

# PEOPLE WHO USE DRUGS SURVEY

Name of community monitor:

Date of survey:

Province:

District:

**INFORMED CONSENT:** Hi, my name is *(say your name)*, I'm working with Ritshidze to help monitor patient care in health facilities across South Africa. The purpose of Ritshidze is to find out if patients face any challenges in accessing health services so that we can raise these challenges with duty bearers and hold them accountable to fix them. I have a few questions that normally take about 15 minutes to answer. You can also skip any questions or stop the conversation at any time. Would you be willing to answer a few questions about health services?

**1. Please select the participant's gender:**

- |   |  |  |
|---|--|--|
| <input type="checkbox"/> Cisgender woman      | <input type="checkbox"/> Cisgender man     | <input type="checkbox"/> Transgender woman     |
| <input type="checkbox"/> Transgender man      | <input type="checkbox"/> Non-binary person | <input type="checkbox"/> Other gender identity |
| <input type="checkbox"/> Prefer not to answer |  |  |

**2. How old are you?**

- |   |                                |                                     |
|---|--------------------------------|-------------------------------------|
| <input type="checkbox"/> Under 18             | <input type="checkbox"/> 18-24 | <input type="checkbox"/> 25-34      |
| <input type="checkbox"/> 35-49                | <input type="checkbox"/> 50+   | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Prefer not to answer |                                |                                     |

**\*\*Note: This question will determine future survey questions. Please refer back to participant answer.**

**3. Where do you go for your health services? Select all that apply (A drop-in centre is a place people who use drugs can go to access health services just for people who use drugs, outside of a public health facility)**

- Public health facility (e.g. clinic or community healthcare centre)
- Drop-in centre (also known as HARMless, Harm Reduction Centre etc.)
- Mobile clinic
- Private doctor
- I do not get health services anywhere
- Don't know
- Prefer not to answer

**Only answer question 3b if participant does NOT access health services anywhere (question 3)**

**3b. What are the main reasons you do not get health services anywhere? Select all that apply**

- |   |  |
|---|--|
| <input type="checkbox"/> The staff are not friendly       | <input type="checkbox"/> The staff do not respect my privacy   |
| <input type="checkbox"/> I do not feel safe               | <input type="checkbox"/> Fear people will find out I use drugs |
| <input type="checkbox"/> It is too far away               | <input type="checkbox"/> It costs too much to get there        |
| <input type="checkbox"/> The services take too long       | <input type="checkbox"/> It is not open when I want to go      |
| <input type="checkbox"/> I cannot get the services I want | <input type="checkbox"/> The staff refused to give me services |
| <input type="checkbox"/> I don't need any health services | <input type="checkbox"/> Prefer not to answer                  |
| <input type="checkbox"/> Don't know                       | <input type="checkbox"/> Other <i>(please specify)</i>         |

**Only answer questions 3c if participant does NOT use a drop-in centre (question 3)**

**3c. What are the main reasons why you don't access services at the drop-in centre? Select all that apply**

- I am not aware of a drop-in centre that serves people who use drugs
- The staff are not friendly
- Fear people will find out I use drugs
- The drop-in centre is too far away
- The services at the drop-in centre take too long
- The drop-in centre doesn't offer the services I want
- Don't know
- Other (please specify)
- The staff do not respect my privacy
- I do not feel safe at the drop-in centre
- It costs too much to get to the drop-in centre
- The drop-in centre is not open when I want to go
- I don't need any health services
- Prefer not to answer

**Only answer question 4 if participant does NOT use a public health facility (question 3)**

**4. Why don't you access services at the facility? Select all that apply**

- The staff are not friendly
- I do not feel safe at the facility
- The facility is too far away
- The services at the facility take too long
- The facility doesn't offer the services I want
- Don't know
- Other (please specify)
- The staff do not respect my privacy
- Fear people will find out that I use drugs
- It costs too much to get to the facility
- The facility is not open when I want to go
- The staff refused to give me services
- Prefer not to answer

**PUBLIC HEALTHCARE USERS**

These questions are for anyone who uses a public health facility (question 3)

**5. What facility do you use? (Note: the questions below should be answered about the facility that the participant selects)**

6. Are the staff at this facility friendly towards people who use drugs?  
 Always     Sometimes     Never     Don't know     Prefer not to answer

**Only ask question 6b if participant reports staff are *SOMETIMES* or *NEVER* friendly (question 6)**

6b. Which staff are not always friendly towards people who use drugs?  
(Select all that apply)  
 Clinical staff (nurses, doctors, pharmacists etc.)     Lay staff (counsellors, linkage officers etc.)  
 Security staff     Non clinical staff (cleaners, admin staff, file clerks etc.)  
 Don't know     Prefer not to answer

6c. Do the staff at the facility know that you are a person who uses drugs?  
 Yes     No     Don't know     Prefer not to answer

**Only ask question 6d if participant says *YES*, staff know they are a person who uses drugs (question 6c)**

6d. Did the staff treat you differently after they found out you were a person who uses drugs?  
 Yes, they treated me worse after finding out (ex: were rude, mean, etc.)  
 Yes, they offered me services specific to a person who uses drugs  
 The staff always knew I was a person who uses drugs     No, they treated me the same  
 Don't know     Prefer not to answer

**Only ask question 6e if participant say *NO*, staff do *NOT* know they are a person who uses drugs (question 6c)**

6e. Do you think the staff would treat you worse if they found out you were a person who uses drugs?  
 Yes     No     Don't know     Prefer not to answer

7. On a scale of 1 to 5, how comfortable do you feel using this facility? (If 1 is **VERY UNCOMFORTABLE** and 5 is **VERY COMFORTABLE**) *By comfortable I mean that you feel at ease among the other patients and with the clinic staff and you believe you would be treated well.*  
 1 - Very uncomfortable     2 - Uncomfortable     3 - Neutral  
 4 - Comfortable     5 - Very comfortable     Don't know  
 Prefer not to answer

