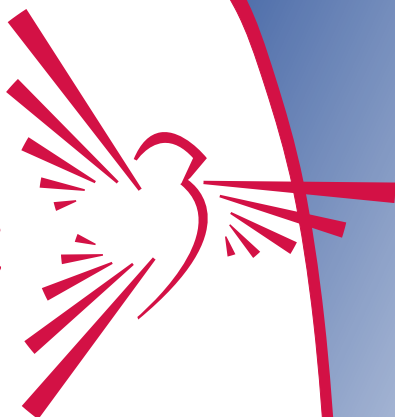


Positive DIRECTIONS

SPIRITUS ♦ *The Anglican Church caring*



Client Information HANDBOOK

CONTENTS

	page
Welcome message	2
Contact us	4
Our health promotion activities	5
Our principles	6
Our standards	7
Your rights & responsibilities	8
Your privacy and confidentiality	9
Complaints & feedback	11
Other services in Queensland	13

2010 edition

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SPIRITUS POSITIVE DIRECTIONS IS FUNDED BY



Queensland
Government



WELCOME!

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

The program is based within the Social Services arm of Spiritus and we have offices around the state of Queensland, including Cairns, Townsville, the Sunshine Coast, Brisbane and the Gold Coast.

We work collaboratively with other services in the HIV sector and the general community sector to bring about the best health outcomes for PLWHA in Queensland.

We value the PLWHA community, and we will demonstrate this commitment to the PLWHA community by upholding the following values:

- ◆ respect and dignity
- ◆ integrity and honesty
- ◆ inclusiveness and diversity
- ◆ professionalism and ethics
- ◆ responsiveness

What does Positive Directions do?

We offer a quality service by providing each PLWHA with a specialised team of people with HIV expertise in clinical care, and the social determinants of health, nutrition, mental health, and resources.

How do we do that? By working with you in three key ways:

- ◆ **Care co-ordination**
 - working with you to understand what services you need and then working with you towards securing those services.
- ◆ **Providing information**
 - on topics that are relevant to you, and to HIV, that can help you make an informed choice about your health care needs and ongoing needs.

Among the resources available to you is our cookbook (“Eating Positive”) and nutritional advice, health promotion activities (see page 5) and other educational materials on topics of interest to PLWHA.

- ◆ **By making referrals**
 - on your behalf to services that can best assist you achieve and maintain optimal health.

Full contact details for each of our offices are listed on the next page, but you can also find out more about Positive Directions by:

- ◆ telephoning **07 3900 8000** (Brisbane metro only)
or **1800 422 313** (Freecall, outside Brisbane)
- ◆ emailing PDinfo@spiritus.org.au
- ◆ visiting www.positivedirections.org.au

Wherever you are in Queensland, on behalf of the team: WELCOME.



Vince O'Donnell
Statewide Manager, Spiritus Positive Directions

CONTACT US

CAIRNS

OFFICE 3b/151 Martyn Street, Cairns
PHONE 07 4051 1028
FAX 07 4051 0928
MAIL PO Box 2975, Cairns Q 4870

TOWNSVILLE

OFFICE 3/155 Denham Street, Townsville
PHONE 07 4721 1384
FAX 07 4724 2491
MAIL PO Box 5186, Townsville Q 4810

SUNSHINE COAST

OFFICE Level 2, 15 Sydney Street, Nambour
PHONE 07 5441 1222
FAX 07 5441 1566
MAIL PO Box 344, Nambour Q 4560

BRISBANE

OFFICE 101a Watson Street, Camp Hill
PHONE 07 3900 8000
FAX 07 3843 4962
MAIL PO Box 3387, Norman Park Q 4170

GOLD COAST

OFFICE 18a West Street, Burleigh Heads
PHONE 07 5576 8366
FAX 07 5535 2166
MAIL PO Box 590, Burleigh Heads Q 4220

HEALTH PROMOTION ACTIVITIES

Positive Directions have health promotion programs* operating at various times throughout the year.

Life Enhancement Action Program (LEAP) is a structured group nutrition and exercise program conducted over 8 weeks. Exercise plans are individualised and supervised by a personal trainer, and nutrition information sessions are delivered by a qualified dietitian. The program aims to improve cardiovascular health, strength, fitness, nutrition status and psychological health.

