



Care
Education
Advocacy

Our Clinics



**Sexual Health Victoria (SHV)
is committed to equitable
access to high-quality
sexual and reproductive
healthcare for all.**

We embrace diversity and welcome everyone of all genders, sex, age, cultural background, sexual orientation, religion and ability.

Our team of healthcare professionals are committed to your care during consultations. We value your individual needs and invite you to share with us how we can best respect and support you.

Services

We provide advice, testing, prescriptions, information and support information on a range of reproductive and sexual health services.

SHV can discuss contraceptive choices best suited to an individual including:

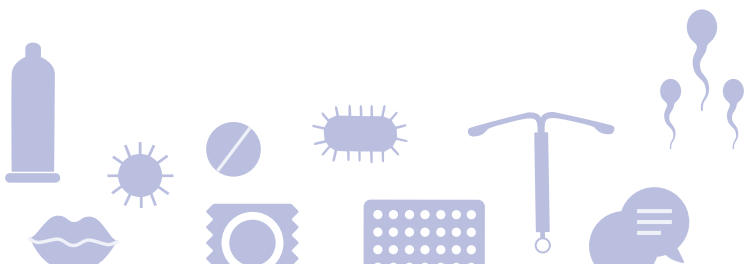
- Daily contraceptive pills
- Vaginal ring
- Barrier methods including condoms and diaphragm
- Emergency contraception
- Contraceptive injection
- Advice and referral for other contraceptive methods including tubal ligation, vasectomy and fertility awareness-based family planning

SHV specialises in long-acting reversible contraception (LARC) including:

- Insertion and removal of hormonal and non hormonal intrauterine devices (IUDs)
- Insertion and removal of the contraceptive implant (Implanon NXT)

Other services include, but are not limited to:

- STI/BBV testing and treatment
- Medical termination of pregnancy (MTOp)
- PrEP (HIV prevention prescriptions)
- Cervical screening – including self-collect
- Pregnancy advice and testing
- Treatments for common gynaecological and vulval conditions
- Menopausal treatment and referrals
- Referrals to external specialists



Appointment information

To schedule an appointment, you can either call us on 1800 013 952 or visit our website shvic.org.au. Our standard appointment duration is 30 minutes, but we can adjust it based on your specific requirements.

Appointments are by bookings only. Walk-in appts will be considered depending on availability of clinical staff. Clients will receive a confirmation text request prior to the appointment, not confirming will result in a cancelled appointment.

Fees

Payment is due at the time of consultation. If you are 21 years or younger with a Medicare card or possess an eligible concession card, most general consultations may be bulk billed. Additional costs for pathology tests may apply. For our fee breakdown, visit shvic.org.au/fees

Interpreter services

SHV works closely with the National Translating Interpreter Service (TIS) and Auslan Services. If you require this service, please contact one of our clinics to book an onsite interpreter.

Test results

We will inform you promptly if there is an abnormal test result and create a management plan. Normal or negative results can be received through our SMS results service.

Recall and reminder service

When you register with SHV as a new client, you can provide consent for our staff to reach out to you in the future as part of a reminder service.

Home visits

Home visits are available for clients whose limitations prevent them from attending the clinic. Please speak with reception if you would like further information.



Communication policy

Our receptionists can answer general questions over the phone, but for clinical information, you'll be transferred to a nurse to assist. If your call is urgent or you have symptoms, please let us know so we can prioritise your call. We aim to return non-urgent calls within one business day and respond to non-urgent emails within two business days. Please keep in mind that email isn't a secure method of communication.

Health information and your privacy

At our practice, safeguarding the privacy of your health information is of utmost importance to us. To learn more about our commitment to maintaining your confidentiality, visit shvic.org.au/privacy.

SHV is a leading training provider

We offer comprehensive training programs for doctors and nurses, empowering them with advanced skills and expertise. You may receive care from a highly qualified health professional who is completing advanced training with us, while being closely supervised by an SHV staff doctor or nurse.

We value feedback

You may access our patient feedback forms at the front counter or submit your feedback via email to feedback@shvic.org.au. We appreciate your time and input in helping us improve our services.



Contact

Box Hill

901 Whitehorse Rd
Box Hill VIC 3128
T/ 03 9257 0100
F/ 03 9257 0111

Our Box Hill clinic opening hours

Mon – Fri 9am – 5pm
Sat & Sun Closed
Public Holidays Closed

Melbourne

Level 1, 94 Elizabeth St
Melbourne VIC 3000
T/ 03 9660 4700
F/ 03 9650 8567

Our Melbourne clinic opening hours

Mon – Fri 9am – 5pm
Sat & Sun Closed
Public Holidays Closed

After-hours

For urgent matters present to your local
Emergency Department or call 000.

For after-hours support regarding medical
terminations of pregnancy please call the 24hr
helpline on 1300 003 707 (option 3), for all
other matters call DoctorDoctor on 13 26 60*

*Please note DoctorDoctor does not operate
between 8am and 12pm on Saturdays.

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 twitter.com/sexualhealthvic

 linkedin.com/company/sexual-health-victoria

 instagram.com/sexualhealthvictoria

www.shvic.org.au