7b. If you feel neutral, uncomfortable, or very uncomfortable, please specify what would make you feel more comfortable:

8. How safe do you feel using the facility? (If 1 is **VERY UNSAFE** and 5 is **VERY SAFE**) *By safe I mean safe and protected from verbal or physical abuse, verbal or physical harassment, risk of arrest etc.*  
 1 - Very unsafe     2 - Unsafe     3 - Neutral  
 4 - Safe     5 - Very safe     Don't know  
 Prefer not to answer

8b. If you feel neutral, unsafe, or very unsafe, please specify what would make you feel more safe:

9. Do you think that this facility respects people's confidentiality and privacy?

- Yes       No       Don't know       Prefer not to answer

**Only ask question 9b if participant reports the facility does NOT respect confidentiality and privacy (question 9)**

9b. If no, please specify the reason(s) why not (select all that apply):

- Staff share people's HIV status in the waiting area  
 Staff share if people use drugs in the waiting area  
 More than one person is being consulted or counselled in the same room  
 People living with HIV are separated from other patients  
 Security guards check patients' medicines when they are leaving the facility  
 Healthcare workers call other staff into the consultation room to share my medical issues  
 Staff enter the room without knocking during a consultation  
 Don't know       Prefer not to answer       Other (please specify)

10. In the last year, have you been refused access to services at this facility because you are a person who uses drugs?

- Yes       No       Don't know       Prefer not to answer

10b. If yes, what happened after you were refused access to services at the facility? (Please select all that apply)

- I never ended up getting the services I needed       I came back another time to this facility and got services  
 I went to a different clinic for services       Other  
 Don't know       Prefer not to answer

11. In the last year, have you been refused access to ARVs (HIV treatment) at this facility because you are a person who uses drugs?

- Yes       No       No — because I do not need ARVs  
 Don't know       Prefer not to answer

11b. If yes, why were you refused ARVs?

- They told me I could not have them because I would smoke them  
 They told me I could not have them because I use drugs       They were out of stock  
 Don't know       Prefer not to answer  
 Other (please specify)

12. In the last year, have you been refused access to services at this facility because you did not have an ID?

- Yes       No       Don't know       Prefer not to answer

**CONTRACEPTIVES** (public health facility)

13. Which contraceptives have you tried to access at this facility?

- |   |   |
|---|---|
| <input type="checkbox"/> External condoms   | <input type="checkbox"/> Internal condoms     |
| <input type="checkbox"/> Birth control pill | <input type="checkbox"/> Injection            |
| <input type="checkbox"/> Implant            | <input type="checkbox"/> IUD                  |
| <input type="checkbox"/> Don't know         | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> Other              | <input type="checkbox"/> None (skip to 14)    |

**Only ask question 13b-13c if participant has tried to access ANY contraceptives (question 13)**

13b. Were you able to get the contraceptives you wanted?

- Yes       No       Don't know       Prefer not to answer

13c. If no, why were you unable to get the contraceptives you wanted?

- |   |   |
|---|---|
| <input type="checkbox"/> They told me that I could not have it because I am a person who uses drugs |   |
| <input type="checkbox"/> They told me my first choice was not available                             | <input type="checkbox"/> They told me I had to come back              |
| <input type="checkbox"/> They told me I was too young   | <input type="checkbox"/> They told me there was a stockout / shortage |
| <input type="checkbox"/> They told me there were no pregnancy tests available                       | <input type="checkbox"/> Other  |
| <input type="checkbox"/> Don't know   | <input type="checkbox"/> Prefer not to answer                         |

**PREP** (public health facility)

14. Have you heard of PrEP (pre-exposure prophylaxis)?

- |   |  |
|---|--|
| <input type="checkbox"/> I have heard of it and know what it is | <input type="checkbox"/> I've heard of it but am not sure what it is |
| <input type="checkbox"/> I've never heard of it                 | <input type="checkbox"/> Prefer not to answer                        |

**For those who have never heard of PrEP or are not sure what it is, explain:**

**"PrEP is an oral medication that people can take daily to prevent the chances of getting HIV. Would you like more information about PrEP?"**

14b. Have you ever been offered PrEP at the facility?

- Yes       No       No — because I am living with HIV  
 Don't know       Prefer not to answer

**Do not ask question 15 - 15d if participant says NO — BECAUSE I AM LIVING WITH HIV (question 14b)**

15. Have you ever gotten PrEP at the facility?

- |   |  |
|---|--|
| <input type="checkbox"/> Yes  | <input type="checkbox"/> No, because I did not want PrEP           |
| <input type="checkbox"/> No, I wanted PrEP but was not considered eligible          | <input type="checkbox"/> No, I wanted PrEP but it wasn't available |
| <input type="checkbox"/> No, I wanted PrEP but did not get it for some other reason | <input type="checkbox"/> Don't know                                |
| <input type="checkbox"/> Prefer not to answer                                       |  |

15b. If you were not considered eligible, please specify why not:

**Only ask question 15c-15d if participant says YES, they have ever gotten PrEP (question 15)**

**15c. How satisfied were you with PrEP services at the facility?**

*(If 1 is VERY UNSATISFIED and 5 is VERY SATISFIED)*

1 - Very unsatisfied

2 - Unsatisfied

3 - Neutral

4 - Satisfied

5 - Very satisfied

Don't know

Prefer not to answer

**15d. If you feel unsatisfied or very unsatisfied, please specify the reason(s) why:**

**NEEDLES (public health facility)**

**16. Have you wanted to get new/unused needles at the facility in the last year?**

Yes

No

Don't know

Prefer not to answer

**16b. Did the facility give you any information about where you could get new/unused needles?**

Yes

No

Don't know

Prefer not to answer

**METHADONE (public health facility)**

**17. Have you ever heard of something called methadone?**

I have heard of it and know what it is

I've heard of it but am not sure what it is

I've never heard of it

Prefer not to answer

**For those who have never heard of methadone or are not sure what it is, explain:**

**Methadone is a medication that can help someone to reduce or stop taking opioids like heroin, nyaope, and whoonga. Methadone relieves withdrawal symptoms and psychological cravings.**

**17b. Have you wanted to access methadone at the facility in the last year?**

Yes

No

Don't know

Prefer not to answer

**17c. Has the facility given you any information about where you could get methadone in the last year?**

Yes

No

Don't know

Prefer not to answer

**DRUG DEPENDENCE SUPPORT** (*public health facility*)

18. Have you wanted to access drug dependence support at the facility in the last year? (*Drug dependence support refers to individual or group counselling or other psychosocial services related to drug use.*)

- Yes       No       Don't know       Prefer not to answer

**Only ask questions 18b-18d if participant says YES, they have wanted to access drug dependence support (question 18)**

18b. Were you able to access drug dependence support?

