in the future, possibly with the help of Melbourne Sexual Health Centre staff, as the Living Room Primary Health Service expands its services in the city.

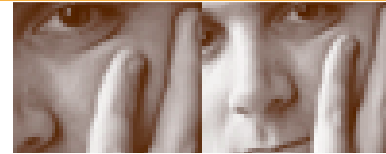


## SUPPORT SERVICES



### NEEDLE SYRINGE PROGRAM

THE CENTRE PROVIDES A NEEDLE SYRINGE PROGRAM, WHICH OPERATES ON A DAILY BASIS FROM THE PHARMACY. THE PHARMACY ISSUES A SMALL VOLUME OF EXCHANGES ON A WEEKLY BASIS.



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### Pharmacy

The pharmacy, which has been an integral part of the Centre since its opening, is responsible for dispensing all in-house prescriptions in the clinic. Approximately 200 to 300 items are dispensed in the pharmacy daily. Prescriptions for antiretroviral drugs written by community doctors are also dispensed at this pharmacy.

The pharmacy also provides comprehensive drug information to doctors/ clients as required.

### Infection Control

Melbourne Sexual Health Centre has an excellent record in infection control, with an Advanced Sexual Health Nurse dedicated to educating staff and enhancing workplace practice through the introduction of innovations and efficiencies. Services provided include the development and review of policies, procedures and practices, a review

of sterilisation techniques, maintenance of sterilising standards, and information and advice to staff.

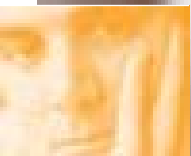
Recent initiatives introduced at the Centre include material safety data sheet registers, the introduction of spill kits, a review of specimen transportation, health and safety considerations in outreach settings (for example: the use of sanitising hand gels in the absence of hand washing facilities), and random swabbing of equipment to culture for pathogens. Plans for the future include an update of staff immunisations and awareness campaigns.

### Laboratory

Microbiology services are provided onsite at the Centre in a dedicated laboratory by staff from the Microbiological Diagnostic Unit Public Health Laboratory from the University of Melbourne. Their

presence onsite allows a close working relationship with the clinic's medical and nursing staff including "while you wait" examination of clinical smears, seeking a preliminary diagnosis. Patient specimens are also processed onsite and specialised molecular detection of Chlamydia is geared to the special needs of the clinic.

More than 40,000 tests per annum are conducted and the resources of the parent reference laboratory are also available as the need arises. This close working relationship between laboratory and clinical staff not only leads to rapid diagnosis and efficient treatment but also ensures the laboratory and clinical staff have a detailed understanding of each other's needs, which is reflected in optimal patient management.



About two years ago I was diagnosed with HIV. I've found a great team at the MSHC's Referral Clinic. They offer me ongoing medical care and support which helps me manage my health.

## ADMINISTRATION AND COMPUTER SERVICES



*Wangui Muhuthia*

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Melbourne Sexual Health Centre boasts more than 70 staff, comprising administration, nursing and medical units. The operations and administration unit is charged with the day to day running of the Centre, which incorporates budget, infrastructure management and human resources management.

The reception area is managed and run by the administration team. Several staff are responsible for being the first contact for those accessing the service. The staff greet, process and register clients and visitors at the main reception desk, and they also manage the busy switchboard.

Other essential roles include the management of client files, support to the medical and nursing staff and numerous other roles such as human resource support, coordination of maintenance, managing stores and the processing and monitoring of visitors and security passes. Administration support is vital to the smooth running of such a busy Centre.

*Operations Manager,  
Wangui Muhuthia*

### **Occupational Health and Safety**

Occupational Health and Safety at Melbourne Sexual Health Centre is an evolving area, with the aim to provide and maintain a safe environment for all people who attend the Centre.

The Occupational Health and Safety Committee meets on a monthly basis, with staff allocated to a wide range of responsibilities covering everything from first aid training and emergency response manuals to assessment of infection control and a review of "near misses" or accidents at the Centre.

### Brittney finds a pain-free solution...

The first words that Brittney uttered in the consultation were "can you please hurry up, I have to get back to my school so my Mum can pick me up at 3.30". She was 16 had come to the clinic because she was concerned about using her parent's Medicare card. She had recently noticed some "lumps" and was diagnosed with warts.

Although she had no symptoms, her test for chlamydia was also positive and she received free, confidential treatment. We saw a number of her friends in the weeks that followed at the Centre.



