

TRANS 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 participants gender:

- Transgender woman Transgender man Non-binary person
 Other gender identity Prefer not to answer

2. How old are you?

- Under 18 18-24 25-34
 35-49 50+ Don't know
 Prefer not to answer

****IMPORTANT:** 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 trans people can go to access health services just for trans people, outside of a public health facility*)

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

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

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

- The staff are not friendly The staff do not respect my privacy
 I do not feel safe Fear of people finding out that I am transgender
 It is too far away It costs too much to get there
 The services take too long It is not open when I want to go
 I cannot get the services I want The staff refused to give me services
 I don't need any health services Don't know
 Prefer not to answer Other (please specify below)

Only answer questions 3c if participant does NOT use services at the 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 transgender people
- The staff are not friendly
- 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
- Fear that people will find out that I am transgender
- Don't know
- Other (please specify)
- The staff do not respect my privacy
- 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
- The staff refused to give me services
- Prefer not to answer

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

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

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

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

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

6b. Which staff are not always friendly towards transgender people? (Select all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Clinical staff (nurses, doctors, pharmacists etc.) | <input type="checkbox"/> Lay staff (counsellors, linkage officers etc.) |
| <input type="checkbox"/> Security staff | <input type="checkbox"/> Non clinical staff (cleaners, admin staff, file clerks etc.) |
| <input type="checkbox"/> Don't know | <input type="checkbox"/> Prefer not to answer |

6c. Do the staff at the facility know that you are trans?

- Yes No Don't know Prefer not to answer

Only ask question 6d if participant says *YES*, staff know they are trans (question 6c)

6d. Did the staff treat you differently after they found out you were trans?

- | | |
|--|--|
| <input type="checkbox"/> Yes, they treated me worse after finding out (for example: were rude, mean, etc.) | |
| <input type="checkbox"/> Yes, they offered me services specific to trans people | <input type="checkbox"/> The staff always knew I was trans |
| <input type="checkbox"/> No, they treated me the same | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Prefer not to answer | |

Only ask question 6e if participant says *NO*, staff do *NOT* know they are trans (question 6c)

6e. Do you think the staff would treat you worse if they found out you were trans?

- Yes No Don't know Prefer not to answer

7. Are facility staff respectful of your gender identity, for example using your preferred name and using your correct gender?

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

Only ask question 7b if participant reports staff are only *SOMETIMES* or *NEVER* respectful of their gender identity (question 7)

7b. If sometimes or never, how were staff disrespectful? (Please select all that apply)

- They did not call me by my preferred name
- They used the wrong pronouns
- They were rude because I was trans
- I was not allowed to use my preferred bathroom
- They refused me services I needed because they said I was the wrong gender
- They revealed my transgender status to other staff for no reason
- They asked me questions about being trans, not relevant to the services I needed
- The folders are colour coded by perceived gender and they gave me the wrong colour
- Other
- Don't know
- Prefer not to answer

7c. Please specify other ways the staff were disrespectful about being trans:

8. 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

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

9. 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

9b. If you feel neutral, unsafe, or very unsafe, please specify what would make you feel more safe:

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

- Yes No Don't know Prefer not to answer

Only ask question 10b-10c if participant reports facility does NOT respect people's confidentiality and privacy (question 10)

10b. 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 are transgender 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 below)

10c. Please specify any other privacy violations at the facility:

11. In the last year, have you been refused access to services at this facility because you are a transgender person?

- Yes No Don't know Prefer not to answer

11b. 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

CONTRACEPTIVES (public health facility)

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

- External condoms Internal condoms Birth control pill
 Injection Implant IUD
 Don't know Prefer not to answer Other (please specify)
 None (skip to 13)

Only ask question 12b-12c if participant has tried to access ANY contraceptives (question 12)

12b. Were you able to get the contraceptives you wanted?

- Yes
 No
 Don't know
 Prefer not to answer

12c. If no, why were you unable to get the contraceptives you wanted?