- Yes       No       Don't know       Prefer not to answer

18c. If no, why were you unable to access drug dependence support? (Please select all that apply)

- I was told it was not offered at this facility  
 I was told I was not eligible to participate  
 I did not feel comfortable asking for support  
 Other  
 Don't know  
 Prefer not to answer

18d. Please specify why else you were unable to access drug dependence support:

**NALOXONE** (*public health facility*)

19. Have you ever heard of something called naloxone?

- I have heard of it and know what it is       I've heard of it but am not sure what it is  
 I've never heard of it       Prefer not to answer

**For those who have never heard of naloxone or are not sure what it is, explain:  
Naloxone is a medicine that quickly reverses an opioid overdose (opioids like heroin, nyaope, whoonga). It can restore normal breathing within 2 to 3 minutes.**

19b. Have you wanted to access naloxone or other overdose support at the facility in the last year?

- Yes       No       Don't know       Prefer not to answer

**HEPATITIS C (public health facility)**

20. Have you ever heard about Hepatitis C?

- I have heard of it and know what it is       I've heard of it but am not sure what it is  
 I've never heard of it       Prefer not to answer

**For those who have never heard of hepatitis C or are not sure what it is, explain:  
Hepatitis C is a virus that affects your liver. It can be very serious if it's not treated. Hepatitis C is spread through contact with infected blood, such as by sharing needles.**

20b. Has a health worker at this facility talked to you about screening for Hepatitis C in the last year?

- Yes       No       Don't know       Prefer not to answer

20c. Have you been screened for Hepatitis C at this facility in the last year?

- Yes       No       Don't know       Prefer not to answer

**LUBRICANT (public health facility)**

21. Have you heard of lubricant or lube?

- I have heard of it and know what it is       I've heard of it but am not sure what it is  
 I've never heard of it       Prefer not to answer

**For those who have never heard of lube or are not sure what it is, explain:  
"Lubricant is a gel or liquid that can reduce irritation and friction, and increase comfort during sex. Friction can cause condom breakage or vaginal or anal tears, which can increase the risk of getting HIV during sex."**

21b. Have you tried to get lubricant (lube) at the facility in the last year?

- Yes       No       Don't know       Prefer not to answer

**Only ask questions 21c-21g if participant says YES, they have tried to access lube (question 21b)**

21c. Were staff respectful when you tried to get lubricant (lube)?

- Always       Sometimes       Never       Don't know       Prefer not to answer

21d. Were you able to get lubricant (lube)?

- Always       Sometimes       Never       Don't know       Prefer not to answer

**Only ask question 21e if participant was SOMETIMES or NEVER able to access lube (question 21d)**

21e. During times when you could not get lubricant (lube), why were you unable to access lube? (Please select all that apply)

- I was told it was out of stock       I was told they never offer lubricant  
 I was told it was not available for people who use drugs       The staff asked too many questions about why I needed it  
 The staff were so rude I decided I did not want it anymore       I was told I ask for it too often  
 I did not feel comfortable asking for it or taking it       Other  
 Don't know       Prefer not to answer

**Only ask questions 21f-21g if participant was SOMETIMES or ALWAYS able to get lube (question 21d)**

21f. During times when you could get lubricant (lube), were you able to get as much as you needed?

- Always       Sometimes       Never       Don't know       Prefer not to answer



21g. During times when you could get lubricant (lube), did staff ask you why you needed it before you could have it?

- Always       Sometimes       Never       Don't know       Prefer not to answer

22. How could the facility improve services for people who use drugs?

## DROP-IN CENTRE USERS

These questions are for anyone who selected "Drop-in Centre" in question 3

23. What drop-in centre do you use?

*(Note: the questions below should be answered about the drop-in centre that the participant selects)*

24. Are the staff at the drop-in centre friendly towards people who use drugs?

- Always       Sometimes       Never       Don't know       Prefer not to answer

25. On a scale of 1 to 5, how comfortable do you feel using this drop-in centre? (If 1 is VERY UNCOMFORTABLE and 5 is VERY COMFORTABLE) *By comfortable I mean that you feel at ease among the other patients and with the clinic staff and you believe you would be treated well.*

- 1 - Very uncomfortable       2 - Uncomfortable       3 - Neutral  
 4 - Comfortable       5 - Very comfortable       Don't know  
 Prefer not to answer

25b. If you feel neutral, uncomfortable, or very uncomfortable, please specify what would make you feel more comfortable:

26. How safe do you feel using the drop-in centre? (If 1 is VERY UNSAFE and 5 is VERY SAFE) *By safe I mean safe and protected from verbal or physical abuse, verbal or physical harassment, risk of arrest etc.*

- 1 - Very unsafe       2 - Unsafe       3 - Neutral  
 4 - Safe       5 - Very safe       Don't know  
 Prefer not to answer

26b. If you feel neutral, unsafe, or very unsafe, please specify what would make you feel more safe:

27. Do you think that this drop-in centre respects people's confidentiality and privacy?

- Yes       No       Don't know       Prefer not to answer

**Only ask question 27b if participant says NO, the facility does NOT respect confidentiality and privacy (question 27)**

27b. If no, please specify the reason(s) why not.

