

# POSITIVE STEPS

*An introduction to HIV  
education, support treatment  
and care in South Australia*

PRODUCED BY THE AIDS COUNCIL OF SOUTH AUSTRALIA INC.,  
IN CONJUNCTION WITH THE INTERAGENCY WORKERS FORUM



LEGAL / COMPLAINTS



CARER SUPPORT



MEDICAL SUPPORT



PEER SUPPORT



COMMUNITY SUPPORT



FINANCIAL SUPPORT



COUNSELLING

Legal / Complaints  
 Carer Support  
 Medical Support  
 Peer Support  
 Community Support  
 Financial Support  
 Counselling

	Legal / Complaints	Carer Support	Medical Support	Peer Support	Community Support	Financial Support	Counselling
4. AIDS COUNCIL OF SOUTH AUSTRALIA INC. (ACSA)				P	*	\$	C
5. CARERS SA	▼	♥					
6. CHELTENHAM PLACE (CENTACARE)			+		*		
6. DARLING HOUSE COMMUNITY LIBRARY					*		
7. DISABILITY ADVOCACY AND COMPLAINTS SERVICE OF SOUTH AUSTRALIA INC			+				
8. EQUAL OPPORTUNITY COMMISSION (EOC)	▼						
9. GAY MEN'S HEALTH				P	*		C
10. HALC (HIV/AIDS LEGAL CENTRE)	▼						
10. HEALTH & COMMUNITY SERVICES COMPLAINTS COMMISSIONER	▼						
11. HEPATITIS C COUNCIL OF SA							
11. HIV SERVICES AT FLINDERS MEDICAL CENTRE			+				
12. HIV WOMEN'S PROJECT: WOMEN'S HEALTH STATEWIDE					*		
12. MOSAIC SERVICES (HIV AND HEPATITIS C)		♥			*	\$	C
13. NUNKUWARRIN YUNTI			+		*		
14. O'BRIEN STREET PRACTICE			+				
15. P.E.A.C.E. MULTICULTURAL HIV/AIDS & HEP C SERVICES - RELATIONSHIPS AUSTRALIA (SA)					*		C
16. PARTNERS OF PRISONERS PROGRAM (POP)					*		
17. POSITIVE LIFE SA INC.				P	*	\$	
18. RDNS HIV/AIDS SUPPORT SERVICES			+				
19. ROYAL ADELAIDE HOSPITAL : HIV MEDICINE SPECIALIST UNIT			+				
20. SA VOICE FOR IV EDUCATION (SAVIVE)				P			
21. SOUTH AUSTRALIAN SEX INDUSTRY NETWORK (SIN)				P			
21. SPECIAL NEEDS CLINIC : ADELAIDE DENTAL HOSPITAL			+				
22. THE SECOND STORY (TSS)			+		*		C
23. TQEH CLINICAL MICROBIOLOGY AND INFECTIOUS DISEASES UNIT			+				

ACSA is a health promotion agency active in developing and supporting affected and at-risk communities and promoting the prevention of HIV/AIDS.

Services include:

- Information and referral
- Health promotion, education and support for gay men, sex workers and people who inject drugs
- Counselling and support groups for men who have sex with men
- Accommodation referrals for gay men
- Clean Needle Program
- Darling House Community Library
- Free condoms
- Client support services
- Emergency relief funds

Contact:

Address: 2 Eton Rd, KESWICK SA 5035  
Phone: 08 8362 1611 or Toll Free: 1800 888 559  
Man2Man InfoLine: 08 8334 1617 or 1800 671 582  
Web: [www.acsa.org.au](http://www.acsa.org.au)



**CARERS ADVISORY AND COUNSELLING SERVICE:** Provides an accessible single point of contact for Carers and the broader community to access Carer specific advice, information, resources and counselling to equip Carers emotionally and practically in their caring role.

**CARER COUNSELLING:** Short term counselling to support Carers to discuss carer-related issues, have improved coping skills and reduce stress. Counselling may be face-to-face, over the telephone or via email. Carers requiring longer term counselling will be referred to other services

**CARER SUPPORT PROGRAM and YOUNG CARERS PROJECT:** Programs provided in 5 locations in South Australia; provide a local contact point for carers to receive information and support. Also provide referral to other services and support.