- 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 They told me I had to have an HIV test
 They told me that I could not have it because I am trans Don't know
 Prefer not to answer Other (please specify)

GENDER APPROPRIATE SERVICES (*public health facility*)

Ask question 13 if the participant is a transgender woman or non-binary person ONLY

13. Have you ever been told you need to use a Men's Corner or Men only clinic day? A Men's Corner is a space for cisgender men to go to the clinic. It is meant to encourage them to go to the facility.

- Yes
- No
- No — My facility does not have a Men's corner or Men only clinic day
- Don't know
- Prefer not to answer

13b. (If yes) What happened when you were told to use the Men's Corner? (Select all that apply)

- I refused and did not receive the services I needed
- I discussed with staff and was still able to get services outside of the Men's Corner
- I received services at the Men's Corner
- Staff were rude when I tried to explain I did not want to use the Men's Corner
- Other
- Don't know
- Prefer not to answer

Only ask question 13c if the participant says they received services at the Men's Corner

13c. What happened when you received services at the Men's Corner? Please select all that apply

- I was treated poorly by Men's Corner staff
- I was treated poorly by other patients at the Men's Corner
- I received the services I needed
- I did not receive the services I needed
- Other
- Don't know
- Prefer not to answer

PREP (*public health facility*)

14. 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?"

15. 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 15b - 15e if participant says NO — BECAUSE I AM LIVING WITH HIV (question 15)

15b. Have you ever gotten PrEP at the facility?

- 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

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

Only ask question 15d-15e if participant says YES, they have gotten PrEP at the facility (question 15b)

15d. How satisfied were you with PrEP services at the facility? If 1 is VERY UNSATISFIED and 5 is VERY SATISFIED.

- | | | |
|---|---|--------------------------------------|
| <input type="checkbox"/> 1 - Very unsatisfied | <input type="checkbox"/> 2 - Unsatisfied | <input type="checkbox"/> 3 - Neutral |
| <input type="checkbox"/> 4 - Satisfied | <input type="checkbox"/> 5 - Very satisfied | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Prefer not to answer | | |

15e. If you feel unsatisfied or very unsatisfied, please specify the reason why:

LUBRICANT (public health facility)

16. 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."

16b. Have you tried to get lubricant (lube) at the facility 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 |
|------------------------------|-----------------------------|-------------------------------------|---|

Only ask questions 16c-16g if participant says YES, they tried to get lube (question 16b)

16c. Were staff respectful when you tried to get lubricant (lube)?

- | | | | | |
|---------------------------------|------------------------------------|--------------------------------|-------------------------------------|---|
| <input type="checkbox"/> Always | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Never | <input type="checkbox"/> Don't know | <input type="checkbox"/> Prefer not to answer |
|---------------------------------|------------------------------------|--------------------------------|-------------------------------------|---|

16d. Were you able to get lubricant (lube)?

- | | | | | |
|---------------------------------|------------------------------------|--------------------------------|-------------------------------------|---|
| <input type="checkbox"/> Always | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Never | <input type="checkbox"/> Don't know | <input type="checkbox"/> Prefer not to answer |
|---------------------------------|------------------------------------|--------------------------------|-------------------------------------|---|

Only ask question 16e if participant *SOMETIMES* or *NEVER* was able to get lube (question 16d)

16e. 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 trans people
- 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 16f-16g if participant *SOMETIMES* or *ALWAYS* was able to get lube (question 16d)

16f. 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

16g. 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

STI SERVICES (public health facility)

17. 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 17b-17f if participant says *YES*, they tried to access STI services (question 17)

17b. Were staff respectful when you tried to access STI services?

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

17c. Were you able to access the STI services you needed?