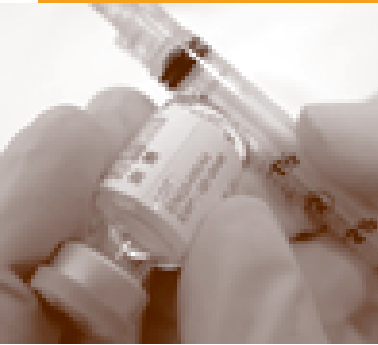
## THE EVALUATION UNIT

The Evaluation Unit is a unique project which was set up in the mid 1990's by the Melbourne Sexual Health Centre, in collaboration with the Women's and Children's Health Care Network. The idea behind its formation was to set up a small group of dedicated staff to participate in various sponsored pharmaceutical studies directed at trialing a vaccine, suppression

of transmission and/or treatment of genital herpes. Since then, the Unit has branched out into other areas of sexual health research, such as genital warts, pelvic inflammatory disease and HIV (resistance testing, lipodystrophy). Over the life of the Unit, more than 600 clients have been screened and many are regularly seen during study-related appointments.



# RESEARCH AND EDUCATION



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The University of Melbourne's Sexual Health Unit is situated at Melbourne Sexual Health Centre. It is one of the units of the School of Population Health located close to the Centre. The Unit has three staff, Yuan Gao (the Vice Chancellors Fellow) who is located in Beijing, China, where he is undertaking critical work on HIV/AIDS prevention throughout China; Darren Russell, a senior lecturer who has developed the Graduate Certificate in Sexual Health through the University of Melbourne; and the professor of Sexual Health and director of the Melbourne Sexual Health Centre, Christopher Fairley.

At any given time, students are involved in projects that aim to enhance the services offered by the Melbourne Sexual Health Centre.

Below are some of the projects recently undertaken or currently underway by students associated with the Centre:

*Risk factors for sexually transmitted infections (STI) among clients attending Melbourne Sexual Health Centre* David M Lee

*Development of questionnaire to provide the greatest sensitivity and specificity in detecting non-adherence to antiretroviral therapy used in the management of HIV* Asiye Doxanakis

*Recurrence rate of Bacterial Vaginosis (BV) after treatment with metronidazole over a 12 month period* Catriona Bradshaw

*Efficacy of current strategies and the role of newer technology in partner notificatio.* Jane Tomnay

*HIV/AIDS prevention and management* Mohsin Sidat

*Screening programs for men who have sex with men (MSM) in male-only saunas and a specialist clinic in Melbourne* Nicky Lister

*Clarifying the clinically heterogenous condition of non specific uretheritis* Peter Iser

*Knowledge and behaviour for acquiring sexually transmitted infections through oral sex* Sarah Hancock

*Audit of the adherence to antiretroviral data collected at the Melbourne Sexual Health Centre* Angga Permana

*Using computers to improve sexual history* Robin Tideman

*Chlamydia screening* Jane Hocking



PhD student,  
Mohsin Sidat

#### Publications: 2003

Baker HWG, **Mijch A**, Garland S, Crowe S, Dunne M, Edgar D, Clarke G, Foster P, Blood J. Use of assisted reproductive technology to reduce the risk of transmission of HIV in discordant couples wishing to have their own children: male sero-positive with undetectable viral load. *Journal of Medical Ethics* 2003.

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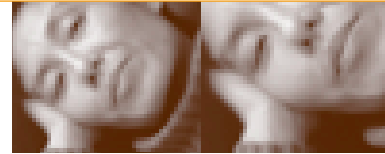
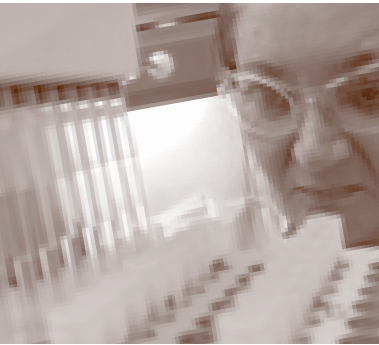
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## RESEARCH AND EDUCATION CONT.



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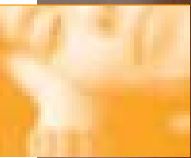
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**As a sex worker I  
am aware of STIs.  
To protect my health  
I always practice safe  
sex and visit MSHC for  
monthly check-ups.**



## RESEARCH AND EDUCATION CONT.



Scientist, Leonie Horvath  
with Christopher Fairley

022

**Lister NA, Tabrizi S, Fairley CK, Garland S.** Confirmation of Roche COBAS Amplicor assay for detection of Chlamydia trachomatis in rectal and pharyngeal specimens by an omp1 polymerase chain reaction assay. *Journal of Clinical Microbiology*. 2003; 42(1):239-241.