**ASSISTING RELATIVES AND FRIENDS OF THE MENTALLY ILL SERVICE:** Information, referral and advocacy, telephone and face to face support, workshops, mental health forums, a carer support group and carer retreat. Carer support group meets monthly in the Adelaide metropolitan area.

### Contact:

Phone:	08 8291 5600
Fax:	08 8271 6388
Web:	<a href="http://www.carers-sa.asn.au">www.carers-sa.asn.au</a>
Address:	58 King William Rd, GOODWOOD SA 5034
Postal Address:	PO Box 410, UNLEY SA 5061

## CHELTENHAM PLACE (CENTACARE)



Cheltenham Place provides short term respite accommodation for HIV positive people and/or their carers. The service is also available for HIV positive people from regional areas visiting Adelaide for HIV-related appointments. Nursing support at Cheltenham Place is provided by the Royal District Nursing Service (RDNS). Referrals are received from community and health care workers. HIV positive people or carers can self-refer. For referral information ph (08) 8272 8799 during business hours.

### Contact:

Phone: (08) 8272 8799  
Web: [www.centacare.org.au/hiv](http://www.centacare.org.au/hiv)

## DARLING HOUSE COMMUNITY LIBRARY



A joint project of the AIDS Council of SA (ACSA) and the Gay and Lesbian Community Service of SA (GLCS), the Darling House Community Library contains a large range of resources on HIV/AIDS and related topics.

Although the library is particularly useful for people living with HIV/AIDS, their partners, friends and families, it also contains material relevant to gay men, lesbians, bisexual men and women, transgender people, intravenous drug users and sex workers. All members of the community are welcome, and it is free to join and borrow.

The collection includes fiction and non-fiction books, reports, pamphlets, articles, newspapers, magazines, journals, newsletters and DVDs/videos. There is also an on-line catalogue and free web browsing service to help you find resources on particular topics.

### Contact:

Address: 2 Eton Road, KESWICK SA 5035  
Phone: 08 8334 1611  
Email: [library@acsa.org.au](mailto:library@acsa.org.au)  
Web: [www.acsa.org.au/library.html](http://www.acsa.org.au/library.html)



Disability Advocacy and Complaints Service of SA is an independent individual advocacy agency.

Through the use of advocacy, DACSSA facilitates the airing and resolution of disability based grievances and complaints. DACSSA does not provide on-going advocacy for consumers, rather the organisation provides a service through which specific issues can be addressed with the appropriate people or organisation concerned. DACSSA is part of an advocacy network and will refer consumers to other advocacy agencies if they provide a more appropriate service.

Any person with a disability or with a mental health problem, people who support a person with a disability, and members from the wider community with concerns related to living with a disability can ask for assistance and information.

- DACSSA can assist you to address your grievances or resolve your complaint by:
- Developing and planning a strategy with you,
- Attending meetings with you and taking notes,
- Helping you write letters
- Making inquiries and obtaining documents with your permission,
- Supporting you in the Guardianship Board and other tribunals
- Referring you to appropriate agencies.

### Contact:

Address: 470 Marion Road, PLYMPTON PARK SA 5038  
Phone: 08 8297 3500  
Fax: 08 8297 1155  
TTY: 08 8297 4144  
Country: 1800 088 325  
Website: [www.dacssa.org.au](http://www.dacssa.org.au)

## EQUAL OPPORTUNITY COMMISSION (EOC)



Equal opportunity is your right to be treated fairly in public life regardless of your personal characteristics. People at some time in their life may think they haven't had a fair go. Sometimes this kind of treatment is against the law.

The Equal Opportunity Commission provides three main services in South Australia:

- Information
- Education
- Assessing and resolving complaints

They provide information about equal opportunity in a range of publications and fact sheets and on their website. You can phone, call into their office or make an appointment to see them if you have an enquiry.

They provide education and training to individuals, organisations and businesses to create a better understanding of EO laws. This helps people understand how to prevent problems and respond to problems if they arise.