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

Only ask question 17d if participant was *SOMETIMES* or *NEVER* able to get STI services (question 17c)

17d. During times when you did not get the STI services you needed, why were you unable to access STI services? (Please select all that apply)

- I was told STI services were not available for trans people
- I did not feel comfortable asking for STI 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 17e-17f if participant was ALWAYS or SOMETIMES able to access STI services (question 17c)

17e. Were you able to access treatment for STIs?

- | | |
|--|---|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No, but treatment was not needed |
| <input type="checkbox"/> No, treatment was needed but I did not receive it | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Prefer not to answer | |

Only ask question 17f if participant needed STI treatment but didn't receive it (question 17e)

17f. 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 trans people
- 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

POST-VIOLENCE SERVICES (public health facility)

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

18. 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.

- | | | |
|---|---|--------------------------------------|
| <input type="checkbox"/> 1 - Very uncomfortable | <input type="checkbox"/> 2 - Uncomfortable | <input type="checkbox"/> 3 - Neutral |
| <input type="checkbox"/> 4 - Comfortable | <input type="checkbox"/> 5 - Very comfortable | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Prefer not to answer | | |

Only answer 18b if participant says they would feel NEUTRAL, UNCOMFORTABLE, or VERY UNCOMFORTABLE accessing post-violence services (question 18)

18b. Why would you feel neutral, uncomfortable or very uncomfortable accessing post-violence services at this facility? Select all that apply

- | | |
|--|--|
| <input type="checkbox"/> The staff are not well trained | <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 at the facility |
| <input type="checkbox"/> The staff ask uncomfortable questions | <input type="checkbox"/> The staff refused to give me services |
| <input type="checkbox"/> Fear that people will find out I am trans | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> Don't know | <input type="checkbox"/> Other (please specify) |

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

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

Only ask questions 19b-19e if participant says YES, they wanted access to post violence services (question 19)

19b. Were staff respectful when you wanted to access post-violence services?

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

19c. Were you able to access services you needed for violence at this facility?

- Yes No Don't know Prefer not to answer

Only answer 19d if participant says NO, they were NOT able to access post-violence services (question 19c)

19d. 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 19e if participant was unable to get a J88 form (question 19d)

19e. Why were you unable to get a J88 form?

- | | |
|---|---|
| <input type="checkbox"/> I was told I needed to come back another day | <input type="checkbox"/> I was told I didn't qualify for it |
| <input type="checkbox"/> I was told I couldn't get one because I am trans | <input type="checkbox"/> I was told no doctor was available |
| <input type="checkbox"/> Other | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Prefer not to answer | |

PEP (public health facility)

20. Have you heard of PEP (post-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 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?"

21. 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

21b. If yes, were you able to access PEP?

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

Only ask question 21c if participant *SOMETIMES* or *NEVER* was able to access PEP (question 21b)

21c. During times when you were unable to get PEP, why were you unable to access it? (Please select all that apply)

- I was told it was out of stock
- I was told it was not available for trans people
- 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

HORMONE THERAPY (public health facility)

22. Have you ever heard of hormone therapy?

- 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 hormone therapy or are not sure what it is, explain:

Hormone therapy is a kind of treatment that can make you look and feel more like the gender you identify as.

22b. Have you ever asked the staff at this facility about where you could access hormone therapy?

- Yes
- No
- Don't know
- Prefer not to answer

22c. If yes, were facility staff able to tell you where you could get access to hormone therapy?

- Yes, they referred me to another facility
- Yes, they told me I could pay another doctor for a referral
- Yes, they told me I could get it at this facility
- No, they did not know about hormone therapy or where I could get it
- Other
- Don't know
- Prefer not to answer

22d. If available, would you have wanted to access hormone therapy at this facility in the last year?

- Yes
- No
- Don't know
- Prefer not to answer

22e. If no, why wouldn't you want to access hormone therapy at this facility?