- Staff share the status of people living with HIV in the waiting area  
 Staff share if people use drugs in the waiting area  
 More than one person is being consulted or counselled in the same room  
 People living with HIV are separated from other patients  
 Security guards check patients' medicines when they are leaving the drop-in centre  
 Healthcare workers call other staff into the consultation room to share my medical issues  
 Staff enter the room without knocking during a consultation  
 Don't know       Prefer not to answer       Other (please specify)

### CONTRACEPTIVES (drop-in centre)

28. Which contraceptives have you tried to access at this drop-in centre?

- External condoms       Internal condoms       Birth control pill  
 Injection       Implant       IUD  
 Don't know       Prefer not to answer       None (skip to 29)  
 Other (please specify)

**Only ask question 28b-28c if participant has tried to access ANY contraceptives (question 28)**

28b. Were you able to get the contraceptives you wanted?

- Yes       No       Don't know       Prefer not to answer

28c. If no, why were you unable to get the contraceptives you wanted?

- They told me that I could not have it because I am a person who uses drugs  
 They told me my first choice was not available       They told me I had to come back  
 They told me I was too young       They told me there was a stockout / shortage  
 They told me there were no pregnancy tests available       Other  
 Don't know       Prefer not to answer

**PREP (drop-in centre)**

**\*\*\*Note: if the participant already answered this in question 14, you do not need to repeat the question\*\*\***

29. Have you heard of PrEP (pre-exposure prophylaxis)?

- I have heard of it and know what it is       I've heard of it but am not sure what it is  
 I've never heard of it       Prefer not to answer

**For those who have never heard of PrEP or are not sure what it is, explain:**

**"PrEP is an oral medication that people can take daily to prevent the chances of getting HIV. Would you like more information about PrEP?"**

30. Have you ever been offered PrEP at the drop-in centre?

- Yes       No       No — because I am living with HIV  
 Don't know       Prefer not to answer

**Do not ask question 31 - 31d if participant says NO — BECAUSE I AM LIVING WITH HIV (question 30)**

31. Have you ever gotten PrEP at the drop-in centre?

- Yes       No, because I did not want PrEP  
 No, I wanted PrEP but was not considered eligible       No, I wanted PrEP but it wasn't available  
 No, I wanted PrEP but did not get it for some other reason       Don't know  
 Prefer not to answer

31b. If you were not considered eligible, please specify why not:

**Only ask question 31c-31d if participant says YES, they have gotten PrEP (question 31)**

31c. How satisfied were you with PrEP services at the drop-in centre?

(If 1 is VERY UNSATISFIED and 5 is VERY SATISFIED)

- 1 - Very unsatisfied       2 - Unsatisfied       3 - Neutral  
 4 - Satisfied       5 - Very satisfied       Don't know  
 Prefer not to answer

31d. If you feel unsatisfied or very unsatisfied, please specify the reason(s) why:

**NEEDLE ACCESS (drop-in centre)**

32. Have you wanted to get new/unused needles at the drop-in centre in the last year?

- Yes       No       Don't know       Prefer not to answer

32b. Did the drop-in centre give you any information about where you could get new/unused needles?

- Yes       No       Don't know       Prefer not to answer

**Only ask question 32c if participant says YES, they have wanted to get needles (question 32)**

32c. Were you able to get new/unused needles from this drop-in centre?

- Always       Sometimes       Never       Don't know       Prefer not to answer

**Only ask question 32d-32e if participant was ALWAYS or SOMETIMES able to access needles (question 32c)**

32d. When you were able to get needles, were you able to get as many needles as you needed?

- Always       Sometimes       Never       Don't know       Prefer not to answer

32e. When you were able to get needles, were the needles provided good quality?

- Always       Sometimes       Never       Don't know       Prefer not to answer

**Only ask question 32f-32g if participant was SOMETIMES or NEVER able to access needles (question 32c)**

32f. During times when you could not get needles, why were you unable to access them?

- |   |  |
|---|--|
| <input type="checkbox"/> I was told it was out of stock             | <input type="checkbox"/> I was told they are not offered at the drop-in centre |
| <input type="checkbox"/> I did not feel comfortable asking for them | <input type="checkbox"/> I was told I was not eligible to receive them         |
| <input type="checkbox"/> I was told I was asking for too many       | <input type="checkbox"/> Other   |
| <input type="checkbox"/> Don't know                                 | <input type="checkbox"/> Prefer not to answer                                  |

32g. Please specify why else were you unable to access needles:

## METHADONE (drop-in centre)

\*\*\*Note: if the participant already answered this in question 17, you do not need to repeat the question\*\*\*

33. Have you ever heard of something called methadone?

- I have heard of it and know what it is       I've heard of it but am not sure what it is  
 I've never heard of it       Prefer not to answer

**For those who have never heard of methadone or are not sure what it is, explain:  
Methadone is a medication that can help someone to reduce or stop taking opioids like heroin, nyaope, and whoonga. Methadone relieves withdrawal symptoms and psychological cravings.**

33b. Have you wanted to access methadone at the drop-in centre in the last year?

- Yes       No       Don't know       Prefer not to answer

33c. Has the drop-in centre given you any information about where you could get methadone in the last year?

- Yes       No       Don't know       Prefer not to answer

**Only ask question 33d-33f if participant says YES, they have wanted to access methadone (question 33b)**

33d. Were you able to get methadone?

- Always       Sometimes       Never       Don't know       Prefer not to answer

**Only ask question 33e-33f if participant was SOMETIMES or NEVER able to access methadone (question 33d)**

33e. Why were you unable to access methadone? (Please select all that apply)

- I was told it was out of stock  
 I was told it was not offered at the drop-in centre  
 I did not feel comfortable asking for it  
 I was told I was not eligible for it  
 It was too expensive  
 I could not travel to the drop-in centre frequently enough to get it  
 Other  
 Don't know  
 Prefer not to answer

33f. Please describe why else you were unable to access methadone:

## DRUG DEPENDENCE SUPPORT (drop-in centre)

34. Have you wanted to access drug dependence support at the drop-in centre in the last year? *Drug dependence support refers to individual or group counselling or other psychosocial services related to drug use.*

- Yes       No       Don't know       Prefer not to answer

**Only ask questions 34b-34d if participant says YES, they wanted to access drug dependence support (question 34)**

34b. Were you able to access drug dependence support?