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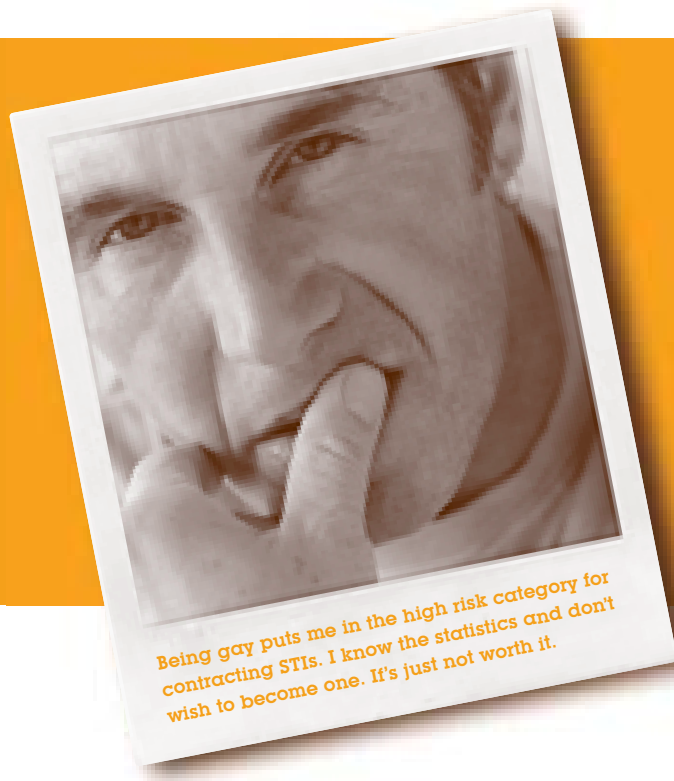
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# MSHC STATISTICS



## 2003: Consultations

<i>Clinic Type</i>	<i>Number</i>	<i>Male</i>	<i>Female</i>	<i>Transgender</i>	<i>Unknown</i>
General clinic	20,425	10,991	9,407	24	3
HIV clinic	1,927	1,743	170	14	-
Outreach	500	148	332	5	15
Vaccination	715	440	273	-	2
Total	23,567	13,322	10,182	43	20

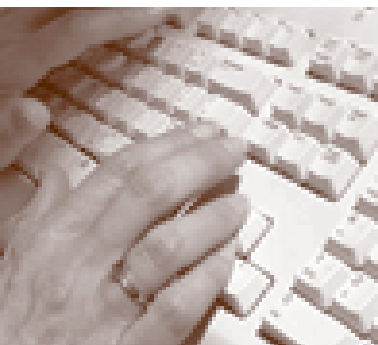
JAN 01 - DEC 31, 2003

NOTE: One visit can include consultations with several services provided by Melbourne Sexual Health Centre.

**85% OF WALK-IN CLIENTS WAITED LESS THAN 20 MINUTES TO SEE THE TRIAGE NURSE.**

**82% OF ALL CLIENTS WERE TREATED BY A PRACTITIONER WITHIN 90 MINUTES OF ARRIVING AT MELBOURNE SEXUAL HEALTH CENTRE.**

# MSHC STATISTICS



## 2003: Services

<i>Clinic Type</i>	<i>Male</i>	<i>Female</i>	<i>Transgender</i>	<i>Unknown</i>	<i>TOTAL</i>
General clinic	5,551	4,363	10	6	9,930
HIV clinic	521	63	2	0	586
Counselling	226	95	0	1	322
Vaccination	453	293	0	1	747

JAN 01 – DEC 31, 2003

These statistics represent the number of individuals seen through each service at Melbourne Sexual Health Centre.

NOTE: If an individual has accessed more than one service during a visit, then they are counted in both services. Individuals who have accessed the service more than once are only counted once.

## 2003: Diagnosis

<i>Diagnosis</i>	<i>Male</i>	<i>Female</i>	<i>Transgender</i>	<i>Unknown</i>
Dermatosis	757	491	-	1
Chlamydia	481	290	-	-
Bacterial Vaginosis	-	528	-	-
Gonorrhoea	263	9	2	-
Herpes	277	228	-	-
NGU*	617	3	1	-
Post Coital Interventionion	-	369	-	-
Warts	1,200	611	1	-
HIV	63	6	-	-

JAN 01 – DEC 31, 2003

\* Non-gonococcal urethritis

# STAFF LIST

## ADMINISTRATION AND COMPUTER SERVICES

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Moshin Sidat PhD student  
Julie Silvers Research Nurse  
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Margaret Morris Sexual Health Nurse  
Lorna Moss Sexual Health Nurse  
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Irene Petalotis Laboratory Scientist  
Chris Thomas Pharmacist

This report was produced in 2004.

The detailed case studies that appear throughout this report are based on actual cases but names have been changed. Photographs which appear throughout this report do not portray actual clients of Melbourne Sexual Health Centre.

To be a leader in the management and prevention of Sexually Transmitted Infections (STIs) and



**MELBOURNE SEXUAL HEALTH CENTRE**

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the promotion of sexual health for everybody