- I am not interested in hormone therapy
- It is already easy to collect my hormones
- I like the healthcare provider I already have
- I am treated poorly at the clinic
- I do not feel safe at the clinic
- I do not feel comfortable at the clinic
- I do not know about hormone therapy
- Don't know
- Prefer not to answer
- Other (please specify)

23. We have some follow up questions for people on hormone therapy, can I continue with these questions?

- Yes
- No (does not apply, or not comfortable to answer)
- Don't know
- Prefer not to answer

Only ask questions 23b and 23c if person says YES you can continue with these questions.

23b. Where did you initiate your hormone therapy?

- At a hospital
- At this facility
- At another primary level facility (clinic or community healthcare centre)
- At a drop-in centre
- Don't know
- Prefer not to answer
- Other (please specify)

23c. Where would you prefer to collect your hormones?

- | | |
|--|---|
| <input type="checkbox"/> At this facility — which I already do | <input type="checkbox"/> At this facility — but I am not currently allowed to |
| <input type="checkbox"/> At a drop-in centre | <input type="checkbox"/> At the hospital |
| <input type="checkbox"/> At an external pick-up point | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Prefer not to answer | <input type="checkbox"/> Other (please specify) |

24. How could the facility improve services for transgender people?

DROP-IN CENTRE USERS

These questions are for anyone who uses a drop-in centre (question 3)

25. What drop-in centre do you use?

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

26. Are the staff at the drop-in centre friendly towards transgender people?

Always

Sometimes

Never

Don't know

Prefer not to answer

27. Are drop-in centre staff respectful of your gender identity, for example using your preferred name and using your correct gender?

Always

Sometimes

Never

Don't know

Prefer not to answer

27b. If sometimes or never, how were staff disrespectful? (Please select all that apply)

They did not call me by my preferred name

They used the wrong pronouns

They were rude because I was trans

I was not allowed to use my preferred bathroom

They refused me services I needed because they said I was the wrong gender

They revealed my transgender status to other staff for no reason

They asked me questions about being trans, not relevant to the services I needed

The folders are colour coded by perceived gender and they gave me the wrong colour

Other

Don't know

27c. Please specify other ways the staff were disrespectful about being trans:

28. 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 drop-in centre 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

28b. If you feel neutral, uncomfortable, or very uncomfortable, please specify what would make you feel more comfortable:

29. 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

29b. If you feel neutral, unsafe, or very unsafe, please specify what would make you feel more safe:

30. 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 30b if participant says NO, the facility does NOT respect confidentiality and privacy (question 30)

30b. If no, please specify the reason why not.

- Staff share the status of people living with HIV in the waiting area
 Staff share if people are transgender 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)

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

- | | | |
|---|---|---|
| <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"/> None (skip to 32) |
| <input type="checkbox"/> Other (please specify) | | |

Only ask question 31b-31c if participant has tried to access ANY contraceptives (question 31)

31b. Were you able to get the contraceptives you wanted?

- Yes No Don't know Prefer not to answer

31c. 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 trans | <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"/> They told me I had to have an HIV test | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Prefer not to answer | <input type="checkbox"/> Other (please specify) |

PREP (drop-in centre)

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

32. 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?"

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

- | | | |
|-------------------------------------|---|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> No — because I am living with HIV |
| <input type="checkbox"/> Don't know | <input type="checkbox"/> Prefer not to answer | |

Do not ask question 33b - 33e if participant says NO — BECAUSE I AM LIVING WITH HIV (question 33)

33b. Have you ever gotten PrEP at the drop-in centre?

- | | |
|---|--|
| <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 | |

33c. If you were not considered eligible, please specify why not:

Only ask questions 33d-33e if participant says YES, they have ever gotten PrEP (question 33b)

33d. 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

33e. If you feel unsatisfied or very unsatisfied, please specify the reason why:

LUBRICANT (drop-in centre)

*****Note: if the participant already answered this in question 16, you do not need to repeat the question*****

34. 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.”

35. 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 35b-35f if participant says YES, they tried to access lube (question 35)

35b. Were staff respectful when you tried to get lubricant (lube)?