Changing Lanes uses a range of behavioural and cognitive (thinking) strategies to target specific aspects of a person's thinking and reacting to situations. Cognitive strategies assist people to identify, analyse and challenge their thinking whilst behavioural strategies assist in managing physical symptoms, such as rapid breathing, sweating, trembling and lethargy which can be symptomatic of mood disorders. This group program focuses on helping participants learn skills to help identify and change negative thinking.

Wellness programs courses are based on the principle that it is possible to live with a chronic condition such as HIV, and attain an improved quality of life. The program seeks to achieve this by introducing information, tips and self management strategies for mind and body. A family member, partner, carer or friend is welcome to attend the course with you, as they too will gain from learning strategies to help you better manage a chronic condition.

* Please note: not all health promotion programs are offered in all locations all year-round, and clients are asked to please consult your local PD office or team member for availability details

THE PRINCIPLES GUIDING OUR PRACTICE

Positive Directions aims to:

- ◆ **empower PLWHA to determine their own health needs** and then link PLWHA to health care services
- ◆ **empower community development initiatives** for PLWHA
- ◆ **assist PLWHA** by facilitating collaborative care co-ordination that ensures individuals receive the benefits of well-planned, effective and accountable service
- ◆ **maintain a holistic multi-disciplinary approach** to care provision for PLWHA
- ◆ **ensure practice is evidence-based and responsive** to the changing issues of PLWHA
- ◆ **provide time-limited direct care services to PLWHA** where appropriate, and where all alternatives have been exhausted
- ◆ **facilitate equitable access for PLWHA** to all specialist and mainstream services across Queensland
- ◆ **support service provider networks** (including training opportunities) to ensure high standards of community-based care are delivered to PLWHA
and
- ◆ **network with other programs** and participate in interagency forums to inform program planning, implementation and evaluation.

THE STANDARDS GUIDING OUR SERVICE

Our objective is to provide our clients with:

◆ access to services

to ensure that each person's access to a service is decided only on the basis of relative need

◆ information and consultation

to ensure that each of our clients is informed about his or her rights and responsibilities and the services available

◆ efficiency and effective management

to ensure that our clients receive the benefit of well-planned, efficient and accountable service co-ordination

◆ co-ordinated, planned and reliable service delivery

to ensure that each person receives co-ordinated services that are planned, reliable and meet his or her particular ongoing needs

◆ privacy and confidentiality

to ensure that each person's rights to privacy and confidentiality are respected, and that he or she has access to personal information held by Positive Directions

◆ advocacy

to ensure that each person has access to an advocate of his or her choice

◆ information about complaints and disputes

to ensure that each of our clients has access to fair and equitable procedures for dealing with complaints and disputes

YOUR RIGHTS AND RESPONSIBILITIES

All community organisations and agencies are required by the Australian Government to maintain national service standards in order to provide quality care. The rights and responsibilities listed on this page are related to those service standards.

YOUR RIGHTS

As a Positive Directions client, you have the right to:

- ◆ **be treated with respect and courtesy** by the members of the Positive Directions team
- ◆ **be informed on care options and to give your views** regarding the development of your care plan
- ◆ **be a full participant in making decisions** about your care
- ◆ **receive quality service** from the Positive Directions team
- ◆ **privacy and confidentiality**
- ◆ **an advocate** if you feel you need or want this support
and
- ◆ **make a complaint** or offer any other helpful feedback which might assist us to improve our service to you.

YOUR RESPONSIBILITIES

As your service provider, we ask that you:

- ◆ **treat with respect and courtesy** the staff and volunteers of Positive Directions
- ◆ **provide a safe work environment** for our staff and help them to safely provide you with services, and inform them if there are any potential hazards
and
- ◆ **take responsibility for the results of any decisions you make** with our staff about your care.

If you would like any further information on these rights and responsibilities, please talk with your regional team or contact our Brisbane office on (07) 3900 8000

PRIVACY AND CONFIDENTIALITY POLICY

Positive Directions is committed to ensuring adequate privacy and maintenance of confidentiality in matters relating to our clients accessing our services.