EOC complaint handlers assist people to reach an agreement if a complaint of discrimination or harassment is made. They do not act as advocates. Their aim is to bring people together to try to resolve the complaint. If a complaint cannot be resolved, it may be referred to the Equal Opportunity Tribunal.

They offer a free enquiries service which you can access by calling or visiting them, or via their website. The enquiries service is currently open from 10.00am to 3.00pm, Monday to Friday.

Contact the South Australian Equal Opportunity Commission:

Contact:

Phone:	08 8207 1977
Country callers:	1800 188 163
TTY for hearing/speech impaired:	08 8207 1911
Fax:	08 8207 2090
Physical location:	Level 10, 30 Currie Street, ADELAIDE SA 5000
Website:	<a href="http://www.eoc.sa.gov.au">www.eoc.sa.gov.au</a>

Gay Men's Health is a program of the AIDS Council Of South Australia (ACSA)

Phone: 08 8334 1606  
email: gmhealth@gmhealth.org.au

*Man2man information line ~ sexuality, health, info & support*

City callers: 08 8334 1617  
Country callers: 1800 671 582

GMH's activities include:

- Working with individuals, community groups or organisations to assist gay, bisexual and same sex attracted men to form groups and to get the support they need from their community.
- Working with same sex attracted men (both HIV positive and negative) who face additional barriers to getting the services they need, including: men who live in the country; men from different cultural backgrounds, and who may speak a language other than English; men who are married but do not identify as gay; indigenous men; men with disabilities; and bisexual men, among others.
- Providing safe sex and sexual health information to men at the venues they go to meet male sexual partners, including the internet. Condoms are also provided at venues.
- Assisting gay, bisexual and same sex attracted men to obtain and understand important sexual health and sexuality information.
- Working for the health and wellbeing of gay, bisexual and same-sex attracted men, and the personal safety of the GLBT (gay, lesbian, bisexual, transgender) community here in South Australia.
- Presenting information and training sessions to health service providers, students in health-related fields and public institutions.
- Personal counselling for same sex attracted men.

## HALC (HIV/AIDS LEGAL CENTRE)



Areas that HALC can assist with include, but are not limited to:

- Discrimination and Vilification
- Disclosure issues (eg. in employment, insurance)
- Immigration
- Wills, Power of Attorney and Enduring Guardianship

HALC is funded to provide legal assistance to clients within New South Wales. If you are in another state, they ask you to please contact them for further advice, they may be able to assist or refer you to an appropriate service in your area.

Contact:

Freecall: 1800 063 060  
Email: [halc@halc.org.au](mailto:halc@halc.org.au)

## HEALTH & COMMUNITY SERVICES COMPLAINTS COMMISSIONER



The Health and Community Services Complaints Commissioner (HCSCC)

The HCSCC is an independent statutory office that helps people – service users, carers and service providers – resolve complaints about South Australian health and community services. HCSCC covers SA health and community services in the following areas: government, community and private.

For more information go to: [www.hcsccl.sa.gov.au](http://www.hcsccl.sa.gov.au)

Contact:

HCSCC enquiry service : 8226 8666  
Email: [www.hcsccl.sa.gov.au](http://www.hcsccl.sa.gov.au)  
Toll free in SA: 1800 232 007  
Fax: 8226 8620  
Postal Address: PO Box 199, Rundle Mall, SA, 5000

## HEPATITIS C COUNCIL OF SA

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For people with HIV, co-infected with hepatitis C

Services include:

- Education
- Information and support
- Referral and advocacy

Contact:

Address: 3 Hackney Road, HACKNEY SA 5069  
Phone: 1300 437 222  
Web: [www.hepccouncilsa.asn.au](http://www.hepccouncilsa.asn.au)

## HIV SERVICES AT FLINDERS MEDICAL CENTRE

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Flinders Medical Centre offers specialist Infectious Diseases and Sexual Health Physicians as well a dedicated HIV & Viral Hepatitis Clinical Practice Consultant (CPC.)

