NSW MULTICULTURAL HIV & HEPATITIS SERVICE

HIV Clinical Concierge Program

NSW Multicultural HIV and Hepatitis Service (MHAHS)

Finding out you have HIV can be overwhelming. You may be worried about your health, family, work, and treatment. It can be especially difficult if English is not your first language and you are not familiar with the Australian health system.

Having support at this time can make it easier and less confusing. The MHAHS HIV Clinical Concierge Program (HIV CCP) offers free one-on-one support in your language.

What is it?

The HIV CCP provides support to people from culturally-and-linguistically diverse backgrounds living with HIV.

Our aim is to help you understand your diagnosis and connect you with various clinical and support services for HIV so you can maintain a healthy life.

How does it work?

You will be matched with a trained Cultural Support Worker who speaks your language and understands your culture. They will provide you with personalised support either over the phone or face-to-face for up to 12 months.

The Cultural Support Worker can help you:

- understand information about your health and your treatment and care options.
- access health and support services for HIV.
- communicate your needs and concerns with your treatment team.

Receiving support through the HIV CCP is completely private and confidential.

How do I get support?

If you are interested in getting support from a Cultural Support Worker, let your nurse or doctor know, or contact us via the email or phone numbers provided.

Key features

- **Free:** no Medicare card
- **NSW state-wide coverage**
- **Confidential**

Contact us

If you have any questions, please contact us.

info@mhahs.org.au

+61 2 9515 1234

If you prefer to speak in your language, call the free **Translating and Interpreting Service (TIS)** on: 131 450

NSW GOVERNMENT Sydney Local Health District