GENERAL PRIVACY AND CONFIDENTIALITY

All our employees receive on-going supervision and education on national privacy and confidentiality standards. Upon commencing employment with Positive Directions, all staff are required to sign the Spiritus Code of Conduct Policy which outlines the organisation's expectations on confidentiality and privacy.

CLIENT FILES

- ◆ Your signed consent form is kept in your confidential file.
- ◆ All documents maintained in our files on you are relevant only to the provision of our services to you.
- ◆ We will advise you of the types of information contained within your files and the reasons why we retain such information.
- ◆ Other than yourself, only personnel of Positive Directions who have signed a Code of Conduct Agreement will have access to your file and/or its contents, unless your prior written permission is specifically obtained.
- ◆ You will be advised of the people who have access to your file, upon acceptance as a Spiritus Positive Directions client.
- ◆ Client files are kept in locked drawers on the premises of Positive Directions and, when our staff are engaged in outreach visits, any necessary files are kept in the locked boot of the car assigned to that Positive Directions staff member.
- ◆ When a client leaves our service, their files are stored in the locked filing drawers on the premises of Positive Directions for seven years. After seven years the files are then shredded.

PRIVACY AND CONFIDENTIALITY POLICY

(continued)

INTERVIEWS AND MEETINGS

- ◆ Interviews with you about your care will be conducted in the relevant offices of Positive Directions, or in a mutually agreed-upon location that best suits your confidentiality and privacy needs.
- ◆ In the event that all interview rooms are in use, our staff will endeavour to locate a suitable private space to conduct the meeting.
- ◆ Our staff will ensure appropriate private space will be made available for you when any visitors are present, or when you request privacy for any reasonable purpose.

HOW DO I PROVIDE FEEDBACK?

Positive Directions believes that our clients have the right to provide feedback about the service process or delivery, to have their complaints investigated fairly, promptly, confidentially and without retribution, and to involve a support person or advocate of their choice in any grievance discussions where necessary.

PRINCIPLES

When you commence as one of our clients, and periodically thereafter during your time with us, you will be made aware of our internal complaints processes, as well as of external bodies to whom complaints can be taken.

You and your carers will not be disadvantaged in exercising your right to complain by any lack of English proficiency, or of literacy skills.

All client complaints and disputes will be dealt with at our regional team level wherever possible, or through our main Brisbane office, and if we are unable to satisfactorily resolve the issue you may address your grievances at an organisation level, as outlined on the Client Complaints and Disputes Flow Chart which is available on request from our offices.

Our complaints processes can address both formal and informal concerns expressed by you and your carers.

OUTCOMES

- ◆ You will be made aware of our internal and external complaints and feedback processes.
- ◆ Your concerns will be dealt with fairly, promptly, confidentially, and without retribution.
- ◆ Our services will be modified as a result of any upheld complaints.
- ◆ Assistance, if you request it, will be offered by Spiritus to help with the resolution of any conflict that arises between you or your primary carer about a service offered by us.

FEEDBACK CHANNELS

Naturally, we also like to receive compliments and other feedback from our clients and other service providers in relation to the work of Positive Directions, if you believe this is warranted.

There are a number of ways in which you can make a complaint, offer us a compliment, or generally give us some feedback.

Initially, it is preferable if you feel you are able to raise the matter with your local Positive Directions team or office, either in person or by telephone.

Alternatively, you are able to make a complaint or compliment verbally to the Statewide Manager on (07) 3900 8000.

If you wish to provide your feedback in writing, you can do so by post to:

The Statewide Manager
Spiritus Positive Directions
PO Box 3387
Norman Park Q 4170

or by sending an email to PDinfo@spiritus.org.au

OTHER HIV/AIDS SERVICES IN QUEENSLAND

Queensland Positive People (QPP) is a community-based, not-for-profit organisation which is funded by Queensland Health to provide a range of services including advocacy, peer support & self-help activities and treatments & health promotion information to people living with HIV (PLHIV) and those affected by HIV throughout Queensland.

QPP also hosts The HOPE Fund and the Queensland Positive Speakers Bureau (QPSB).

◆ More information?