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

35c. Were you able to get lubricant (lube)?

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

Only ask question 35d if participant SOMETIMES or NEVER was able to access lube (question 35c)

35d. 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 trans people
 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 35e-35f if participant SOMETIMES or ALWAYS was able to access lube (question 35c)

35e. 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

35f. 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

STI SERVICES (drop-in centre)

36. Have you tried to access services for sexually transmitted infections (STIs) at the drop-in centre 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 36b-36f if participant says YES, they tried to access STI services (question 36)

36b. Were staff respectful when you tried to access STI services?

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

36c. Were you able to access the STI services you needed?

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

Only ask question 36d if participant was SOMETIMES or NEVER able to access STI services (question 36c)

36d. During times when you did not get the STI services you needed, why were you unable to access STI services? (Please select all that apply)

- I was told STI services were not available for trans people
- I did not feel comfortable asking for STI 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 question 36e if participant was SOMETIMES or ALWAYS able to access STI services (question 36c)

36e. 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 36f if participant needed STI treatment and did not receive it (question 36e)

36f. 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 trans people
- 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

POST-VIOLENCE SERVICES (drop-in centre)

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

37. On a scale of 1 to 5, how comfortable would you feel if you needed to access post-violence services at this drop-in centre? 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 drop-in centre 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 37b if participant says they would feel NEUTRAL, UNCOMFORTABLE, or VERY UNCOMFORTABLE accessing post-violence services (question 37)

37b. Why would you feel neutral, uncomfortable or very uncomfortable accessing post-violence services at this drop-in centre? Select all that apply

- | | |
|--|---|
| <input type="checkbox"/> The staff are not well trained | <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 at the drop-in centre |
| <input type="checkbox"/> The staff ask uncomfortable questions | <input type="checkbox"/> The staff refused to give me services |
| <input type="checkbox"/> Fear that people will find out I am trans | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> Don't know | <input type="checkbox"/> Other (please specify) |

38. In the last year, have you wanted to access post-violence services at this drop-in centre?

- Yes No Don't know Prefer not to answer

Only ask questions 38b-38f if respondent says YES, they have wanted to access post-violence services (question 38)

38b. Were staff respectful when you wanted to access post-violence services?

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

38c. Were you able to access services you needed for violence at this drop-in centre?

- Yes No Don't know Prefer not to answer

Only answer 38d if participant says NO, they were NOT able to access post-violence services (question 38c)

38d. If no, which services did you need that you were not able to get at the drop-in centre?

- | | |
|--|--|
| <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 | <input type="checkbox"/> Prefer not to answer |

38e. (If other) Please specify what else you need that you were not able to get:

Only ask question 38f if participant was unable to get a J88 form (question 38d)

38f. Why were you unable to get a J88 form?

- | | | |
|---|---|---|
| <input type="checkbox"/> I was told I needed to come back another day | <input type="checkbox"/> I was told I didn't qualify for it | |
| <input type="checkbox"/> I was told I couldn't get one because I am trans | <input type="checkbox"/> I was told no doctor was available | |
| <input type="checkbox"/> Other | <input type="checkbox"/> Don't know | <input type="checkbox"/> Prefer not to answer |

PEP (drop-in centre)

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

39. Have you heard of PEP (post-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 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?"

40. Have you wanted to access PEP at the drop-in centre in the last year?

- | | | |
|-------------------------------------|---|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> No — because I am living with HIV |
| <input type="checkbox"/> Don't know | <input type="checkbox"/> Prefer not to answer | |

Only ask questions 40b-40c if participant says YES, they tried to access PEP (question 40)

40b. If yes, were you able to access PEP?

