

THE HIV-911 PROGRAMME CENTRE FOR HIV/AIDS NETWORKING (HIVAN)



An Overview

The HIV-911 Programme is a comprehensive guide to over 8 200 HIV-related support services in South Africa.

All efforts are made to ensure that the HIV-911 database is accessible to all South Africans. Anyone can use HIV-911 to provide information on where to locate HIV-related services and support in any area of the country.

HIV-911 also enables organisations to:

- Network more effectively with one another.
- Identify potential partners and collaborators for projects.
- Easily locate and recommend supplementary support services for their clients.

You can access the database in a number of ways:

- view the directory online at www.hiv911.org.za
- call the data collection / referral line on 0860 HIV (448) 911
- order provincial directories (R200 each)
- access the HIV-911 database via the National AIDS Helpline (+27 800 012 322).

Staffing

HIV-911 has consistently ensured that its staffing is broadly representative of the South African population. The main language groupings in the country are represented in the Data Collection Centre, ensuring that HIV Service Providers calling the referral line can converse in a language in which they are comfortable. Data Collection Centre staff come from diverse backgrounds and range in age and race group.

The HIV-911 Database

The HIV-911 database currently holds information on over 8 200 HIV-related support services country-wide. For each organisation one or a number of HIV-related services are detailed, with operating days, times and costs provided. The data base is updated continually and new organisations are added on a daily basis.

Data Collection / Referral Line

Operating hours are 07h30 to 16h30 during which time the lines are manned for both data collection and referral.

HIV-911 Website and Online Directory

The on line directory provides 24 hour access to the HIV-911 database. There are five on line search categories: keyword, location, type of organisation, service area, clients served and language. Location searches can be done by province, district municipality, and local municipality. For further details see www.hiv911.org.za

National Hard Copy Directory Series

On 29 November 2007, the HIV-911 Programme launched its first hard copy national directory series of HIV-related services. All nine provincial directories have now been printed and dissemination will be complete by the end of October 2008. Over 22 000 directories were printed in Series 1. For Series 2, which commenced officially on 1 October 2008, the target is 25 000 directories. It is a huge achievement for HIV-911 to have been able to update, collate and disseminate information on such a large number of organisations, most of which encompass more than one area of service, in such a short timeframe. This project is funded by USAID/PEPFAR through the generous support of the American people.

Funding

HIV-911 has received generous support from USAID/PEPFAR. Via a sub-contract from the Foundation for Professional Development (FPD), PEPFAR funds support the national data collection effort and the production of a series of nine provincial directories each year. HIV-911 is also working with the Population Council, Social Surveys, Westat and the National Department of Social Development on a directory of service providers for Orphans and Vulnerable Children. This project is also funded by USAID/PEPFAR. WesBank Fund, First Rand Foundation; AECI; The D.G. Murray Trust and the Discovery Fund all support the efforts of the HIV-911 Referral Network. A number of corporate sponsors have purchased advertising space in HIV-911's hard copy directories. Active fundraising continues.

Partnerships

HIVAN is continually seeking new partnerships and opportunities to expand the reach of the HIV-911 database. Letters of support from provincial government in a number of provinces have been obtained, as well as the active support of a number of Provincial AIDS Councils and major NGO coalitions in the country such as the AIDS Consortium, NACOSA and Eastern Cape NGO Coalition. A partnership with Higher Education South Africa's AIDS Programme (HEAIDS) is facilitating the use of HIV-911 Programme as a support service to the higher education sector. Similarly, HIV-911 collaborates with the corporate sector through the SA Business Coalition Against HIV/AIDS (SABCOHA). A number of faith based collaborations with organisations such as the World Conference on Religion and Peace, ensure that efforts of this sector are reflected in the database.

Accolades and Awards:

The importance of HIV-911 was recognised when it was awarded the 2007 Unitech Excellence Award for Community Development. Unitech is the association of marketing, communications and public relations practitioners at SA Higher Education Institutions and Further Education and Training Colleges. The theme for the 2007 Congress was "Changing Lanes: Global Best Practices in Marketing, Communications and Advancement." HIV-911 is a flagship programme of the Centre for HIV/AIDS Networking (HIVAN), University of KwaZulu-Natal. HIVAN constantly receives feedback from users of the HIV-911 Programme. For endorsements of HIV-911 Programme, see http://www.hiv911.org.za/?page_id=37