



# Making Service Access Fairer for People with HIV and Complex Care Needs in NSW is Overdue

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## BACKGROUND, AIMS & METHODS

- Positive Life NSW conducted an independent review into PLHIV with complex care in NSW in late 2017
- Project Advisory Group steered process (LHD and NGO representatives)
- Purpose of the review to improve service delivery and equity
- Review process: literature review; needs assessment; service mapping; gap analysis; report with recommendations (3 months timeline)
- 21 meetings with Sexual Health Services, HIV NGOs and state-based specialist providing case support and case management services to PLHIV with Complex care needs
- Key informants asked 20 questions – 1) profile and number of clients, 2) models of service delivery; 3) service gaps and stresses, 4) how services could be improved
- Review included developing definition of HIV and complex care and determining PLHIV population distribution data – to determine service utilization comparisons



## KEY FINDINGS

- 14% (1,360) PLHIV receive care coordination/case support services in NSW (public system)
- 4.8% (465) PLHIV receive case management services (public system)
- Numbers significantly differ from service to service and between LHDs
- Services in SWSLHD, SLHD, WSLHD/NBMLHD, SNSWLHD, WNSWLHD/FWNSWLHD reported substantial stress meeting demand
- Residential distribution and demographic mix of PLHIV in NSW has changed – 38% now live in Western/South Western/Southern Sydney/Nepean/Blue Mountains/Northern Sydney/northern Beaches and Gosford/Wyong areas
- Albion Centre, 2xHIV Outreach Teams, Adahps, IBAC, ACON, BGF, Positive Life, all situated within 2K radius of Central. Sydney Sexual Health, PozHet, MHAHS and RPA HIV service within 4K of Central
- Estimated gap of 2,000 PLHIV who may develop complex care needs in the future

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## IMPLICATIONS

- Service access equity for PLHIV with complex care needs to be improved
- Some services are struggling to meet demand and need to work collaboratively to ensure service gaps are addressed to improve access
- Funding needs to be allocated to maximize equitable service provision, eliminate duplication and focus on those PLHIV with greatest need
- Some services need to consider moving further west to reflect the changed demographic of PLHIV
- NGOs need to better support services in Western/South Western Sydney, Southern, Western and Far Western NSW
- PLHIV with complex care needs in South Western/Western Sydney and regional NSW have a right to better service access and increased service options

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