

Guidelines for Making Referrals to Health Services

CBD Homelessness Health Access Protocol

1. Encourage the person who is experiencing homelessness to attend the health services they need by:

- a. identifying problems relating to attending appointments and working out ways to assist the person to attend;
- b. explain the service and how it works or get someone who can do this for you;
- c. talk through any expectations which may or may not be achieved;
- d. provide material aide to reduce barriers for attendance;
- e. seek consent to make the referral directly if the person cannot do this for themselves. (See section 6 of the Protocol); and
- f. ask how it went and be open to discussing any follow up appointments.

2. In making a referral to an agency:

- a. ask about any protocol for priority of access;
- b. see if it is possible for the person to attend without an appointment;
- c. discuss needs, including longer appointments, gender issues;
- d. seek out a support/contact person within the service to assist;
- e. define your role with the service; and
- f. provide information to reduce duplicated questioning.

3. In supporting someone's attendance to a health service:

- a. where appropriate, accompany or provide your contact details;
- b. follow up with service and/or person to ensure attendance;
- c. give feedback that will help the service to be more responsive to the needs of people experiencing homelessness; and
- d. attend /offer opportunities for workers to share practice.

4. To ensure that you can support people who experience homelessness to care about their health:

- a. care about everyone's health and promote good health as a normal part of the work you do;
- b. if some one looks to be in pain or unwell ask the person if you can help them get some assistance;
- c. learn about health issues related to homelessness; and
- d. know the health services that are available to people experiencing homelessness in the CBD of Melbourne and the services that can assist in finding the right service.

Please review the **A5 CBD Homelessness Health Access Protocol: Guide to Accessing Services** for the operating days and times of the various services listed above. It also lists many other agencies that provide services to the homeless population in Melbourne's CBD.



Inner North West
PRIMARY CARE PARTNERSHIP

KEY ACCESS POINTS IN HEALTH: A QUICK REFERENCE GUIDE

Area	Issues	Advice and Access Point	Contact
MENTAL HEALTH CLINICAL	<ul style="list-style-type: none"> Crisis/Acute assessment - CAT Access 	ROYAL MELBOURNE HOSPITAL North Western Mental Health Centralised Triage – 24 hours	Phone: 1300 874 243
MENTAL HEALTH NON CLINICAL	<ul style="list-style-type: none"> accessing short/long-term case management day programs advice with referral into residential services daily living skills 	DOUTTA GALLA COMMUNITY HEALTH SERVICE	Phone: (03) 8378 3500 Ask for: Mental Health Intake Worker
DENTAL General Emergency Dentures Children	<ul style="list-style-type: none"> dental services health and health care service information discussing health issues initial written assessments and referrals 	DOUTTA GALLA COMMUNITY HEALTH 6 Gower St Kensington	Phone: (03) 8378 1670 Email: Deborah.Swalwell@doutta.org.au Ask for: Deb
INDEPENDENT LIVING SUPPORT (Aged & Disability)	<ul style="list-style-type: none"> aged care packages meals programs day programs/social support allied health daily living support 	CITY OF MELBOURNE (Aged Care Services) Level 3, Council House, 200 Little Collins Street, Melbourne	Phone: (03) 9658 9542 Ask for: Assessment and Intake Worker
WOMEN'S HEALTH (sexual and reproductive health)	<ul style="list-style-type: none"> sexual and reproductive health cervical screening antenatal care 	THE WOMEN'S HOSPITAL Women's Health Information Centre, Corner Grattan Street & Flemington Road, Parkville	Phone: (03) 8345 3045 or 1800 442 007 Email: askanursemidwife@thewomens.org.au Women can drop in Ask for: Referral options and health information
EMERGENCY & HOSPITAL CARE	<ul style="list-style-type: none"> support in emergency/acute care post-care follow up health prevention 	ST VINCENT'S HOSPITAL Emergency Department 24 hours Victoria Parade, Fitzroy	Phone: (03) 9288 2211 Ask for: Triage
INJECTING DRUG USE AND ALCOHOL TREATMENT	<ul style="list-style-type: none"> GP health services pharmacotherapy prescribing multidisciplinary team biopsychosocial support 	THE LIVING ROOM 7-9 Hosier Lane, Melbourne	Phone: (03) 9945 2100 Ask for: Team Leader
	<ul style="list-style-type: none"> GP specialist support self-care treatment programs prescriptions and dispensing 	NORTH YARRA COMMUNITY HEALTH - DRUG SAFETY SERVICES - INNERSPACE 4-6 Johnson Street, Collingwood	Phone: (03) 9417 1299 Ask for: Team Leader – Harm Reduction Services or Team Leader Primary Health
YOUTH HEALTH	<ul style="list-style-type: none"> youth health assessment, treatment and follow up specialist referrals health prevention and promotion 	FRONT YARD YOUTH SERVICES 19 King Street, Melbourne	Phone: (03) 9611 2411 Ask for: Youth Health Nurse
HEALTH GENERAL	<ul style="list-style-type: none"> general health assessment assistance with medication outreach assessments wound treatment and after care 	RDNS HOMELESSNESS OUTREACH HEALTH NURSE located at THE LIVING ROOM 7-9 Hosier Lane, Melbourne	Phone: (03) 9945 2100 ask for RDNS HPP nurse in CBD
	<ul style="list-style-type: none"> general medical & nursing allied health social/welfare services outreach services Aboriginal health worker (NYCH) 	NORTH YARRA COMMUNITY HEALTH 75 Brunswick Street, Fitzroy	Phone: (03) 9411 3555 Or info@nych.org.au
		DOUTTA GALLA COMMUNITY HEALTH SERVICES	Phone: (03) 8378 3500 Ask for: Central Intake Service
OUTREACH EYECARE SERVICES	<ul style="list-style-type: none"> eye examination eye health visual aids 	OUTREACH SERVICES AUSTRALIAN COLLEGE OF OPTOMETRY	Phone: (03) 9349 7472 Ask for: Outreach Services Email: outreach@aco.org.au

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Copies of this document can be obtained from: INW PCP, 11 Glenlyon Rd Brunswick Victoria 3056, Ph 9389 2262 www.inwpcp.org.au