- Yes       No       Don't know       Prefer not to answer

**34c. If no, why were you unable to access drug dependence support? (Please select all that apply)**

- |   |   |
|---|---|
| <input type="checkbox"/> I was told it was not offered at this drop-in centre | <input type="checkbox"/> I was told I was not eligible to participate |
| <input type="checkbox"/> I did not feel comfortable asking for support        | <input type="checkbox"/> Other  |
| <input type="checkbox"/> Don't know   | <input type="checkbox"/> Prefer not to answer                         |

**34d. Please specify why else you were unable to access drug dependence support:**

**NALOXONE (drop-in centre)**

**\*\*\*Note: if the participant already answered this in question 19, you do not need to repeat the question\*\*\***

**35. Have you ever heard of something called naloxone?**

- |   |  |
|---|--|
| <input type="checkbox"/> I have heard of it and know what it is | <input type="checkbox"/> I've heard of it but am not sure what it is |
| <input type="checkbox"/> I've never heard of it                 | <input type="checkbox"/> Prefer not to answer                        |

**For those who have never heard of naloxone or are not sure what it is, explain:  
Naloxone is a medicine that quickly reverses an opioid overdose (opioids like heroin, nyaope, whoonga). It can restore normal breathing within 2 to 3 minutes.**

**35b. Have you wanted to access naloxone or other overdose support at the drop-in centre in the last year?**

- |                              |                             |                                     |   |
|------------------------------|-----------------------------|-------------------------------------|---|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know | <input type="checkbox"/> Prefer not to answer |
|------------------------------|-----------------------------|-------------------------------------|---|

**HEPATITIS C (drop-in centre)**

**\*\*\*Note: if the participant already answered this in question 20, you do not need to repeat the question\*\*\***

**36. Have you ever heard about Hepatitis C?**

- |   |  |
|---|--|
| <input type="checkbox"/> I have heard of it and know what it is | <input type="checkbox"/> I've heard of it but am not sure what it is |
| <input type="checkbox"/> I've never heard of it                 | <input type="checkbox"/> Prefer not to answer                        |

**For those who have never heard of hepatitis C or are not sure what it is, explain:  
Hepatitis C is a virus that affects your liver. It can be very serious if it's not treated. Hepatitis C is spread through contact with infected blood, such as by sharing needles.**

**36b. Has a health worker at this drop-in centre talked to you about screening for Hepatitis C in the last year?**

- |                              |                             |                                     |   |
|------------------------------|-----------------------------|-------------------------------------|---|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know | <input type="checkbox"/> Prefer not to answer |
|------------------------------|-----------------------------|-------------------------------------|---|

**36c. Have you been screened for Hepatitis C at this drop-in centre in the last year?**

- |                              |                             |                                     |   |
|------------------------------|-----------------------------|-------------------------------------|---|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Don't know | <input type="checkbox"/> Prefer not to answer |
|------------------------------|-----------------------------|-------------------------------------|---|

**LUBRICANT (drop-in centre)**

**\*\*\*Note: if the participant already answered this in question 21, you do not need to repeat the question\*\*\***

**37. Have you heard of lubricant or lube?**

- |   |  |
|---|--|
| <input type="checkbox"/> I have heard of it and know what it is | <input type="checkbox"/> I've heard of it but am not sure what it is |
| <input type="checkbox"/> I've never heard of it                 | <input type="checkbox"/> Prefer not to answer                        |

**For those who have never heard of lube or are not sure what it is, explain:  
"Lubricant is a gel or liquid that can reduce irritation and friction, and increase comfort during sex. Friction can cause condom breakage or vaginal or anal tears, which can increase the risk of getting HIV during sex."**

**37b. Have you tried to get lubricant (lube) at the drop-in centre in the last year?**

- Yes       No       Don't know       Prefer not to answer

**Only ask questions 37c-37g if participant says YES, they have tried to get lube (question 37b)**

**37c. Were staff respectful when you tried to get lubricant (lube)?**

- Always       Sometimes       Never       Don't know       Prefer not to answer

**37d. Were you able to get lubricant (lube)?**

- Always       Sometimes       Never       Don't know       Prefer not to answer

**Only ask question 37e if participant was SOMETIMES or NEVER able to get lube (question 37d)**

**37e. During times when you could not get lubricant (lube), why were you unable to access lube? (Please select all that apply)**

- |   |   |
|---|---|
| <input type="checkbox"/> I was told it was out of stock                             | <input type="checkbox"/> I was told they never offer lubricant                    |
| <input type="checkbox"/> I was told it was not available for people who use drugs   | <input type="checkbox"/> The staff asked too many questions about why I needed it |
| <input type="checkbox"/> The staff were so rude I decided I did not want it anymore | <input type="checkbox"/> I was told I ask for it too often                        |
| <input type="checkbox"/> I did not feel comfortable asking for it or taking it      | <input type="checkbox"/> Other  |
| <input type="checkbox"/> Don't know   | <input type="checkbox"/> Prefer not to answer                                     |

**Only ask questions 37f-37g if participant SOMETIMES or ALWAYS could get lube (question 37d)**

**37f. During times when you could get lubricant (lube), were you able to get as much as you needed?**

- Always       Sometimes       Never       Don't know       Prefer not to answer

**37g. During times when you could get lubricant (lube), did staff ask you why you needed it before you could have it?**

- Always       Sometimes       Never       Don't know       Prefer not to answer

**38. How could the drop-in centre improve services for people who use drugs?**

## MOBILE CLINIC USERS

These questions are for anyone who selected "Mobile clinic" in question 3

**38. What mobile clinic do you use?**

*(Note: the questions below should be answered about the mobile clinic that the participant selects)*

