Having your say
We want to make sure that all our services are helpful. We want to hear your comments and learn how we can improve our services or develop new ideas. You have a right to be involved in decisions and we appreciate your comments.

If you are not happy with any part of our service then please speak to a member of staff so they can try to put things right.

Your right to be heard
If you are not happy with the service we are giving and you have not been able to sort things out by talking to staff or someone who works elsewhere for Barnardo's you can make a formal complaint. Barnardo's complaints procedure is explained in a booklet called 'Your right to be heard'. This is available in our entrance hall or we can send you one.

Contact details
Streetlevel Family Services
Stanhope Parade
South Shields
Tyne and Wear
NE33 4BA

Tel: 0191 4553027
Fax: 0191 4568009

Opening Hours
Monday-Friday - 9:30am-5pm
(August 2012)
Who we are
The HIV Case Manager at Streetlevel Family Services provides support to people in South Tyneside living with HIV, their partners, families and carers.

What we do
The services offered include:

• up to date information and advice.
• assessment of needs.
• one to one support/Family support.
• assistance in accessing other services.

Help may be given with grant and benefit applications and in accessing support from health services, social services, housing agencies, welfare rights services and other voluntary organisations.

Need to Talk?
If you are feeling stressed it can be helpful to talk about difficulties you are experiencing. These can range from concerns about health or treatments, to relationships, discrimination, work related challenges and the pressure of living with a 'secret'.

Emotional and practical support may help you to make decisions or new plans for the future.

Complementary Therapies
We provide ear acupuncture and EST and although these therapies were developed to assist people who have drink related problems or other substance use issues they may also help others to relax and feel calmer.

If you would like to know more about these treatments please speak to a member of staff or ask to see our complementary therapies booklet.

Confidentiality
Information will not normally be given to anyone else without a service user’s consent. The only time we will make an exception to this rule is when a child or another vulnerable person may be at risk of harm.

Promoting equality, valuing diversity
Barnardo’s is committed to providing equality of opportunity for all service users. We value and respect their diversity.

We will take active steps to address and eliminate unfair or unlawful discrimination or prejudice where these are identified in the organisations procedures or practices.