



Client Care Fund

What is the Client Care Fund?

The Client Care Fund (CCF) is a brokerage fund available to People Living with HIV (PLHIV). It is funded by Queensland Health and managed by Spiritus Positive Directions.

Who Can Apply?

All applications must be for a HIV positive person **AND** the applicant must be a registered client with Spiritus Positive Directions within the state of Queensland.

What is the criteria of the Client Care Fund?

- Positive Directions will purchase **one-off services/items** in circumstances where no other public service is readily available.
- The purchased services are to be **time limited** and funded responses will focus on resolving any further likelihood of an issue re-occurring.
- Personal financial aid or emergency financial assistance is **NOT** considered an eligible item for the Client Care Fund.
- The Client Care Fund committee will not consider any retrospective claims of any kind.

What types of services ARE funded by the Client Care Fund?

The Client Care Fund may be used to purchase services in the state of Queensland required in the management or care of PLHIV.

What would not be funded by the Client Care Fund?

The Client Care Fund *cannot* be used for:

- Emergency Relief of any kind (e.g., food parcels)
- Payment of bills
- White goods
- Education courses
- Repeated applications
- Any service outside of Queensland.

How do I apply?

The first thing to do is become a registered client of the program, and talk to your PD team about your needs. They will then complete the application for Client Care Funds. This will be with your full consent. The application will be submitted to the CCF Committee at Positive Directions, who will assess the application according to the Client Care Fund guidelines. This means that a CCF application must be approved by the Committee before a service can be provided.

How will I know if my application has been successful?

Your PD team member will advise you of the outcome and let you know what happens next.

Can I appeal and who do I contact?

If your application is not successful, and you would like to appeal the decision, please contact the State Manager of Spiritus Positive Directions, Mr Vince O'Donnell (email: Vodonell@spiritus.org.au)

About

Positive Directions

Spiritus Positive Directions is funded by Queensland Health to provide a state-wide care co-ordination, information and referral service for People Living With HIV (PLHIV) in Queensland.

Locations

Brisbane

101a Watson Street
Camp Hill QLD 4152
PO Box 3387
Norman Park QLD 4170
Ph 07 3900 8000
Fax 07 3843 4962

Gold Coast

18a West Street
Burleigh Heads QLD 4220
PO Box 590
Burleigh Heads QLD 4220
Ph 07 5576 8366
Fax 07 5535 2166

Sunshine Coast

Level 2, 15 Sydney Street
Nambour QLD 4560
PO Box 344 Nambour
Qld 4560
Ph 07 5441 1222
Fax 07 5441 1566

Townsville

Level 3, 155 Denham Street
Townsville QLD 4810
PO Box 5186
Townsville QLD 4810
Ph 07 4721 1384
Fax 07 4724 2491

Cairns

3b/151 Martyn Street
Cairns QLD 4870
PO Box 2975
Cairns QLD 4870
Ph 07 4051 1028
Fax 07 4051 0928

Email: PDinfo@spiritus.org.au

Web: www.positivedirections.org.au

Who do I contact?

If you are interested in the Client Care Fund, please contact your local Positive Directions team for more information. Their numbers are located above.

You can also contact the State-wide Manager or the **Resource Coordinator** in the Brisbane office, ph: 07-3900 8000.