**38b. Is the mobile clinic you use specifically for people who use drugs and/or other key populations?**

*A mobile clinic for people who use drugs is provided by an NGO and provides specific services for people who use drugs. It is not provided by the Department of Health.*

Yes       No       Don't know       Prefer not to answer

**39. Are the staff at the mobile clinic friendly towards people who use drugs?**

Always       Sometimes       Never       Don't know       Prefer not to answer

**40. On a scale of 1 to 5, how comfortable do you feel using this mobile clinic? (If 1 is VERY UNCOMFORTABLE and 5 is VERY COMFORTABLE) By comfortable I mean that you feel at ease among the other patients and with the mobile clinic staff and you believe you would be treated well.**

1 - Very uncomfortable       2 - Uncomfortable       3 - Neutral  
 4 - Comfortable       5 - Very comfortable       Don't know  
 Prefer not to answer

**40b. If you feel neutral, uncomfortable, or very uncomfortable, please specify what would make you feel more comfortable:**

**41. How safe do you feel using the mobile clinic? (If 1 is VERY UNSAFE and 5 is VERY SAFE) By safe I mean safe and protected from verbal or physical abuse, verbal or physical harassment, risk of arrest etc.**

1 - Very unsafe       2 - Unsafe       3 - Neutral  
 4 - Safe       5 - Very safe       Don't know  
 Prefer not to answer

**41b. If you feel neutral, unsafe, or very unsafe, please specify what would make you feel more safe:**

**42. Do you think that this mobile clinic respects people's confidentiality and privacy?**

Yes       No       Don't know       Prefer not to answer



**Only ask question 42b if participant says NO, the mobile clinic does NOT respect confidentiality and privacy (question 42)**

**42b. If no, please specify the reason(s) why not.**

- Staff share the status of people living with HIV in the mobile clinic
- Healthcare workers call other staff into the consultation room to share my medical issues
- Staff enter the room without knocking during a consultation
- Staff share if people use drugs in the mobile clinic       Don't know
- Prefer not to answer       Other (please specify below)

### **CONTRACEPTIVES (mobile clinic)**

**43. Which contraceptives have you tried to access at this mobile clinic?**

- External condoms       Internal condoms       Birth control pill
- Injection       Implant       IUD
- Don't know       Prefer not to answer       None (skip to 44)
- Other (please specify)

**Only ask question 43b-43c if participant has tried to access ANY contraceptives (question 43)**

**43b. Were you able to get the contraceptives you wanted?**

- Yes       No       Don't know       Prefer not to answer

**43c. If no, why were you unable to get the contraceptives you wanted?**

- They told me that I could not have it because I am a person who uses drugs
- They told me my first choice was not available       They told me I had to come back
- They told me I was too young       They told me there was a stockout / shortage
- They told me there were no pregnancy tests available       Other
- Don't know       Prefer not to answer

### **PREP (mobile clinic)**

**\*\*\*Note: if the participant already answered this in question 14 or 29, you do not need to repeat the question\*\*\***

**44. Have you heard of PrEP (pre-exposure prophylaxis)?**

- I have heard of it and know what it is       I've heard of it but am not sure what it is
- I've never heard of it       Prefer not to answer

**For those who have never heard of PrEP or are not sure what it is, explain:  
"PrEP is an oral medication that people can take daily to prevent the chances of getting HIV. Would you like more information about PrEP?"**

**45. Have you ever been offered PrEP at the mobile clinic?**

- Yes  No  No — because I am living with HIV  
 Don't know  Prefer not to answer

**Do not ask question 46 - 46d if participant says NO — BECAUSE I AM LIVING WITH HIV (question 45)**

**46. Have you ever gotten PrEP at the mobile clinic?**

- Yes  No, because I did not want PrEP  
 No, I wanted PrEP but was not considered eligible  No, I wanted PrEP but it wasn't available  
 No, I wanted PrEP but did not get it for some other reason  Don't know  
 Prefer not to answer

**46b. If you were not considered eligible, please specify why not:**

**Only ask question 46c-46d if participant says YES, they have gotten PrEP (question 46)**

**46c. How satisfied were you with PrEP services at the mobile clinic?**

*(If 1 is VERY UNSATISFIED and 5 is VERY SATISFIED)*

- 1 - Very unsatisfied  2 - Unsatisfied  3 - Neutral  
 4 - Satisfied  5 - Very satisfied  Don't know  
 Prefer not to answer

**46d. If you feel unsatisfied or very unsatisfied, please specify the reason(s) why:**

## NEEDLE ACCESS (mobile clinic)

47. Have you wanted to get new/unused needles at the mobile clinic in the last year?

- Yes       No       Don't know       Prefer not to answer

47b. Did the mobile clinic give you any information about where you could get new/unused needles?

- Yes       No       Don't know       Prefer not to answer

**Only ask question 47c-47g if participant says YES, they have wanted to access needles (question 47)**

47c. Were you able to get new/unused needles from this mobile clinic?

- Always       Sometimes       Never       Don't know       Prefer not to answer

**Only ask question 47d-47e if participant ALWAYS or SOMETIMES was able to access needles (question 47c)**

47d. When you were able to get needles, were you able to get as many needles as you needed?

- Always       Sometimes       Never       Don't know       Prefer not to answer

47e. When you were able to get needles, were the needles provided good quality?

- Always       Sometimes       Never       Don't know       Prefer not to answer

**Only ask question 47f-47g if participant SOMETIMES or NEVER was able to access needles (question 47c)**

47f. During times when you could not get needles, why were you unable to access them?

