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Victorian Take-Home Naloxone Program

**Approved organisations – Frequently Asked Questions (FAQs)**

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## Purpose of these FAQs

These FAQs are prepared by the Victorian Department of Health (the department) to provide additional information to approved organisations of the Victorian Take-Home Naloxone Program (the program).

They supplement the Victorian Take-Home Naloxone Program: Program Operating Policy and Guidelines. Managers of approved organisations are advised to read and familiarise themselves with this document The Program Operating Policy and Guidelines can be found at the program webpage: <<https://www.health.vic.gov.au/aod-treatment-services/victorias-take-home-naloxone-program>>.

If after reading the Program Operating Policy and Guidelines and this document you are still unclear about something, please visit the program webpage for further information or contact: aod.policy@health.vic.gov.au.

For reference, frequent abbreviations used in this document include:

* ‘NSP’ – Needle and Syringe Program
* ‘Program’ – the Victorian Take-Home Naloxone Program.

## Who can participate in the Victorian Take-Home Naloxone Program?

### Which organisations are currently approved to participate in the Program?

Only certain categories of organisations are approved to participate in the program (see Victorian Government Gazette[[1]](#footnote-2) ). These categories are:

* Needle and Syringe Program (NSP) providers
* Medically Supervised Injecting Centres:
	+ The Medically Supervised Injecting Room (MSIR) in North Richmond
* Victorian Drug Checking Services:
	+ Victorian Pill Testing Service
* Mental Health and Wellbeing Locals
* Pharmacies

Pharmacies (including those that operate an NSP) may participate in the supply of naloxone separately to the Victorian Take-Home Naloxone Program by registering with the National Take-Home Naloxone Program. Information on how to do this is available at the Commonwealth Government’s Take-Home Naloxone Program webpage: <<https://www.health.gov.au/our-work/take-home-naloxone-program/providing-naloxone-under-the-take-home-naloxone-program>>. The Commonwealth Program is defined in the National Health Act 1954 as community pharmacy (section 90), hospital pharmacy (section 94) or medical practitioner (section 92).

### Will the Program be expanded to include other services?

The department is considering expanding the program to include other suitable services, such as alcohol and other drug service providers.

### 1.3 Which workers are approved to supply Naloxone?

This document is to be read in conjunction with the Victorian Take-Home Naloxone Program Approved Workers FAQ available from: <<https://www.health.vic.gov.au/aod-treatment-services/victorias-take-home-naloxone-program>>.

##  Registration and reporting

### 2.1 Why do approved organisations need to register with the Commonwealth Government’s Pharmacy Programs Administrator Registration and Claiming Portal?

The Victorian Take-Home Naloxone Program is a joint initiative with the Commonwealth Government’s Take-Home Naloxone Program.

It is a requirement of the Commonwealth’s program that approved organisations register with the Commonwealth Government’s Pharmacy Programs Administrator Registration and Claiming Portal online portal to record and report supply data.

Providing this data will:

* support Victoria’s access to funding under the national program
* inform monitoring and evaluation of the program.

### 2.2 Does an approved Needle and Syringe Program in Victoria have to be registered with both the Victorian Needle and Syringe Program Portal as well as the Commonwealth Pharmacy Programs Administrator Registration and Claiming Portal?

Yes.

The Commonwealth Government’s Pharmacy Programs Administrator Registration and Claiming Portal is where approved organisations record and report *naloxone* supply data.

An NSP will still need to register with the Victorian Needle and Syringe Program Portal for all other *non-naloxone* related services, such as supply of sterile injecting equipment.

### How do approved organisations register on the Commonwealth’s Pharmacy Programs Administrator Registration and Claiming Portal?

The manager of the approved organisation must be the first person to register on the portal. In the national program this person is referred to as the ‘Main Authorised Person’. Their responsibilities include confirming registrations for all other approved workers of that approved organisation.

Once the manager of the approved organisation has registered, all other approved workers must register on the portal, and then login to record details each time they supply naloxone.

For further details:

* Commonwealth Government’s Pharmacy Programs Administrator Registration and Claiming Portal: <<https://app.ppaonline.com.au/home>>
* Watch this [short video](https://player.vimeo.com/video/919436696?h=1667e7869e&amp;badge=0&amp;autopause=0&amp;player_id=0&amp;app_id=58479) to guide approved workers through the registration and record-keeping processes: <<https://player.vimeo.com/video/919436696?h=1667e7869e&amp;badge=0&amp;autopause=0&amp;player_id=0&amp;app_id=58479>>

### Does an approved organisation with multiple locations need to nominate a ‘Main Authorised Person’ for each location?

Yes.

An approved organisation with multiple locations will need to register each of these on the Commonwealth Government’s Pharmacy Programs Administrator Registration and Claiming Portal separately. A different ‘Main Authorised Person’ may be nominated for each individual location, or the organisation may nominate a single person to be the ‘Main Authorised Person’ for all locations when registering them.

### The national naloxone funding program refers to an ‘Authorised Alternative Supplier’. Is this the same as an ‘approved organisation’ in Victoria?

Yes.

The Commonwealth Government’s Pharmacy Programs Administrator Registration and Claiming Portal for the national program uses the term ‘Authorised Alternative Supplier’ (AAS) to refer to the approved organisations participating in the Victorian Take Home Naloxone Program.

## Ordering naloxone

### 3.1 How do approved organisations order naloxone?

Naloxone will be listed in the Mailforce product ordering menu. Naloxone can be selected and added to an order as your organisation would do for any other product.

### 3.2 What if a naloxone formulation is out of stock?

All three current formulations of naloxone (nasal spray, pre-filled syringe or ampoules) can be ordered, subject to availability.

If a specific formulation of naloxone is unavailable due to supply disruption, the approved organisation may choose to order an alternative formulation to ensure it has at least one type of naloxone in stock.

### 3.3 Is there a limit on the amount of naloxone that can be ordered?

No.

The Victorian Take-Home Naloxone Program does not currently have a limit on naloxone orders. A limit may need to be considered in the event of product supply shortages or disruptions.

Organisations are requested to place orders in reasonable quantities to support ongoing access to stock for all organisations participating in the program.

Suggested strategies to manage quantity and frequency of naloxone orders include:

* estimating expected volume of supply, for example on a fortnightly basis, and managing order quantities accordingly
* actively monitoring the amount of naloxone being supplied and ensuring ordering occurs ahead of stock being exhausted
* having a centralised ordering process within your organisation that gives approved staff oversight of orders placed to avoid multiple people placing orders individually.

## Product storage and labelling

### Can an approved organisation participate in the program if it does not have an area to store naloxone that prevents members of the public from self-selecting it?

No.

This is a regulatory requirement, due to the scheduling of naloxone.

### Does naloxone have to be stored in a locked area?

No.

Due to its scheduling, naloxone must be kept behind a service counter but does not have to be in a locked area.

### Can naloxone be placed in an approved organisation’s syringe dispensing unit for afterhours access?

No.

It is a regulatory requirement that naloxone must be stored where it is not available for self-selection by a member of the public.

### How does an approved organisation access labels that must be affixed to naloxone packs?

Approved organisations are responsible for sourcing the labels they must place on each pack of naloxone identifying that organisation.

Organisations can meet this requirement by sourcing a label maker to use on-site or ordering a bulk volume of pre-printed sticker labels from an online supplier.

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1. Victoria Government Gazette G 32 7 August 2025. Available from: <https://www.gazette.vic.gov.au/gazette/Gazettes2025/GG2025G032.pdf> [↑](#footnote-ref-2)