- | | | | | |
|---------------------------------|------------------------------------|--------------------------------|-------------------------------------|---|
| <input type="checkbox"/> Always | <input type="checkbox"/> Sometimes | <input type="checkbox"/> Never | <input type="checkbox"/> Don't know | <input type="checkbox"/> Prefer not to answer |
|---------------------------------|------------------------------------|--------------------------------|-------------------------------------|---|

Only ask question 40c if participant SOMETIMES or NEVER was able to access PEP (question 40b)

40c. During times when you were unable to get PEP, why were you unable to access it? (Please select all that apply)

- | | | |
|--|-------------------------------------|---|
| <input type="checkbox"/> I was told it was out of stock | | |
| <input type="checkbox"/> I was told it was not available for trans people | | |
| <input type="checkbox"/> 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) | | |
| <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 was told they never offer it | | |
| <input type="checkbox"/> I did not feel comfortable asking for it | | |
| <input type="checkbox"/> Other | <input type="checkbox"/> Don't know | <input type="checkbox"/> Prefer not to answer |

HORMONE THERAPY (drop-in centre)

*****Note: if the participant already answered this in question 22, you do not need to repeat the question*****

41. Have you ever heard of hormone therapy?

- | | |
|---|--|
| <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 hormone therapy or are not sure what it is, explain:

Hormone therapy is a kind of treatment that can make you look and feel more like the gender you identify as.

41b. Have you ever asked the staff at this drop-in centre about where you could access hormone therapy?

- Yes No Don't know Prefer not to answer

41c. If yes, were drop-in centre staff able to tell you where you could get access to hormone therapy?

- Yes, they referred me to another facility
 Yes, they told me I could pay another doctor for a referral
 Yes, they told me I could get it at this facility
 No, they did not know about hormone therapy or where I could get it
 Other Don't know Prefer not to answer

41d. If available, would you have wanted to access hormone therapy at this drop-in centre in the last year?

- Yes No Don't know Prefer not to answer

41e. If no, why wouldn't you want to access hormone therapy at this drop-in centre?

- | | |
|--|--|
| <input type="checkbox"/> I am not interested in hormone therapy | <input type="checkbox"/> It is already easy to collect my hormones |
| <input type="checkbox"/> I like the healthcare provider I already have | <input type="checkbox"/> I am treated poorly at the drop-in centre |
| <input type="checkbox"/> I do not feel safe at the drop-in centre | <input type="checkbox"/> I do not feel comfortable at the drop-in centre |
| <input type="checkbox"/> I do not know about hormone therapy | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Prefer not to answer | <input type="checkbox"/> Other (please specify) |

42. We have some follow up questions for people on hormone therapy, can I continue with these questions?

- Yes No (does not apply, or not comfortable to answer)
 Don't know Prefer not to answer

Only ask questions 42b and 42c if person says YES you can continue with these questions.

42b. Where did you initiate your hormone therapy?

- At a hospital
 At this drop-in centre
 At another primary level facility (clinic or community healthcare centre)
 Don't know
 Prefer not to answer
 Other (please specify)

42c. Where would you prefer to collect your hormones?

- At this drop-in centre — which I already do
- At this drop-in centre — but I am not currently allowed to
- At my local facility
- At an external pick-up point
- At the hospital
- Don't know
- Prefer not to answer
- Other (please specify)

43. How could the drop-in centre improve services for transgender people?

MOBILE CLINIC USERS
These questions are for anyone who uses a Mobile clinic (question 3)

44. What mobile clinic do you use?

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

44b. Is the mobile clinic you use specifically for trans people and/or other key populations?

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

- Yes No Don't know Prefer not to answer

45. Are the staff at the mobile clinic friendly towards transgender people?

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

46. Are the mobile clinic staff respectful of your gender identity, for example using your preferred name and using your correct gender?