- |   |   |
|---|---|
| <input type="checkbox"/> I was told it was out of stock             | <input type="checkbox"/> I was told they are not offered at the mobile clinic |
| <input type="checkbox"/> I did not feel comfortable asking for them | <input type="checkbox"/> I was told I was not eligible to receive them        |
| <input type="checkbox"/> I was told I was asking for too many       | <input type="checkbox"/> Other  |
| <input type="checkbox"/> Don't know                                 | <input type="checkbox"/> Prefer not to answer                                 |

47g. Please specify why else were you unable to access needles:

## METHADONE (mobile clinic)

**\*\*\*Note: if the participant already answered this in question 17 or 33, you do not need to repeat the question\*\*\***

48. Have you ever heard of something called methadone?

- |   |  |
|---|--|
| <input type="checkbox"/> I have heard of it and know what it is | <input type="checkbox"/> I've heard of it but am not sure what it is |
| <input type="checkbox"/> I've never heard of it                 | <input type="checkbox"/> Prefer not to answer                        |

**For those who have never heard of methadone or are not sure what it is, explain:**

**Methadone is a medication that can help someone to reduce or stop taking opioids like heroin, nyaope, and whoonga. Methadone relieves withdrawal symptoms and psychological cravings.**

49. Have you wanted to access methadone at the mobile clinic in the last year?

- Yes       No       Don't know       Prefer not to answer

49b. Has the mobile clinic given you any information about where you could get methadone in the last year?

- Yes       No       Don't know       Prefer not to answer

## DRUG DEPENDENCE SUPPORT *(mobile clinic)*

50. Have you wanted to access drug dependence support at the mobile clinic in the last year? *Drug dependence support refers to individual or group counselling or other psychosocial services related to drug use.*

- Yes       No       Don't know       Prefer not to answer

**Only ask question 50b-50d if participant says YES, they have wanted to access drug dependence support (question 50)**

50b. Were you able to access drug dependence support?

- Yes       No       Don't know       Prefer not to answer

50c. If no, why were you unable to access drug dependence support? (Please select all that apply)

- I was told it was not offered at the mobile clinic       I was told I was not eligible to participate  
 I did not feel comfortable asking for support       Other  
 Don't know       Prefer not to answer

50d. Please specify why else you were unable to access drug dependence support:

## NALOXONE *(mobile clinic)*

**\*\*\*Note: if the participant already answered this in question 19 or 35, you do not need to repeat the question\*\*\***

51. Have you ever heard of something called naloxone?

- I have heard of it and know what it is       I've heard of it but am not sure what it is  
 I've never heard of it       Prefer not to answer

***For those who have never heard of naloxone or are not sure what it is, explain:  
Naloxone is a medicine that quickly reverses an opioid overdose (opioids like heroin, nyaope, whoonga). It can restore normal breathing within 2 to 3 minutes.***

52. Have you wanted to access naloxone or other overdose support at the mobile clinic in the last year?

- Yes       No       Don't know       Prefer not to answer

## HEPATITIS C *(mobile clinic)*

**\*\*\*Note: if the participant already answered this in question 20 or 36, you do not need to repeat the question\*\*\***

53. Have you ever heard about Hepatitis C?

- I have heard of it and know what it is       I've heard of it but am not sure what it is  
 I've never heard of it       Prefer not to answer

**For those who have never heard of hepatitis C or are not sure what it is, explain:  
Hepatitis C is a virus that affects your liver. It can be very serious if it's not treated. Hepatitis C is spread through contact with infected blood, such as by sharing needles.**

**53b. Has a health worker at this mobile clinic talked to you about screening for Hepatitis C in the last year?**

- Yes       No       Don't know       Prefer not to answer

**53c. Have you been screened for Hepatitis C at this mobile clinic in the last year?**

- Yes       No       Don't know       Prefer not to answer

**LUBRICANT (mobile clinic)**

**\*\*\*Note: if the participant already answered this in question 21 or 37, you do not need to repeat the question\*\*\***

**54. Have you heard of lubricant or lube?**

- I have heard of it and know what it is       I've heard of it but am not sure what it is  
 I've never heard of it       Prefer not to answer

**For those who have never heard of lube or are not sure what it is, explain:  
"Lubricant is a gel or liquid that can reduce irritation and friction, and increase comfort during sex. Friction can cause condom breakage or vaginal or anal tears, which can increase the risk of getting HIV during sex."**

**54b. Have you tried to get lubricant (lube) at the mobile clinic in the last year?**

- Yes       No       Don't know       Prefer not to answer

**Only ask questions 54c-54g if participant says YES, they have tried to access lube (question 54b)**

**54c. Were staff respectful when you tried to get lubricant (lube)?**

- Always       Sometimes       Never       Don't know       Prefer not to answer

**54d. Were you able to get lubricant (lube)?**

- Always       Sometimes       Never       Don't know       Prefer not to answer

**Only ask question 54e if participant SOMETIMES or NEVER was able to access lube (question 54d)**

**54e. During times when you could not get lube, why were you unable to access lubricant (lube)? (Please select all that apply)**

- I was told it was out of stock  
 I was told they never offer lubricant  
 I was told it was not available for people who use drugs  
 The staff asked too many questions about why I needed it  
 The staff were so rude I decided I did not want it anymore  
 I was told I ask for it too often  
 I did not feel comfortable asking for it or taking it  
 Other  
 Don't know  
 Prefer not to answer

**Only ask questions 54f-54g if participant SOMETIMES or ALWAYS was able to access lube (question 54d)**

**54f. During times when you could get lubricant (lube), were you able to get as much as you needed?**

- Always       Sometimes       Never       Don't know       Prefer not to answer

**54g. During times when you could get lubricant (lube), did staff ask you why you needed it before you could have it?**

- Always       Sometimes       Never       Don't know       Prefer not to answer

55. How could the mobile clinic improve services for people who use drugs?

## ALL PARTICIPANTS

56. Do you remember answering a similar set of questions about your experiences at health facilities about a year ago?

- Yes       No       Don't know       Prefer not to answer

57. Would you be willing to do an individual interview to tell us more about your experience?

- Yes       No

58. Do you identify as any of these other groups?

- Sex worker (Go to question 59)  
 Transgender person (Go to question 65)  
 Gay man, bisexual man, or other man who has sex with men (Go to question 65)  
 None (Go to question 65)

Please only complete the next section if your participant is also a sex worker and uses a public health facility.