Phone: 07 3013 5555
Fax: 07 3891 1830
Freecall: 1800 636 241 (outside Brisbane)
Email: info@qpp.net.au
Website: www.qpp.net.au/

The **Hepatitis Council of Queensland (HCQ)**

is a community-based, non-profit non-government organisation which recognises the diversity of, and represents the interests of people affected by Hepatitis. The HCQ seeks to improve the quality of information, support and care for people by Hepatitis and is committed to working in a partnership approach to enhance the community responsiveness to this epidemic.

◆ More information?

For enquiries or a membership form call the Telephone Information Line:

Phone: 07 3236 0612 (*Metro Brisbane*)
Fax: 07 3236 0614
or
Phone: 1800 648 491 (outside Brisbane)
Email: reception@hepqld.asn.au
Website: www.hepqld.asn.au

OTHER HIV/AIDS SERVICES IN QUEENSLAND

The **Ethnic Community Council of Queensland (ECCQ)**

ECCQ is a community based organisation and its mission is to ensure “that all people from diverse cultural and linguistic backgrounds have equal access to services and can fully participate in all aspects of a cohesive and harmonious Queensland”. ECCQ’s activities and services encompass advocacy; community development initiatives; statewide health programs; support groups; cross cultural training; multicultural policy development and research and a resource and reference library. Its HIV/AIDS, Hepatitis & Sexual Health program provides information in different languages through face to face education and printed multilingual resources.

◆ **More information?**

Phone: (07) 3844 9166

Fax: (07) 3846 4453

Email: administration@eccq.com.au

Website: www.eccq.com.au

Queensland Health Sexual Health Units

You can also find a Sexual Health Unit in many locations in Queensland, by going this website: www.health.qld.gov.au/sexhealth/help

Queensland Association for Healthy Communities (QAHC)

QAHC delivers health promotion services across the state via four main programs:

Sexual Health – campaigns and resources info seminars, workshops and retreats, free condom and dam packs, outreach to venues, training and liaison with sexual health services

2 Spirits – Aboriginal and Torres Strait Islander Health: whole of community forums; campaigns and resources, peer support networks, workshops and retreats, outreach and community and cultural development and training and liaison with service providers

(LGBT Health) The Lesbian, Gay, Bisexual and Transgender Health Systems project - addressing priority health issues in priority population groups (inc. seniors, women, trans, CALD); LGBT awareness training to service providers, information, resources and policy development

Community Capacity Building - LGBT community resource centres, healthy communities fund, publication of local LGBT newsletters and websites, facilitation and support for social support groups

◆ More information?

Brisbane

Phone: 07 3017 1777

Fax: 07 3852 5200

Email: info@qahc.org.au

Sunshine Coast and Central Qld

Phone: 07 5451 1118

Fax: 07 5451 1611

Email: ssc@qahc.org.au

Cairns and North Qld

Phone: 07 4041 5451

Fax: 07 4041 6092

Email: cns@qahc.org.au

Men's Sexual Health Line: 1800 155 141

Website: www.qahc.org.au

OTHER HIV/AIDS SERVICES IN QUEENSLAND

Queensland Injectors Health Network (QuIHN)

provides a variety of support, education, information and strategies to help people minimise harm from illicit drug use, reduce their use or cease using completely.

Services include:

- ◆ **DETOX AND DRUG USE REDUCTION:** QuIHN has a range of counselling and detoxification services, providing different strategies for people wanting to reduce or cease their drug use.

Available in Brisbane, and on the Gold Coast and Sunshine Coasts, these services are client-focused in helping individuals during reduction or cessation regimes, as well as selective 'detoxes'.

- ◆ **SUPPORT FOR SIGNIFICANT OTHERS:** Counselling is also available for parents, guardians and significant others.
- ◆ **NEEDLE AND SYRINGE PROGRAMS (NSP)** provide a friendly, non-judgemental environment that offers: sterile injecting equipment and disposal containers, referral to housing, health and welfare services, and information and education on reducing blood-borne virus transmission and sexually transmitted infections
- ◆ **PEER EDUCATION:** QuIHN's Mix-Up Project supports current drug users in showing other users how to minimise harm through safer injecting.

- ◆ **More information?**

Phone: (07) 3620 8111
(Metro Brisbane)

or

Phone: 1800 172 076
(freecall outside Brisbane)

Fax: (07) 3854 1070

Email: reception@quihn.org

Website: www.quihn.org/