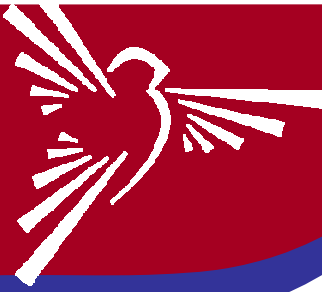


# Client Care Fund and You

**Positive DIRECTIONS**

SPIRITUS ♦ The Anglican Church caring



## What is the Client Care Fund?

The Client Care Fund (CCF) is a Queensland Health fund available to People Living With HIV (PLHIV). It is designed to help you gain access to services in Queensland that you need as part of your health care.

## Who can apply?

You must be a client of Positive Directions (PD). If you are not, please call your local Positive Directions office.

## Is there a limit to CCF?

Yes there is. The CCF guidelines are available from our website [www.positivedirections.org.au](http://www.positivedirections.org.au) and it provides more information about what you can apply for. Your PD team member can also provide you a copy of the CCF guidelines.

## What happens after my CCF has been approved?

- ✔ **Your local PD member will let you know that the CCF has been approved.** They will get in contact with you and inform you of the outcome of your CCF.
- ✔ **A letter will be produced.** Positive Directions will produce a signed letter that clearly outlines what PD has agreed to pay for. This letter will be emailed or faxed to the service provider. You can have a copy too – just ask your local PD team member who will provide you with a copy.
- ✔ **Make the appointment.** Now that your application has been approved, you can make the appointment with the service provider. You must do this within eight (8) weeks from the approval date. If you don't, your CCF could be declared as *null and void* and you will have to re-apply.
- ✔ **Keep your PD team in the loop.** It's important that we know of any changes -- such as you could not make the appointment within the eight (8) week time frame or that you don't need the assistance of CCF anymore. If you do experience any problems at all, just contact your PD team member.
- ✔ **Payment.** You won't have to collect an invoice. The service provider will send it directly to Positive Directions for payment.
- ✔ **Each approved CCF must be completed by the end of June.** In order to continue to receive funding, Positive Directions must send a report to Queensland Health on June 30<sup>th</sup> every year so it is vital that your CCF is completed by then.

## What if CCF is paying for my nutritional supplements?

You will not need to do anything. The Nutrition Advisor at Positive Directions will order the supplements for you and they will be delivered to your home, or at another venue that you consent to. The invoice will come directly to Positive Directions for payment.

## 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 167  
Stones Corner QLD 4120  
**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](mailto:PDinfo@spiritus.org.au)

Web: [www.positivedirections.org.au](http://www.positivedirections.org.au)

## Who to contact

If you are interested in the Client Care Fund, please contact your local Positive Directions team.

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

**The Hope Fund** may also be of assistance. Contact QPP on 07-3013 5555.