For further information contact Flinders Medical Centre:

Phone : 08 8204 5511

## HIV WOMEN'S PROJECT: WOMEN'S HEALTH STATEWIDE



Services for HIV positive women and their families include:

- Peer support
- Information and referral
- Advocacy
- Counselling
- Links with other HIV positive women – locally, nationally & internationally
- Positive women's support group
- Social events and workshops
- Up to date HIV information and resources
- Women's Health information
- Complementary Therapy information
- Community Education

Contact:

Address: 64 Pennington Tce, NORTH ADELAIDE SA 5006  
Phone: 08 8239 9600

## MOSAIC SERVICES (HIV AND HEPATITIS C)



Mosaic is a free and confidential service provided by Relationships Australia for anyone living with, or affected by, HIV and Hepatitis C.

Mosaic offers:

- Counselling
- Financial support
- Community Support
- Support and Advocacy
- Carer Support
- Information and Education
- Referral to relevant health, welfare, social and community services
- Group programs to provide personal management skills to maximize wellness when living with a chronic illness

Mosaic also offers information, support and telephone counselling for country callers on 1800 182 325.

Contact:

Address: Various Relationships Australia sites  
Phone: 08 8223 4566  
Country Callers: 1800 182 325



Nunkuwarri Yunti is the foremost community controlled centre in Adelaide, South Australia, providing health care and community support services to Aboriginal and Torres Strait Islander people.

Services include:

- NUHIT (Clean Needle Program)
- Family Medicine Clinic
- Endocrine Clinic
- Podiatry Clinic
- Paediatrician
- Psychiatrist
- Psychologist
- Hearing Clinic
- Counselling
- Healthy Liver Program
- Family tracing, reunion and counselling services
- On The Outside program for Aboriginal males in contact with the Adelaide Remand Centre
- Methadone services: Links / referral to prescribers & chemists, Community Education / information on treatments, Support to clients in prison, Advocacy & Support
- No Pulgi Mobile Health Team, servicing the homeless
- Resource Centre
- Transport assistance
- Specific services for women and children

Contact:

Address: PO Box 7202 Hutt Street ADELAIDE SA 5000  
Phone: 08 82235217  
Fax: 08 82320949  
Web: [www.nunku.org.au](http://www.nunku.org.au)



O'Brien Street Practice is a joint collaboration with Adelaide Health Service. It is fully accredited by Australian General Practice Accreditation Limited and provides a full range of medical services by male and female doctors:

- Comprehensive medical care for babies through to the elderly
- Immunisations, travel advice, sexual health and palliative care
- Bulk-billing available for concession cardholders, pensioners and children under 16 years of age

Apart from full range of general practice services, O'Brien Street also focuses on a number of areas including:

- Sexual Health
- HIV testing, counselling & management
- Counselling and Mental Health
- Hepatitis B & C management
- Immunisations/travel advice
- Skin checks
- Palliative care

In addition there are clinical psychology services, a consultant psychiatrist, a consultant colorectal surgeon, and a podiatry clinic.

- Post Exposure Prophylaxis (PEP): O'Brien Street General Practice offers Post Exposure Prophylaxis (PEP) treatment to patients who have potentially had a high risk HIV exposure. Please advise reception staff when booking that you may require PEP treatment so that the soonest available appointment can be offered. PEP treatment must be commenced within 72 hours of exposure. If you require PEP outside of our business hours, please contact the PEP hotline in South Australia on 1800 022 226.

All appointments need to be made by phoning 08 8231 4026.

Address: 17 O'Brien Street ADELAIDE SA 5000  
Phone: 08 8231 4026  
Fax: 08 8231 1211  
Email: [info@obrienstreetpractice.com.au](mailto:info@obrienstreetpractice.com.au)

Disabled parking and access available – please mention your requirement when making you appointment.

O'Brien Street Practice is GLBTI friendly.



PEACE (Personal Education and Community Empowerment) provides a variety of services to individuals, families and communities from Culturally and Linguistically Diverse (CALD) backgrounds living with or affected by HIV/AIDS and/or Viral Hepatitis.

Services include:

- One-to-one therapeutic work - through case management and counselling by providing emotional and cultural support to clients (individuals and/or family members) living with or affected by HIV/AIDS and/or Viral Hepatitis.
- Community education - Providing up to date and culturally appropriate information about HIV/AIDS, Viral Hepatitis and related topics i.e. effects on relationships, family violence, Alcohol and Other Drug issues etc.