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

46b. If sometimes or never, how were staff disrespectful? (Please select all that apply)

- They did not call me by my preferred name
 They used the wrong pronouns
 They were rude because I was trans
 I was not allowed to use my preferred bathroom
 They refused me services I needed because they said I was the wrong gender
 They revealed my transgender status to other staff for no reason
 They asked me questions about being trans, not relevant to the services I needed
 The folders are colour coded by perceived gender and they gave me the wrong colour
 Other
 Don't know

46c. (If other) Please specify other ways the staff were disrespectful about being trans:

47. 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

47b. If you feel neutral, uncomfortable, or very uncomfortable, please specify what would make you feel more comfortable:

48. 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

48b. If you feel neutral, unsafe, or very unsafe, please specify what would make you feel more safe:

49. 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 49b if participant reports the mobile clinic does NOT respect confidentiality and privacy (question 49)

49b. If no, please specify the reason why not.

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

CONTRACEPTIVES (*mobile clinic*)

50. 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 51)
 Other (*please specify*)

Only ask question 50b-50c if participant has tried to access ANY contraceptives (question 50)

50b. Were you able to get the contraceptives you wanted?

- Yes No Don't know Prefer not to answer

50c. If no, why were you unable to get the contraceptives you wanted?

- | | |
|---|---|
| <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"/> They told me I had to have an HIV test |
| <input type="checkbox"/> They told me that I could not have it because I am trans | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Prefer not to answer | <input type="checkbox"/> Other (please specify) |

PREP (mobile clinic)

*****Note: if the participant already answered this in question 14 or 32, you do not need to repeat the question*****

51. 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?"

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

- | | | |
|-------------------------------------|---|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> No — because I am living with HIV |
| <input type="checkbox"/> Don't know | <input type="checkbox"/> Prefer not to answer | |

Do not ask question 52b - 52e if participant says NO — BECAUSE I AM LIVING WITH HIV (question 52)

52b. Have you ever gotten PrEP at the mobile clinic?

- | | |
|---|--|
| <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 | |

52c. If you were not considered eligible, please specify why not:

Only ask questions 52d-52e if participant says YES, they have gotten PrEP (question 52b)

52d. 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

52e. If you feel unsatisfied or very unsatisfied, please specify the reason why:

LUBRICANT (mobile clinic)

*****Note: if the participant already answered this in question 16 or 34, you do not need to repeat the question*****

53. 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."

54. 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 54b-54f if participant says YES, they have tried to get lube (question 54)

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

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

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

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

Only ask question 54d if participant SOMETIMES or NEVER was able to get lube (question 54c)

54d. During times when you could not get 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 trans people
 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 54e-54f if participant *SOMETIMES* or *ALWAYS* was able to access lubricant (question 54c)

54e. 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

54f. 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

STI SERVICES (*mobile clinic*)

55. Have you tried to access services for sexually transmitted infections (STIs) at the mobile clinic 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 55b-55f if participant says *YES*, they have tried to access STI services (question 55)

55b. Were staff respectful when you tried to access STI services?

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

55c. Were you able to access the STI services you needed?

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

Only ask question 55d if participant was *SOMETIMES* or *NEVER* able to access STI services (question 55c)

55d. During times when you did not get the STI services you needed, why were you unable to access STI services? (Please select all that apply)

- I was told STI services were not available for trans people
 I did not feel comfortable asking for STI 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 55e-55f if participant was *ALWAYS* or *SOMETIMES* able to access STI services (question 55c)

55e. 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 55f if participant needed STI treatment but didn't receive it (question 55e)

55f. 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 trans people
- 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

POST-VIOLENCE SERVICES (mobile clinic)

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

56. On a scale of 1 to 5, how comfortable would you feel if you needed to access post-violence services at this mobile clinic? 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 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

Only answer 56b if participant says they would feel NEUTRAL, UNCOMFORTABLE, or VERY UNCOMFORTABLE accessing post-violence services (question 56)

56b. Why would you feel neutral, uncomfortable or very uncomfortable accessing post-violence services at this mobile clinic? 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 mobile clinic
- The staff ask uncomfortable questions
- The staff refused to give me services
- Fear that people will find out I am trans
- Prefer not to answer
- Don't know
- Other (please specify)

57. In the last year, have you wanted to access post-violence services at this mobile clinic?

- Yes
- No
- Don't know
- Prefer not to answer

Only ask questions 57b-57e if respondent says YES, they have wanted to access post-violence services (question 57)

57b. Were staff respectful when you wanted to access post-violence services?