## STI SERVICES

59. Have you tried to access services for sexually transmitted infections (STIs) at the facility in the last year? *STI services includes both screening for sexually transmitted infections and treatment. Screening refers to a health worker determining if you may have an STI.*

- Yes       No       Don't know       Prefer not to answer

Only ask questions 59b-59f if participant says YES, they have tried to access STI services (question 59)

59b. Were staff respectful when you tried to access STI services?

- Always       Sometimes       Never       Don't know       Prefer not to answer

59c. Were you able to access STI services you needed?

- Always       Sometimes       Never       Don't know       Prefer not to answer

**Only ask question 59d if participant was *SOMETIMES* or *NEVER* able to access STI services (question 59c)**

**59d. During times when you did not get the STI screening you needed, why were you unable to access STI services? (Select all that apply)**

- I was told STI services were not available for sex workers
- I did not feel comfortable asking for services
- The staff asked too many questions about why I needed STI services
- The staff were so rude I decided I did not want STI services anymore
- I was told I ask for STI services too often
- I was told they never offer STI services
- Don't know
- Prefer not to answer
- Other (please specify)

**Only ask questions 59e-59f if participant was *ALWAYS* or *SOMETIMES* able to access STI services (question 59c)**

**59e. Were you able to access treatment for STIs?**

- Yes
- No, but treatment was not needed
- No, treatment was needed but I did not receive it
- Don't know
- Prefer not to answer

**Only ask question 59f if participant needed STI treatment but they did not receive it (question 59e)**

**59f. If treatment was needed but not received, why were you unable to get the treatment you needed for STIs?**

- I was told they were out of stock
- I was told treatment was not available for sex workers
- I did not feel comfortable asking for treatment
- The staff asked too many questions about why I needed it
- The staff were so rude I decided I did not want it anymore
- I was told I ask for it too often
- I was told they never offer it
- Other
- Don't know
- Prefer not to answer

## PEP

**60. Have you heard of PEP (post-exposure prophylaxis)?**

- I've heard of it but am not sure what it is
- I've heard of it but am not sure what it is
- Prefer not to answer

**For those who have never heard of PEP or are not sure what it is, explain:**

**"PEP is medication that is taken shortly after a potential exposure to HIV that can prevent you getting HIV. Would you like more information about PEP?"**

**61. Have you wanted to access PEP at the facility in the last year?**

- Yes
- No
- No — because I am living with HIV
- Don't know
- Prefer not to answer

**Only ask question 62 if participant says YES, they have wanted to access PEP (question 61)**

**62. Were you able to access PEP?**

- Always       Sometimes       Never       Don't know       Prefer not to answer

**Only ask question 62b if participant was SOMETIMES or NEVER able to access PEP (question 62)**

**62b. During times when you were unable to get PEP, why were you unable to access it? (Select all that apply)**

- I was told it were out of stock  
 I was told it was not available for sex workers  
 I was told I wasn't eligible for another reason (eg. it was only for people who were raped or who had a condom break)  
 The staff asked too many questions about why I needed it  
 The staff were so rude I decided I did not want it anymore  
 I was told I ask for it too often  
 I was told they never offer it  
 I did not feel comfortable asking for it  
 Other  
 Don't know  
 Prefer not to answer

## POST-VIOLENCE SERVICES

*Post-violence services refers to the medical and psychosocial care someone might need after experiencing physical or sexual violence.*

**63. On a scale of 1 to 5, how comfortable would you feel if you needed to access post-violence services at this facility? If 1 is VERY UNCOMFORTABLE and 5 is VERY COMFORTABLE. By comfortable I mean you feel at ease among the other patients and with the clinic staff and you believe you would be treated well.**

- 1 - Very uncomfortable       2 - Uncomfortable       3 - Neutral  
 4 - Comfortable       5 - Very comfortable       Don't know  
 Prefer not to answer

**Only answer 63b if participant says they would feel NEUTRAL, UNCOMFORTABLE, or VERY UNCOMFORTABLE accessing post-violence services (question 63)**

**63b. Why would you feel neutral, uncomfortable or very uncomfortable accessing post-violence services at this facility? Select all that apply**

- The staff are not well trained       The staff are not friendly  
 The staff do not respect my privacy       I do not feel safe at the facility  
 The staff ask uncomfortable questions       The staff refused to give me services  
 Fear that people will find out I am a sex worker       Prefer not to answer  
 Don't know       Other (please specify)

**64. In the last year, have you wanted to access post-violence services at this facility?**

- Yes       No       Don't know       Prefer not to answer



**Only answer 64b-64e if participant says YES, they have wanted to access post-violence services (question 64)**

64b. Were staff respectful when you wanted to access post-violence services?

- Always       Sometimes       Never       Don't know       Prefer not to answer

64c. Were you able to access services you needed for violence at this facility?

- Yes       No       Don't know       Prefer not to answer

**Only answer 64d if participant says NO, they were NOT able to access post-violence services (question 64c)**

64d. If no, which services did you need that you were not able to get at the facility?

- |  |  |
|--|--|
| <input type="checkbox"/> Counselling (on-site)                 | <input type="checkbox"/> Rapid HIV testing (on-site) |
| <input type="checkbox"/> STI screening and treatment (on-site) | <input type="checkbox"/> PEP (on site)               |
| <input type="checkbox"/> Emergency contraception (on-site)     | <input type="checkbox"/> Rape kit (on-site)          |
| <input type="checkbox"/> J88 form                              | <input type="checkbox"/> Referral to shelter         |
| <input type="checkbox"/> Other (please specify)                | <input type="checkbox"/> Prefer not to answer        |

**Only ask question 64e if participant was NOT able to access a J88 form (question 64d)**

64e. Why were you unable to get a J88 form?

## ALL PARTICIPANTS

65. Is there anything else you would like to tell us?

Thank participant for their time and ask if they have any questions for you