Advocacy and support to

- Clients in informing and helping them access appropriate health care services
- Health care professionals in better understanding the cultural factors of working with people from CALD backgrounds.

Contact:

Address: 49a Orsmond St, HINDMARSH SA 5007  
Phone: (08) 8245 8100

## PARTNERS OF PRISONERS PROGRAM (POP)

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The Partners of Prisoners program has been in operation since 1993. It is commonly known as the POP program. POP's core business is to facilitate access to and delivery of relevant support services and programs which promote the health, well being and family life of partners of prisoners who are at risk of Hepatitis C, HIV/AIDS or are people living with Hepatitis C or HIV.

The POP program is situated in the city and has an outreach service operating at the Family Centre at Yatala Labor Prison on Saturday mornings.

POP advocates on behalf of partners to service providers and we have built up an extensive network who can support our client group.

Harm reduction sessions are conducted once a month at the Adelaide Pre Release Centre to inmates that have recently arrived at that institution.

### Contact:

c/- OARS

Telephone: 8218 0700

Fax: 8211 6544

Postal address: 231 Morphett Street ADELAIDE SA AUSTRALIA 5000

Located at the POSITIVE LIVING CENTRE (PLC), Positive Life SA is a peer based organisation that provides a range of services designated to improve the quality of life for people living with or closely affected by HIV/AIDS.

Services include:

- Peer support
- Advocacy
- Health promotion programs and services
- HIV lifestyle and health education programs
- Short term support
- HIV treatments information
- Food store
- Small loan scheme
- No interest loans scheme
- Internet access
- Community lunches
- Positive speakers bureau
- Volunteering opportunities
- Social inclusion activities

Contact:

Address: 16 Malwa St, GLANDORE SA 5037  
Phone: 08 8293 3700  
Web: [www.hivsa.org.au](http://www.hivsa.org.au)

## RDNS HIV/AIDS SUPPORT SERVICES

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RDNS has been providing care and support to people with HIV/AIDS since 1984. They work in partnership with the client, family and other carers to ensure that the client receives appropriate care.

Staff can help you by:

- Monitoring health and providing advice
- Providing general nursing care
- Assisting with medication management
- Performing complex technical care such as intravenous therapy and pain management techniques
- Providing emotional support for clients and carers
- Providing palliative care
- Teaching family and carers how to provide specific nursing care.

They also provide workshops for carers throughout the year, which include safe lifting techniques, care of the carer, and infection control. Speak to a staff member for more information.

They have a nurse based in each region who is an expert in HIV/AIDS. These are known as Clinical Nurse Consultants - HIV/AIDS. These specialist nurses work alongside general staff, other carers and volunteers to ensure that your healthcare needs are met.

To have qualified staff assess you or a loved one's nursing and healthcare needs call RDNS on 1300 33 44 55. This line operates 24 hours a day, 7 days a week.

## ROYAL ADELAIDE HOSPITAL : HIV MEDICINE SPECIALIST UNIT

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HIV Medicine Specialist Unit offering private and public outpatient and inpatient services.

Other services include:

- Dietician
- Social workers
- Drug and Alcohol Resource Unit
- Psychiatry
- Treatments and treatment information
- Information and referral
- Liaison with people living in rural and remote areas
- Referrals to Royal District Nursing Service
- Assessment, consultation & support
- Liaison with hospitals, GPs and community agencies
- Education and health promotion to clients/carers

Contact:

Address: North Tce, ADELAIDE SA 5000  
HIV Liaison Officer Phone: (08) 8222 5816  
Outpatient Appointments Phone: (08) 8222 2954

*Keswick Clean Needle Program*

Phone: 08 8334 1699  
Email: [savive@savive.org.au](mailto:savive@savive.org.au)  
Open: 9:30am - 5.30pm Monday to Friday

*The Parks Community Health Centre - Clean Needle Program*

Phone: 08 8243 5611  
Email: [savive@savive.org.au](mailto:savive@savive.org.au)  
Open: 9am - 5pm Monday to Friday