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

57c. Were you able to access services you needed for violence at this mobile clinic?

- Yes No Don't know Prefer not to answer

Only answer 57d if participant was NOT able to access post-violence services (question 57c)

57d. If no, which services did you need that you were not able to get at the mobile clinic?

- | | |
|--|--|
| <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 57e if participant was unable to access a "J88 form" (question 57d)

57e. Why were you unable to get a J88 form?

- | | |
|---|---|
| <input type="checkbox"/> I was told I needed to come back another day | <input type="checkbox"/> I was told I didn't qualify for it |
| <input type="checkbox"/> I was told I couldn't get one because I am trans | <input type="checkbox"/> I was told no doctor was available |
| <input type="checkbox"/> Other | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Prefer not to answer | |

PEP (mobile clinic)

*****Note: if the participant already answered this in question 20 or 39, you do not need to repeat the question*****

58. Have you heard of PEP (post-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 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?"

59. Have you wanted to access PEP at the mobile clinic in the last year?

- | | | |
|-------------------------------------|---|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> No — because I am living with HIV |
| <input type="checkbox"/> Don't know | <input type="checkbox"/> Prefer not to answer | |

Only ask questions 59b-59c if participant says YES, they tried to access PEP (question 59)

59b. If yes, were you able to access PEP?

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

Only ask question 59c if participant was *SOMETIMES* or *NEVER* able to access PEP (question 59b)

59c. During times when you were unable to get PEP, why were you unable to access it? (Please select all that apply)

- I was told it was out of stock
- I was told it was not available for trans people
- 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

HORMONE THERAPY (mobile clinic)

*****Note: if the participant already answered this in question 22 or 41, you do not need to repeat the question*****

60. Have you ever heard of hormone therapy?

- 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 hormone therapy or are not sure what it is, explain:

Hormone therapy is a kind of treatment that can make you look and feel more like the gender you identify as.

61. Have you ever asked the staff at this mobile clinic about where you could access hormone therapy?

- Yes No Don't know Prefer not to answer

61b. If yes, were mobile clinic staff able to tell you where you could get access to hormone therapy?

- Yes, they referred me to a facility
- Yes, they told me I could pay another doctor for a referral
- No, they did not know about hormone therapy or where I could get it
- Other Don't know Prefer not to answer

61c. We have some follow up questions for people on hormone therapy, can I continue with these questions?

- Yes No (does not apply, or not comfortable to answer)
- Don't know Prefer not to answer

Only ask questions 61d and 61e if person says YES you can continue with these questions.

61d. Where did you initiate your hormone therapy?

- At a hospital
- At a primary level facility (clinic or community healthcare centre)
- At a drop-in centre
- Don't know
- Prefer not to answer
- Other (please specify)

61e. Where would you prefer to collect your hormones?

- | | |
|---|---|
| <input type="checkbox"/> At my local facility | <input type="checkbox"/> At a drop-in centre |
| <input type="checkbox"/> At the hospital | <input type="checkbox"/> At an external pick-up point |
| <input type="checkbox"/> Don't know | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> Other (please specify) | |

62. How could the mobile clinic improve services for transgender people?

ALL PARTICIPANTS

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

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

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

- | | |
|---|--|
| <input type="checkbox"/> Sex worker | <input type="checkbox"/> Person who uses drugs |
| <input type="checkbox"/> Gay man, bisexual man, or other man who has sex with men | <input type="checkbox"/> None |
| <input type="checkbox"/> Prefer not to answer | |

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

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

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

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