*Port Adelaide Community Health Centre - Clean Needle Program*

Phone: 08 8240 9611  
Email: [savive@savive.org.au](mailto:savive@savive.org.au)  
Open: 9.30am - 5pm Monday to Friday (Closed from 12.30pm - 1pm)

*Noarlunga Primary Health - Clean Needle Program*

Phone: 08 8384 9661  
Email: [savive@savive.org.au](mailto:savive@savive.org.au)  
Open: 8.30am - 5pm Monday to Friday (Closed from 12.30pm - 1pm)

*Shopfront Youth Health Service (SALISBURY) - Clean Needle Program*

Phone: 08 8281 1775  
Email: [savive@savive.org.au](mailto:savive@savive.org.au)  
Open: 10am-5pm Monday to Friday, 1pm - 5pm Wednesday

SAVIVE is the injecting drug users' community program of the AIDS Council of South Australia.

Services include:

- Clean needle program (CNP)
- Peer education
- User community participation and ownership
- Advocacy
- Partnerships with agencies in the health sector and contacts with all levels of government
- Health promotion campaigns and resources

## SOUTH AUSTRALIAN SEX INDUSTRY NETWORK (SIN)



For sex workers by sex workers

Services include:

- Health education and information about safe commercial sex
- Advocacy at both the systemic and individual levels promoting the health, rights and well-being of sex workers
- Peer support, information, referral, and support on personal, legal, health, financial and employment issues
- Production of printed and other resources for sex workers
- On-site Safe Sex Shop
- Networking luncheons and other social events throughout the year

As well as serving all workers in the sex industry, SIN provides services specifically for:

- male sex workers
- sex workers from Culturally and Linguistically Diverse (CALD) backgrounds
- sex workers who inject drugs
- street based sex workers
- trans\* sex workers

Contact:

Address: 276 Henley Beach Rd, UNDERDALE SA 5032  
Phone: 08 83517626  
email: info@sin.org.au  
web: www.sin.org.au

## SPECIAL NEEDS CLINIC : ADELAIDE DENTAL HOSPITAL



Services include:

- Provides comprehensive oral care for people living with HIV/AIDS
- Referral preferred from other service/agency

Contact:

Address: Frome Rd, ADELAIDE SA 5000  
Phone: 08 82228350

## THE SECOND STORY (TSS)



Central:	57 Hyde Street Adelaide 500 Tel: 8232 0233
North:	Gillingham Street Elizabeth 5113 Tel: 8255 3477
South:	50A Beach Road Christies Beach 5165 Tel: 8326 6053
West:	51 Bower Street Woodville 5011 Tel: 8268 1225

The Second Story (TSS) is the youth section of Children, Youth and Women's Health Service. TSS is a free, confidential health service for young people aged 12 to 25 years. The main target populations are: Guardianship, Indigenous, new arrivals/refugees, same-sex attracted youth and young parents.

### Clinical services

See one of the TSS doctors or nurses for any issue that affects your health or that you are worried about.

### Counselling

TSS provides friendly confidential counselling, and if you need to talk to someone else we can organise that.

### Groups and programs

The Second Story (TSS) facilitates ongoing group programs that run all year round. Other temporary or seasonal programs come and go from each site - visit your local TSS Youth Health Service to find out what else is happening.

Programs include:

- Aboriginal Youth Health
- AMIGOS - Mental Health
- Evolve - Sexuality (women)
- The Inside Out Project - Sexuality (men)
- Multicultural Diverse Program
- The Young Parents Project



Services Include:

- Antenatal HIV services
- GP Consultation
- Onsite Counselling
- S100 prescriber HIV
- Mental Health Service
- Outpatients Clinic
- Palliative Care Services
- Sexual Health Service
- Infectious Diseases Specialist
- Microbiology Specialist

Contact:

Phone	08 8222 6690
Fax:	08 8222 6647
Email:	<a href="mailto:ross.philpot@health.sa.gov.au">ross.philpot@health.sa.gov.au</a>
Postal Address:	28 Woodville Road, WOODVILLE SOUTH SA 5011





